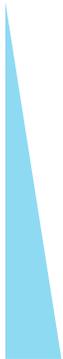
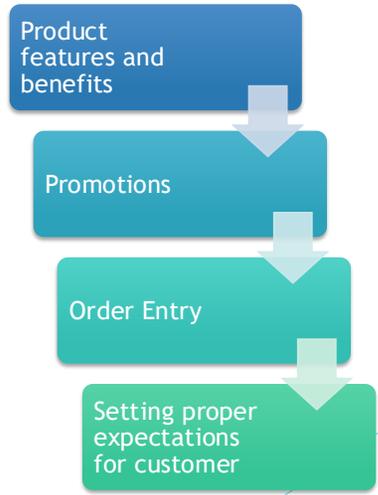


Welcome to Training!



# Agenda



# Products

Internet	Phone	*TV
1Gig	Basic	Explore
*2Gig	Unlimited	Journey
*5Gig		Voyage
*8Gig		
(*where available)		(*where available)



## Internet Hardware

- Included with pricing
- Highest levels of support and trouble shooting
- Professionally installed
- Customer can download Wi-Fi companion app
  - Available through google Play and Apple app store
- Optional but highly recommended, customer can supply their own router



## Fiber ONT Hardware



What is an ONT?

- The Optical Network Terminal (ONT) lies at the heart of every fiber optic network.
- ONTs excel in translating optical signals to electrical ones, making high-speed internet accessible to common devices.
- ONT's are equipped to handle the internet, as well as phone and additional services.



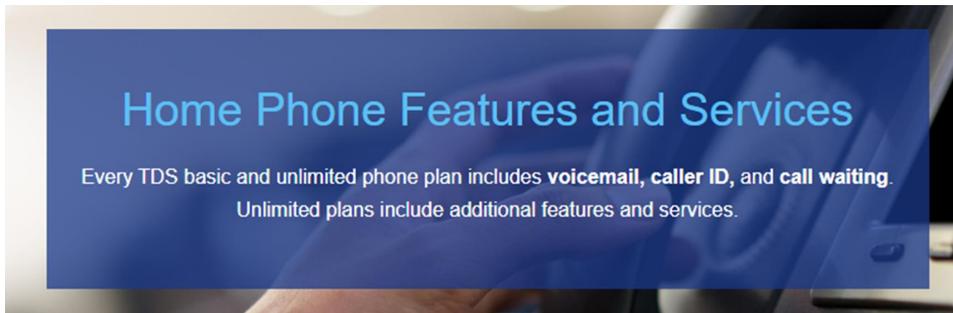
## State of the art TV equipment

- The TDS TV+ receiver is about the size of your hand
- Provides reliable, higher-quality viewing experiences because it's fully maintained and secured by TDS.
- Search your world of TV using the voice remote with Google Assistant.
- Watch the way you want: Pause & Rewind live TV, Fast-Forward over commercials, and more!

Managed Set Top Box



## Home phone basics



### What is VoIP phone service?

Voice over Internet Protocol (VoIP), is a technology that allows you to make voice calls using an internet connection instead of a regular (analog) phone line



Simple Rate/Simplified Pricing - All Products				
<b>Internet Pricing</b>	<b>2 Yr. Promo Price</b>	<b>Retail Price</b>	<b>2 Yr. Discount</b>	<b>PFL Price</b>
<b>TDS Connect (up to 200M)</b>	N/A	\$30.00	N/A	N/A
<b>Any Speed up to and including 1Gig</b>	\$49.99	\$79.99	(\$30.00)	\$69.99
<b>2Gig</b>	\$69.99	\$99.99	(\$30.00)	\$89.99
<b>5Gig</b>	\$99.99	\$129.99	(\$30.00)	\$119.99
<b>8Gig</b>	\$199.99	\$229.99	(\$30.00)	\$219.99
<b>Other Key Features:</b>				
Simple Rate Pricing Includes Wi-Fi and Cost Recovery Fee				
\$10 Bundle Discount - Any voice/video product bundled.				
<b>TV+ Pricing</b>	<b>2 Yr. All-In Promo Price</b>	<b>All-In Retail Price (With BRF and RSF)</b>	<b>Promo Discount</b>	<b>Retail Price (W/O BRF and RSF)</b>
<b>ILEC/OOT - BRF \$27.97, RSF - \$9.00</b>				
<b>Explore</b>	\$94.00	\$115.97	(\$21.97)	\$79.00
<b>Journey</b>	\$100.00	\$121.97	(\$21.97)	\$85.00
<b>Voyage</b>	\$111.00	\$132.97	(\$21.97)	\$96.00
<b>TV notes:</b>				
1 STB Included in All Promo Rates				

