

WELCOME TO THE HAZE.

IN THE CONFUSION OF THE INDUSTRIAL SMOKE, BLINDING STROBES, AND VODOO VAPORWARE, RW5 IS A WEAPONIZED CREATIVE STRATEGY MACHINE. OTHER TIMES, IT'S A USER-EXPERIENCE PHENOMENON IN RAWEST FORM. UNAPOLOGETICALLY, IT'S ALSO DRUNKEN DEBAUCHERY AFTER A HARD FOUGHT CAMPAIGN.

RW5 IS A VOLATILE CONCOCTION OF THE VISIONTHING.

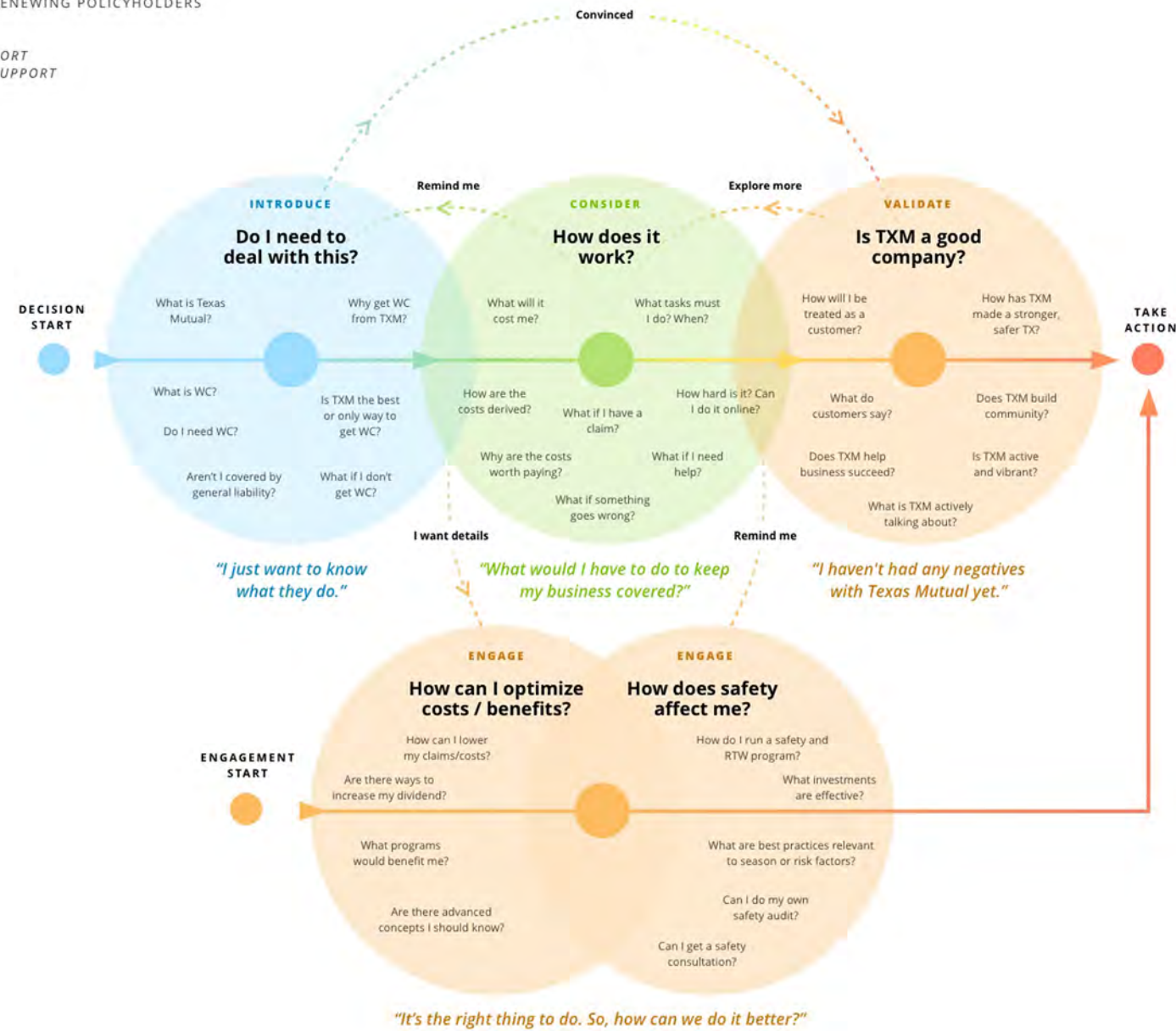
RAZORWIRE





EMPLOYER
PROSPECTIVE + RENEWING POLICYHOLDERS

1. DECISION SUPPORT
2. ENGAGEMENT SUPPORT



— Ideal path
- - - Possible path

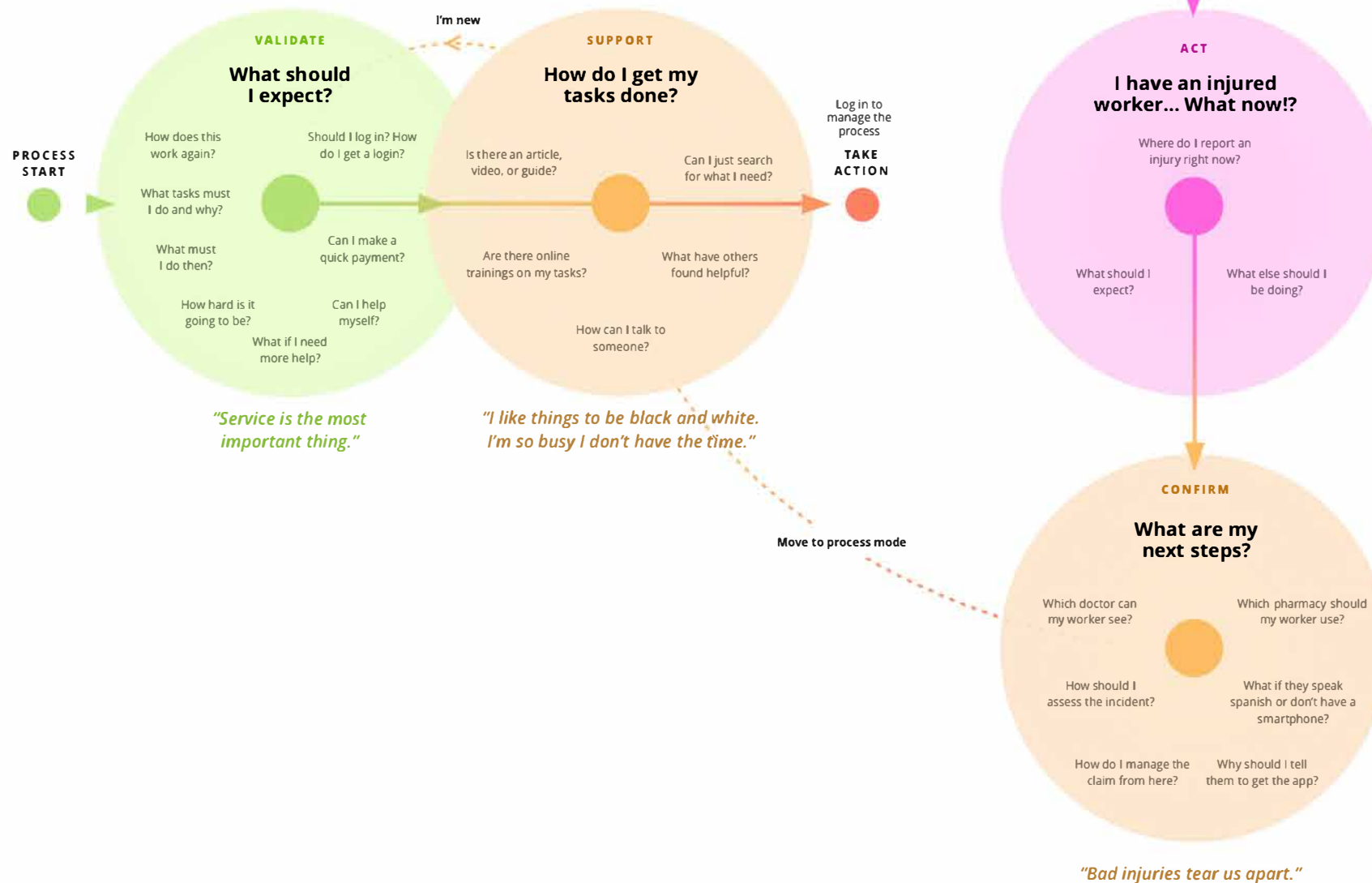
None Some Ample
Knowledge about Texas Mutual / workers' comp

TEXAS MUTUAL + PRAXENT



POLICYHOLDER
CURRENT CUSTOMER

1. PROCESS SUPPORT
2. INCIDENT SUPPORT



TEXAS MUTUAL + PRAXENT



PARTNER LOGO

Profile Help & Contact SIGN OFF

Credit Home Payments Statements Manage Account Rewards I Want To ...

LAST VISIT: JUN 14, 2013 8:36 PM ET

BEAN BUCKS BALANCE
\$0.00

Earn Rewards with Your Purchases

Shop with us now to earn Bean Bucks you can redeem later!

[SHOP NOW](#)

LAST EARNINGS CYCLE
MMM DD, YYYY - MMM DD, YYYY

CATEGORY EARNINGS

STARTING BALANCE	EARNED	REDEEMED
\$50.00	\$10.00	\$25.00
L.L. BEAN BUCKS (4%).....		\$5.00
GAS BUCKS (2%).....		\$1.00
DINING BUCKS (2%).....		\$1.00
ALL OTHER BUCKS (1%).....		\$3.00
BONUS BUCKS.....		\$0.00

HELP More Help & Contact >

Frequently Asked Questions

When will I see my Bean Bucks after a qualified purchase?
Your Bean Bucks balance will be reflected immediately after a purchase and can be redeemed thereafter.

Send Secure Message

ADDITIONAL BENEFITS

FREE SHIPPING EXCLUSIVE SALES FREE MONOGRAMMING

citi | L.L.Bean

Help & Contact Profile SIGN OFF

CREDIT HOME PAYMENTS STATEMENTS MANAGE ACCOUNT REWARDS

I WANT TO...

LAST VISIT: JUN 14, 2013 8:36 PM ET

Rewards

L.L.Bean Mastercard Ending in 1234

Available Bean Bucks ⓘ
\$35.00

Claim Your Rewards and Save Today!

Use the Bean Bucks you've earned to save on purchases at L.L.Bean.

