

Updated Pricing and Products Table - Agent Reference

TeleCorp - Internal Use Only
For Sales and Customer Service Agents

Quick Reference - Current Pricing (September 2025)

Residential Internet Plans

Plan	Speed	Regular Price	Promo Price	Contract	Key Features
Basic	25/3 Mbps	\$39.99/mo	\$29.99/mo (12mo)	12 months	Unlimited data, basic router
Standard	100/10 Mbps	\$59.99/mo	\$49.99/mo (12mo)	12 months	Advanced router, security suite
Premium	300/30 Mbps	\$79.99/mo	\$69.99/mo (12mo)	12 months	Priority support, parental controls
Gigabit	1000/100 Mbps	\$99.99/mo	\$89.99/mo (12mo)	12 months	Tri-band router, white glove support

No-Contract Option: Add \$10/month to any plan
24-Month Contract: Additional \$5/month discount on promo pricing

Home Phone Services

Plan	Features	Regular Price	Bundle Discount	Notes
Basic	Unlimited local, 500 LD minutes	\$24.99/mo	-\$5 with internet	Caller ID, voicemail
Plus	Unlimited local + long distance	\$34.99/mo	-\$10 with internet	Enhanced features, mobile app

Setup Fees:

- Standalone: \$19.99 (Basic), Free (Plus)
- With Internet Bundle: Always FREE

Mobile Phone Plans

Individual Plans

Plan	Data	Regular Price	Family Discount	Hotspot	International
Basic	5GB	\$35/mo	-\$5/line (2+)	1GB	Text to 200+ countries
Standard	15GB	\$50/mo	-\$10/line (2+)	5GB	100 min to select countries
Premium	Unlimited	\$70/mo	-\$15/line (2+)	25GB	10GB roaming in 200+ countries

Family Plan Pricing (2+ Lines)

Lines	Basic	Standard	Premium	Total Savings
2 Lines	\$30 each (\$60)	\$40 each (\$80)	\$55 each (\$110)	\$10-\$30/mo
3 Lines	\$30 each (\$90)	\$40 each (\$120)	\$55 each (\$165)	\$15-\$45/mo
4 Lines	\$30 each (\$120)	\$40 each (\$160)	\$55 each (\$220)	\$20-\$60/mo

Activation Fees: \$35 per line (waived with online orders)

Bundle Packages & Savings

Double Play (Internet + Phone)

Combination	Regular Price	Bundle Price	Monthly Savings
Basic Internet + Basic Phone	\$64.98	\$59.99	\$4.99
Standard Internet + Basic Phone	\$84.98	\$74.99	\$9.99
Standard Internet + Phone Plus	\$94.98	\$79.99	\$14.99

Premium Internet + Phone Plus	\$114.98	\$99.99	\$14.99
Gigabit Internet + Phone Plus	\$134.98	\$119.99	\$14.99

Triple Play (Internet + Phone + Mobile)

Package	Services Included	Regular Price	Bundle Price	Monthly Savings
Family Connect	Standard Internet + Phone Plus + 2 Mobile Standard	\$184.97	\$159.99	\$24.98
Ultimate Family	Gigabit Internet + Phone Plus + 4 Mobile Premium	\$434.95	\$349.99	\$84.96

Bundle Benefits:

- Free installation on all bundles
- Single bill for all services
- Priority customer support
- Equipment upgrades included

Business Services Pricing

Business Internet

Plan	Speed (Down/Up)	Price	SLA	Included Features
Business 50	50/10 Mbps	\$69.99/mo	99.9%	1 Static IP, 24/7 support
Business 100	100/20 Mbps	\$99.99/mo	99.9%	5 Static IPs, priority support
Business 500	500/100 Mbps	\$199.99/mo	99.99%	13 Static IPs, dedicated connection
Enterprise	Custom	Quote	99.99%	Custom SLA, account manager

Business Phone Systems

System	Price per Line	Features	Minimum Lines
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Basic Office	\$29.99/mo	Unlimited calling, voicemail, auto-attendant	1
Advanced Business	\$39.99/mo	Video conferencing, mobile integration, analytics	3
Enterprise UCaaS	Custom Quote	Full communication suite, dedicated support	10