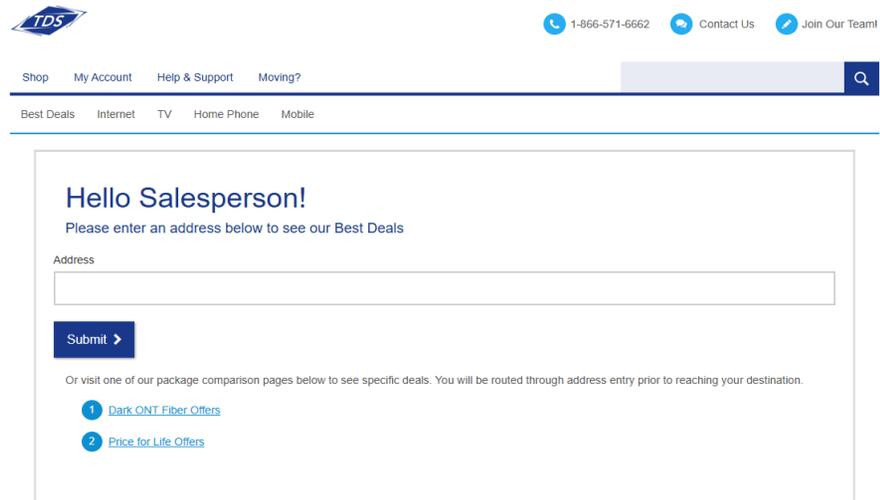
**Offer Details:**

- ▶ Applies to all new customer data promotions in all markets
- ▶ Advertised rates include all monthly fees.
- ▶ Customers will be able to receive the fastest speed up to 1GIG to their address at the advertised rate
- ▶ Wi-Fi device is included with every package
  - ▶ (no change in price if declined)
  - ▶ Customers who want a second access point may add for \$2.95. Any additional Access Points are \$5/mo.
- ▶ No requirement for paperless billing or autopay
- ▶ Multi-Gig PON (2,5,8 Gig) are eligible for self-install



# Order Entry Process

Navigate to: <https://tdstelecom.com/offers/d2d/offer-portal.html>



**TDS** 1-866-571-6662 Contact Us Join Our Team

Shop My Account Help & Support Moving?

Best Deals Internet TV Home Phone Mobile

## Hello Salesperson!

Please enter an address below to see our Best Deals

Address

**Submit** >

Or visit one of our package comparison pages below to see specific deals. You will be routed through address entry prior to reaching your destination.

- 1 [Dark ONT Fiber Offers](#)
- 2 [Price for Life Offers](#)



## Order Entry Process

- ▶ Clear Cache/Cookies if you are experiencing slowness or the website recognizes previous address.

### Clear browsing data

Time range

Last 4 Weeks

Browsing history  
12 items. Includes autocompletions in the address bar.

Download history  
1 item

Cookies and other site data  
From 31 sites. Signs you out of most sites.

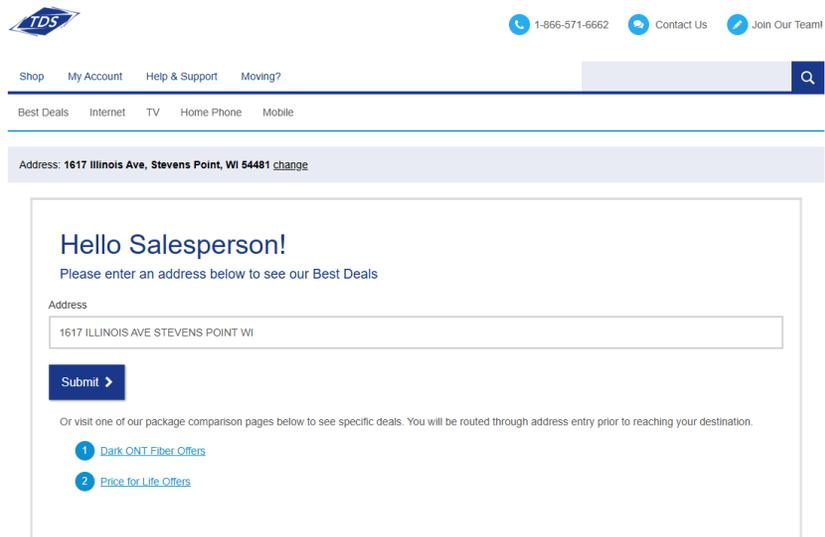
Cached images and files  
Frees up less than 41.6 MB. Some sites may load more

This will clear your data across all your synced devices signed in to [redacted]. To clear browsing data from this device only, [sign out first](#).