[SHOP NOW](#)

LAST EARNINGS CYCLE
OCT 01, 2017 - NOV 01, 2017

STARTING BALANCE	EARNED	REDEEMED	ENDING BALANCE
\$70.00	\$10.00	\$25.00	\$55.00

CATEGORY EARNINGS

L.L.Bean Purchases (4%)	\$5.00
Gas Station Purchases (2%)	\$1.00
Restaurant Purchases (2%)	\$1.00
All Other Purchases (1%)	\$3.00
Bonus Purchases	\$0.00

ADDITIONAL BENEFITS

Free Shipping Exclusive Sales Free Monogramming

[Rewards Terms & Conditions](#)

My Settings

Progress 60%

Manage Account Alerts

Manage Paperless

Manage Payment Sources

Set Up AutoPay

Complete Profile

HELP More Help & Contact >

Frequently Asked Questions

How do I earn Bean Bucks?

You'll earn Bean Bucks by using your L.L.Bean Mastercard for everyday purchases, including:

- 4% back at L.L.Bean and other select stores
- 2% back when you use your card to pay for gas and dining
- 1% back everywhere else Mastercard is accepted

Bean Bucks are earned on net purchases. They're not earned on cash advances, interest or finance charges and other fees, non-qualifying balance transfers, and convenience checks.

Chat with an Associate

Send Secure Message





IRINA PETROVA

Carrier Relations Manager

- 32 years old
- Russian business executive
- Responsible for establishing interconnection agreements
- Has a quota she has to meet in volumes
- Travels frequently to trade shows
- Not technical, but business savvy

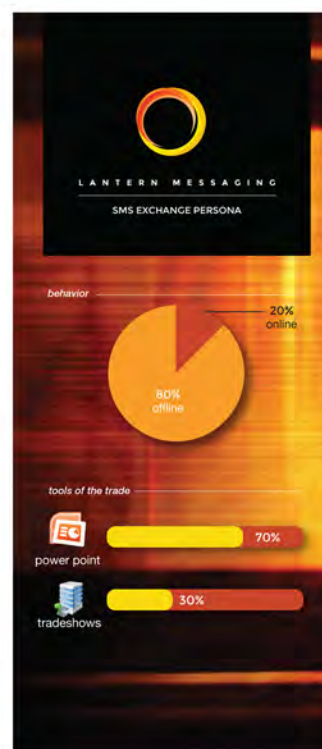
She lives by the rates. She knows where her rates are good and where she needs to improve them. She is looking for tools that give her powerful queries to compare rates and potential margins. Once she establishes interconnection agreements, she will not use reporting tools.

PAIN POINTS

1. Irina has to manually plug in rates into a spreadsheet to do analysis for cost efficiency.
2. She spends much of her time at tradeshows establishing relationships.
3. She is not sure that her current relationships actually offer the best rates.
4. She is unsure of the quality of her newly-established relationships.
5. The quality of a single carrier can vary across geographic areas.

LANTERN MESSAGING SOLUTION

The Lantern Messaging platform will allow Irina to establish relationships outside of the eventful and hectic tradeshows with both larger established carriers, as well as with smaller up-and-coming carriers. More importantly, she will be able to research the quality across geographic regions to determine any core competencies before deciding which carriers to buy from.



Ashok Bashar

Telecom Executive

- 48 years old
- Arabic telecom executive
- Responsible for both retail and wholesale business lines
- Focused on profitability and network expansion
- Manages teams and reports to CEO
- Long history in telecom with technology

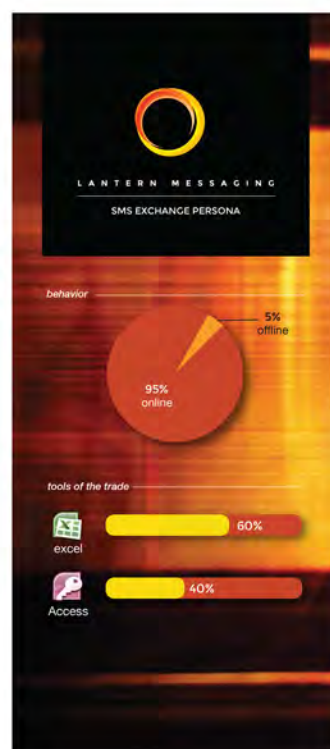
He must report to the CEO on all new projects and is a trusted advisor to both the network ops team and business development teams. He is not focused exclusively in wholesale and looks at the whole business. He is most interested in business reporting tools and financial models.

PAIN POINTS

1. He wants his team to have more up-to-date data and rates so that they can report more efficiently.
2. He needs to quickly know his buyer and carrier needs so that he can react quickly to the market.

LANTERN MESSAGING SOLUTION

Playing the role of buyer and seller, Ashok needs to stay aware of the types of purchases buyers and carriers are making, as well as trends in the markets. By looking at historical data of purchases and performance in Lantern Messaging reporting, Ashok can play the market, making sure he has purchased enough texts from wholesale carriers to meet the upcoming demand from his buyers.



Japendra Sood

Wholesale Rating Manager

- 27 years old
- Indian junior manager on rating team
- Responsible for managing least cost routes and rates for wholesale
- Focused on watching rate changes and ensuring QoS
- Manages small team of young rate analysts
- Some technical background, with accounting and business

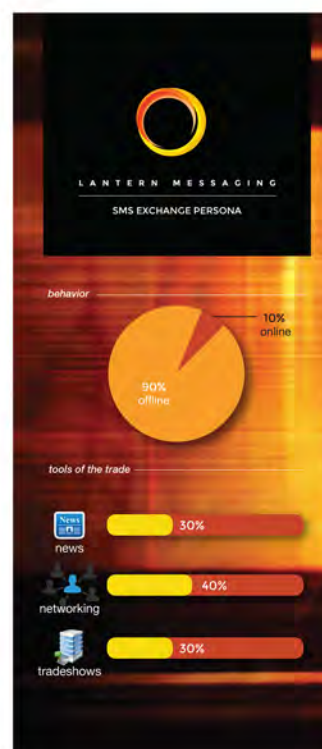
He is young and bright and rarely sleeps living off coffee and Red Bull. He manages rates and rates only. He knows all functions in Microsoft Excel and has developed his own arbitrage tools. He wants flexibility to search rates across regions and wants exporting tools to do his own analysis.

PAIN POINTS

1. There is no centralized location of rates.
2. He spends just as much time importing the latest rates as he does number crunching those rates.
3. Japendra has to micromanage his team at times to make sure they're always using the latest rate data.
4. His team sometimes presents conflicting analyses due to outdated information.

LANTERN MESSAGING SOLUTION

For Japendra, time is of essence, and the Lantern Messaging platform allows him to quickly compare rates in real-time, as well as run profitability reports on the fly to better determine areas for improvement and optimization. The tool does a lot of his manual work by providing recommended alternatives to his existing carriers and Japendra can run simulations to verify anticipated outcomes and profits before recommending purchases to his boss.



Hai Zhou

Telecom CEO

- 58 years old
- Chinese telecom executive
- Responsible for all business lines, performance
- Focused on profitability and network expansion
- Manages teams and reports to Board
- Worked in Chinese government and telecom industry for life

Not interested in taking major risks. Has seen new software and hardware projects fail and succeed. Relationships are most important to him. He is looking for simple, easy-to-use tools that integrate into current business models. Reporting is most important to him.

PAIN POINTS

1. He has used inefficient tools in the past from companies that don't understand telecom or eventually go under.
2. He has not seen any innovative tools that can comprehensively serve the needs of his many employees.
3. There is a lack of customizable reporting tools out there. Many times, his database programmers have to write special queries.
4. Hai has concerns about the quality and reputation of certain carriers that he has never used before.

LANTERN MESSAGING SOLUTION

The Lantern Messaging GUI allows for extensive customization, depending on the role and preferred view. Hai can set up his own unique dashboard that allows him to continuously view the results of profit reports and monitor carrier performance even after a purchase to ensure that his company is getting the best quality for the rate.



Janet Smith

BARGAIN HUNTER, BUDGET DRIVEN
"I am going with whoever has the best deal."

Profile

- 62, married to Rob
- Payroll Coordinator, Charlotte, North Carolina
- Son works in Oregon
- Daughter, married, lives in Raleigh
- Household Income: \$85,000+

Life Goals

- Pay off all debts and retire in 4 years
- Turn her craft hobbies into some additional income

Motivators

WALLEY COST:

Market Size: Bargain Hunter: 17.3%

A Good Deal

Janet loves to get a good deal and she does the research to make sure she gets it, perusing auction sites and the online classifieds. The Internet is instrumental in helping her get the best bargains and to keep up with her scrapbooking hobby.

When her son relocated to Oregon, she emailed him URLs of good websites for household items. They then talked on the phone while they viewed sites together.

Difficulties Reading

Although she loves being on the Internet, she is finding many sites difficult to read-the text is too small or not dark enough. It's hard to navigate links when they are too close together, and there is so much going on in the pages.

At Home Comfort

Janet can't live without her ergonomic phone for communicating with friends and family, but has not signed up for a data plan because of the cost. Her husband's BlackBerry is paid for by his employer.

TV is her preferred telecom service. She and Rob enjoy watching it together, whether it's sitcoms, HBO DVDs, or the Panthers and Hurricanes during football and hockey season.

Attitudes & Behaviors

Write not always comfortable with new technology, she sees it as an advantage.

Actively reaches out for reviews from family, friends and other customers.

Budget-driven has to find the best deal.

Comfort online runs ahead of her skills in using the web-tends to get lost the first time through a site.

JANET & TECHNOLOGY

"I love online promotions and offers. If they're out there, I'll find them."

Product Importance & Integration

- The most important service is TV, which she and Rob spend a lot of time watching together.
- Limited integration-she has started exploring streaming sites like Hulu and Netflix, but still primarily enjoys watching on her TV through her cable provider.

Mobile

- Janet has a family plan that still includes her two children but not Rob.
- Once her daughter switches to her own family plan, Janet intends to add Rob's mother to continue to take advantage of savings.

Home Phone

- Has kept the landline as part of the DSL package. She's considered dropping it, but its usefulness during the last hurricane is a compelling reason to keep it.
- Rob's mother calls the landline, but many calls are from telemarketers.

Television

- Has basic cable package, but cost of service is always a consideration and it seems to jump every year.
- Often considers switching or upgrading.

Internet

- Has had mid-range DSL connection for 5 years, which meets current needs.
- Would consider a different Internet provider if changing the TV service as part of a bundle.