Equipment Pricing

Router Rental Options

Router Type	Monthly Rental	Purchase Price	Best For
Basic Router	\$5.99/mo	\$79.99	Basic/Standard plans
Advanced Router	\$9.99/mo	\$149.99	Premium plan
Premium Router	\$12.99/mo	\$199.99	Gigabit plan
Mesh System	\$15.99/mo	\$299.99	Large homes, Gigabit

Installation Services

Service Type	Price	What's Included	Timeframe
Standard Install	FREE*	Basic setup, WiFi config, 30 min training	2-hour window
Premium Install	\$99.99	Advanced placement, optimization, 90 min training	2-hour window
Whole Home WiFi	\$149.99	Professional WiFi survey, mesh setup	3-hour appointment
Smart Home Setup	\$199.99	Device integration, automation setup	4-hour appointment

*Free with 12-month contract

Add-On Services

Support Services

Service	Monthly Cost	Benefits
Basic Support	Included	Phone/chat support, online guides
Premium Support	\$9.99/mo	Priority queue, advanced tech assistance
White Glove Support	\$19.99/mo	Dedicated team, same-day callback, 2 on-site visits/year

Security Packages

Package	Monthly Cost	Features
Basic Security	Included*	Antivirus, basic firewall, parental controls
Advanced Security	\$7.99/mo	Identity protection, VPN, advanced malware protection
Complete Protection	\$14.99/mo	Everything + device insurance, data backup, 24/7 monitoring

*Included with Standard+ internet plans

International Services

Service	Cost	Details
International Basic	\$9.99/mo	100 min to 30+ countries
International Plus	\$19.99/mo	Unlimited to 15 countries, 500 min to 50+
Travel Pass	\$10/day	Use domestic plan abroad
International Monthly	\$40/mo	5GB international data, unlimited text

Current Promotions (Valid Through September 2025)

New Customer Offers

Promotion	Discount	Duration	Eligibility
New Customer Special	\$10/mo off any internet plan	First 12 months	New residential customers
Bundle Bonus	Save up to \$25/mo	Ongoing	Triple play bundles

Student Discount	15% off internet plans	Ongoing	Valid student ID required
Senior Discount	10% off any plan	Ongoing	Age 65+
Military Discount	15% off any plan	Ongoing	Valid military ID

Limited Time Offers (Expires: End of September 2025)

Promotion	Offer	Requirements
Gigabit Upgrade	Upgrade to Gigabit for just \$20/mo more	Existing Standard/Premium customers
Free Installation	Waived \$99 installation fee	24-month contract signup
Mobile Switch Special	\$200 credit per line + payoff up to \$500	Port number from competitor
Router Upgrade	Free premium router upgrade	New Gigabit customers

Fees and Additional Charges

One-Time Fees

Fee Type	Amount	When Applied	Waiver Conditions
Activation Fee	\$35 mobile, \$19.99 phone	New service setup	Online orders (mobile), bundles (phone)
Installation Fee	\$99.99	Professional installation	12+ month contracts
Technician Visit	\$75	Service calls	Covered under warranties/support plans
Equipment Return	\$150-\$300	Unreturned equipment	Return within 30 days
Restore Service	\$25	Service reconnection	After suspension for non-payment

Monthly Fees

Fee Type	Amount	Details
Paper Bill Fee	\$2.95/mo	Physical bill delivery

Late Payment Fee	\$9.99	After 10-day grace period
Phone Payment Fee	\$3.99	Agent-assisted phone payments

Contract Terms & ETF

Early Termination Fees (ETF)

Service Type	ETF Calculation	Maximum ETF
Internet/Phone	\$15 × months remaining	\$180 (12-mo), \$360 (24-mo)
Mobile	Device balance + \$200	Varies by device
Business Services	\$25 × months remaining	\$300 (12-mo), \$600 (24-mo)

