






“Can you do me a Huge Personal Favor?”

(Wait for Response!)

Prospect RESPONSE

<p><i>Sure</i></p> <p>RED Continue with the script</p> 	<p><i>Questions</i></p> <p>GREEN What do you need? – Continue with the script</p> 	<p><i>A response that is anything other than positive</i></p> <p>BROWN NEXT...Move on</p> 
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Prospect



I am about to qualify for a promotion with the company that I represent and all that I need is to get a few more customers right away!




If I can offer you a service:

- That you are already using
- Has no upfront cost
- No commitment whatsoever
- Won't cost you anything more than you are paying right now

Can you do me a huge personal favor, help me out and give the service a try?

(Wait for Response!)

Prospect RESPONSE

<p><i>Sure</i></p> <p>RED Continue with the script Sign them up</p> 	<p><i>Questions</i></p> <p>GREEN Answer the questions? – Continue with the script – Ask for the Favor</p> 	<p><i>A response that is anything other than positive</i></p> <p>BROWN NEXT... Move on</p> 
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Q: What Service are you offering?

A: Home phone service and Internet

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: How much is it going to cost me?

A: It's absolutely free to try the service and if you are not happy you can cancel at any time

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: How much is the monthly cost?

A: I would love to show you but since there are many packages, could you get me a copy of your bill so I can understand your needs. But if it is the same price or cheaper... Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Why should I try your service? I don't think the price difference is big enough...

A: It won't cost you anything and won't cause you any inconvenience at all. But by you trying out this service, you are helping me get to my next promotion, which is very important to me.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Who is ACN?

A: ACN is a 20 year old company who has millions of customers in 23 countries. The reason you have never heard of them is because they don't do any advertising but instead pay people just like me to do word of mouth advertising.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Can I keep my phone number?

A: Yes (check availability on storefront, most areas are covered. If not, offer digital phone service)

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: How does the service work?

A: ACN is a wholesaler of the Telus network, which means your service should be the same as with Telus.

You shouldn't notice a difference with your phone service and probably won't even realize it once transferred

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: What if I have an issue with the service?

A: You shouldn't have any issues but if you do, ACN has great customer service who will take care of it for you. If any technician is required it would be the same technicians used by Telus.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: I am using Shaw

A: No problem, all we will have to do is pick a time for a technician to come and do the transfer.

Can You Do me a Huge Personal Favor, Help me out and Give my service a Try?

Q: I have Optik TV

A: Great, you can take the phone service with me since it is out of the contract and keep Telus internet/TV. If you want, I can show you how you can get more HD channels and save money with Bell TV. If you keep Optik TV you will have to keep Telus Internet and just take the phone with me.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Ok, what do I have to do to try the service?

A: Complete a simple online order process, and I will help walk you through it.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: What if my power goes out? Will the phone still work?

A: Yes

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: What Internet speeds does ACN offer?

A: ACN currently offers up to 6 mbps, which is plenty for a lot of people. If it is not enough for you, just take the phone service with me for now and I'll call you when we offer higher speeds.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: What will happen with my email address?

A: ACN allows you to have up to 10 email addresses that will be name@acn.net.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Will my alarm system work?

A: Yes

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: I have a distinctive ring..

A: No problem, we can transfer that as well and it will work the exact same way.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Do you offer long distance?

A: Yes, we offer extremely competitive rates

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: I use calling cards or a dial around..

A: Great! You can keep on using them.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?

Q: Will I get a different bill?

A: Yes, you can pay that bill any way you chose to including your online banking.

Can You Do Me a Huge Personal Favor, Help Me Out and Give The Service a Try?