Account Management

When it comes to account management, Janet likes having a paper record of her billing and account and pays bills through bank-either online or at an ATM.

She has online accounts with her mobile service provider to monitor costs and usage on her family plan.

Product Support

Janet prefers face-to-face and phone communication because she associates personal interaction with accountability.

Most times she will ask Rob or her son to help out with her tech problems. If the problem is something she thinks she can solve, Janet will explore FAQs and community forums on the product sites to get information. Because of her online bargain hunting, she feels compelled to add to customer reviews and share her experiences with the product.

Social Media Activity

Janet enjoys Facebook for catching up with family and old friends-it's such an easy way to share pictures. While getting more comfortable with Facebook, she has joined several different craft groups and is following companies to try to find out about deals and get coupon codes.

Buying Influences

Janet likes to discuss and find out what others feel about things before making a purchase.

She prefers customer comments over the more professional reviews that seem dry, technical and do not touch on real-life value.

Although Janet is usually frugal, she is willing to upgrade her TV service and pay extra for features and channels.

HOW JANET MAKES DECISIONS

- Cost is the biggest consideration
- Big on online research-starts with Google and compares as many sites as she can find
- Wants the most for the lowest price, even if extra features are not needed.
- Not impulsive-will leave items in cart if not convinced on price
- A switcher-not brand loyal and has a "what have you done for me lately?" mentality

1 Researching

- Wants a comparison tool-compares available options and decides based on price.
- Peruses live chat so she can ask about special deals.
- Loves banners, flyers and ads for introductory offers and promos.

2 Purchasing

- Believes online will be cheaper than offline.
- Feels brand sites are usually more expensive.
- Seeks out coupons and promo codes.
- Needs to know what freedoms the quality for.
- Looks for cross-sells & up-sells in buy flow.

3 Unboxing

- Loves extras, coupons, and rebates in the box.
- Looks for special offers in welcome emails.
- Wants appreciation to validate that her money went to the right place.
- Wants easy return policy.
- Believes reusable packaging is a treat.
- Needs reassurance that the price hasn't changed.

4 Using

- Always paying a competitive price.
- Uses simplicity-not complicated to use.
- Wants to be in control of billing-checking each line item, associated savings.
- Sees all kinds of sites, appreciates a good online experience only after the fact.
- Wants pricing to be transparent or have advanced notification of changes.

5 Supporting

- Believes good customer experience is a must.
- Will use self-support through Google and FAQs if it's easy.
- Wants simple solutions that are easy to find.

6 Deepening

- Pays attention to cross-sell and up-sell opportunities on monthly bill.
- Needs reminders that she's still getting the best deal.

JANET'S EXPECTATIONS

- "I expect rewards for being loyal."
- "I will hold off purchase for a better price."
- "I take it personally-if I feel mistreated I'll go elsewhere."

HOW JANET MAKES DECISIONS

A Sample Scenario
Researching and Purchasing
 Janet has recently received an email about the new fiber optics TV service her Internet provider is offering and she wants to investigate its affordability.

1 Search for Information

Questions

- How many channels do I get for what price? What is the cost of premium channels?
- Can I combine my email coupon offer with other offers to get a better discount?
- Is there any additional cost associated with DVR service?
- How does the cost compare to what I'm paying for with my current provider and how much more am I getting?

Tasks

- Review new TV promotion for existing customers in an email from current Internet provider.
- Go online to provider website to find the promotion and review TV package prices.
- Compare package prices to current TV service package.

Challenges

- I don't like paying more than I have to for a service.
- I always pay attention to advertisements for cheaper service options.

2 Evaluate Alternatives

Questions

- Are there any bonus offers for new customers?
- Can I combine my email coupon offer with other offers to get a better discount?
- Is this really the best price I can get? What are competitors offering?

Tasks

- Review prices of channel package options and DVR equipment needed online.
- Check customer and third party reviews online to get opinions.
- Check other provider prices online and talk to Rob about this new TV offering.

Challenges

- I want to get the most out of my TV service-DVR, lots of channels and a good price.
- If bundling doesn't save me money, I'm not interested.

3 Make Decisions

Questions

- Can I get free installation?
- If I upgrade to a better package, how much more will I get?
- Will my property receive a good signal?
- How long is the promotional pricing guaranteed for?

Tasks

- Call representative and ask about what they can offer in terms of discounts.
- Order service over the phone to take advantage of as many discounts and promotions as possible.
- Arrange for installation and let Rob know so that he can be home when they arrive.

Challenges


- Free installation and introductory pricing are important to me.
- I'll purchase online if it means I'll get a better deal, but it has to be simple and easy to do.

The web is a gold mine of shopping options, best prices and deals.

[Personal](#)
[Business](#)
[About AT&T](#)

[Find a Store](#)
[Language](#)

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AUSTIN, TX
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U-verse

Save a bundle with **U-verse**[®]


TV + Internet + Home Phone or Wireless

HD-ready DVR included. [Offer details](#)

starting at **\$89**/mo. for 12 months*

[Shop U-verse](#)

Our lowest bundle price ever!



Friends With Benefits
Now playing on U-verse Movies. [Additional details](#)

MYAT&T

Existing Customers

Log in and shop for exclusive AT&T customer discounts.

[Add a line](#) [Upgrade](#)


2-yr contract, min. \$15/mo. data plan and other restrictions apply.

GIFT GUIDE


One-Stop Shopping

Skip the lines. Find out how easy it is to find it online.

[Learn more](#)



[Overview](#)
[Key Features](#)
[Learning Center](#)



Phones & Devices


All the hottest devices at the best prices

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[Quick Messaging](#)

[Smartphones](#)

[View all phones & devices](#)



Voice & Data Plans


Flexible plans that meet your needs

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Services

Services to keep you connected

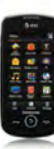
[Data plans](#)

[Messaging](#)

[Family](#)

[View all services](#)

[Free Phones](#)
[Top Rated](#)
[What's New](#)
[Mobile Broadband](#)




Samsung Solstice II - Grey

★★★★☆

\$0.00

[View Details](#)




Sharp® FX(TM) PLUS

★★★★☆

\$0.00

[View Details](#)



Pantech Crossover (TM)

★★★★☆

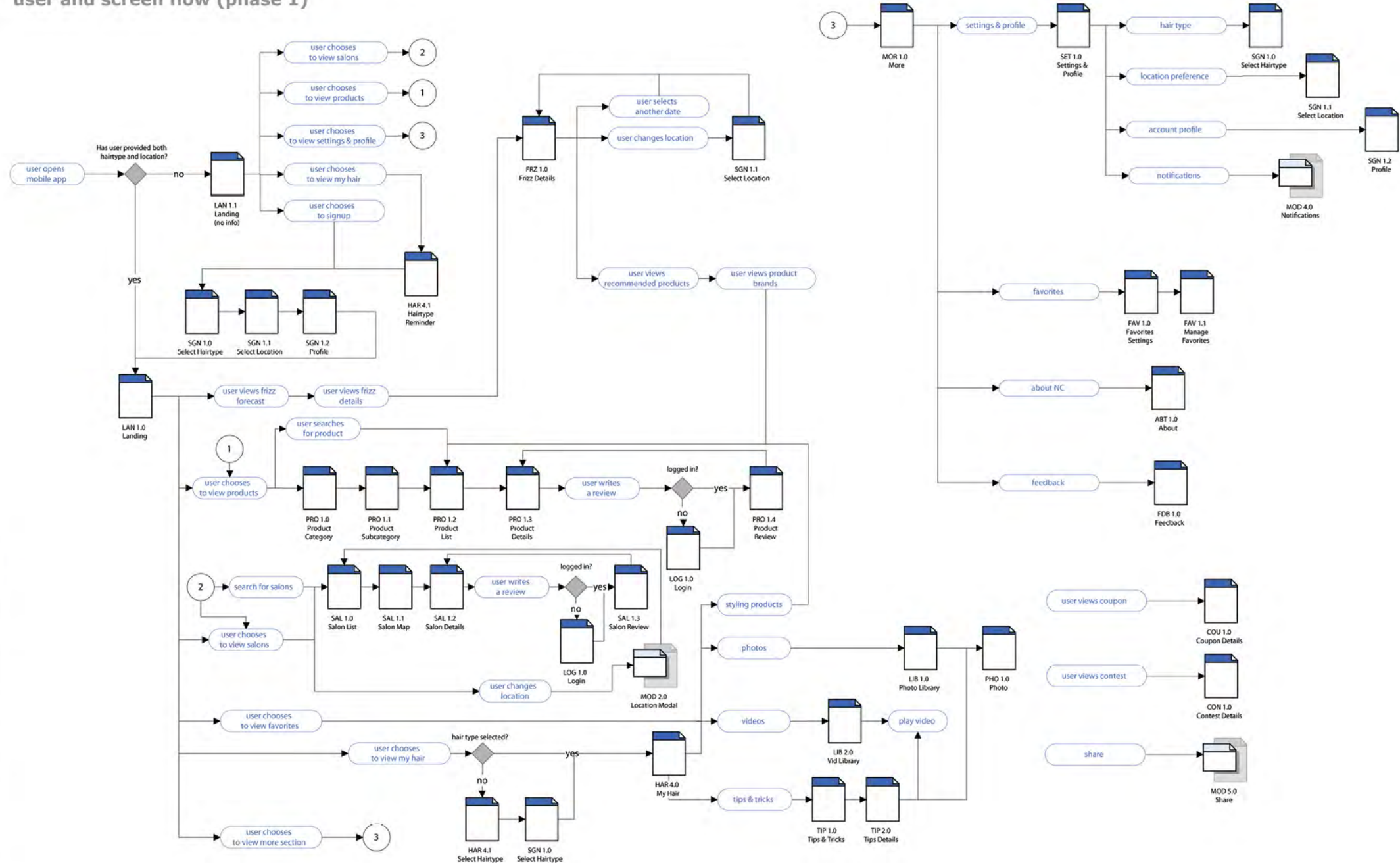
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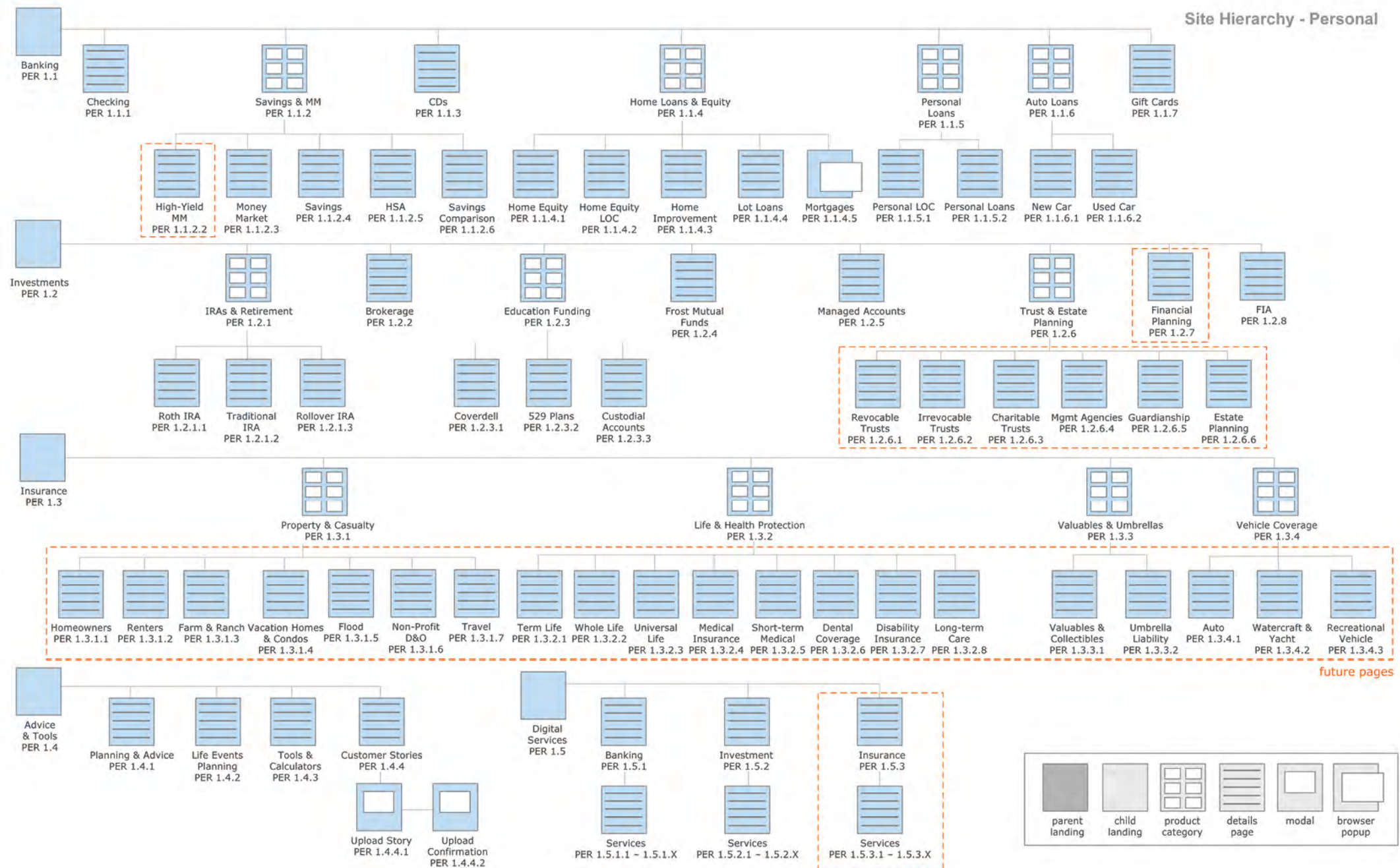
[View Details](#)