Contract Options

Contract Length	Benefits	Restrictions
No Contract	Cancel anytime	\$10/mo additional fee
12 Month	Promotional pricing, free installation	ETF if cancelled early
24 Month	Best promotional pricing	Higher ETF, longer commitment

Competitive Comparison

Key Competitive Advantages

Advantage	TeleCorp	Competitor A	Competitor B
Installation	Free with contract	\$100 fee	\$75 fee
Data Caps	Unlimited all plans	1TB cap	500GB cap
Customer Support	24/7 US-based	Limited hours	Overseas
Bundle Savings	Up to \$85/mo	Up to \$40/mo	Up to \$60/mo
Contract Flexibility	No-contract option	Contract required	Contract required

Sales Guidelines & Talking Points

Upselling Opportunities

1. **Basic → Standard:** "For just \$20 more, you get 4x the speed and can stream HD"
2. **Standard → Premium:** "Premium gives you 3x the speed for power users and gamers"
3. **Single Service → Bundle:** "Adding phone saves you \$10/month vs standalone"
4. **No Contract → Contract:** "12-month contract saves you \$120/year"

Value Propositions by Customer Type

Budget-Conscious: "Basic plan gives you unlimited data for less than competitors' limited plans"

Families: "Standard plan supports multiple devices and HD streaming for the whole family"

Power Users: "Premium/Gigabit future-proofs your home with the fastest available speeds"

Seniors: "Simple phone + internet bundle with 10% senior discount"

Objection Handling

"Too Expensive": Compare total cost including equipment, fees, and actual speeds

"Don't Need Speed": Explain how speeds affect multiple device usage

"Contract Concerns": Highlight no-contract option with small monthly premium

"Current Provider": Focus on better customer service and bundle savings

Commission Structure (Internal Reference)

Sales Commissions

Product Type	New Customer	Upgrade	Retention
Internet Only	\$25	\$15	\$10
Double Play	\$50	\$25	\$20
Triple Play	\$75	\$40	\$30
Business Service	\$100+	\$50+	\$25+

Bonus Opportunities

- **Monthly Quota Bonus:** \$500 for exceeding monthly targets
- **Customer Satisfaction Bonus:** \$200 for 95%+ CSAT scores
- **Retention Bonus:** \$300 for lowest churn rate in team

Quick Decision Trees

Internet Plan Recommendation

1-2 people, light use → Basic (25 Mbps)

3-4 people, moderate streaming → Standard (100 Mbps)

5+ people, gaming, work from home → Premium (300 Mbps)

Large household, future-proofing → Gigabit (1000 Mbps)

Bundle Recommendation

Internet only customer → "Add phone for \$10/mo savings"

Internet + phone customer → "Add mobile and save \$25/mo total"

Mobile only customer → "Bundle with internet and save on both"

Emergency Contact & Escalation

When to Escalate

- Customer requests manager
- Pricing disputes over \$50
- Service outage affecting multiple customers
- Fraudulent activity suspected
- Disconnection due to non-payment

Internal Support Numbers

- **Sales Manager:** Ext. 2001
 - **Technical Support:** Ext. 3000
 - **Billing Disputes:** Ext. 4000
 - **Customer Retention:** Ext. 5000
 - **Fraud Prevention:** Ext. 6000
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Important Notes for Agents

Pricing Authority

- **Agents can approve:** Standard promotional rates, student/senior/military discounts
- **Manager approval needed:** Additional discounts over \$10/mo, retention offers over \$20/mo

- **Not authorized:** Waiving ETFs without cause, free equipment beyond promotions

Documentation Requirements

- **Always document:** Discount reasons, customer situations, promises made
- **Update CRM:** After every interaction with pricing changes
- **Get confirmation:** Customer verbal agreement to pricing before processing

Legal Disclaimers

- **Always mention:** Promotional pricing expiration dates
- **Explain clearly:** Contract terms and ETF policies
- **Confirm understanding:** Customer acknowledges pricing and terms
- **Provide confirmation:** Email summary of services and pricing

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Questions about pricing or promotions? Contact Sales Support at Ext. 2000 or email pricing@telecorp.internal