

I. Courtesy Credits and Gift Certificates

During a customer service, or marketing, contact with a Customer, GCI may offer courtesy credits and/or gift certificates on GCI services. Courtesy credits and/or gift certificates are issued to address customer concerns and/or inconvenience. A courtesy credit is reflected on a customer's bill and will automatically apply to any future charges to their account. Gift certificates are issued to Customers in appreciation for their business and may be used toward any of their future GCI bills. The value of the courtesy credits and/or gift certificates will not exceed \$100 per credit or certificate.

EFFECTIVE: October 20, 2000