



## Frequently Asked Questions

### High Speed Internet

**Q: How do I know if a customer is eligible for our HSI service?**

**A:** An eligible customer is someone who is switching service from one provider to another (i.e. from AT&T to Comcast). An ineligible customer would be a current customer who cancels their existing service and reorders the same service with the same provider through 5LINX. An ineligible customer can also be someone who has a past due debt with a provider or an individual who was a previous customer of the provider within the past 180 days.

**Q: How many Internet orders can count toward a bonus?**

**A:** No more than four (4) orders will be counted toward bonuses. This includes Fiber Video & Cable TV.

**Q: If my customer signs up for HSI service, will there be a contract?**

**A:** While contracts are not too common now days with Internet service, we recommend that when your customer is browsing offers to click the “see details” button to view Promotions, FAQ’s and other helpful Information.

**Q: What are some talking points for selling High Speed Internet through 5LINX?**

**A:** With 5LINX you know you are getting access to the fastest DSL, Broadband and Fiber Optic speeds on the market. Your customers will also have the comfort of knowing that they are getting the lowest prices and the largest selection of Internet providers.

**Q: My customer entered their address in the field and there are no offers in their area. Why?**

**A:** If you know a provider should be available at your address but you do not see it listed, we may not have a relationship with this service provider. Other possible reasons include basic geography, network availability as well as exclusives at apartment communities.