



## **Pricing and Packaging**

# Objectives

- Understand the Rules behind Spectrum Pricing and Packaging
  - Changes are only in effect once an Area rolls to SPP
- Explain changes to Pricing and Packaging to '**legacy**' customer
  - Define a 'Legacy' customer
- Differentiate between SPP and Legacy Pricing and Packaging.
- Identify the benefits of the changes to whole house DVR and the addition of Spectrum Mi Plan Latino.
- Understand the flow to place an order in an SPP Area

# Spectrum Pricing and Packaging - Principles

1. **New Charter will Offer only SPP services – Grandfather Existing Services**
2. **SPP will Launch in Phases, by Geography and Billing System**
3. **Pricing and Packaging will be Easy to Understand, Sell and Implement**
  - Consistent national pricing with a manageable number of offers
  - Consistent high value bundles with high quality products
  - Enable streamlined back office processes (provisioning, one install for all products, etc.)
4. **Ensure Revenue Generation**
  - Offer aggressive acquisition pricing to drive customer growth
  - Focus on maximizing Triple Play customers
  - Design pricing and packaging to maximize ability to add services

# SPP Business Rules – General Rules

1. No forced migrations, Legacy customers may migrate all lines of business into SPP at any time  
All Legacy customers moving to SPP must move all existing Lines of Business to SPP  
All Existing Legacy Lines of Business must migrate to SPP at Retail Rates
2. **All New Customer Connects will be sold only SPP lines of business**
3. Mixed packages are not allowed (cannot have Legacy line of business and SPP line of business on same account)
  - **Exception:** Whole House DVR customers may keep their service. No new Whole House DVR will be sold.
4. **No new DTA's will be offered** – either for New Connects or existing customers
5. **No new sales of Whole House DVR service**
6. Customers that have been inactive for at least 30 days are eligible to receive acquisition promotions provided the account has been left in good standing
7. New Connects may change promotional package within the first 45 days of connection when adding a PSU – restarts the promotional clock
8. No new sales of Signature Home as of 9/20. Existing Signature Home customers will be grandfathered.
9. No new sales of Residential Static IP

# Types of Customers

- **Who is a “Legacy” Customers?**
  - A “legacy” customer is a customer who received services from Charter Spectrum, Time Warner Cable or Brighthouse Networks prior to the launch of Spectrum Pricing and Packaging (SPP)
- **Who is a “New” Customers?**
  - A “new” customer is one who is new to Spectrum, either because they were customers of a competing service, are returning to Spectrum after more than 30 days off of service, or are new to any Spectrum Internet, TV, or Voice Service
- **Who is impacted by SPP Pricing?**
  - “New” Customers
  - “Legacy” Customers that want to add a line of service, in which case all services would go to SPP

# Offer Strategy - Acquisition

- Create High Value, Simple Offers – keep Offers to a manageable number



- Spectrum TV Select, Silver, and Gold
- 60+ Mbps Spectrum Internet
- Spectrum Voice, Spectrum Voice International
- Other services available but not actively promoted: Limited Basic, Lower Internet speeds

- Offers will be Customer Friendly



- No Contracts
- 30 Day Money Back Guarantee
- Contract Buy Out up to \$500 (must provide proof of early termination fees from a competitor, can be from more than one provider)

- Promotional Pricing\* with predetermined Campaign Roll Off structure



- All offers have an initial 12 month promotional period

- Bundle discounts are available

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\* We define promotional pricing as the first year price a customers pay prior to automatically rolling to the Retail Rate over time. For example, in a package with a 3 year roll, Yr 1 pricing is considered “promotional” and Yr 3 pricing is Retail or Rack. Note, Campaign Roll Off is conceptually similar to TWC Step Stones.

# Offer Strategy – Acquisition (cont'd)

- Gold provides highest customer value



- All premiums included
- Lowest price per channel

- Design Offers to drive Triple Play sell-in



- Include Free Single DVR service or Discounted Multi DVR service with Triple Play

- Discounted Installation (Home Visit) - \$34.99
- Move Transfer \$9.99



- One Price covers all Lines of Business (Video, Internet, Voice)
- No additional charge for Video Additional Outlets with Equipment (standard installation)
- **Wi-Fi Activation fee of \$9.99**
- Ultra Activation fee of \$199.99

# Offer Strategy – Contract Buy Out

**Goal:**

**Encourage Prospects and Non-Video existing customers under a competitor contract to sign up for a Spectrum Bundle**

**Strategy:**

**Eliminate obstacle of having to pay an early termination fee from a competitor's contract**

**Eligibility**

- Triple Play customers
- All \$39.99/\$39.99 Video/Internet Double Play offers
- Existing Non-Video Customers upgrading to Triple Play
- Double Play connects in 2 Product markets
- Customers are eligible for up to \$500 contract buy out reimbursement per account
- Early termination fees may be from more than one competitor (ie: satellite and DSL provider) but not to exceed \$500 per account

