



## How to create Quotes for **Charter Business**

1. Check serviceability for Charter deals here:  
<https://www2.charterbusiness.com/partner/tlr>  
Username: channel partner  
Password: tlr  
*(If address is not serviceable by Charter, this tool will tell you which Cable company is in the footprint)*
2. You can call Charter Business direct to get quotes and Agreement Paperwork. But before doing so make sure you have the following information ready:
  - a. Customer Name & Email
  - b. Company Name
  - c. Company Address
  - d. Company Phone
3. **Call Charter Business at 888-362-4802**
  - a. Follow the prompts to get quotes/paperwork for Coax or Fiber/PRI orders
4. A Charter agent will ask you the following questions listed. Answers are below:
  - a. Q: Who is the national master agent?  
A: Telarus
  - b. Q: Who is the sub-agency?  
A: Telecom Junkie
5. Give Charter agent the Customer's information (Company address, name, email etc.)
6. Give Charter agent services needed for customer (Internet, # of phone lines, long distance minutes, TV, etc. Please refer to the Charter Rate Card)
7. Confirm total pricing for services.
8. Always ask to be sent the PDF paperwork to your email and not to send it directly to the customer. You always want to control how the quote/agreement paperwork gets to the client (You must specifically request a PDF copy of the paperwork. Otherwise you will receive an electronic copy).
9. The Charter agent will let you know if the address you have for the customer is serviceable or requires a site survey.

10. Once you have the paperwork send to the customer. If it's Agreement paperwork, get signed in appropriate places, email to [orders@mitechpartners.com](mailto:orders@mitechpartners.com) and submit in your back office.
11. Don't know how to submit an order? Check out the how to forms here:  
<http://www.mitechpartners.com/forms/>

**Password: Mitech2013**