

Bill Negotiation Script

Rent Nothing

Phone and chat scripts for internet, phone, insurance, and utilities.

Before you call

- Know your current plan, monthly rate, and contract end date.
- Look up competitor offers for your zip code (same speed tier).
- Call retention / loyalty — not sales. Ask for customer retention.
- Be polite, firm, and willing to wait on hold 15–20 minutes.

Opening line

Hi, I'm reviewing my monthly bills and my [internet / phone / insurance] rate is higher than what new customers are getting. I've been a customer for [X years] and I'd like to stay — but I need my bill closer to \$[target] per month. What can you do for me today?

If they offer a small discount

I appreciate that. I was hoping for something closer to \$[target] — I saw [competitor] offering [speed/plan] for \$[price]. Is there a loyalty rate, promo, or plan change that gets me there without reducing service?

If they say "that's the best we can do"

I understand. Before I decide, can you note that I'm considering cancellation? I'd like to speak with a supervisor or retention specialist about loyalty pricing — I've always paid on time and I'd prefer not to switch providers.

Internet-specific asks

- Waive equipment rental fee (use your own router).
- Match new-customer promo for 12 months.
- Drop to a lower tier if speed exceeds your needs.
- Bundle removal — unbundle TV/phone you don't use.

Phone-specific asks

- Move to prepaid or MVNO if postpaid won't budge.
- Remove insurance or add-on lines you don't need.
- Ask for employer / affinity discount.

Closing — get it in writing

Great — can you confirm the new monthly rate, how long it lasts, and whether my contract terms change? Please email me a summary or confirmation number for my records.

Call log

Company	Date	Rep / dept	Old rate	New rate	Expires	Confirmation #