2 year contract required. Smartphone devices require a minimum \$15/mo data plan. Other restrictions may apply.



user and screen flow (phase 1)





FROST logo

PersonalBusinessAbout Frost

help & support | locations

search: >

chat with us 1-800-XXX-XXXX

login

4 log into 5 My Frost

My Frost username

My Frost password

6 7 12 go

register | need login help?

Palo Dura Canyon

by Elizabeth Smith

customer since 2005

view full photo 8

<< >>

We're celebrating our great state - its beauty, spirit, diversity, and values - in this exhibit depicting Texas through the eyes of our customers.

submit your own photo >

9 hide photo module >

spotlight 1 of 3 < || >

Fuel is finally here.

Your own checking account created by you for you.

view Fuel Checking >

image

banking

Why do banking with Frost?

See an putant pertinax contentiones. Sea an putant pertinax contentiones.

1

see all personal banking >

see all business banking >

image

investments

getting your investments back on track

See an putant pertinax contentiones. Sea an putant pertinax contentiones.

2

see all personal investments >

see all business investments >

image

insurance

protecting you, your family, and your business

See an putant pertinax contentiones. Sea an putant pertinax contentiones.

3

see all personal insurance >

see all business insurance >

About Frost

: expertise

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: careers

: newsroom

Helpful Links

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: security policy

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: forms

: lorem ipsum

: more support...

10

Investment products including: stocks, bonds, mutual funds, UITs, variable life, annuities and life insurance are: Not FDIC insured | Not guaranteed by Frost Bank | Not an obligation or deposit of Frost Bank | May involve investment risk, including the possible loss of principal amount invested.

HOM 1.0 – Welcome Page (rollover states)

callout	name	type	event	description
1	banking module	hover state links	onClick	For personal banking link, direct user to PER 1.1. For business banking link, direct user to BIZ 1.1.
2	insurance module	hover state links	onClick	For personal investments link, direct user to PER 1.2. For business investments link, direct user to BIZ 1.2.
3	investments module	hover state links	onClick	For personal insurance link, direct user to PER 1.3. For business insurance link, direct user to BIZ 1.3.
4	login / register module	module		This module will focus on My Frost but also give access to other online account management logins.
5	other accounts	dropdown		Allow user to access other 3 rd party account management tools. After user makes a selection, display the respective login credential requirement label.
6	register	link	onClick	Direct user to registration page REG 1.0 where user can select the account type to register for.
7	need login help	link	onClick	Display forgot password modal PSW 1.0.
8	photo module	link	onClick	Allow user to paginate through photo collection. Metadata should be short description, photographer, and customer since. Upon clicking view full photo, display background with photo. Upon clicking submit your own photo, direct user to PHO 1.0.
9	hide photo	link	onClick	Collapse to initial state of homepage.
10	footer	hover state links	onClick	Upon clicking expertise, direct user to ABT 1.1. Upon clicking heritage, direct user to ABT 1.2. Upon clicking leadership, direct user to ABT 1.3. Upon clicking community, direct user to ABT 1.4. Upon clicking contact us, direct user to SUP 1.1. Upon clicking find locations, direct user to SUP 1.2. Upon clicking services, if user is on a personal page, direct user to PER 1.5. If user is on a business page, direct user to BIZ 1.7. Upon clicking security policy, direct user to SUP 1.4. Upon clicking Q&A, direct user to SUP 1.3. Upon clicking forms, direct user to SUP 1.5.
11	logged in module	module		After successful login, if user comes back to the public website, display logout module, always showing manage account, logout, and login to different account links. Upon clicking logout, log out the user and direct user to welcome page. Upon clicking 'login to different account, dynamically expand module to allow for selection of account type.
12	go	button	onClick	Validate username and password. If successful, direct user to landing page of authenticated user experience. If unsuccessful, direct user to login error page LOG 1.0.
13	logout module slideout	dynamic		Allow user to login to a different account as well as access registration and password retrieval functionality.

currently logged in

Welcome back, John Smith

manage account

logout

login to different account

11

currently logged in

Welcome back, John Smith

manage account

logout

login to different account

13

log into My Frost

My Frost username

My Frost password

go

register | need login help?



logo

PersonalBusinessAbout Frost

chat with us1-800-XXX-XXXXlogin

Banking | Investments | Insurance | Digital Services | Advice & Tools

Life Events Planning

Home > Personal > Advice & Tools > Life Events Planning

Life events and happenings can really have you wondering about your financial health and well-being. We've created a little app to help you start thinking about unique banking, investments, and insurance needs for where you are in your life.

just graduated college and first job

just got married1

first home

having children and career changes

image

image

image

image

just graduated college and first job

So you got the degree and you've landed your first gig. You love the smell of your business cards! What about everything else? The decisions you make this early in your life will have significant impacts to your growth and ultimate stability for you and your (future) family. The earlier you develop good financial practices, the easier it becomes to ride through trends.

banking considerations

See an putant pertinax contentiones.

banking products to consider

product lorem ipsum
product lorem ipsum
savings calculator
product lorem ipsum

investments considerations

See an putant pertinax contentiones.

investments products to consider

2

- planning and advice
- retirement calculator
- product lorem ipsum
- product lorem ipsum

insurance considerations

See an putant pertinax contentiones.

insurance products to consider

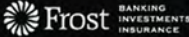
- product lorem ipsum
- product lorem ipsum
- product lorem ipsum
- product lorem ipsum

footer placeholder
(see HOM 1.0)

Investment products including: stocks, bonds, mutual funds, UITs, variable life, annuities and life insurance are: Not FDIC insured | Not guaranteed by Frost Bank | Not an obligation or deposit of Frost Bank | May involve investment risk, including the possible loss of principal amount invested.

--priority line

business objectives	Communicate and encourage acquisition of Frost's full service banking, investment and insurance capabilities.			
	Increase the number of products or services held by a Frost prospect/customer across lines of business.			
	Deliver on Frost's excellent customer service experience in a uniquely Frost way.			
user objectives	I'd like to know that someone is there to help when I need it and can't do something myself.			
	Guide me through the process and let me know you'll be there every step of the way.			
callout	name	type	event	description
1	category	image	onClick	Upon user clicking a category, refresh the category consideration section to show the relevant information for the specific category.
2	category considerations	link	onClick	Category considerations can consist of products, services, tools & calculators, etc. Upon clicking, direct user to that page.


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Sign Up
Other Logins
Prevent Fraud

LIFE EVENTS PLANNING


Home > Personal > Advice & Tools > Life Events Planning

You can't predict, but you can prepare. So here's an app to help you with your banking, investments and insurance needs for today. As well as down the road.


CHOOSE FROM THESE LIFE EVENT:




Graduating




Buying a car




Getting married



Buying a home



Having children



Retiring

Congratulations. You've got a degree. And hopefully, a new job. The next step is a budget. Even if money's tight, any money you can put into a 401(k) or savings account now, will grow exponentially thanks to the power of compounding. We'd be happy to sit down with you and talk about your options.