**Redemption**

- Customer must send (e-mail or US Mail) required paper work to Charter within 60 days of installation
  - Completed redemption form (English or Spanish versions downloadable from [Charter.com](http://Charter.com))
  - Final competitor statement(s) that clearly lists the ETF(s)

**Fulfillment**

- Eligible customers receive paper Contract Buy Out check two to three weeks after all required redemption materials were received by Charter. (Customers required to maintain Charter services through the check issuance process).

**Timing**

- SPP Launch



# SPP: Implementation Timeline

Company/Region		Deal Closed 5/18/16												2017				
		2016												2017				
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May			
TWC	Pac West/Texas (2.8M – CSG)						9/20											
	NYC + All Remaining CSG Markets (1.1M – CSG)								11/15									
BHN	All Markets (2.0M – ICOMS)								11/15									
TWC/ BHN	All Markets – iSBPP (922k – CSG/ICOMS)									12/13								
TWC	Midwest/Formers Insight (OH, KY, WI) (3.1M – ICOMS)										1/17							
	Northeast and Carolinas (3.4M – ICOMS)											2/21						
TWC/ BHN	All Markets – SBPP (922k – CSG /ICOMS)																	5/16



Residential

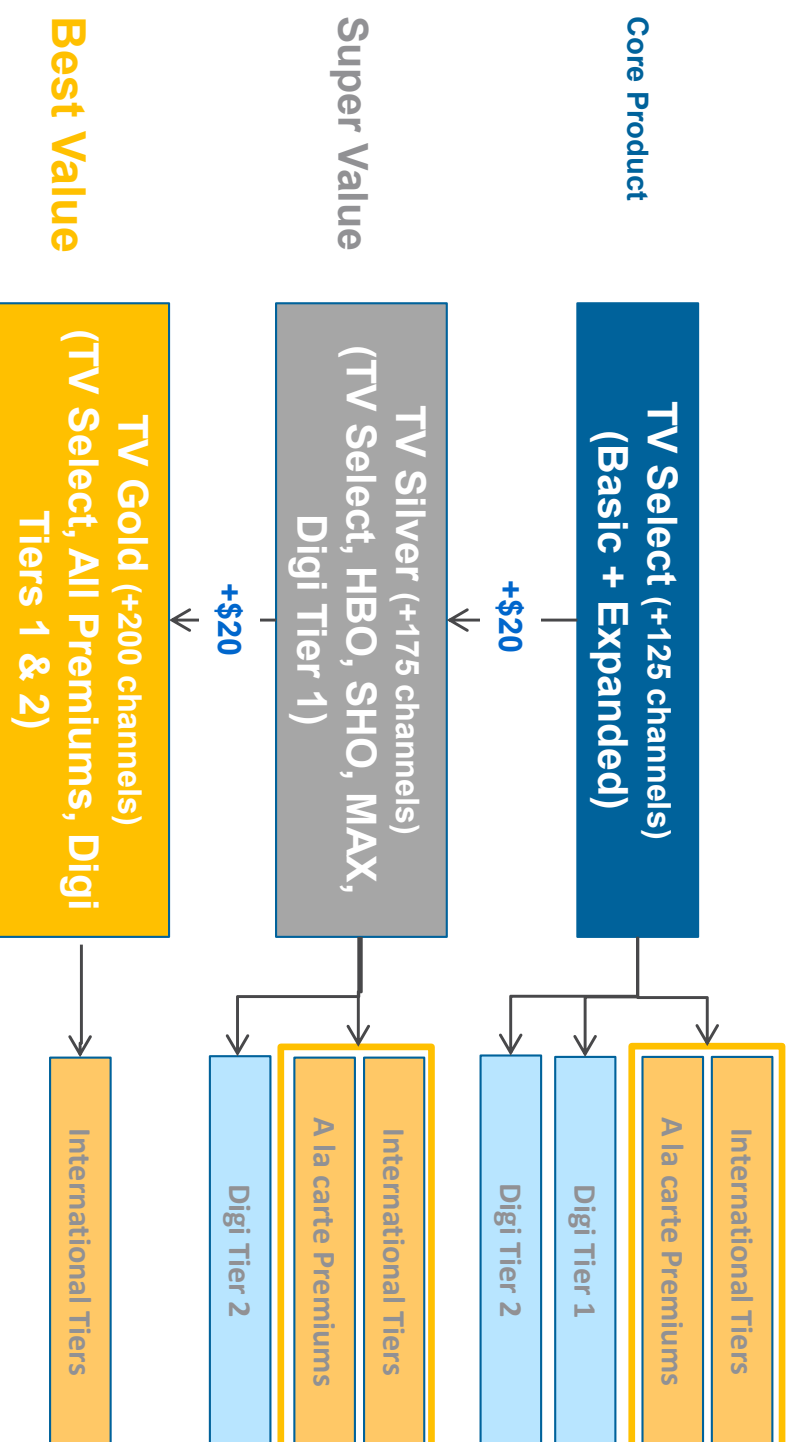


Spectrum Business

Note: Launch dates for all markets were finalized in the 6/27 ESC.

# Spectrum Video

## Available Add-ons



- TV Silver and TV Gold can add on any choices not already included in the package
  - All Packages require a digital box
  - Premiums defined as HBO, SHO, MAX, TMC, Starz, Starz-Encore, Epix
- Digitization
- Pricing for Spectrum Video will be the same in Digital and non-Digital markets
  - Channel selection varies by market
  - Additional channels and HD channels will be added at no charge upon completion of All Digital conversion

# Acquisition Offers – Triple Plays

Triple Play No DVR			
	Year 1	Year 2	Year 3
Spectrum TV Select	\$29.99	\$39.99	\$64.99
Spectrum Internet	\$29.99	\$49.99	\$53.99
Spectrum Voice	\$29.99	\$19.99	\$19.99
<b>Total</b>	<b>\$89.97</b>	<b>\$109.97</b>	<b>\$138.97</b>

Triple Play with Free Single DVR			
	Year 1	Year 2	Year 3
Spectrum TV Select	\$29.99	\$39.99	\$64.99
Spectrum Internet	\$29.99	\$49.99	\$53.99
Spectrum Voice	\$29.99	\$19.99	\$19.99
DVR – Single	\$0.00	\$9.99	\$11.99
