



1. **“I Just Switched My Service?”**

Rebuttal: How long ago did you switch?

(30 days or longer continue with rebuttal)

(If less than 30 days ask probing questions, set a follow up call)

we just want to stop by for 10-15 min to provide a no-obligation quote, just to make sure you are aware of telecommunication technology that’s available to you. **(Back to Scripting)**

1. **“Not Interested.”**

Rebuttal: I understand you're not interested, but If we are able to show you something that makes business sense, and your company could benefit from it, would you keep an open mind to seeing what options are available to you?

(Back to Scripting)

2. **“Under Contract.”**

Rebuttal: Who’s your contract with? Do you know how much longer the contract is for? Well that’s alright, we buy out contracts all the time, I’m sure if it makes business sense to both of parties, we can help you reduce some overhead cost and upgrade your telecommunication technology. **(Back to Scripting)**

3. **“Difference between Spectrum business & Spectrum VoIP”**

Rebuttal: Spectrum business provides Cable, Internet, & Analog Phone Lines to residential & business customers. Our specialty is **VoIP**, so instead of paying on a per lines bases, you can use your existing network (internet) connections to make phone calls. **(Back to Scripting)**

4. **Happy with Current Provider?**

Rebuttal: I get that, but we surprise a lot of companies with our included features and our ability to cut overhead cost. All we ask is that you keep an open mind and you be your own judge, fair enough **(Back to Scripting)**

5. "Just Send Me An Email"

Rebuttal: I apologize, but I'm limited to the information I can send via email. Your local account executive will be in the area to answer any questions face to face. **(Back to Scripting)**

6. "What's Your Pricing"

Rebuttal: I'm not authorized to quote pricing, but I do know we are very competitive, and all our features are available to you right out of the box. When the account executive comes out, they will be able to compare pricing with you face to face. **(Back to Scripting)**

7. "Can you help with internet"

Rebuttal: When the account executive comes out, we can most definitely see what other options are available to you for faster internet speeds. **(Back to Scripting)**

8. "I Host My Own PBX Service"

A. Awesome, is it VoIP or an analog system? **(If analog)** - VoIP is the wave of the future because you can use your existing network connections to makes calls vs paying on a per line bases with your current provider.

(If their VoIP is on Prim)

B. We offer a hosted solution for our phone services, and our customers love that they don't have to deal with the complexity of managing their own pbx hardware. Our cloud-based services takes care of everything, only thing required in your office are phones and routers and internet.

(Back to Scripting)

(If they have hosted VoIP)

C. Awesome, who's your current provider?

One of the main differences between my company and our competitors is that we include all our features. We don't nickel and dime our customers, and we have no upfront cost to get you started. We really do provide a different level of customer experience. **(Back to Scripting)**