Banking:

- Checking
- Money Market
- CDs
- Auto Loan

Investments:

- IRA
- Periodic Investment Program

Insurance:

- Renters Insurance
- Medical Insurance
- Dental Insurance

Advice & Tools:

- Advice One
- Advice Two
- Tools One

TALK WITH AN ADVISOR

Call 512.963.4252 or choose to:

- Request a call
- Visit a branch near you

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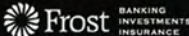
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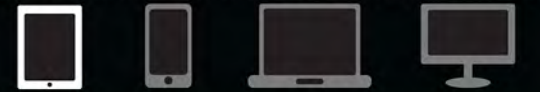
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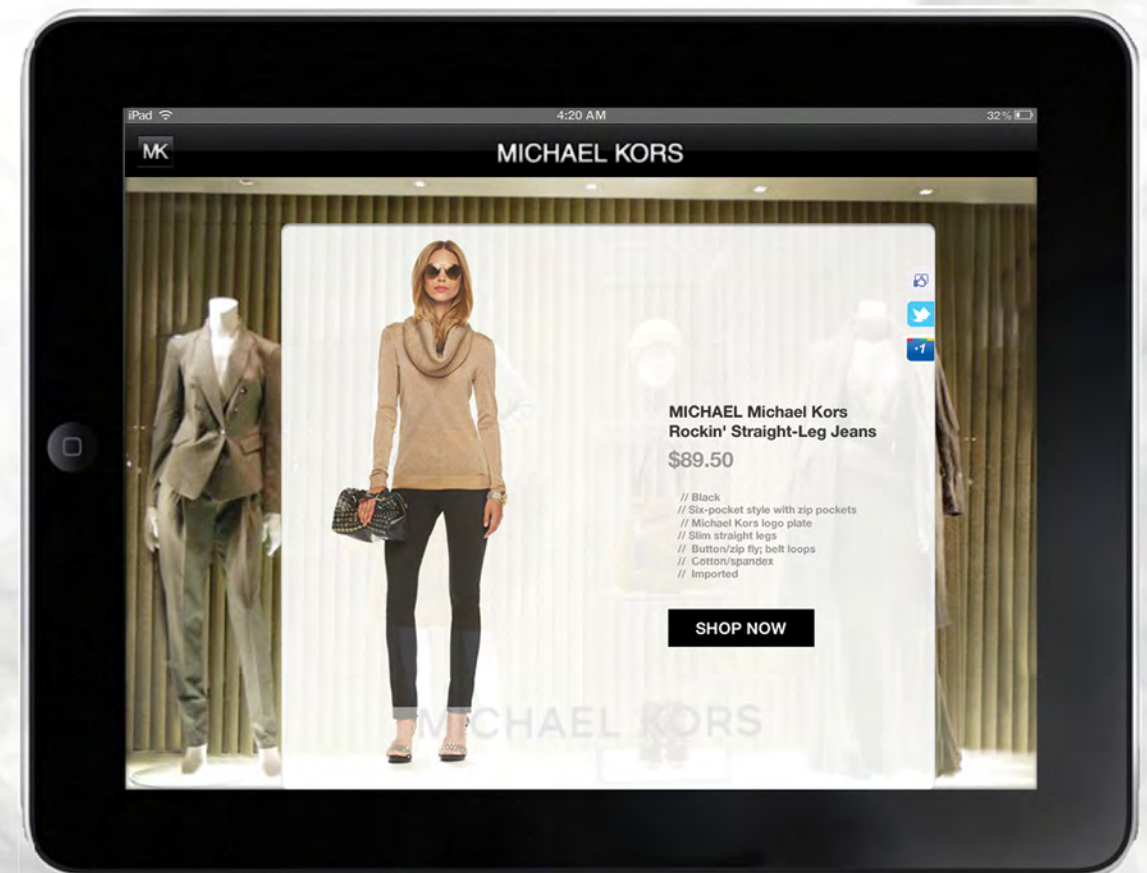