<b>Total</b>	<b>\$89.97</b>	<b>\$119.96</b>	<b>\$150.96</b>

Triple Play with Multi DVR			
	Year 1	Year 2	Year 3
Spectrum TV Select	\$29.99	\$39.99	\$64.99
Spectrum Internet	\$29.99	\$49.99	\$53.99
Spectrum Voice	\$29.99	\$19.99	\$19.99
DVR – Multi	\$9.99	\$19.99	\$19.99
<b>Total</b>	<b>\$99.96</b>	<b>\$129.96</b>	<b>\$158.96</b>

- Add Silver for an additional \$20, Gold for an additional \$40 to Spectrum TV Select
- Promotional prices do not include set top boxes, Broadcast TV surcharge
- Add Ultra Internet for +\$40 over Spectrum Internet
- Add Spectrum Voice International to Spectrum Voice for +\$5

# Video Package Comparison

Video Description	Spectrum	Time Warner	Brighthouse
Local channels, PEGs	Limited Basic	Starter TV	Basic
Local channels, some digital channels	n/a	Essentials TV	n/a
Basic + Expanded channels	<b>Spectrum TV Select</b>	Standard (CPST)	Standard
Basic + Expanded + Digital Tier	Spectrum TV Select + Digi Tier 1	Preferred TV	Premier
Basic, Expanded, Digital Tier, HBO, Showtime, Cinemax	<b>Spectrum TV Silver</b>	Preferred + a la carte Premiums	Premier + a la carte Premiums
Basic, Expanded, All Digital Tiers, All Premiums	<b>Spectrum TV Gold</b>	Preferred + all Tiers, all Premiums	Premier + all Tiers, all Premiums

- 3 main Spectrum Packages: Select, Silver, Gold
- Spectrum TV requires a digital box, TWC and Bright House Standard packages in areas that are NOT All Digital do not
- Create low priced Latino package in SPP
- Spectrum TV Silver/Gold are the only packages that include Premium channels
- **All companies currently charge varying prices for Broadcast TV surcharge – create national price**
- **Time Warner and Bright House apply a Sports Fee to all tiers above Starter TV/Basic – no Sports Fee in SPP**

# Broadcast TV Surcharge

Current			
	<u>TWC</u>	<u>BHN</u>	<u>Charter</u>
Broadcast Surcharge	\$3.75	\$4.00	\$6.05
Sports Fee	\$5.00	\$2.50	n/a
Total	\$8.75	\$6.50	\$6.05
Rate for SPP Customers – at each SPP launch			
	<u>TWC</u>	<u>BHN</u>	<u>Charter</u>
Broadcast Surcharge	\$6.05	\$6.05	\$6.05
Sports Fee	n/a	n/a	n/a
Total	\$6.05	\$6.05	\$6.05
Rate for Legacy Customers – crossover nationally at first SPP launch			
	<u>TWC</u>	<u>BHN</u>	<u>Charter</u>
Broadcast Surcharge	\$6.05	\$6.05	\$6.05
Sports Fee	\$2.70	\$0.45	n/a
Total	\$8.75	\$6.50	\$6.05

