

Internet Bill Negotiation Script

Rent Nothing

Focused script for cable/fiber ISPs — equipment fees, promos, and loyalty rates.

Prep — fill in before you call

- Current plan speed: _____ Mbps | Bill: \$_____ /mo
- Competitor offer: \$_____ for _____ Mbps
- Contract end date: _____ | Own router? Yes / No

Retention opener

Hi, I'm calling about my internet bill. I'm paying \$[current] for [speed] Mbps and I see new customers getting [competitor offer]. I've been with you for [years] — what loyalty pricing or promo can you apply to my account today?

Equipment rental pushback

I'm paying \$[fee]/month for modem/router rental. I'd like to use my own approved equipment instead. Can you remove the rental fee and confirm which devices are supported on my plan?

Escalation

If we can't get closer to \$[target], I'll need to schedule a disconnect and switch to [competitor]. Is there a retention offer before I do that?

Pair with the general Bill Negotiation Script in Money & budgeting for insurance and phone lines.