

Easy!

Fast!

Friendly!

Not typically words you would associate with tech support. But that's exactly what our customers get with...

Premier Technical Support

Personalized Support for the Connected Home

Instant access to a personal U.S.-based PTS Technician; no holds or transfers

First Call Resolution 99% of the time*

Virtual Help Desk gives customers the tools to get the most out of their devices

One call solves it all.
\$19.99/mo



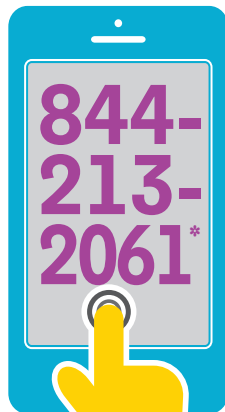
Performance & Virus/Malware Support



Gaming System Support



Setup & Connect



Smart TV & Optimum TV Set Up



Bluetooth Connectivity



Data Backup & Network File Sharing

Personalized Support for anything in your home and **Device Tutorial** for technical needs with **Virtual Help Desk**.

*Asurion internal research study 2015.

*Please only share phone number with new or existing PTS customers.

Bulletproof Premier Technical Support Offer:



Step 1:

Understand a customer's support needs and ability

Break the Ice:

“How many Wi-Fi connected devices do you have at home?”

“Do you ever get overwhelmed by all of your technology?”

“Are you interested in getting more out of your devices at home?”



Step 2:

Explain the benefits

Give Examples:

“The Service Protection Plan supports all of your Optimum equipment, and Premier Technical Support takes it a step further by supporting any of the connected devices in your home.”



Step 3:

Encourage the first call TODAY 844.213.2061*

Encourage the Call:

Help them get the most out of their Optimum Online, TV, and Voice

Premier Technical Support Sales Script

Talking is Easy:

“Mr/Ms _____, given how many devices you have in your home, I think you'd get a lot of use from our Premier Technical Support service, which gives you all the benefits of our Service Protection Plan, as well as instant access to your personal support technician who is located in the U.S. 99% of the time they solve even the hardest problems in one call. They aren't going to put you on hold or transfer you. For \$19.99 a month you will have the support and coaching to keep your technology working whenever you need it most.”

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