

INTERNET, FIBER VIDEO & CABLE TV



High Speed Internet

A Digital Lifestyle



5LINX
BUILD YOUR LEGACY

High Speed Internet

High Speed Internet enables you to compare *residential* offers, and places orders directly to leading service providers such as Comcast, and AT&T.

Examples of High Speed Internet Carriers



High Speed Internet

Customer Eligibility

Eligible Customers

- NEW Residential customers
- Customers switching service from one provider to the another (i.e. from AT&T to Comcast)

Ineligible Customers

- Current customers who cancel existing service and reorder the same service through 5LINX®
- Customers who have previously had the service within the past 90 days
- Customers with past due debt with the provider



Fiber Video and Cable TV

Fiber Video and Cable TV is your source for the best in *residential* TV services from the largest Cable TV/Fiber Video providers in the US.

TV and Internet from 5LINX:
A Winning Combination!

Fiber Video Partners



Cable TV Partners

**CABLE TV SERVICE FROM THE
NATION'S LEADING PROVIDERS.**



Selling the Service



Build Rapport

- Find Common Ground
 - Don't be pushy
- Use Humor to Connect With Others
 - Match Their Pace
- Identify their Need and Provide a Solution



Qualify

Ask the right questions

- Do you have internet service?
- What do you use the internet for?
- Who is your Current TV provider?
- Are you paying too much for internet or TV?
- Is your Internet too slow?



Make Suggestions

Give your testimonial

“Three kids in school, it sounds like you need 12Mbps service”

“AT&T was very easy to install”

“Surfing the web is so much easier with High-Speed Internet”

“I have Comcast Cable TV it is great”

These are people who trust and respect you. They value your recommendations.



Overcome Objections

Be prepared, think of possible objections beforehand – remember previous objections

It sounds too expensive, aren't bundles cheaper?

“Maybe in the short term, did you check the price after 3 months?”

I don't like to change, it sounds too difficult?

“It is actually very easy, you can install it yourself. If you need help the provider can even schedule a professional installation. This can save you money in the long term”

I'll need to think about it.

“I understand, I just need to let you know that promotions are frequently changing and this price may not be available.”



Confirm/Cross Sell

Cover the basics

- Products ordered and speed of service selected
- Monthly price of Internet or TV services
- Promotional prices and how the customer will be billed
- Any term commitments
- Terms and Conditions
- Cross Sell Satellite TV → Internet and TV



Set Expectations

The details are available to you in the [See Details](#) and on the [Confirmation Page](#)

- Provider will call you in X day
- You will need to call the provider at this number ...
- Monthly price will be ...
- Installation charges will be ...
- Delivery charges will be ...



If you answer these questions at the point of sale, you are more likely to have an satisfied customer and **ACTIVE** order.

Post Sales Follow Up

- Ensure your customer is satisfied
- Strengthen your contacts by asking for referrals
- Upsell other products/services