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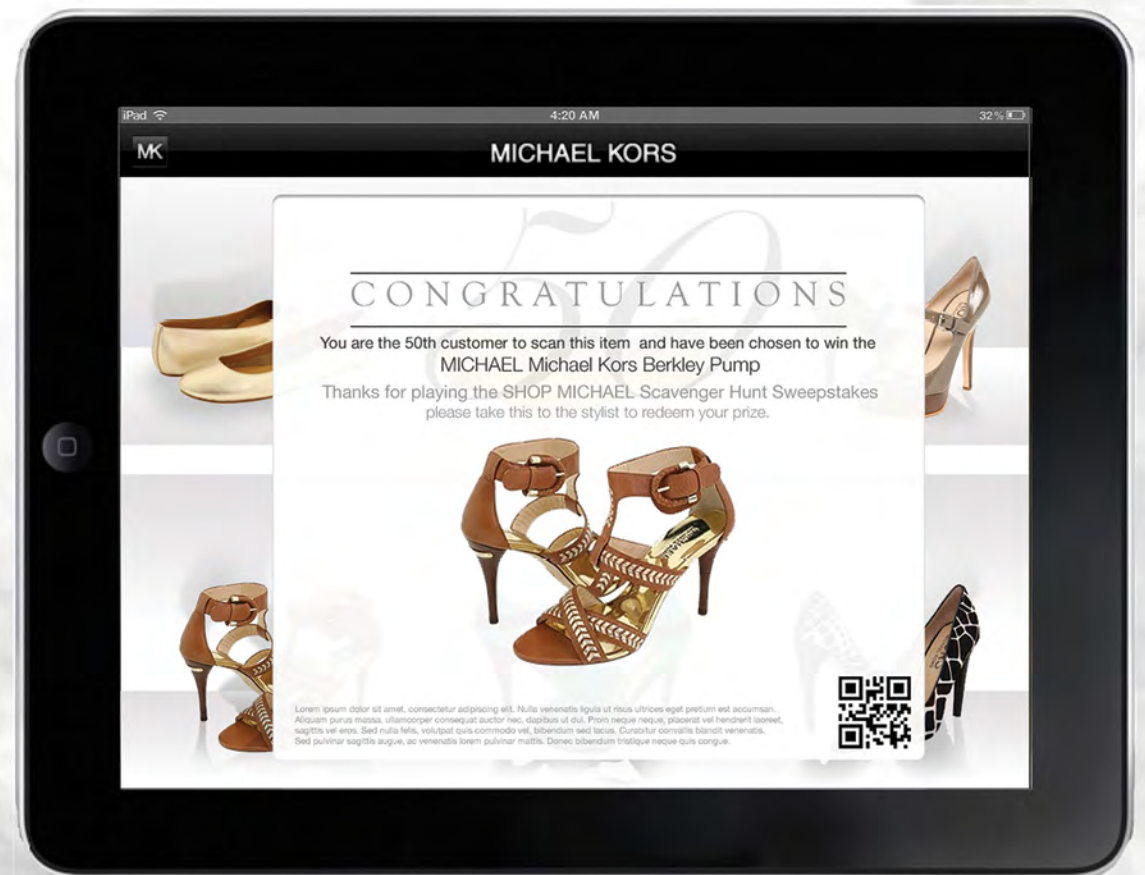
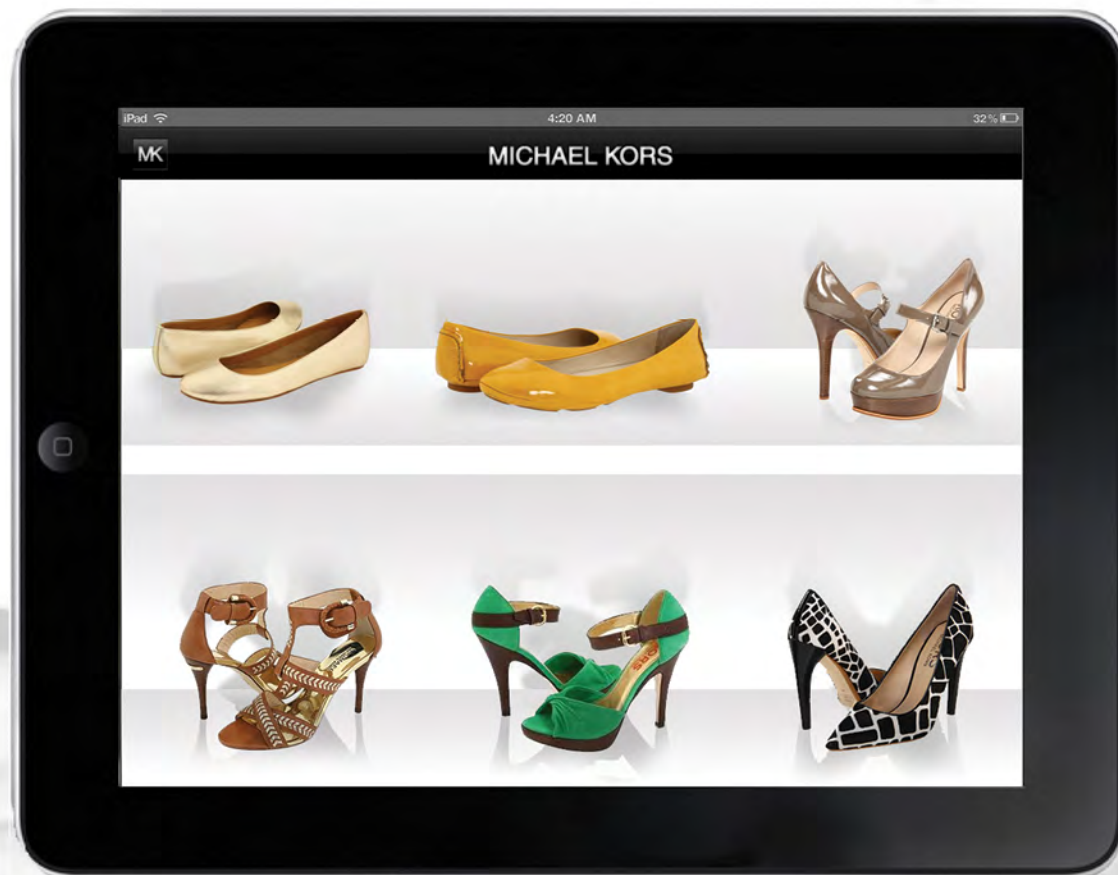
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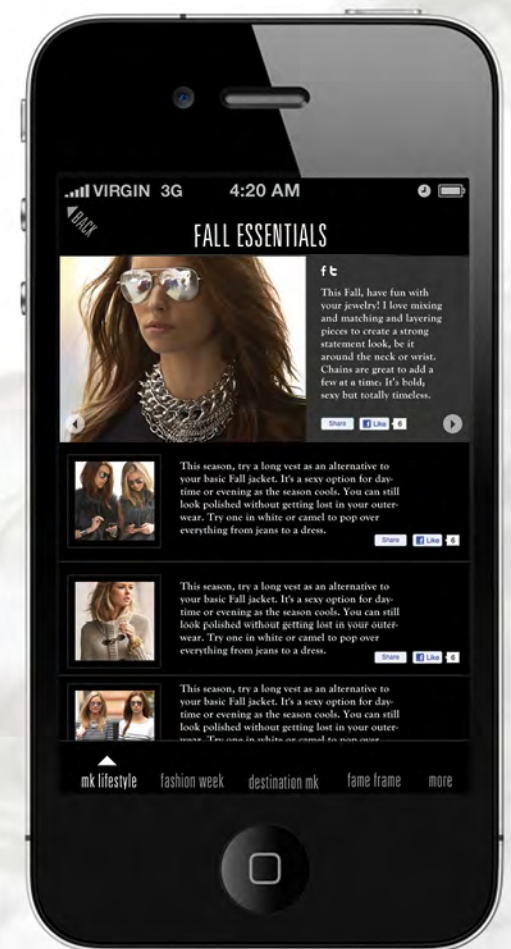
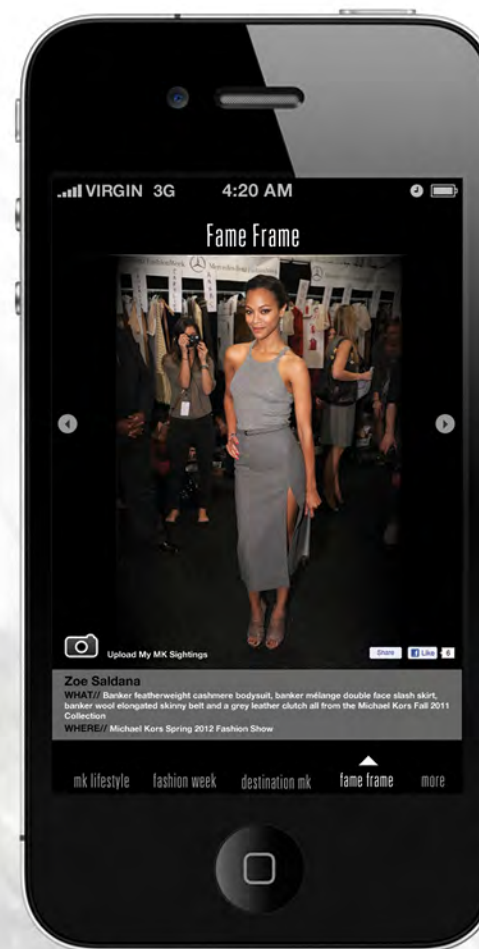
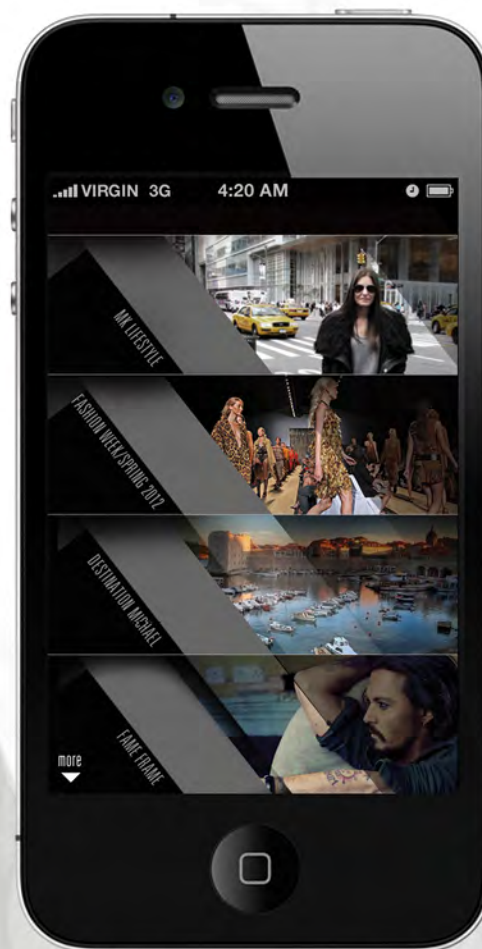
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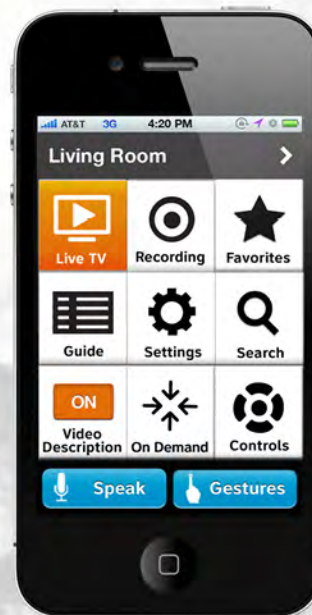
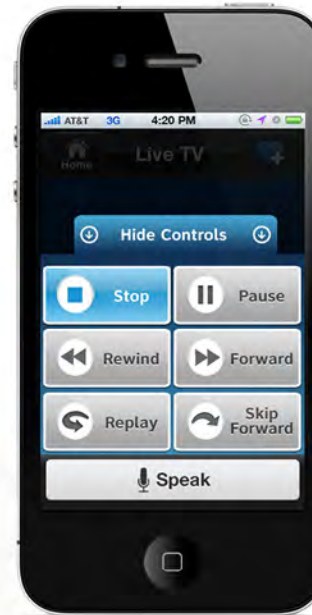
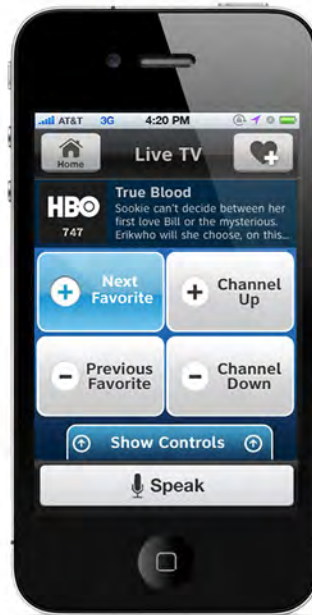
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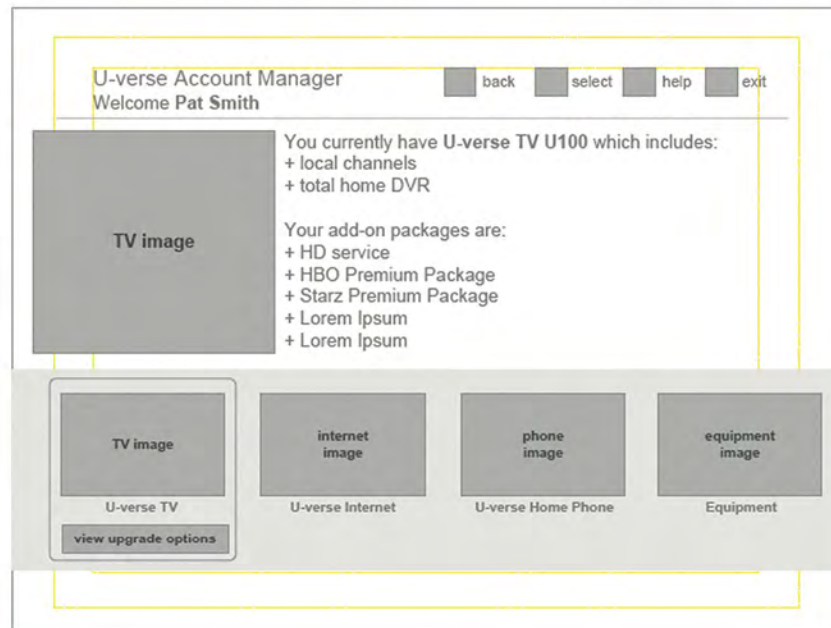












