

DISH Note

Customer Statusing Process

Audience: RSP
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Keeping Customers Notified Of Our Arrival Time

Throughout the course of the day, our customers deserve to know the updated estimated time of arrival.

Technicians are empowered to provide the customer the high quality service they expect and should have.

When do you call the customer?

- Status AM jobs before arriving at first appointment or start of day to advise them of your estimated time of arrival (ETA).
- At 11A, contact your P.M. customers and advise them of your estimated time of arrival.
- After each site survey, place a 2nd call to those already called, to provide ETA.

Technician's conversation with customer

- Refer to Call Scripts for Customer Contact and for Voice Mail in the separate Customer Communication Business Rules and Process Document for scripts.
- **Please note that you must provide the customer the DISH call center phone number in both voice mail and customer contact.**

Sample Script:

I'm calling to let you know that I am your DISH Network Technician and I plan to arrive at your home in (ETA) minutes. Will you be available when I arrive?

- If customer says no, contact dispatch to Reassign or Reschedule to meet customer preference.

"I would like to remind you to secure any pets, make sure someone 18 years or older is home during the installation, and please make sure the TV(s) you want service on is (are) there, turned on and moved away from the wall."

"If you need any information prior to my arrival, please call our call center at 800-333-3474."

"Thank you. And again, I will be there in about (ETA) minutes."