

ACN PRODUCT PORTFOLIO TIP SHEET

Sign people up with the easiest services first to expedite the process. Then deal with the more complicated services.

With customers, start with local and long distance, and energy first.

Everyone's bills are different? Some people will save more money than others.

For qualification purposes, only one service counts per household.

Expect challenges

Stay solution oriented

There are thousands of people who are still analog with Bell – they are the easiest to get

Local / Long Distance

- Bell is easiest to redirect to ACN and the fastest points to complete
- Network or System Access Fee (NAF or SAF), Bell \$5.95, Rogers \$6.50, ACN LD only \$1.95
- Sometimes NAF is hidden and not in the bill, if someone can dial one they are paying a system access fee
- Rogers is not regulated by the CRTC because they are digital
- Rogers will fight to not remove the Network Access Fee because of that
- Takes 10-14 days to take over the line – check that by dialling 1-700-555-4141 – recording will tell you who your long distance provider is
- Some people have a Bell grandfathered \$5.00/month LD plan – move on to next customer
- When getting a Local/LD customer if you ask I need a huge favour more than 3x – move on – NEXT
- Your WHY must come from your heart – tell the truth
- International Premier Plan – we recommend that you give this to all your customers OR warn them not to make international calls on their home phone
- Tell customers that they will be paying for more than one month on the first bill so they are not surprised (all phone companies charge one month in advance)

- You must keep a land line if you have a fax machine or a Security System
- It takes 2 – 3 weeks to change over your line from your provider to CAN
- Your customer will have to set up a new password for the Call Answer feature