U-verse **Account Manager**
Welcome **Pat**

OK Select Back Help Exit

My Multiview

Local Programming
5:00 PM-6:00 PM
Press EXIT for Subscreen, INFO to add/remove channels.

You currently have:
U-verse TV U100 which includes:

- local channels
- total home DVR

Your add-on packages are:

- HD service
- HBO Premium Package
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U100
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U-verse **Account Manager**
STEP 1 of 4: Select TV Package

OK Select Back Help Exit

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\$64.00/mo

U200
\$72.00/mo

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NEW OWNERS	Welcome calls, welcome letters			New Owner Service and Warranty Letters		>>
RETAINED	Welcome CRN's	Service Reminder Notices eSRN's (Electronic Service Reminder Notices)			ARC's (Appointment Reminder Calls) Overdue for Service Calls - to remind customers due for service to make application	>>
AT-RISK						
RECAPTURE						
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New Owners

Welcome Calls,
Welcome Service Letters

New Owner Service and Warranty Letters



Retained

Welcome
CRN's

Service Reminder Notices eSRNs
eSRN's
(Electronic Service Reminder Notices)

ARC's (Appointment Reminder Calls)
Overdue for Service Calls
- to remind customers due for service
to make application



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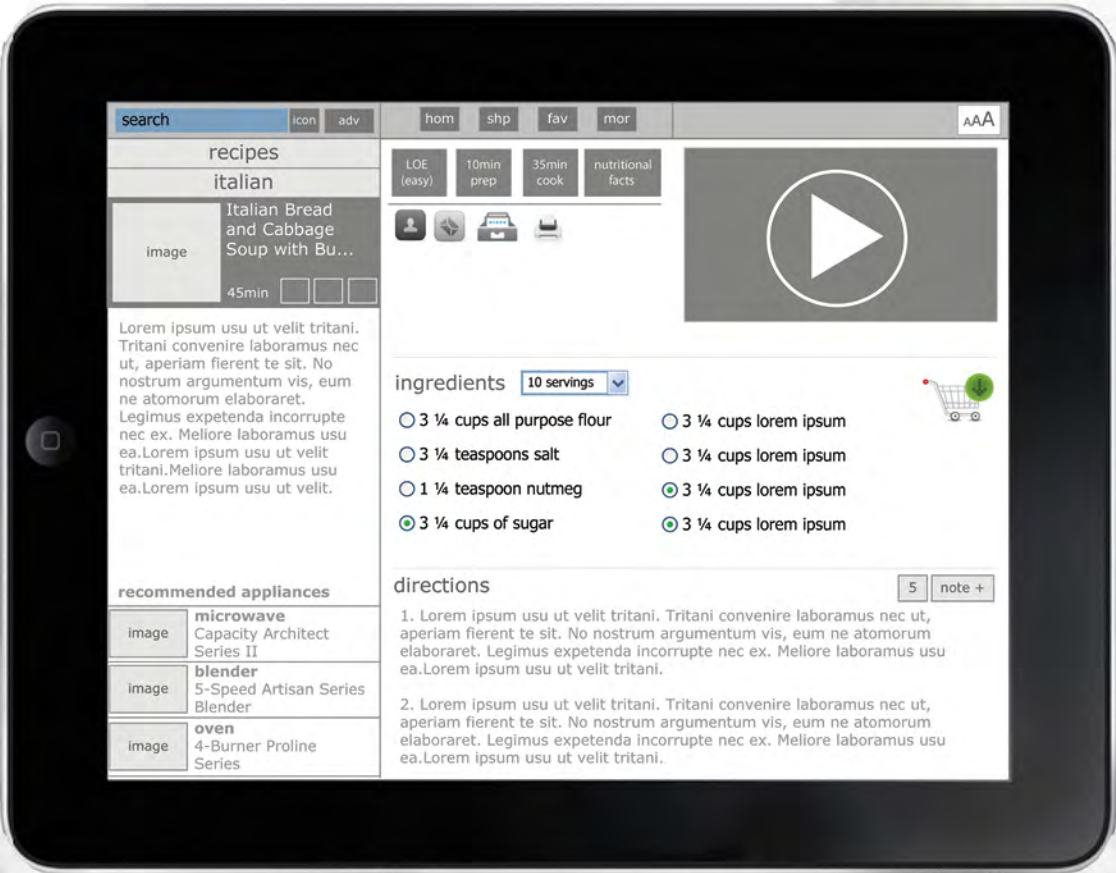
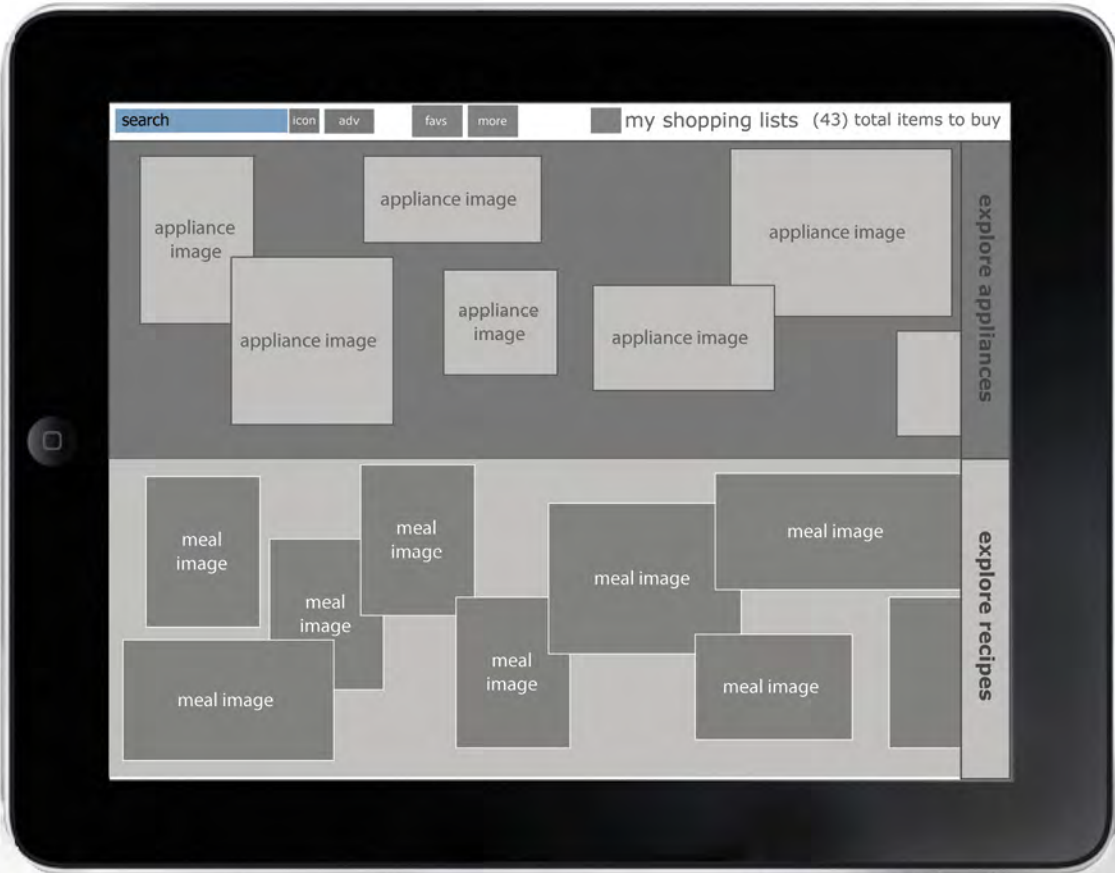
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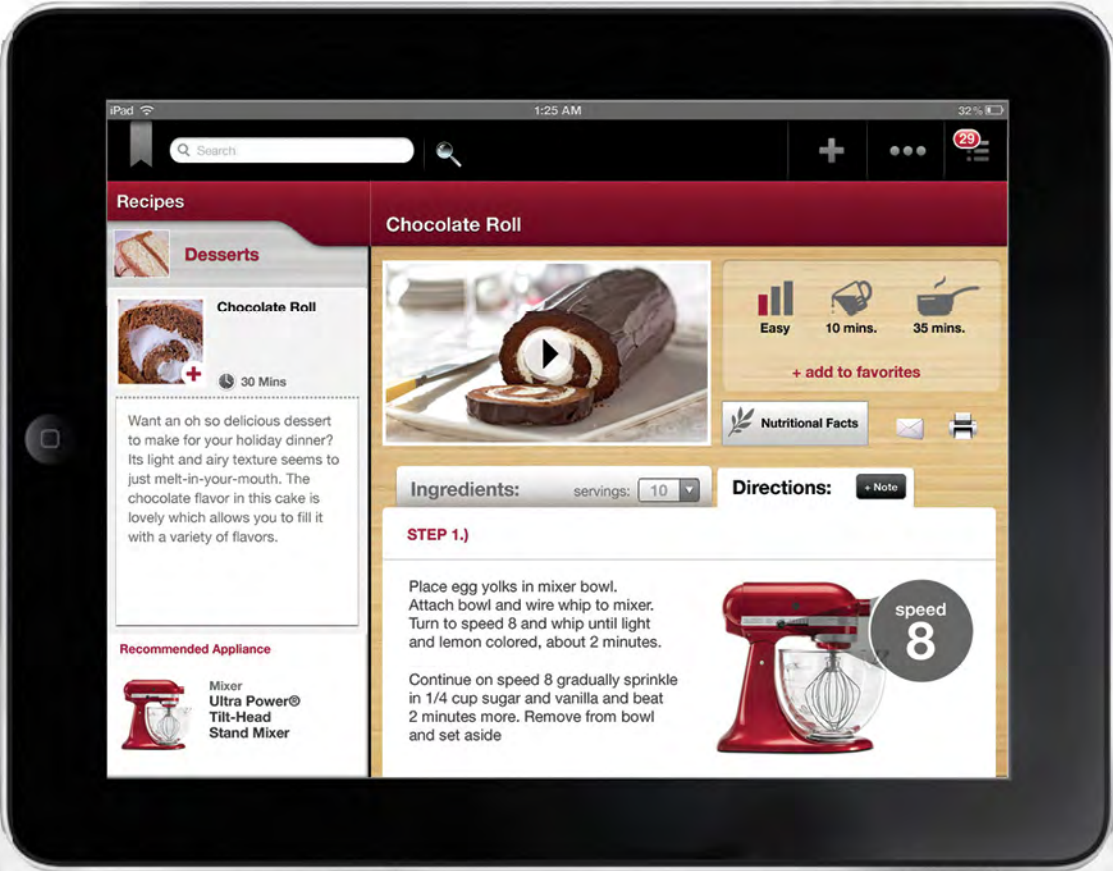
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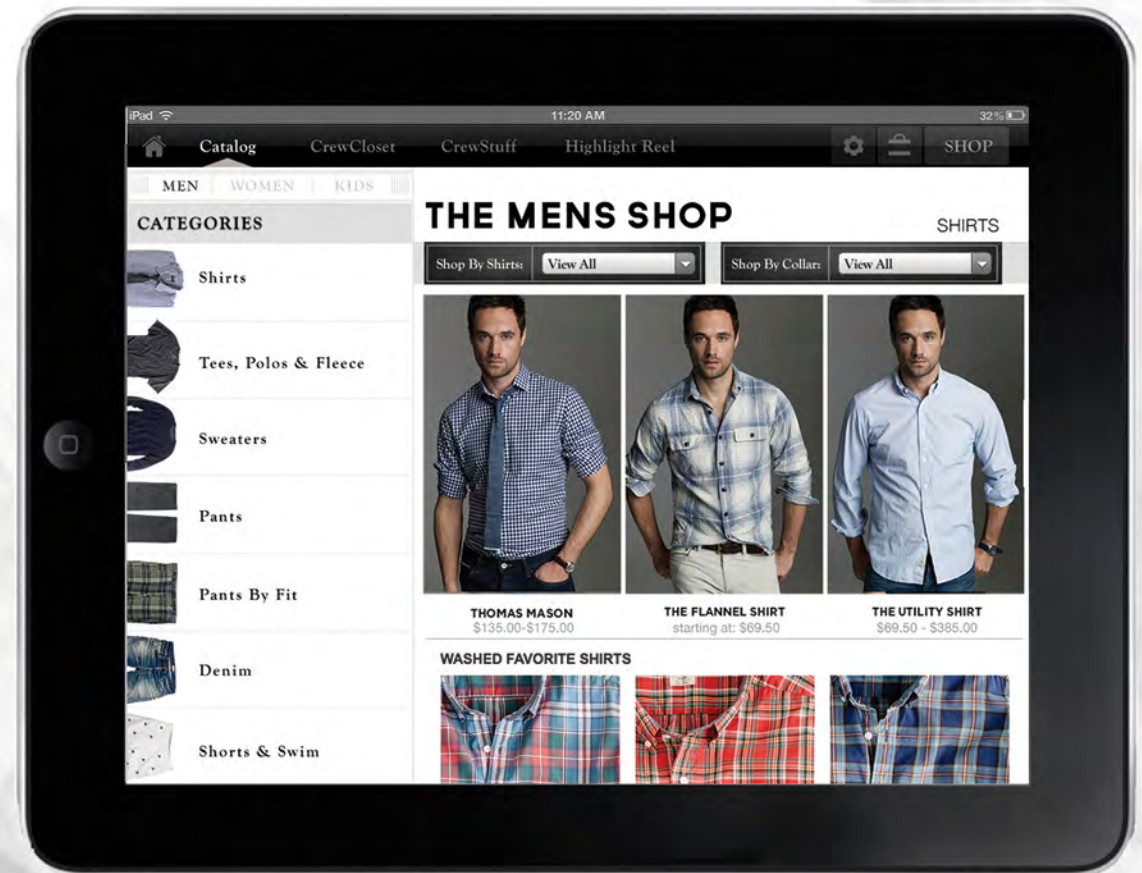
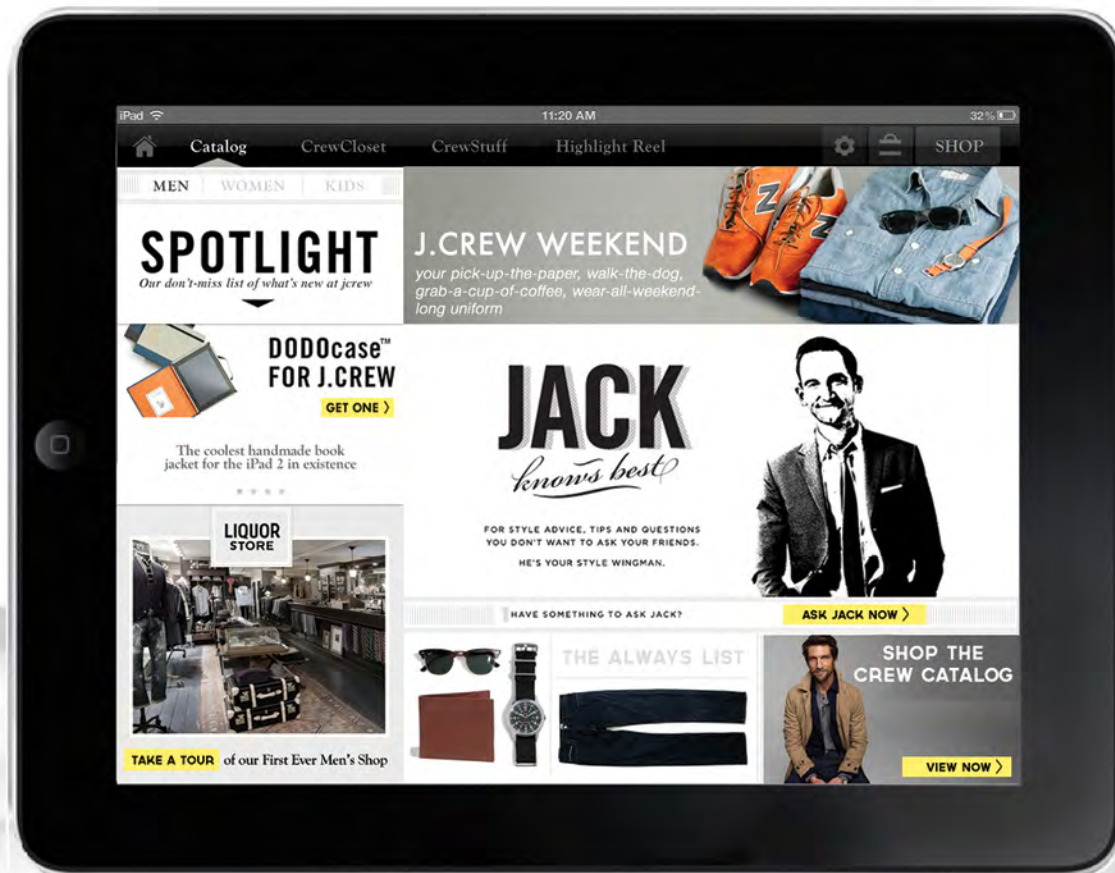
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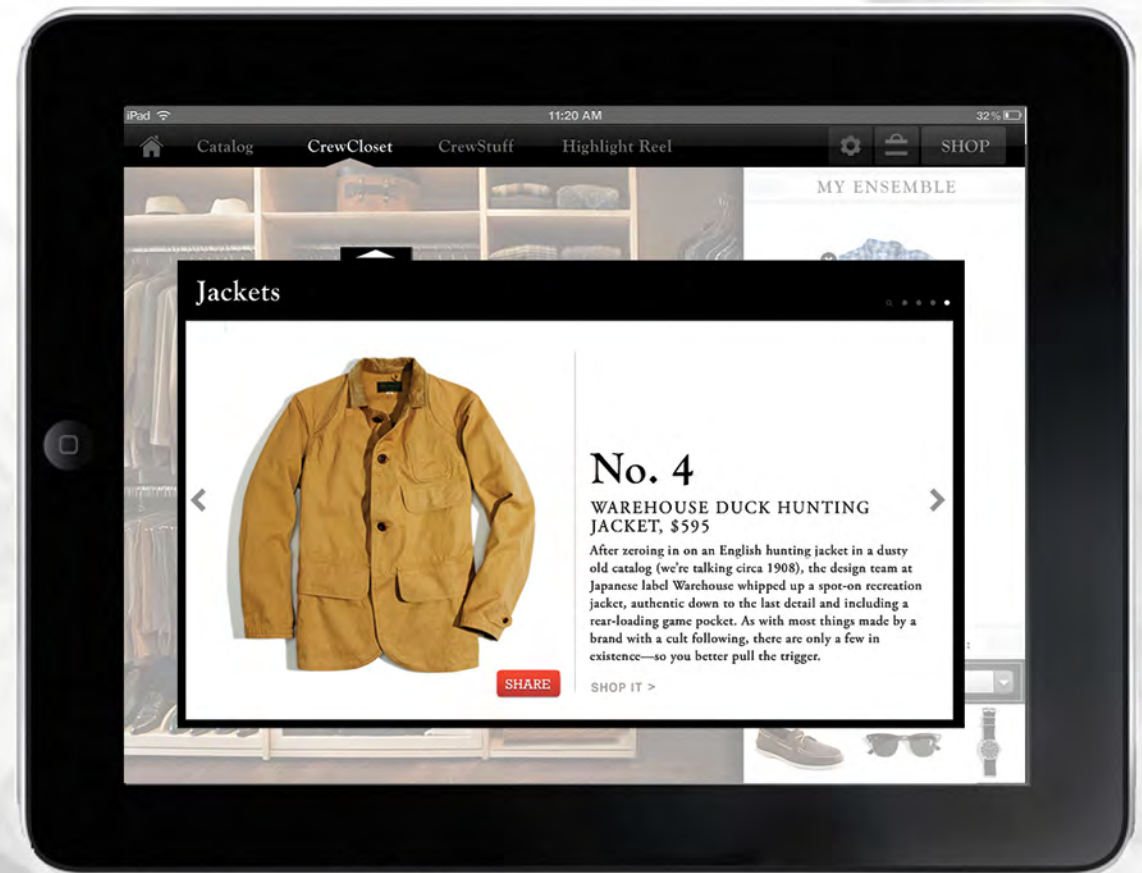
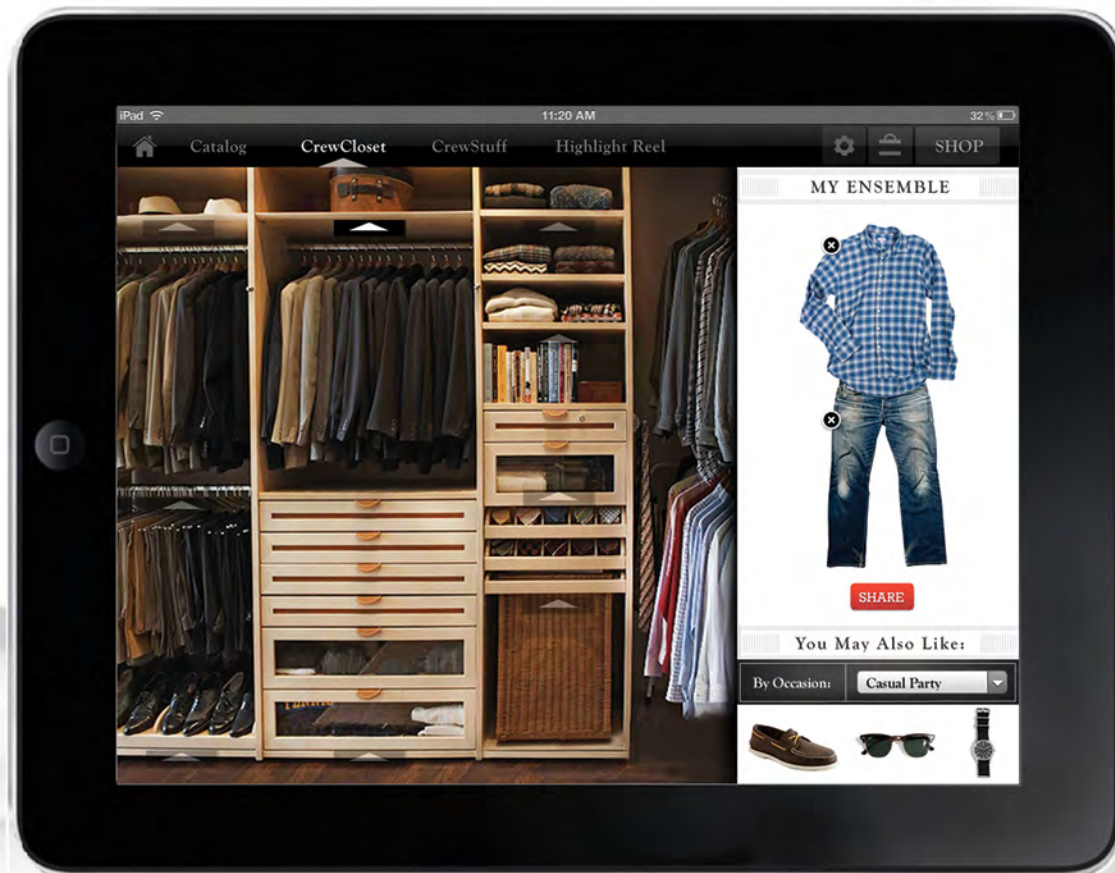
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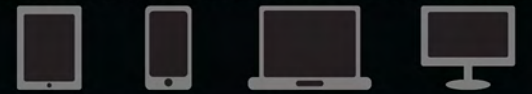
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