Cancel Clear Now



# Order Entry Process



The screenshot shows the TDS website interface for a salesperson. At the top left is the TDS logo. To the right are three contact options: a phone icon with '1-866-571-6662', a speech bubble icon with 'Contact Us', and a person icon with 'Join Our Team!'. Below these are navigation links: 'Shop', 'My Account', 'Help & Support', and 'Moving?'. A search bar is located to the right of these links. Underneath is a horizontal menu with 'Best Deals', 'Internet', 'TV', 'Home Phone', and 'Mobile'. A grey bar displays the current address: 'Address: 1617 Illinois Ave, Stevens Point, WI 54481 change'. The main content area is titled 'Hello Salesperson!' and asks the user to 'Please enter an address below to see our Best Deals'. There is an 'Address' label above a text input field containing '1617 ILLINOIS AVE STEVENS POINT WI'. Below the input field is a blue 'Submit >' button. At the bottom of the main area, there is a note: 'Or visit one of our package comparison pages below to see specific deals. You will be routed through address entry prior to reaching your destination.' followed by two numbered links: '1 Dark ONT Fiber Offers' and '2 Price for Life Offers'.

TDS

1-866-571-6662 Contact Us Join Our Team!

Shop My Account Help & Support Moving?

Best Deals Internet TV Home Phone Mobile

Address: 1617 Illinois Ave, Stevens Point, WI 54481 [change](#)

## Hello Salesperson!

Please enter an address below to see our Best Deals

Address

1617 ILLINOIS AVE STEVENS POINT WI

[Submit >](#)

Or visit one of our package comparison pages below to see specific deals. You will be routed through address entry prior to reaching your destination.

- 1 [Dark ONT Fiber Offers](#)
- 2 [Price for Life Offers](#)



# Order Entry Process

Address: 1617 Illinois Ave, Stevens Point, WI 54481 [change](#)

[Home](#) > [Shop](#) > [Packages](#) >

## Browse Our Most Popular Deals

Choose a package and customize options to suit your needs.



Your location qualifies for lifetime pricing on Internet!

The Ultimate Offer

- Price for Life
- Wi-Fi Modem Included
- Free Installation
- 30 Day Money Back Guarantee
- No Contracts or Data Caps

INTERNET FOR AS LOW AS

**\$69<sup>99</sup>** /mo.

FOR LIFE!

[View Offers](#) >



Internet-Only

Internet

- Wi-Fi Modem Included
- Free Installation
- 30 Day Money Back

STARTING AT

**\$49<sup>99</sup>** /mo.

2-Year Price Lock



# Order Entry Process

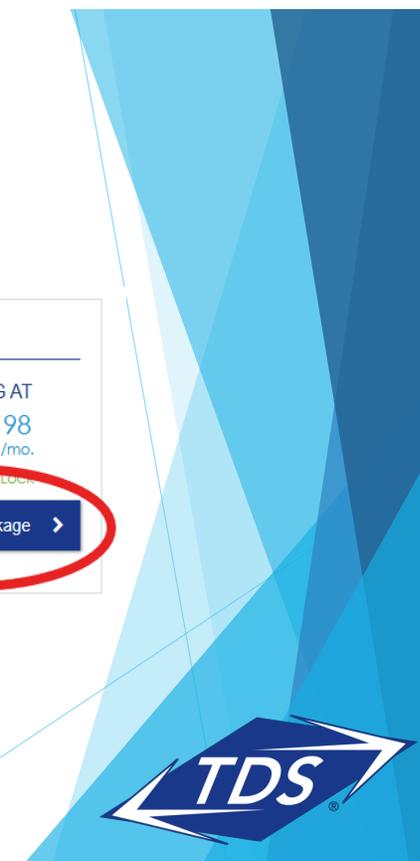


### Internet & Phone

<b>Internet</b> <ul style="list-style-type: none"><li>▪ Wi-Fi Modem Included</li><li>▪ Free Installation</li><li>▪ 30 Day Money Back Guarantee</li><li>▪ No Contracts or Data Caps</li></ul>	+	<b>Phone</b> <ul style="list-style-type: none"><li>▪ Local and long-distance calling</li><li>▪ Voicemail, caller ID, call waiting</li><li>▪ Robo/spam call blocking included</li></ul>
--	---	--

