

All Markets

November 2009 Voice of Customer Spiff

Effec. with June spiff, your VOC score must be at least 90% to earn a \$30 spiff – no spiff on scores < 90%

| VOC Sales Rep Satisfaction Spiff | | | |
|--|-------------------|--|-------------------|
| Period Offered | | November 2009 | |
| Spiff Amount | SR Sat Score | Subject to Chargeback | Chargeback Period |
| \$30 | 90% - 100% | Yes | 120 days |
| \$0 | ≤89.99% | | |
| Survey Months Used | | November Spiff is based on July , August and September | |
| Customer Products called for Survey | | Renewals, Postpaid and FlexPay | |
| Minimum Activations per Entity ¹ | | Average of 15 acts per selling point or greater | |
| Product Types for Payment On Contract Postpaid | | \$39.95 & Up \$69.99 FamilyTime & up First 2 lines | |

Qualification:

Step 1: Determine if the Sub Dealer Entity (SDE) achieved the minimum activations per Entity of 15.

- If no, that is fewer than 15 avg. activations, **then there is no VOC payout.**
- If yes, go to Step 2.

Step 2: Determine if the Sub Dealer Entity achieved the minimum number of surveys. Use the Survey Volume Requirements table below:

| Activations* (Excluding Pre-Paid) | Minimum Number of Surveys** |
|-----------------------------------|-----------------------------|
| 0-399 | 20 |
| 400-999 | 30 |
| 1000+ | 40 |

* Activations include Postpaid, B2B, Add-a-line FlexPay Contract, and FlexPay No Contract Qualification

¹ Product Types counted in minimum activations per entity are: All Postpaid Acts, FlexPay Contracts, and Upgrade/Renewals

** Minimum number of surveys is based on the sum of the entity's activations for 3 months. The sum of the 3 months is the same months used for the survey which is listed under "Survey Months Used."

For Example: September is based on May, June and July. October is based on June, July and August. November is based on July, August and September.

Effective June 2009 Revised:

- If no, that is the entity does not receive enough completed surveys above the minimum, **then there is no VOC spiff.**
- If the entity achieved the minimum number of surveys, go to Step 3.

Step 3: Determine what the entity's VOC score is. The VOC score is based on a 3-Month rolling average.

- If the score equal to or less than 89.99%, then the entity will receive no VOC spiff.
- If the score is 90% or higher, then the entity will receive a \$30 VOC spiff on all Products Types for Payment (see above table).

Important: The VOC score will not be rounded. For example: a score of 89.99% will be calculated at the 89% level, not the 90% level.