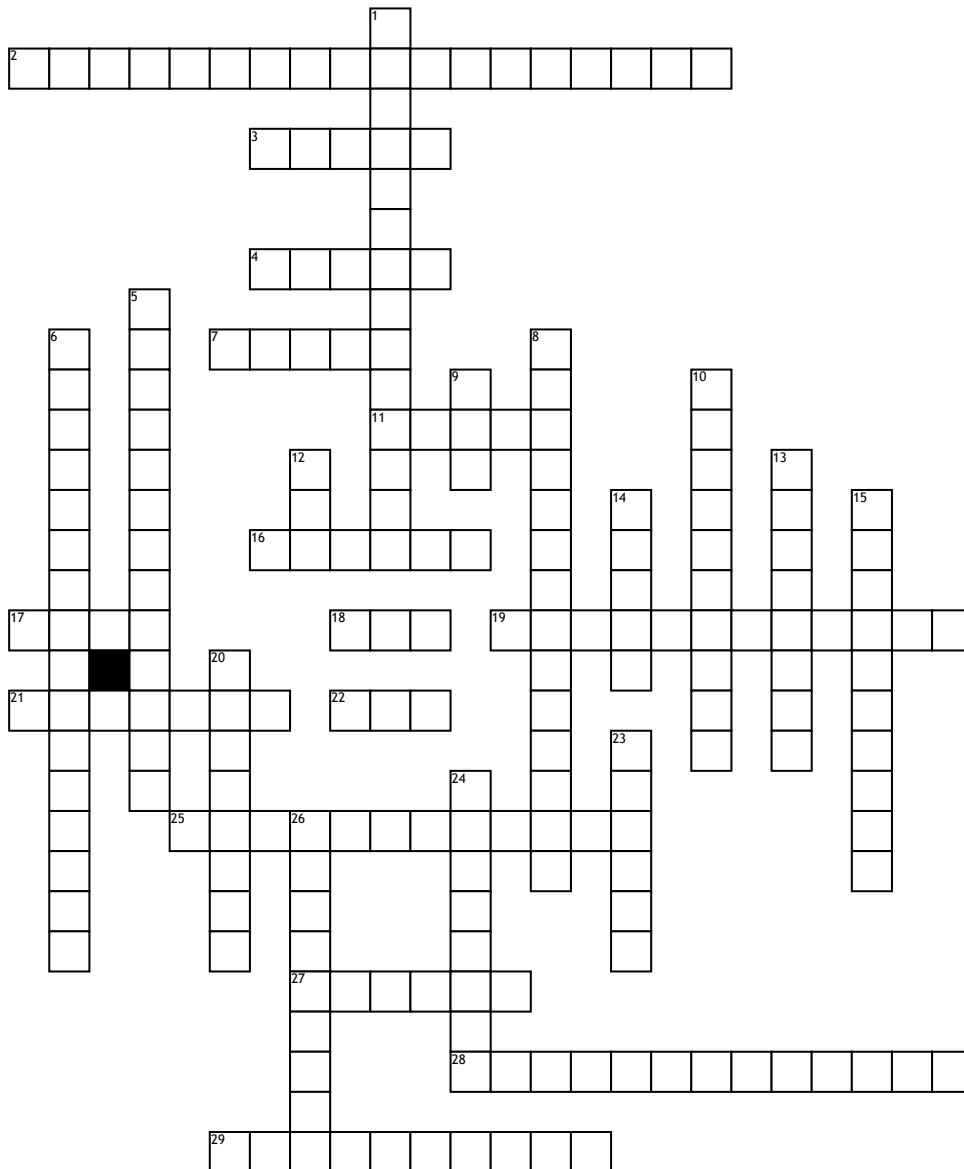


Product Knowledge Crossword



Across

2. This allows customers to control their phone features online.
 3. This is the acronym for our buying motivators.
 4. Number of premium channels included in Gold.
 7. One of the three internet packages.
 11. We offer this amount of premium networks.
 16. Piece of equipment needed to receive WIFI in the home.
 17. This is our base internet service.
 18. 3 letter abbreviation for this service that can be ordered directly from the customer's remote control.
 19. There are no ____ _ ____ included with our Voice service.
 21. You should always refer to this resource before consulting with a supervisor.

22. Equipment needed to receive Charter's Voice Service.
 25. This package gives the customers access to 77 Spanish channels and 22 English channels
 27. This package gives you 25 pre-determined channels.
 28. This service allows customers to stream content from channel providers that are contained within the customer's level of Spectrum TV service.
 29. This gives you 5 premium networks for one price included only with Choice or Stream.
Down
 1. This provides discounted internet service to households that meet certain requirements.
 5. This protects our customers computers from viruses.
 6. A function of Security Suite that protects children from harmful websites.
 8. These premium channel are not included in TV Gold.

9. This allows you to call 70 countries at a rate of \$5.00 mo
 10. This is the name of our selling technique.
 12. A customer can only have ____ amount of lines with our phone service
 13. This allow customers to record 50 shows at a time.
 14. This piece of equipment comes free with our internet service
 15. This Package does not include locals or sports.
 20. This modem is required for our internet service.
 23. This package allows customers to select 10 channels out of a list of 75.
 24. Our Internet Service Does not include...
 26. This is an urban package that gives you 50 popular networks.