STARTING AT  
**\$59<sup>98</sup>** /mo.  
2-year Price Lock

**Customize Package** >



# Order Entry Process

## Internet & Phone

Order your no-contract high-speed Internet and phone now!

### Select Your Services:

#### 1 High-Speed Internet

##### Internet Options

Please select a High-Speed Internet Plan.

- 1 Gig Fiber Internet** **\$49.99/mo.**  
FOR 2 YEARS  
Reg: \$79.99/mo.  
Symmetrical download/upload speed up to 1Gbps. [More Details.](#)
- 2 Gig Fiber Internet** **\$69.99/mo.**  
FOR 2 YEARS  
Reg: \$99.99/mo.  
Symmetrical download/upload speed up to 2Gbps. [More Details.](#)
- 5 Gig Fiber Internet** **\$99.99/mo.**  
FOR 2 YEARS  
Reg: \$129.99/mo.  
Symmetrical download/upload speed up to 5Gbps. [More Details.](#)
- 8 Gig Fiber Internet** **\$199.99/mo.**  
FOR 2 YEARS  
Reg: \$229.99/mo.  
Symmetrical download/upload speed up to 8Gbps. [More Details.](#)

#### Selection Summary

##### High-Speed Internet

1 Gig Fiber Internet	<b>\$49.99/mo.</b>
Bundle Discount	<b>(\$10.00/mo.)</b>
Standard Wi-Fi	<b>\$0.00/mo.</b>
Equipment Shipping & Handling	<b>\$19.95</b>

##### Installation

Professional Installation	<b>\$49.95</b>
---------------------------	----------------

One-time costs \$09.90

One-time credits \$(0.00)

Monthly Charges \$39.99

Plus Taxes and Fees

[Add to Cart](#) >



## Order Entry Process

---

Billing Discount 



Bundle Discount

(\$10.00)/mo.

---



## Order Entry Process

---

### Internet Service Enhancements (Optional)

Enhance your online experience with add-on services.

---



# Order Entry Process

## Internet Service Enhancements (Optional) ⊖

Enhance your online experience with add-on services.

- Hacker Alert** \$4.95/mo.  
Warns you of potential hacker activity and security threats, and provides recommended course of action. [More Details.](#)
- TDS Internet Security Suite** \$0.00/mo.  
FOR ONE MONTH  
Reg: \$4.95/mo.  
Block malicious sites, manage devices remotely, safeguard financial transactions, and more. [More Details.](#)
- Remote PC Support** \$12.95/mo.  
Our qualified technical experts can quickly access your computer over your Internet connection, helping you maintain, optimize, and protect your Internet-connected devices. Get unlimited support with this monthly subscription. [More Details.](#)



# Order Entry Process

## Internet Equipment

A wireless modem may be required for your order to ensure a compatible device is available at installation. If you have your own modem, please have it available for the technician. If it's compatible with your service, your account will be updated accordingly. Certain Internet services require the use of a TDS wireless modem, and a TDS wireless modem is recommended to ensure the best online experience.

- Standard Wi-Fi** **\$0.00/mo.**  
Reg: \$12.00/mo.

Dependable, affordable Wi-Fi. Use the app from any compatible mobile device for easy, streamlined setup and management of your Wi-Fi network.

**Equipment Shipping & Handling** **\$19.95 One time fee**
- TDS Whole Home Wi-Fi** **\$2.95/mo.**  
Reg: \$14.95/mo.

Mesh technology provides a smarter, whole home Wi-Fi experience. Connected devices receive the strong signal they need, thanks to incredibly reliable, expansive wireless coverage. Plus, the TDS® Home Wi-Fi app helps you optimize your connection and lets you manage your network, right in the palm of your hand.

