# ACP flowchart
## Affordable Connectivity Program

Define opening based on source of call

I'll be able to help you with a pre-qualification and providing you the service

Briefly explaining how program works

"We can still look for the best options on your area. Let's check your coverage with very competitive options."

**Call start**

Is caller looking for ACP/Free internet? — *No* → "We are an authorized retailer for internet, tv, mobile and security services, are you interested to get a new service/switch providers?" — *No* → Disposition as "Customer Service" and let them know we are not the right line.

Yes ↓

Does customer have existing provider? — *No* → Does customer qualify for ACP program based on questions? — *No* → Affiliate Call?

Affiliate Call? — *No* → Disposition as "Customer Service" and Refer customer to current provider or ACP.

Affiliate Call? *Yes* ↓

Does customer qualify for ACP program based on questions? *Yes* →

Affiliate Call? — *No* (up) → Disposition as "Customer Service" and let them know we are not the right line.

Affiliate Call? *Yes* → "We can still look for the best options on your area. Let's check your coverage with very competitive options." — *No* → Disposition as "Customer Service" Refer customer to current provider or ACP. (DO NOT PROVIDE PHONE NUMBER)

Disposition as "Customer Service" Refer customer to current provider or ACP. (DO NOT PROVIDE PHONE NUMBER) ← *No* — "We can still look for the best options on your area. Let's check your coverage with very competitive options." — *Yes* → Prepayment required?

Prepayment required? *Yes* ↓ "The ACP subsidy can be applied towards your monthly internet service charges, but any upfront costs or prepayment requirements are typically the responsibility of the customer"

Prepayment required? — *No* → Sale made?

Sale made? — *Yes* → Disposition as Can't Afford and Wrap up the call

Sale made? — *No* → Thank customer, ensure notes are accurately placed in system. Recap and dispostion the call as sale made

## Diagram Key

🟢 Yes

🔴 No