

1.) “Top Selling Points”

AT&T: Full fiber connection; no contracts

COMCAST: No upfront fees; free self-installation

SPECTRUM: No contract; coverage for termination fee if switching to Spectrum

METRONET: No contracts; unlimited data

FRONTIER: No contracts; no data limit; no upfront fees

DIRECTV: No data limit; most extensive channel selection

I3: No upfront fees; no contracts; no data limit

WOW: No data limits; affordable plans

MEDIACOM: Mesh Wifi; budget plans

HUGHESNET: No data limit; reliable connection

CENTURY LINK: No data cap; no upfront fees; no contract terms

RCN: No data limit; no contracts

2.) “Required New Service Information”

AT&T: SSN, Birthday, 4 digit pin, CC# (TV); Security question: Restaurant, hero, singer

COMCAST: SSN, Birthday, CC#

SPECTRUM: SSN & Birthday

METRONET: SSN & Birthday

FRONTIER: SSN & Birthday

DIRECTV: SSN & Birthday

I3: SSN & Birthday

WOW: SSN & Birthday

MEDIACOM: SSN & Birthday

HUGHESNET: SSN & Birthday

CENTURY LINK: SSN & Birthday

RCN: SSN & Birthday

3.) “Required Disconnection Information”

AT&T: Must have Pin or Security Answer. Becomes much easier with account number or phone number associated with the account.

COMCAST: Must have either the account number, the last four of the SS of the client, or the last 4 of the Payment Method on file. Account number only, can be validating piece of info but some comcast agents don't know that.

SPECTRUM: Must have the security PIN on the bill which the client doesn't set but has assigned to them. Becomes much easier with account number or phone number associated with the account.

METRONET: We want to make sure new agents know they can't disco Metronet and the client's account is stopped when the equipment is returned. It's on the Pricing Worksheet but I've probably gotten at least one request from every new agent.

FRONTIER:

DIRECTV: Must have Pin or Security Answer. Becomes much easier with account number or phone number associated with the account.

I3:

WOW: Must have last four of the SS on file or the pin. We only very occasionally do these but I'm pretty sure the pin is region specific because not everybody has one.

MEDIACOM: Must have PIN. Becomes much easier with account number or phone number associated with the account.

HUGHESNET: Account #; last 4 of SSN

CENTURY LINK: Account #; last 4 of SSN

RCN: Must have the last four of the SS. Becomes much easier with account number or phone number associated with the account.

4.) "Additional Service Information"

AT&T

Upfront fees: \$8.49 for regional sports fee; \$19.95 activation fee (DIRECTV STREAM)

Contract Terms: No contract

Buyer's Remorse: 14 days

Install: Self default unless address needs pro

Data Limit: 1TB (75mbps & up); unlimited for \$30/mo OR if bundled w/ DIRECTV STREAM

COMCAST:

Upfront fees: None

Contract Terms: 12-24 months

Buyer's Remorse: 30 days

Install: Self or Pro

Data Limit: 1.2 TB (after that, blocks of 50GB for \$10 each; won't exceed \$100)

SPECTRUM:

Upfront fees: \$9.99 activation fee; \$17.99 broadcast fee for TV packages

Contract Terms: No contract
Buyer's Remorse: 30 days
Install: Self or Pro
Data Limit: None

METRONET:

Upfront fees: \$9.95 technology service fee
Contract Terms: None
Buyer's Remorse: 30 days
Install: Self or Pro
Data Limit: None

FRONTIER:

Upfront fees: None
Contract Terms: None
Buyer's Remorse: 30 days
Install: Self or Pro
Data Limit: None

DIRECTV:

Upfront fees: \$19.95 activation fee; \$9.99
Contract Terms: 24 months
Buyer's Remorse: None
Install: Pro
Data Limit: None

I3:

Upfront fees: None
Contract Terms: None
Buyer's Remorse: 30 days
Install: Self or Pro
Data Limit: None

WOW:

Upfront fees: \$10 activation fee w/ self installation
Contract Terms: 12 month (No contract w/ 100 mbps)
Buyer's Remorse: 30 days
Install: Self or Pro
Data Limit: None

MEDIACOM:

Upfront fees: \$10 activation fee; \$15 internet surcharge if you only get internet service
Contract Terms: 12-36 months
Buyer's Remorse: 90 days

Install: Self or Pro

Data Limit: 60mbps (400GB); 100mbps (1TB); 200mbps (2TB); 500mbps (4TB); 1GIG (6TB)
[50GB blocks after limit for \$10 each]

HUGHESNET:

Upfront fees: \$99 activation fee

Contract Terms: 24 months

Buyer's Remorse: None

Install: Pro-Install

Data Limit: None

CENTURY LINK:

Upfront fees: None

Contract Terms: None

Buyer's Remorse: 30 days

Install: Self or Pro

Data Limit: None

RCN:

Upfront fees: \$9.99

Contract Terms: None

Buyer's Remorse: None

Install: Self or Pro

Data Limit: None