Standard installation includes one base station and one access point. Additional access points may be necessary to extend your coverage and can be added to your order below. [More Details](#).
- Customer-Provided Wi-Fi Router** **\$0.00/mo.**

Customers may opt to use their own router to supply wireless internet in your home. TDS will supply an ONT (similar to a modem) to deliver internet service to your home.

When you provide your own router, TDS technical support will be

## Selection Summary

### High-Speed Internet

1 Gig Fiber Internet	<b>\$49.99/mo.</b>
Bundle Discount	<b>(\$10.00)/mo.</b>
Standard Wi-Fi	<b>\$0.00/mo.</b>

Equipment Shipping & Handling **\$19.95**

### Installation

Professional Installation **\$49.95**

One-time costs \$69.90

One-time credits \$(0.00)

Monthly Charges \$39.99

Plus Taxes and Fees

**Add to Cart** >



# Order Entry Process

## 2 Phone

### Phone Options

Please select your preferred phone package.

Note: If you are ordering Fiber service, you may need a [Battery Backup Unit](#).



#### Basic Phone Service

\$19.99/mo.

Ensure a reliable connection for important calls, and pay just a nickel a minute for long distance. Includes 5+ calling features. [More Details](#).



#### Unlimited Phone Service

\$24.99/mo.

Talk a little or a lot — no matter the distance — for one low monthly rate. Includes 15+ calling features. [More Details](#).

Standard Wi-Fi \$0.00/m

Equipment Shipping & Handling \$19.99

#### Phone

Unlimited Phone Service \$24.99/m

#### Installation

Professional Installation \$49.99

One-time costs \$69.99

One-time credits \$(0.00)

Monthly Charges \$64.99  
Plus Taxes and Fees

Add to Cart >



# Order Entry Process

## 3 Installation

### Professional Installation ⊖

Professional Installation is required for all High-Speed Internet plans.



Professional Installation

\$49.95 One time fee



Professional Installation Waiver

(\$49.95) One time credit



1



## Order Entry Process

Selection Summary	
<b>High-Speed Internet</b>	
1 Gig Fiber Internet	\$49.99/mo.
Bundle Discount	(\$10.00)/mo.
Standard Wi-Fi	\$0.00/mo.
Equipment Shipping & Handling	\$19.95
<b>Phone</b>	
Unlimited Phone Service	\$24.99/mo.
<b>Installation</b>	
Professional Installation	\$49.95
Professional Installation Waiver	(\$49.95)
<hr/>	
One-time costs	\$69.90
One-time credits	(\$49.95)
Monthly Charges	\$64.98
<small>Plus Taxes and Fees</small>	
<a href="#">Add to Cart</a> >	



# Order Entry Process

[Shopping Cart](#)  
Step 1 of 4: Review Your Order

**BEST PRICE GUARANTEE when you order online!**

**Internet & Phone** [Edit](#) [Remove](#)

**Internet Services**

1 Gig Fiber Internet	\$49.99/mo. for 2 years
Standard Wi-Fi	\$0.00/mo.

**Phone Service**

Unlimited Phone Service	\$24.99/mo.
-------------------------	-------------

**Promotions**

Bundle Discount	(\$10.00)/mo.
-----------------	---------------



# Order Entry

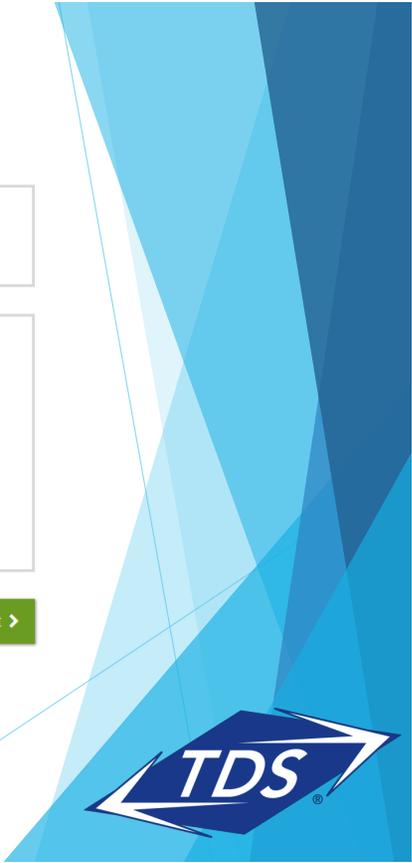
Estimated Taxes	\$3.25 - \$6.49/mo.
-----------------	---------------------

<b>Order Total</b>	
One-time costs	\$69.90
One-time credits	(\$49.95)
<b>MONTHLY CHARGES</b>	<b>\$64.98</b>
Plus a good faith estimate range of monthly government taxes	\$3.25— \$6.49

 Print

 Empty Cart

Begin Checkout 



# Order Entry

## Customer Information

First Name

Last Name

Contact Telephone Number

Suggested format: ###-###-####

What type of phone number is this?

