



Renegotiate your Spectrum bill. Or any carrier or ISP.

Do it yourself with this guide, or have me deliver it and make the call with you.

Straight talk: I can't promise what your carrier will offer, but a prepared, polite call gives you the best shot at a better number.

WHY BILLS CREEP UP

Promos expire

Intro pricing runs for a set period, often around 12 months. Then the bill can step up to the regular rate. Find your end date and calendar it.

Equipment & fees

Modem and router rental, extra boxes, broadcast or regional fees, forgotten add-ons. Read the line items, not just the total.

New-customer deals

The best-advertised prices are often for new customers. Long-time customers can sit on older, pricier plans. Asking is free.

THE DIY SCRIPT · STEPS 1-3

1 Gather your bill

- Last 2-3 statements: what you pay now vs. a few months ago.
- Plan name and speed, bundled TV or phone, every line item.
- Promo end date (if it isn't printed, that's your first question on the call).
- Pick your **target monthly total** before you dial, and write it on the call sheet.

2 Find promos and retention offers

- Check your carrier's site with your address for what new customers see. Note price and length.
- Get one **real** comparison from another provider at your address: price, speed, contract, and the price after any promo.
- Ask for "retention," "loyalty pricing," or "current promotions for existing customers."
- Only use a comparison you actually have. Don't bluff a quote.

3 Make the call

Call the number on your bill with your account info ready. Be friendly. Open with:

OPEN

"Hi, I've been a customer for [X] years. My bill went from \$[old] to \$[new], and I'd like to stay if we can make the price work. What promotions or loyalty pricing can you put on my account today?"

Stop talking and let them look. If they offer something, write it down, then counter once:

COUNTER ONCE

"Thanks. [Provider] is offering \$[price] for [speed] at my address. Can you get any closer to that?"

About "cancel": phone menus often route "cancel service" to retention. Use it only if you'd genuinely consider leaving. Otherwise ask to be transferred to promotions or retention.





The script, continued.

4

Know what to ask for

Don't stop at "can you lower it?" Work down the list, one item at a time:

- A current promo or loyalty rate for existing customers, and how many months it lasts.
- **What the price becomes** when that promo ends.
- Reduce or remove the equipment fee, or use your own compatible equipment.
- Drop add-ons, channels, or extras you don't use.
- A lower speed tier, if your household doesn't need what you're paying for.
- A one-time bill credit, if a monthly change isn't possible.
- Month-to-month terms, and whether any early-termination fee applies.
- The **monthly total after taxes and fees**, not just the headline price.

BEFORE YOU ACCEPT ANYTHING

"Just so I have this right: my total per month after taxes and fees is \$[amount], it starts [date], it lasts [X] months, and after that it goes to \$[amount]. Is that correct?"

5

Handle the "no"

A first "no" is common. It isn't the end of the call, and it isn't personal.

"That price is for new customers."

"I understand. I've been a customer for [X] years and I'd like to be considered for a loyalty or retention offer. Who can review that?"

"I can't change that."

"Understood. Is there a retention team or supervisor with more options on my account?"

"That's the best I have."

"Thank you. Please note on my account that I called and asked. I'll think it over."

Still no?

Be polite, hang up, and try another day. A different agent may see different options. Chat is another way in.

If the answer stays "no" and your comparison is truly better, switching may be worth it. Check install fees, contract terms, and the post-promo price first.

6

Confirm it in writing

- Ask for a confirmation by email or text before you hang up. If they can't, get a reference number.
- Write down the agent's name, date and time, and confirmation number.
- Confirm: new monthly total, start date, promo end date, the price after it, contract term, and fees.
- Check your **next bill** against what you were told. If it doesn't match, call back with your notes.
- Set a reminder for a month before the promo ends.

Straight talk: results vary by carrier, account, address, and timing, and sometimes the answer is "no change." This guide is general information, not a guarantee. Inner Circle is not affiliated with Spectrum or any other carrier.





Fill this in before you dial.

CARRIER / ACCOUNT #

CUSTOMER FOR (YEARS)

CURRENT MONTHLY PRICE

PROMO END DATE

PRICE AFTER PROMO

MY TARGET MONTHLY TOTAL

COMPARISON: PROVIDER · SPEED · PRICE

FEEES TO ASK ABOUT (EQUIPMENT, ADD-ONS)

OFFER THEY GAVE (MONTHLY TOTAL AFTER TAXES/FEEES · START DATE · LENGTH · PRICE AFTER)

NOTES: AGENT NAME · DATE/TIME · REFERENCE #

- ☐ Asked for retention / loyalty offer
- ☐ Countered once
- ☐ Got it in writing / reference #

- ☐ Asked what price is after promo
- ☐ Asked about equipment fee
- ☐ Reminder set before promo ends

— BILL CHECK, DELIVERED

Don't want to? I'll bring it to your door.

Book a visit and I'll run the carrier call with you, then work through the rest of your list. Your first hour is free when we first meet. After that, \$55/hr for all your tech problems. Want it every week? That's the Route.

ONE-OFF VISIT

\$55/hr

One delivery · first hour free
at first meeting

MEMBER

\$45/hr

3-hour delivery window

ROUTE

\$90/mo

Weekly delivery · 2 hrs ·
text line



da.gd/ictech

Scan to tell me what you need

Lock in your rate today. It never goes up.

(818) 402-7326

Text or call · Book: kareemjamal.art/book

Chatsworth · West SFV · Simi Valley. Results with your carrier vary and aren't guaranteed. Not affiliated with Spectrum or any carrier. Straight talk. No hype.

