



SERVICE ORDER PROCESS USING CALL TO ORDER NUMBER - 800-222-5368



FOLLOW THESE SIMPLE STEPS TO PLACE A DISH ORDER OVER THE PHONE

This is a 3-way calling process. Have your customer on the line and be prepared to provide your IBO ID when prompted. You will be calling a DISH national call center. DISH will not be able to give you credit for your hard work if the IBO ID is incorrect or is not provided.

DISH CALL-TO-ORDER HOURS OF OPERATION: MONDAY – SUNDAY: 9 A.M. – 11 P.M. ET

PLEASE USE YOUR IBO STORE FRONT AFTER HOURS OR WHEN NEEDED.

STEP 1: Prior to calling into DISH

Please have the following information and ask your customer these questions:

- Have you ever had DISH service in the past?
 - If yes, advise the customer they will need to provide their previous service address. DISH has to verify that the customer doesn't have an outstanding balance.
- Customer will need a valid debit or credit card with \$1 available balance for a credit check.

IMPORTANT: To get credit for this order, ensure you have your IBO ID ready before the call starts.

STEP 2: Dial 800-222-5368

- Press 1 for English or 2 for Spanish
- Press 2 for New Customer
- IVR will ask for "Agent ID"; enter your IBO ID at this time. If you don't enter your IBO ID correctly at this point, you will not be credited for this order

* You will have 3 chances to enter your correct IBO ID into the system. **DO NOT PRESS * to skip.**

At this point the DISH Sales Agent will take over and talk to the customer about their needs and DISH services that are available for them.

The DISH services will be activated after they are installed by DISH.

STEP 3: DISH Welcome Agent

The first DISH agent you speak to will be a Welcome Agent. Here is what you need to have ready for this agent.

- **Hold:** Keep your customer on hold while you speak with the Welcome Agent.
- **Questions:** Provide the Welcome Agent the customer's qualifying answers from Step 1.
- **Transfer:** Keep your customer on hold while the Welcome Agent transfers you both to the DISH Sales Agent.

STEP 4: DISH Sales Agent

The second DISH agent you speak to will be a Sales Agent. This agent will need your customer's name and phone number. Bring the customer onto the line and let the Sales Agent take it from here.

- **ACN IBO to the DISH Sales Agent:** "Hello my name is _____ from ACN. I have Mr./Mrs. _____ on the line who is interested in learning more about DISH services today.
- **To the New Customer:** "Mr./Mrs. _____, the DISH agent will now provide you with the information you need from here".