Landline

**Mobile**

By checking the following boxes, I give TDS permission to use an automated system to contact me and understand standard messaging rates may apply. TDS is responsible for those charges.

I'd like to receive notifications related to my account or current services (i.e. reminders, alerts) via phone call or text.

I'd like to receive notifications about new offers and services via phone call or text.

Best time of day to reach you?

Morning

Afternoon

**All day**



## Order Entry

Contact Email Address/User Name

Please provide an email address so we can contact you about your order. Your contact email address can also be used later to access and manage your TDS account, set up electronic bill payments and select services online. Once your order has been processed, a temporary password will be sent to you at the contact email address you have provided.

- I'd like to receive occasional updates from TDS via email with information about new product features and special offers.
  - I would like to receive email notifications from TDS regarding my privacy rights related to my account information, also called Customer Proprietary Network Information, or CPNI.
- 



# Order Entry

## Address Information

### Service Address

1617 ILLINOIS AVE  
STEVENS POINT  
WI  
54481

### Billing Address

Same as Service Address

Address

1617 ILLINOIS AVE

Address (optional)

City/Town

STEVENS POINT

State

WI

Zip Code

54481

**i** You won't need to provide payment information now. When you receive your first monthly TDS bill, look for information on the many convenient ways to pay, including secure online payment through TDS ePay.

How would you like to receive your billing and payment notifications?

Email and/or text notifications are sent in addition to a paper bill. To stop receiving a paper bill, you'll need to enroll in TDS ePay.

- Email
- Text Message
- Both



# Order Entry

---

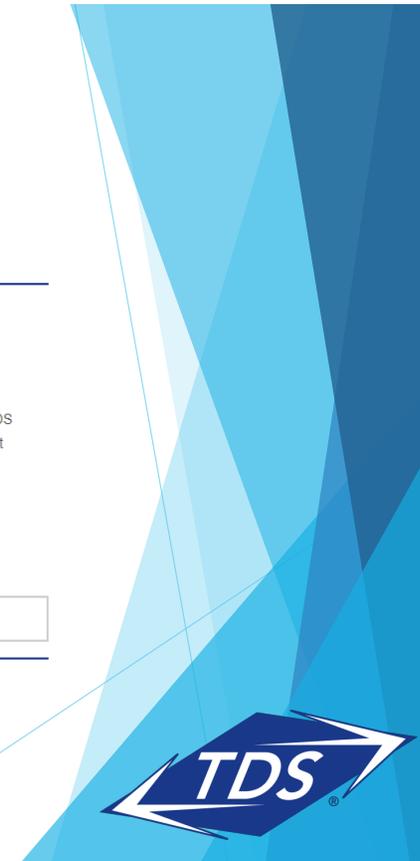
## Account Security

### Personal Identification Number (PIN)

Create an Account PIN: To protect your privacy, you will need to create a personal identification number (PIN) for your TDS account. When calling to speak with a TDS representative, you will be asked for this PIN to verify your identity before discussing personal or sensitive account information. We recommend you select a PIN that cannot be easily guessed by others.

- Must have 4 numbers
- Cannot be a numeric sequence (e.g. 1234)
- Cannot be all be the same number (e.g. 1111)

Please create your 4-digit numeric PIN.



# Scheduling at the Door

## Service Appointment Install Date

Service appointments are available to schedule Monday through Friday, 8 a.m. to 5 p.m. Please use the calendar to select your install date.

Please select your preferred future installation date.

Note: Greyed out dates are unavailable.



July 2025 >

Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Considerations you'd like us to be aware of. (optional)

Anything that might hinder?



# Scheduling at the Door

## Open Time Slots

Please select the technician arrival window that works best for you. Use the left and right buttons to view more dates.

