HORIZON PREFERRED CUSTOMER RETENTION DISCOUNT (N)

1. DESCRIPTION

The following details outline a customer retention offering which provides a monthly discount for residential phone customers should they contact our office to disconnect service.

B. TERMS AND CONDITIONS

This offer is available to residential customers only.

This discount is available in conjunction with other discounts including other packaged or bundled service discounts on the same account.

Lifeline customers are not permitted to obtain additional discounts on the phone portion of their account.

Qualifying criteria:

* Minimum 1 year existing service
* Average to excellent (400 – 999) credit history with The Chillicothe Telephone Company

Customers are not required to commit to any agreements, verbal or written.

C. DISCOUNT

A $5.00 monthly discount will be applied to the customer’s account for a 1 year period.

(N)