

Cashflow Cookbook

TV/Internet/Phone Cost Reduction Script

"Oh yes, hi there, thanks so much for taking my call. I am just going through all of my bills and I have to say that my <yellow company> bill is really high. My last bill was <last bill amount>. That is a pile of money. There must be some way to reduce that. These are hard times. I was going to just call the <purple and green> companies and check their pricing, but I thought I would call you first since I would like to stay with you if I can."

At this point, one of 3 things will happen:

1. They may transfer you to their retention reps. That's good. They are the ones with the juicy offers. Be sure to work deals on each of the services you get from them. The savings should be considerable. If not, ask what else they can offer. Write everything down including the name of the rep and the new deal. Be gracious. Check your next bill for the savings.
2. They may try to reduce your services, or offer a paltry discount. Don't fall for that. Reiterate that you will need to call the other providers if they can't do better. That should get you to the retention reps then you are back in number 1 above.
3. They may want to move some of your other services over to them. That may be worthwhile. Compare to what you are currently paying. As in 1, work your best deal and record the details.

Some closing thoughts. Be nice. The company wants to you stay. It will cost them a few hundred dollars to replace you so everyone wants a win here. There is nothing to fear in this call. Worst case you get no discount and you find savings elsewhere. Whatever discount you secure, immediately increase your debt repayments or your monthly investment amounts by the same value to make those savings work for you. That's the Cashflow Cookbook way!