



MODULE B: Part 2 - Sell and Engage Your Customers

1. Engage: Use the list of benefits in the previous Module A to engage your customers.

- No annual contracts
- Bring your own phone* or buy a new phone
- Keep your phone number
- 4G LTE network
- No long lines
- Personal service
- Free Service for 5 referred customers who join Flash**
- Help feed hungry children

2. Learn about your customer's needs.

- (1) Who is your existing carrier?
- (2) How much are you currently paying each month?
- (3) How many lines are on your plan?
- (4) How much data is on your plan?
- (5) Do you own your device, or are you making monthly payments on it through your carrier?

3. Match your customer's needs with a Flash Wireless solution.

Example 1:

Need: Family, lots of data use, current unlimited*** plan.

Solution: Flash Wireless has several family plan options to make sure everyone in the family stays connected and keeps enjoying what they like to do!

Example 2:

Need: Single line, small data usage (uses wi-fi), doesn't want to pay for unlimited data.

Solution: We have a variety of plans for people that use less data and don't need an unlimited*** plan. Let's look at our current service plans and find one that would best fit your needs and budget.

4. Reiterate the Added Value: Yes, Flash has a great plan for every budget and lifestyle, but the added value of being a Flash Customer includes:

- Go through the benefits in #1 above
- Flash Wireless stands apart from the rest because of ACN's partnership with Feeding America (share the 1:31 video – <https://www.youtube.com/watch?v=A7dttAnoFdQ>)
- Refer-a-Friend Program: When you refer 5 friends, and those friends become Flash customers, your service will be FREE**. It's as simple as that!

5. Next:

#1 Priority: Ensure customer's smooth and seamless transition

How: Watch: Module C: The Order Process (*Compatibility/eligibility check*)

Why: Help secure customer, commission, and residual income

*Phones must be compatible with chosen network.

**Excludes taxes and surcharges. Credit applies to Monthly Recurring Charge (MRC). Refer to the Terms and Conditions for complete details.

***Plan allows high speed data access (up to 4G LTE speeds with compatible network and device) only up to 22GB per line, per billing cycle. After the 22GB limit is reached, Flash Wireless may slow data to as low as 128 kbps for the remainder of your billing cycle. Data speed reduction may severely impair your ability to use services or programs requiring data access, including everyday applications. International calling Plans ("ILD") and "unlimited" features: ILD plans are subject to the [Flash Wireless Terms and Conditions]. Unlimited features, including voice and text, do not include unreasonable or abnormal use. These features are provided solely for dialogue between, and initiated by, individuals for personal use and not for commercial use or resale. Restrictions apply as reflected in, and all use is subject to, the [Flash Wireless Terms and Conditions] and [Acceptable Use Policy]