

Hi _____, Do you have a minute?

Can you do me a HUGE FAVOR? (Wait for response----be quiet)

As you know..... (share your "WHY")

(Example: We lost our retirement and had to spend the kid's college fund and we found a way to get it back, but we need your help- and we are so excited about how this can help us out! -must end on a POSITIVE NOTE!) Write your why below:

- **I just started my new business and it's a Telecom business. Right now I am in TRAINING. I have no idea what I am doing & I need your help!
*(If experienced: I am currently doing some NEW Market Analysis & I need your help!)***
- **Can we spend just about 3 min. so I can ask you a few questions about the SERVICES that you are using & approximately how much you are spending? This is really going to help me learn my new business!**
- (Pull Out A Survey)
- **Who is your cell phone carrier? Approx. how much are you paying? How many phones?**
- **Do you have a Home phone? Who is your carrier? Approx. how much are you spending? *(If it's bundled with other services, get the total price for services bundled.)***
- **Who do you have for Internet? How much are you spending?**
- **Who do you have for TV? How much are you spending?**
- **Do you have Home Security? How much are you spending?**
- **How long have you been paying for cell phones, Home phones, Internet, TV & home security? (Looking for an average amount 5 or 10 years.)**
- **Add up all services (their budget) for the month & multiply by 12. Then multiply by Years paid. (i.e. \$300 month x12 months=\$3600 year x 10 years = \$36,000)**
- **Oh yeah, one last thing... How much (on average) are you paying for PG&E?**
- **Thank you so much for your time... I really appreciate it! What I'm going to do is take this back to my trainers where they will show me how all of this comes together. You have no idea how much this is going to help me out! I can't thank you enough!**
- **By the way... If I do happen to find some sort of value, some sort of benefit or cost savings... would you even want me to tell you about it?**

Follow up:

**I think I found something... plus this is perfect timing...
I'm just a few customers away from a major promotion that
will really help us right now!**

**I need to qualify tonight by midnight... Would you do me a
HUGE FAVOR, and become my customer? This is SO
IMPORTANT! It would really make a big difference for me and
my family.**

If they hesitate:

**Listen, I am not sure if you understand how huge this is. It is
so important for me to gather you as a customer-- just consider
TRYING my service – I can come over tomorrow and wash your
car, or I will MOW YOUR LAWN--- I'll EVEN BAKE YA SOME
DYNAMITE CHOCOLATE CHIP cookies right now!!!**

Advanced: Follow-up Questions For Future Customers

- **I think I found (a benefit, a cost-savings, etc.) but I have a
couple more questions... is this a good time? When's a good
time we can meet for 10 minutes? We can do it in person or on
the phone... When in Person: CARRY, DEMO, DISPLAY &
SURVEY!**

How long have you had... (Carrier)?

When did you last purchase your cell phone?

Do You LOVE them?

Why do you love, hate, don't care about them?

Have you ever thought about getting home security (aircard, etc.)?

Would you let me help you when you do?

How old are your kids? I can hook you up!

**That's a great question... let's call the expert! (Put them on the
phone with ACN wireless, TV, ADT, etc.)**

**The next time you go to upgrade your cell phone, can we at least look
at my website... would it be ok with you if we got the credit rather
the store?**