

	English	
Prepare	Hello and thank you for calling. This is (Agent name) on a recorded line. Are you looking for new home services?	
Rapport and qualify  Quickly qualify your lead and capture address for coverage.	Rapport	"I will be more than happy to help you. May I please know your name?"
	Customer service, Billing, account changes	Who am I speaking with today? How are you doing today? What is your current service provider? How much are you paying with them? I have a great opportunity to reduce your bill today or / I have the possibility to save you money on your service provider bill. Can I please have your ZIP code to check coverage? Can you please share your house number and street name? Is it business or residential? Are you the homeowner?  <b>If caller declines, then:</b> "I understand you're looking for customer support. Direct support is best handled by the provider's customer service team. Please find their direct contact number in your bill."
	Customer service: Technical support	Who am I speaking with today? How are you doing today? What is your current service provider? How long have you been having issues?  I can help you find an alternative to your current provider. Can I please have your ZIP code to check coverage? Can you please share your house number and street name? Is it business or residential? Are you the homeowner?  <b>If caller declines, then:</b> "I understand you're looking for customer support. Direct support is best handled by the provider's customer service team. Please find their direct contact number in your bill."
	Cancel lower bill:	Who am I speaking with today? How are you doing today? What is your current service provider? How much are you paying with them? I have a great opportunity to reduce your bill today or / I have the possibility to save you money on your service provider bill. Can I please have your ZIP code to check coverage? Can you please share your house number and street name? Is it business or residential? Are you the homeowner?  <b>If caller declines, then:</b> "I understand you're looking for customer support. Direct support is best handled by the provider's customer service team. Please find their direct contact number in your bill."
	Acquire new services	"Great, you've come to the right place! Can I please have your ZIP code to check coverage? Can you please share your house number and street name? Is it business or residential? Are you the homeowner?  ~"Are you currently using any internet service at home?" If yes: "Which is your current company?" "Have you had services with Spectrum?"

	Troubleshooting coverage	<p>Spectrum: Always call Serviceability to confirm geo location. Dial 8446105092 and quickly provide customer full address.  Optimum: Contact support team to validate coverage. Dial 8338702039 and quickly provide the customer with the full address.  Frontier: Contact order entry assistance to validate coverage. Dial 8445914880 and quickly provide customer full address</p> <p>Unable to complete order due to prepayment: "At this time we are unable to process the order under your name on this location. Is there anyone else at home that can help us?"</p>
Open ended questions *Suggested	Internet	<p>Do you have any smart TVs at home?  How many computers/laptops do you connect to in your house?  Do you also have any gaming consoles?  Do you guys like streaming or maybe playing online games in either the consoles or your computers?</p>
	Phone	<p>Do you have any security system connected to the phone line?  How do you communicate with your loved ones?  How important is it for you to have a backup phone service in case of emergencies?  How often do you make or receive calls at home?</p>
	TV	<p>Do you stream in any platform like Netflix, HBO or Hulu?  Do you watch sports, movies, soap operas or enjoy watching the news?  What are your favorite genres or types of shows, movies, or sports that you enjoy watching?  How do you prefer to watch your content, such as live, recorded, or on-demand?</p>
	Home Security	<p>Do you use any type of monitoring system or cameras in your house?  How do you currently protect your home from intruders, fire, or other hazards?</p>
Solve	Present the type of plan customer might need to resolve the needs presented during the probing questions.	<p>"Based on our conversation, my suggestion is for you to acquire a plan with at least... that way you can... "</p> <p>In this step, you do not inform customer about brand nor pricing.</p>
Personalize pitch	Continue SWPDAZ Why? Price! Discount! Assume	<p>"Provider name) offers you a plan which includes (mention based on solution the best highlights) which will allow you to (tie feature to benefit). With this plan you will only be paying \$xx.xx and I can include TV/phone with the price.</p> <p>If SPC: Spectrum has a great deal for you today. The deal includes high speed internet so you can connect around xx devices and xx people can use it at the same time with no latency. You will only be paying \$xx.xx, and I can include xx TV channels and just for calling today, I can provide you with a free wireless line for 12 months"</p> <p>Mention at least 3 features tied to benefit based on the customer needs.</p> <p>Plant the seed for Security Systems: "Seems you are also eligible for a great deal with one of our partners in Security systems. Let's move with scheduling your installation, so we can get more details on this promo"</p>
Educate and assume	Provide customer information about the plan purchased, billing information, features/equipment included shipping expectations as well as installation if available with dates and next steps	<p>This plan includes (features and additional services)  The equipment you will receive ()  Installation details: Self installed or professional installation options  Installation and shipping dates: Equipment will be delivered on () and/or installer can be in your address by ()  Fees and promotions: Your plan has a total cost of (). In the case of a promo: "The promotional price will be available for X months and your contract will be for (). After x time, you will be charged with x price.</p>
Close the sale	Recap the call and pitch security transfer	<p>Process payment following CPNI guidelines, schedule as needed in system, and include any discount codes/gift cards as applicable.</p> <p><b>"Now that we have covered your internet needs, let's secure your home!"</b></p>

Terms and conditions	Follow guidelines as per provider's requirements to cover mandatory scripting and/or legal information	AT&T	Viasat
		DirecTV	Earthlink
		Frontier	Xfinity
		Optimum	Spectrum
		Fidium	Wow
		Spectrum	Alder
Security transfer	Before providing order/account number	<p><b>Pitch:</b> "I'm glad that I was able to set you up with new (internet/TV) today – I know you're going to enjoy the service. As a special thank you for ordering, I can also provide you with a one-time exclusive discount on the security service that includes a free Camera with Vivint. Let me bring my Security Specialist on the line, Okay?"</p> <p><b>Short Version:</b> "I'm happy I got you set up with your new internet/TV today. You will love it. As a thank you, I can offer you a free Security Camera with Vivint. Shall I connect you with my Security Specialist?"</p>	
	Warm transfer to security. Not applicable for ACP customers with no payments taken	<p>Step 1: Connect with agent of Security Team:</p> <p>"Hello, my name is ..., and I have Mr./Mrs XX on the line. We have completed the acquisition of (provider name and product). Mr./Mrs XX is (Homeowner/Renter). He currently (has/does not have) a monitoring system. He lives in (apartment/house/other)"</p>	<p>Step 2: Recap and connect the call</p> <p>"Mr./Mrs XX, I am glad we were able to complete our process, keep in mind your installation/delivery/activation will happen on XXX. I have (Name of the agent of security team) who is our security expert, who will be able to give you more details about current offers and promotions available for you. Thank you very much for choosing us and please have an excellent rest of your day"</p>