No change to Legacy Charter rates

No overall change to Legacy TWC/BHN combined fee; change in allocations between Broadcast TV Surcharge and Sports Fee

Customers that are not being charged the Sports Fee in Legacy TWC/BHN will see an increase in the Broadcast TV Surcharge

- TWC - \$3.75 to \$6.05
- BHN - \$4.00 to \$6.05

Legacy TWC customers that are not at current rates for Broadcast TV Surcharge/Sports fee due to being on a promotion will realize an adjustment no higher than \$6.05

# Spectrum Mi Plan Latino ‘NEW’!!

- Total of ~ 120 Channels
- 78 Spanish language networks (Latino Tier)
- 22 popular English language networks
- Limited Basic (Public, Educational, and Government) Service
- Total Channels and line-up will vary slightly by Market

# Spectrum Mi Plan Latino

Latino View (78 Spanish Language Nets)			
Antena 3 TV Internacional	Discovery Familia	Mexicanal	Tr3s
Atrres Series	Disney XD	Canal 22 Mexico	TV Chile
AVM Sports	El Garage TV	Multimedios TV	TV DOMINICANA
Azteca America	El Rey	Mundo Max	TV VENEZUELA
Baby First TV SAP	Equavisa Internacional	Nat Geo Mundo	TVE INTERNACIONAL
Baby TV SAP	ESPN Deportes	NBC UNIVERSO	ULTRA Cine
Bandamax	Estrella TV	Nuestra Tele	ULTRA Clasico
BeIN Sports	Estudio 5	One World Sports	ULTRA Docu
BeIN en Español	EWTN Español	Ritmoson Latino	ULTRA Familia
Canal Once	Foro TV	Semillitas	ULTRA Fiesta
Canal Sur	Fox Deportes	Sorpresa	ULTRA Kidz
CARACOL	Fox Life	Super Canal	ULTRA Macho
Cartoon Network	Galavision	Sur Peru	ULTRA Mex
CentroAmerica TV	GOL TV	TBN Enlace	Unimas
Cine Mexicano	History en Español	Tele El Salvador	Univision Deportes
Cinelatino	HITN	Teleformula	Univision t!Novelas
CNN en Español		Telehit	Univision
Cuba Play (11/15)		Telemicro	Video Rola
Cuba Pelicula	INFOMAS*	Telemundo	Viendo Movies
De Pelicula Clasico		Telen (11/15)	WAPA America
Discovery en Español	* BHN local markets only		