Mon 08/04	Tue 08/05	Wed 08/06	Thu 08/07
08:00 AM - 10:00 AM			
10:00 AM - 11:30 AM			
01:00 PM - 03:00 PM			
		03:00 PM - 05:00 PM	03:00 PM - 05:00 PM



## Scheduling at the Door

8/5/2025



Appointment Time

08:00 AM - 10:00 AM



## Scheduling at the Door

Please let us know about any specific scheduling considerations you'd like us to be aware of. (optional)

Length: 0 | Max. 250



## Scheduling at the Door

Length: 0 | Max. 250

How would you like to receive your appointment reminders?

- Email
- Text Message
- Both



# Scheduling at the Door

## Self-Setup Installation

If available for my address, I'd prefer self-setup.

To view a quick video of the self-setup process, go to [tdstelecom.com/setup](http://tdstelecom.com/setup). In the meantime, we'll check if self-setup is an option for your order. We'll email you in 24-48 hours to confirm and provide more details.

---



# Order Entry

---

## D2D Questions

### Company Name

Enter your company name

Embarc

### Representative Name

Enter your name (First Name Last Name)

Derek Bowen

### Representative Contact Email

Enter an email address you would like a copy of the customer order sent to once submitted

derek@embarcsolutions.com



# Order Entry

## Service Authorization

### 911 Limitation Acknowledgement

We are required by the FCC to provide you with important information about E911 emergency phone services. It is important to us and to your safety that you understand and agree to certain limitations on your ability to use TDS phone service to reach 911 emergency services. You will not be able to dial E911 in the event of a power outage, a network outage, or in the unlikely event your broadband connection is unavailable.

**I understand and acknowledge the 911 Limitation.**

Is there a phone line installed at your Service Address?

If your order requires delivery of a new modem, it will be shipped to your Service Address.

No

**Yes**

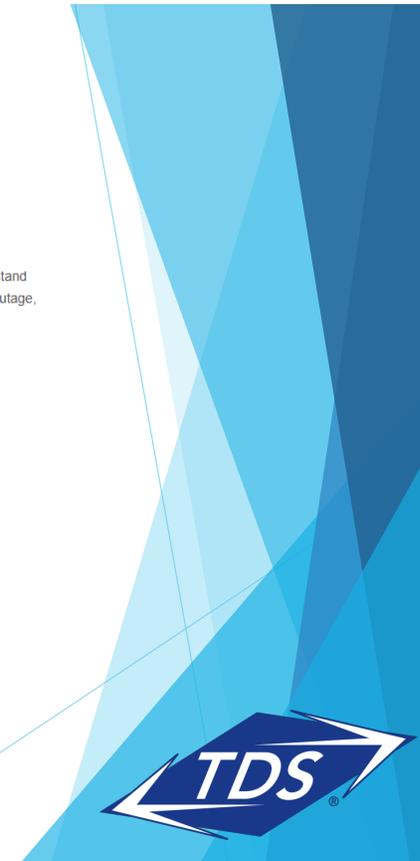
I don't know

Would you like us to see if we can use your current phone number as your new TDS phone number? (Restrictions apply).

I don't have phone service today

No thanks, I'd like a new phone number

**Yes, please use my current number**



# Order Entry

**PHONE PORTING**



Yes, please use my current number

Phone Number to Port  
715-693-0700

Suggested format: ###-###-####

Who is your current local phone service provider?  
Spectrum

Who is your current long distance provider?  
Spectrum

What is your current account number?  
82459456127546

TDS will follow up via email, text and/or a phone call if their carrier requires your account number to port over.

I agree to have TDS as my local phone service provider.  
 I agree to have TDS as my long distance (in-state, state-to-state, and international) service provider  
 I certify that I have read and understand the [authorization agreement](#) and that I agree to the terms and conditions contained therein.

**Verification of Agreement**

Note: This information will only be used to validate the person who authorizes this service request.

Provide My Date of Birth

Date of Birth  
08/14/1979

Format: MM/DD/YYYY

Provide My Mother's Maiden Name



# Order Entry

## Important Information

There is important information about your service that you should know. Make sure you have read and understand the [Terms of Service](#), [Privacy Policy](#), & [Acceptable Use Policy](#).

**Maine Internet customers:** In accordance with the 2019 Maine Privacy Act to Protect the Privacy of Online Consumer Information, you have certain rights regarding your personal information when purchasing Internet service. [Read about your rights](#).

I certify that I have received and agree to be bound to the Terms of Service, Privacy Policy and Acceptable Use Policy (links above). If I am a resident of Maine, I have also received information about my rights under Maine's Privacy Act.

