

START OFF STRONG

WORLD-CLASS SALES & SERVICE

KEEP WORKING HARD FOR A STRONG BALANCE —
AND BIG REWARDS!

EXTENDED INCENTIVE DATES | January 22 – April 21, 2017

ELIGIBLE PARTICIPANTS | All Retention Agents

UNIT OF MEASURE

RGU Retained % and
First Call Resolution (FCR)

CONTINUE TO
FIND THE RIGHT
BALANCE TO BOOST
YOUR AWARD
POINT TOTALS.

Big news...**Start Off Strong** has been extended another month! Through April 21, continue to use your retention skills and behaviors and stay focused on world-class sales and service. Keep finding that perfect balance, and you'll keep getting rewarded!

- Over the next month, Agents who stay strong can achieve a combination of defined performance goals and earn hundreds more Award Points.
- See specifics on your Division's monthly incentive performance and payout levels below:

GOALS FOR FISCAL APRIL.

Spokane Agents who boost their RGU Retained Rates and meet their First Call Resolution numbers can earn up to 850 Award Points each month. Here's how you can earn:

		RGU RETAINED PERCENTAGE		
		91.10%	92.30%	94.20%
FCR	87.25%	150 pts	250 pts	400 pts
	88.60%	250 pts	400 pts	650 pts
	90.90%	400 pts	650 pts	850 pts

AWARD POINTS ARE AWESOME.

They're redeemable for your choice of over 3.7 million award options: electronics, fashion, housewares, toys, sporting goods, jewelry, fitness gear, tools...that's more than 370,000 merchandise options alone!

Award Points are also good for dining and entertainment experiences, travel planning, music downloads, movie and event tickets — nearly anything you can imagine.



GO TO XFINITY XCHANGE OFTEN TO:

- Check your tracker weekly results
- Get the latest retention tools and training
- Stay on top of incentive rules and eligibility
- Discover our gallery of redeemable rewards
- And much more!

KEEP THE MOMENTUM GOING STRONG THROUGH APRIL 21!

Check XFINITY XCHANGE to see previous and updated trackers.

START OFF STRONG TERMS AND CONDITIONS:

- Minimum of 300 calls handled is required during the fiscal month to be eligible for Incentive Award Points.
- Retention Agents must be in good standing as determined by Comcast in its sole and absolute discretion, and must meet any other requirements as determined by Comcast.
- No substitution or transfer of awards to another person is permitted.
- Comcast will provide winners with tax assistance on merchandise prizes received.
- The decision of Comcast shall be final in all matters relating to the interpretation and application of any rules of the "Start Off Strong: World-Class Sales & Service" incentive.
- Comcast reserves the right to cancel, amend, revoke, modify or revise the rules or cease the incentive at any time.