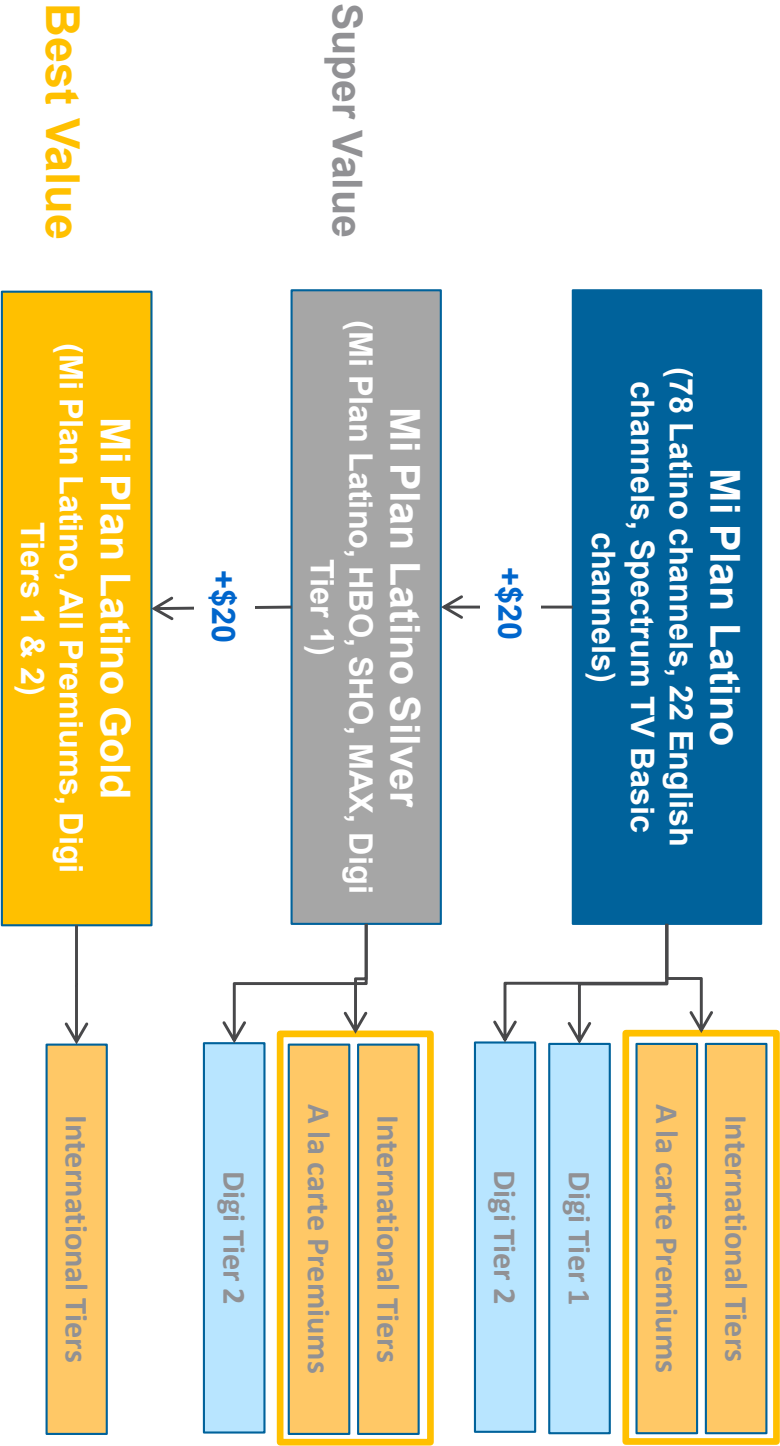
New English (22 English Language Nets)			
Freeform (formerly ABC Family)	Comedy Central	FX	TBS
A & E	Discovery Channel	Hallmark	TLC
AMC	Disney Channel	Hallmark Movie	TNT
Bravo	Disney Jr	HGTV	USA
Cartoon Network	E!	History	Weather Channel
	Food Network	Investigation Discovery	

## Limited Basic

- Spectrum Mi Plan Latino is a TV package that offers customers ~120 channels, including 78 Spanish language cable networks and ~42 English broadcast and cable networks (broadcast channel counts in Basic vary by market)
- New Latino channels will be added to Legacy Latino View and NPP Latino View in mixed Charter markets at SPP launch

# Spectrum Mi Plan Latino Video Construct

## Available Add-ons



- Mi Plan Latino can get International Tiers, a la carte Premiums, Digi Tiers, and Silver/Gold
- Mi Plan Latino Silver and TV Gold do not include all TV Select channels
- Mi Plan Latino Packages require a digital box
- Premiums defined as HBO, SHO, MAX, TMC, Starz, Starz-Encore, Epix



# Spectrum Mi Plan Latino – Triple Plays

Triple Play No DVR			
	Year 1	Year 2	Year 3
Spectrum TV Latino	\$29.99	\$34.99	\$44.99
Internet	\$29.99	\$49.99	\$53.99
Voice	\$29.99	\$19.99	\$19.99
<b>Total</b>	<b>\$89.97</b>	<b>\$104.97</b>	<b>\$118.97</b>

Triple Play with Free Single DVR			
	Year 1	Year 2	Year 3
Spectrum TV Latino	\$29.99	\$34.99	\$44.99
Internet	\$29.99	\$49.99	\$53.99
Voice	\$29.99	\$19.99	\$19.99
DVR – Single	\$0.00	\$9.99	\$11.99
<b>Total</b>	<b>\$89.97</b>	<b>\$114.97</b>	<b>\$130.96</b>

Triple Play with Discounted Multi DVR			
	Year 1	Year 2	Year 3
Spectrum TV Latino	\$29.99	\$34.99	\$44.99
Internet	\$29.99	\$49.99	\$53.99
Voice	\$29.99	\$19.99	\$19.99
DVR – Multi	\$9.99	\$19.99	\$19.99
<b>Total</b>	<b>\$99.96</b>	<b>\$124.96</b>	<b>\$138.96</b>

- Add Silver for an additional \$20, Gold for an additional \$40 to Spectrum TV Select
- Promotional prices do not include set top boxes, Broadcast TV surcharge
- Add Ultra Internet for +\$40 over Spectrum Internet
- Add Spectrum Voice International to Spectrum Voice for +\$5
- Available to all sales channels
- Customers with TV Select can downgrade to Mi Latino Plan at rack rate (\$44.99)