[Review Your Order >](#)



# Order Entry

## Product Fees

Equipment Shipping & Handling	\$19.95 one-time fee
Internet Installation Fee	\$49.95 one-time fee
Professional Installation Waiver	(\$49.95) one-time credit

## Estimated Taxes

\$3.25 - \$6.49/mo.

## Order Total

One-time costs	\$69.90
One-time credits	(\$49.95)
<b>MONTHLY CHARGES</b>	<b>\$64.98</b>
Plus a good faith estimate range of monthly government taxes	\$3.25—\$6.49

Submit Order >

Note: Lafayette, IN local channels are not available



# Order Entry



1-866-330-1609



Contact Us



Join Our Team!

Address: **N5233 Dhondt Rd, Rock River Twp, MI 49826** [change](#)

## Step 4 of 4: Order Submitted

Thanks for your order!

As a courtesy, an order confirmation has just been sent to your email address.

Within the next business day, a TDS Customer Service Representative will verify your order. They'll explain the next steps (including confirming your installation date, etc.) – so watch your email inbox!

Thank you for choosing TDS.



# Order Entry

About your upcoming appointment

## Confirm Your TDS Scheduled Appointment

Your TDS service appointment is scheduled for: 08-07-25

Expect your technician to arrive between 08:00 AM-10:00 AM.

Confirm your appointment to hold your date. This ensures your service appointment doesn't get moved.

[Confirm Your Appointment](#)

We'll see you then!

Don't forget, someone 18 or older must be present during the appointment. If that's not possible or this appointment time no longer works for you, please reschedule your appointment.

[Reschedule](#)

To cancel your appointment or if you have questions, please call 1-888-290-9526.

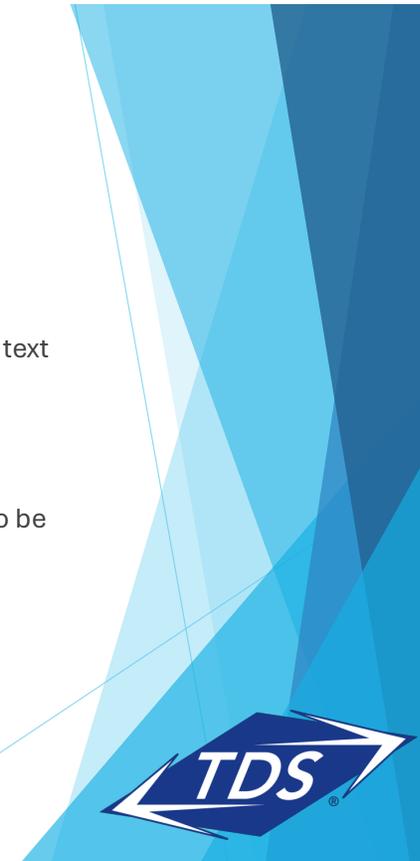
[View appointment details.](#)

Save this link to reference appointment details or make changes to notification preferences.



## Order Entry

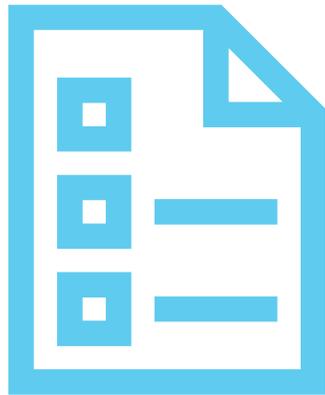
- ▶ **Name on account:** Verify and spell back for accuracy.
- ▶ **Best contact number:** preferably a cell phone and request customer opt in for text alerts about installation date. Verify and repeat back for accuracy
- ▶ **Best email address** Remind customer to set up online My Account access at [tds.net](http://tds.net) after installation
- ▶ **Installation date reminders:** Advise someone 18 years of age or older needs to be on premises



## Summary to the customer

- 1) Products sold
- 2) Promotions applied & promo Lengths
- 3) Overall bill with all discounts and their estimated tax
- 4) Any Start-up costs (1-time costs) **\$0** or **\$19.95**
- 5) Pro-rated bill explanation
- 6) Expected install dates (5-10 day turn around)
- 7) Reminder not to cancel current service until after install
- 8) Provide TDS Customer Service 1(844) 322-8834
- 9) Thank customer for order





Questions?

