

Know the **FACTS**

Self-Setup

Main Benefits

- **NEW!** Self-Setup is available for Move Transfers.
- **NEW!** Self-Setup kits now have more time to complete and ship
- Customers can Self-Setup data equipment without a technician.
- Customers who elect to Self-Setup save the professional installation fee.
- Once an order has shipped to the customer, agents will receive their commission credit.

Shipment & Delivery Times for Sales Agent Credit

	Hours
Weekday	2:30 pm ET
Weekend	11:00 am ET



WHY

- + Scheduled Installations with a technician require a timed appointment **which can be a frustrating customer experience**
- + Allows customers to Self-Setup their own equipment, improving overall installation and sales completion rates



WHAT

- + Self-Setup Kits are free of charge
- + Can be shipped or obtained from Retail Stores
- + Activation is easily performed via a convenient guide
- + Self-Setup Kits count toward SAME DAY sales agent credit when ordered by 2:30 PM weekdays/11 AM Saturdays
- + No need to wait for technicians, improving customer satisfaction
- + Self-Setup orders can be shipped to any non-PO Box address convenient for the customer – Not going to be home? Ship it to your neighbor!

Self-Setup Activation

Follow the simple, intuitive step-by-step instructions tailor-made for the equipment ordered. (The Self-Setup guide takes about 20 minutes.)



1

Scan the QR code inside your kit to access the Self-Setup guide. Or, click the link in your Order Confirmation email or SMS notification.

2

When the guide locates your order, click **Let's Go**.



3

Verify that you have the right equipment. Tap **I've got it** on the guide.

4

Place the gateway somewhere centrally located in your home. Connect the coax cable (image A) to the appropriate wall outlet (image B) Connect the other end to the gateway and tap **I've connected coax to Gateway**.



5

Repeat Step 4 for the Power Cord. Tap **Turn on internet services**. Follow instructions on guide to complete Activation and enjoy your new service!

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TALKING POINTS



"I can help you save even more money by offering you our Self-Setup Kit."

"Great news! You qualify for Self-Setup, which makes the setup process easy for you to get connected quickly. You won't even need a technician to visit!"

"It gets even better! We're always improving the ways we serve our customers. We can get your new service up and running in as little as 20 minutes: 5-10 minutes of hardware setup, and the remaining time waiting for network updates. If during the set up process you run into any issues, we have 24/7 technical support and can schedule a technician if needed; typically within a day!"

"We can ship to any non-PO Box address you'd like! Once we ship your Self-Setup kit, it should arrive in just 1-2 business days, so you can get started using your services!"

OVERCOMING OBJECTIONS

How much is that going to cost me?

"Our Self-Setup Kit is free of charge! I can have it shipped to you or you can pick one up at a Retail Store. Setting up your new service yourself saves you the cost of our installation fee!"

I'm not a technical person. I don't think I can do this by myself.

"I totally understand, and I'm happy to tell you we've made the process simple and super easy! If you can plug in your TV, you can do this. All you have to do is scan a QR code using a phone or tablet and follow the prompts; no need to wait for a technician or wonder if there will be a last-minute change in the schedule. If during the set up process you run into any issues, we have 24/7 technical support and can schedule a technician if needed; typically within a day!"

20 minutes is great, but how long must I wait for the technician to arrive?

"If you set up your new service yourself, you won't need a technician to visit. You'll scan a QR code, follow the prompts in our guide, and be able to use your new service in less than 20 minutes: 5-10 minutes of hardware set up, and the remaining time waiting for the network to update!"

