



Home Office Internet: Early Adopters



MATERIALS:
Huddle Guide

15
MINS

OVERVIEW: The Early Adopter program was designed to allow potential customers to evaluate the Home Office Internet product without risk or cost, to determine if they would like to pursue this as a potential service for their work from home employees.

FACILITATOR PREPARATION

1. Review this entire huddle guide prior to facilitating.
2. Practice asking the questions to ensure a smooth delivery.

TEAM DISCUSSION: Interacting with Early Adopters

1. **Share** the **OVERVIEW**, above, with your team.
2. **Explain**, that based on the way these customers enjoy our HOI product and the support teams they interact with they could potentially bring thousands of lines of new business to T-Mobile if they chose this internet service for their remote employees.
3. **Ask**, why is it important that we treat these early adopters like very important customers?
4. **Generate**, discussion among the team:
 - a. How can landing these early adopters on Home Office Internet service benefit T-Mobile?
 - b. How can each member of the team personally contribute to helping the customer trust the T-Mobile brand?
5. **Direct**, learners to review C2: [Home Office Internet: Early Adopter Support](#)
6. **Direct**, learners to the [Home Office Internet: Early Adopters - Acknowledgement of Training](#) lesson in their Learn path in THRIVE and have them complete the acknowledgement.
7. **Bring** the team back together and call on various members to share what they learned.
8. Ask the following questions to confirm understanding:
 - a. What type of accounts will early adopters have?
ANSWER: Demo/test accounts
 - b. Why is it so important to provide early adopters with exceptional experiences when they contact T-Mobile?
ANSWER: These are high-profile customers trialing Home Office Internet service. The experience they have will potentially help T-Mobile bring 1000s of new lines to the service.
 - c. How much are the early adopters paying for the HOI service?
ANSWER: These demo/test accounts are on a zero rated/non-billable service.
 - d. Can you disclose BAN information to early adopters?
ANSWER: No as these are not traditional BANs (ex. the addresses on the BAN are T-Mobile internal address). If the caller needs a replacement device or has additional questions, direct them back to their Sales Representative.
 - e. Are the place of use address verified for Home Office Internet service?
ANSWER: No, early adopters are NOT required to use the device at a T-Mobile approved address.