# International Tiers

- We will continue to offer Legacy International Tiers and pricing in areas where they currently exist
- International Tiers are available a la carte for any Spectrum TV package

# Spectrum DVR and Equipment Costs & Changes

- Digital Box costs are in addition to DVR service rates
  - (each Digital Box: \$4.99/month)
- Spectrum Single DVR is \$11.99/month
- Spectrum Multi DVR solution is for 2 – 4 televisions \$19.99/month
- 5 - 8 DVRs requires another Multi DVR purchase of \$19.99/month
- No New DTA's will be offered
- No New Sales of Whole House DVR Service

# Advantages of Multi-room DVR over Whole Home DVR

- Ability to record in separate rooms which allows more hours of recording
- Not sharing recording hours
- As a parent, you have more control over programs being recorded and they can be viewed
- Multi-room DVR gives you the value of VIDEO ON DEMAND on every TV, which has more content than any DVR could hold
- Your favorite shows can be seen ON DEMAND, plus you can pause live shows

# SPP DVR Pricing vs. Legacy TWC and BHN

DVR Type	Spectrum	TWC	BHN
Single	\$11.99	\$12.99	\$11.95
Enhanced Single	n/a	\$15.99	\$16.95
Multi/Whole House	\$19.99	\$19.99	\$23.95/\$24.00
Digital Box (each)	\$4.99	\$11.75	\$8.00

- Digital Box costs are on top of DVR service rates
- Spectrum Multi DVR solution is for 2 – 4 televisions
  - 5-8 DVR requires another Multi DVR purchase of \$19.99
- TWC and BHN have a Whole House solution
- Whole House DVR will not be sold in SPP
  - Customers with existing Whole House DVR may continue to utilize the service when migrating to SPP at their current \$19.99 monthly rate
  - Whole House DVR will continue to be supported when there are technical issues with the service
- Enhanced DVR boxes may be used as SPP boxes – only at SPP box and DVR service prices

# Spectrum Internet

Shared DMA			Shared DMA		
Spectrum Internet			Ultra		
Charter	TWC/BHN		Charter	TWC/BHN	
Normal Market	60 x 5	60 x 5	100 x 5	100 x 10	
Select Market	100 x 5	100 x 10	300 x 5	300 x 20	

Charter Only DMA		Charter Only DMA	
Spectrum Internet		Ultra	
Charter		Charter	
Normal Market	60 x 5	100 x 5	
Select Market	100 x 5	120 x 5	

- Modem included in price (customer owned modems are allowed and must be on an approved modem list, no discount for using customer owned modem)
- No Data Caps
- 7 email boxes, 35GB maximum per account
- Security Suite included in price
  - (Security Suite provider will be McAfee for Legacy TWC and BHN areas and FSecure for former Charter areas)
  - Virus and Spam Detection Inbox Protection to keep hackers and identity thieves out of email inbox
  - Parental Controls to block access to unwanted websites by age level, category, and time of day
  - Installation on up to 10 computers
- Spectrum Internet with Wi-Fi
  - In home Wi-Fi available at \$5.00 monthly rate, shows as integrated charge on bill (activation fee may apply)
  - Customers will have access to Legacy Wi-Fi hotspots
    - Wi-Fi is included at no charge for all Ultra customers (on the increment)
- No longer offering Moca Wi-Fi extenders (existing BHN customers will be able to keep this equipment in SPP)
- Static IP for Residential customers will Not be available
- In Legacy BHN no Wireless N Adapters will be available

# Markets with 100M as Entry Speed

DMA	SPP Launch Date
Los Angeles	9/20/16
Dallas	9/20/16
San Antonio	9/20/16
Austin	9/20/16
San Diego	9/20/16
Palm Springs (Desert Cities)	9/20/16
Waco	9/20/16
NYC	11/15/16
Tampa	11/15/16
Syracuse	2/21/2017 (ICOMS)
St. Louis (Ultra to 300 Mbps)	TBD

# Wi-Fi

- In home Wi-Fi available at \$5.00 monthly rate, shows as integrated charge on bill (activation fee may apply)
- Wi-Fi is included at no charge for all Ultra customers
- Customers will have access to Legacy Wi-Fi hotspots
- Moca Wi-Fi extenders are no longer offered



# Spectrum Voice

- 18+ popular calling features

Competitive Comparison		Sub Line	Est Taxes/	Total
	Rate	Charge	Fees	Cost
Spectrum Voice (bundled)	<b>\$19.99</b>	<b>\$0.00</b>	<b>Included</b>	<b>\$19.99</b>
Spectrum Voice (stand alone)	\$29.99	<b>\$0.00</b>	<b>Included</b>	<b>\$29.99</b>
AT&T Non-Uverse	\$51.00	\$6.50	\$4.08	\$61.58
AT&T Uverse	\$35.00	\$0.00	\$2.80	\$37.80
CenturyLink Non-Prism	\$51.65	\$5.75	\$4.13	\$61.53
CenturyLink Prism	\$56.52	\$5.61	\$4.52	\$66.65
Frontier Uverse	\$35.00	\$0.00	\$2.80	\$37.80
Verizon non-FIOS	\$63.99	\$6.01	\$5.12	\$75.12
Verizon FIOS	\$44.99	\$0.00	\$3.60	\$48.59

 Voicemail	 Call Waiting	 Caller ID	 Call Waiting with Caller ID
 All Call Forwarding	 Selective Call Forwarding	 Block Anonymous Calls	 Block Unwanted Callers
 VIP Ringing	 Speed Dial	 Accept Selected Callers	 3-Way Calling
 Repeat Dialing*	 Voice Online Manager		

# Spectrum Voice

	Charter Spectrum Voice	Time Warner Phone Unlimited	Bright House Unlimited Nationwide	SPP Spectrum Voice
<b>Unlimited Calling to</b>				
United States***	✓	✓	✓	✓
Canada	✓	✓	✓	✓
Puerto Rico	✓	✓	✓	✓
Guam	✓	✓	✗	✓
US Virgin Islands	✓	✓	✗	✓
Mexico	✗	✓	✗	✓
China	✗	✓	✗	↓
Hong Kong	✗	✓	✗	Included in Spectrum Voice International
India	✗	✓	✗	
European Union	✗	✓	✗	
Norway	✗	✓	✗	
<b>Key Features</b>				
Voice mail	Included	\$3.95/month; included in 3P	\$2.95/month	Included
Voice mail to Text	Included	Included with Voice mail	Included with Voice mail	Included
Directory Listing - Public	Included	Not Included	Included	Included
Private Listing	Included	\$1.95 - \$4.95/month	Included	Included as default
Unlimited Directory Assistance	Included	\$1.99 per use	\$4.95/month	Included
Access to Online Portal	Included	Included	Included	Included*
Access to Unified Comms app	Not offered	Included w/voice calling	Included w/text messaging	Included**
Nomorobo	Launch July 2016	Included	Not offered	Included in Price
<b>Taxes and Fees</b>	Included in Price	Paid by Customer	Paid by Customer	

\* Initially available only in Legacy TWC footprint

\*\* Initially available in Legacy TWC and Charter footprint, will launch in Legacy BHN footprint when available

\*\*\* Also includes Wake Islands and Marianas Islands

# Upgrade Line of Business Offers

<u>Beginning Service Level</u>	<u>Ending Service Level</u>	<u>Offer</u>	<u>Comments</u>
Voice Only	TV Select Triple Play	\$89.97	Standard Acquisition offer roll offs
	Add TV Select	\$39.99	Rolls to \$49.99 month 13
	Add Internet	\$39.99	Rolls to stand alone (\$59.99) rate month 13
Internet + Voice	TV Select Triple Play	\$89.97	Standard Acquisition offer roll offs
Video + Internet	Add Voice	\$19.99	Standard bundle price
Video + Voice	Add Internet	\$29.99	Rolls to \$49.99 month 13

- Add Silver for an additional \$20, Gold for an additional \$40 to TV Select promotional prices
- Video Promotional prices do not include set top boxes, Broadcast TV surcharge, DVR service
- Add Ultra Internet for +\$40 over Spectrum Internet
- Add Spectrum International Voice for an additional \$5.00

# Home Security

- Legacy TWC customers may have still Home Security with us and we will continue to support
- Remains Legacy in the billing system and will be able to be mixed with SPP Lines of Business

# Placing Orders in SPP Markets

## L-CHR Retailers

- If only selling in Charter legacy markets no action needed
- If wanting to sell in L-TWC markets including SPP markets:
  - Sign Charter Addendum to existing contract
  - Sign agreement with Leapfrog allowing to sell in L-TWC markets beginning 9/20

# Placing Orders in SPP Markets

## L-TWC Retailers

- Sign agreement with Charter including SPP addendum
- On boarded with Charter as “new” retailer, need to send all updated paperwork:
  - W9
  - Contract
  - Insurance Certificate
  - G2B number

# Placing Orders in SPP Markets

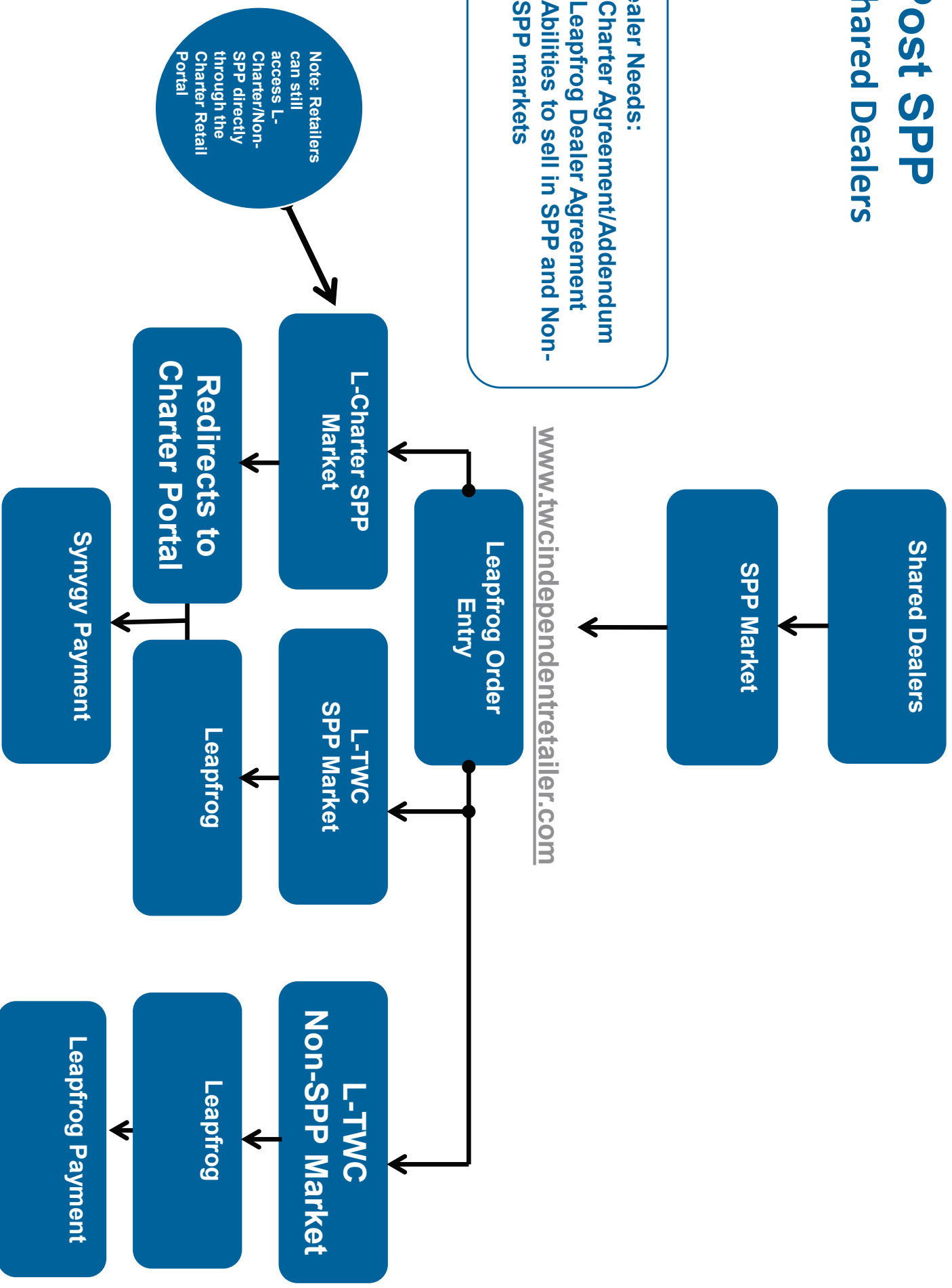
## Shared Accounts

- No action needed (except for Charter addendum)
- All retailers that are currently shared accounts will be paid by Charter for any L-CHR connect and any SPP connect regardless of legacy company

Ultimately – all accounts that sell for Charter will be viewed as a “shared account” meaning they will be able to place orders via Leapfrog buy flow or the Charter buy flow

# Post SPP Shared Dealers

- Dealer Needs:**
- Charter Agreement/Addendum
  - Leapfrog Dealer Agreement
  - Abilities to sell in SPP and Non-SPP markets





# What You Should Know

- The sales process for both legacy companies
- How to place an order through the appropriate Buyflow
- Retailer Sales IDs for both companies
- Has all Paperwork been submitted as required?
- Are you ready to sell in SPP Markets?