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U-VERSE TV General Terms of Service

Effective November 1, 2024

See the U-VERSE TV Terms of Service, here:

<https://www.directv.com/legal/uverse-tv-terms-service/>

DIRECTV Privacy Policy

Effective October 1, 2024

See the DIRECTV Privacy Policy, here:

<https://www.directv.com/privacy/video-privacy-policy/>

Effective August 17, 2025

U-verse® TV Rates				
Packages	U450 Latino	U450	U300 Latino	U300
Channels (including musicandlocals) ¹	Over 565	Over 550	Over 530	Over 480
Genre/premium packages included	The Movie Package, HBO/Cinemax, The Sports Package, HD Technology Service, and Paquete Español	The Movie Package, HBO/Cinemax, The Sports Package, and HD Technology Service	The Movie Package and Paquete Español	The Movie Package
Equipment included	1HD-ready receiver with DVR	1HD-ready receiver with DVR	1HD-ready receiver with DVR	1HD-ready receiver with DVR
Additional equipment fees	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)
Professional standard installation	Included	Included	Included	Included
One-time service activation fee	\$35	\$35	\$35	\$35
Monthly price	\$241	\$231	\$189	\$179
ALL IN Package²: Additional Features			HD Technology Fee	
ALL IN Package: Monthly Price	\$241	\$231	\$199	\$189

Optional AT&T U-verse® TV Services

High Definition

HD Technology Fee	✓	✓	\$10	\$10
HD Premium Tier (HD Technology Fee Required)	\$8	\$8	\$8	\$8
Fox Soccer Plus HD (HD Technology Fee Required)	\$15	\$15	\$15	\$15

✓ = Included * = Included for credit qualified customers only. Non-credit qualified customers will qualify for service upon payment of a \$449 non-refundable Credit Management Fee.

¹Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. The current list of included channels is available at <https://watch.att.com/uverse-tv/#packages>.

²ALL IN Packages include additional features at a discounted price. Available only in Retail Stores and Online.

Premium Packages

	U450 Latino	U450	U300 Latino	U300
The Movie Package (Starz, Encore, Showtime, The Movie Channel & Flix)	✓	✓	✓	✓
Paramount+ with Showtime	✓	✓	✓	✓
Starz/Encore Package	✓	✓	✓	✓
The Movie Channel (TMC)	✓	✓	✓	✓
Flix	✓	✓	✓	✓
Paramount+ with Showtime Unlimited (Showtime, The Movie Channel & Flix)	✓	✓	✓	✓
The Sports Package	✓	✓	\$10	\$10
Max & Cinemax Package	✓	✓	\$26	\$26
Max	✓	✓	\$16.99	\$16.99
Cinemax	✓	✓	\$14	\$14
MGM+	\$8	\$8	\$8	\$8
The Playboy Channel	\$15	\$15	\$15	\$15

Packages

	U200 Latino	U200	U-family	U-basic
Channels (including music and locals) ¹	Over 420	Over 360	Over 190	Local channels only (dependent on market)
Genre/premium packages included	Paquete Español	None	None	None
Equipment included	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver (non-DVR)
Additional equipment fees	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	1 DVR \$15/mo; Receiver \$10/mo (Up to 7 additional)
Professional standard installation	Included	Included	Included	\$199*
One-time service activation fee	\$35	\$35	\$35	\$35
Monthly price	\$165	\$155	\$115	\$34

ALL IN Package²: Additional Features	HD Technology Fee		
ALL IN Package: Monthly Price	\$175	\$165	\$125
(Prices are monthly recurring charges in addition to U-verse® TV & Internet package price or U-verse TV-only price.)			

✓ = Included * = Included for credit qualified customers only. Non-credit qualified customers will qualify for service upon payment of a \$449 non-refundable Credit Management Fee.

¹Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels is available at <https://watch.att.com/uverse-tv/#packages>.

²ALL IN Packages include additional features at a discounted price. Available only in Retail Stores and Online.

High Definition

	U200 Latino	U200	U-Family	U-Basic
HD Technology Fee	\$10	\$10	\$10	\$10
HD Premium Tier (HD Technology Fee Required)	\$8	\$8	Not Available	Not Available
Fox Soccer Plus HD (HD Technology Fee Required)	\$15	\$15	\$15	\$15

Premium Packages

The Movie Package (Starz, Encore, Showtime, TheMovieChannel & Flix)	\$20	\$20	\$20	\$20
Paramount+ with Showtime	\$14	\$14	\$14	\$14
Starz/Encore Package	\$14	\$14	\$14	\$14
The Movie Channel (TMC)	\$14	\$14	\$14	\$14
Flix	\$14	\$14	\$14	\$14
Paramount+ with Showtime Unlimited (Showtime, The Movie Channel & Flix)	\$14	\$14	\$14	\$14
The Sports Package	\$10	\$10	Not Available	Not Available
Max & Cinemax Package	\$26	\$26	\$26	\$26
Max	\$16.99	\$16.99	\$16.99	\$16.99
Cinemax	\$14	\$14	\$14	\$14
MGM+	\$8	\$8	\$8	\$8
The Playboy Channel	\$15	\$15	\$15	\$15

Geographic and service restrictions apply to U-verse services. Promotional pricing applies to service rates only and excludes taxes, equipment fees, and other charges including a \$35 service activation fee, a state and local video cost recovery fees, where applicable, and a Broadcast TV Fee of up to \$14.99/mo. Residential customers only. Pricing, programming, features, and offers are subject to change at any time without notice. Credit restrictions may apply. Channels are not available in all areas and some programming is excluded as subject to blackouts. Services are available in limited areas. Effective 10/6/2024

Optional U-verse® TV Services					
(Prices are monthly recurring charges in addition to AT&T U-verse TV & Internet package price or AT&T U-verse TV-only price.)					
International channels and packages	U450	U300	U450/U300 U200/Latino	U200	U-Family/ U-Basic
Paquete Español	\$15	\$15	Included	\$15	\$15
TV JAPAN	\$25	\$25	\$25	\$25	\$25
Filipino TV Package (The Filipino Channel, GMA Pinoy TV, VivaTV Plus & Filipino On Demand)	\$25	\$25	\$25	\$25	\$25
The Filipino Channel	\$12	\$12	\$12	\$12	\$12
GMA PinoyTV	\$12	\$12	\$12	\$12	\$12
South Asian Package (Aapka Colors, SET Asia, Zee TV, & MTV India)	\$35	\$35	\$35	\$35	\$35
TV Asia	\$15	\$15	\$15	\$15	\$15
SET Asia	\$15	\$15	\$15	\$15	\$15
Zee TV	\$15	\$15	\$15	\$15	\$15
Aapka Colors	\$15	\$15	\$15	\$15	\$15
Vietnamese Package (SBTN & TVBV)	\$20	\$20	\$20	\$20	\$20
SBTN	\$15	\$15	\$15	\$15	\$15
TVBV	\$10	\$10	\$10	\$10	\$10
MBC America	\$13	\$13	\$13	\$13	\$13
Mandarin TV Package (CCTV-4, CTI-ZhongTian, PhoenixNorth America Chinese Channel, PhoenixInfo News, ET News & ET)	\$25	\$25	\$25	\$25	\$25
CCTV-4	\$10	\$10	\$10	\$10	\$10
CTI-Zhong Tian	\$12	\$12	\$12	\$12	\$12
PhoenixNorthAmerica Chinese Channel	\$10	\$10	\$10	\$10	\$10
Phoenix Info News	\$10	\$10	\$10	\$10	\$10
ET News	\$10	\$10	\$10	\$10	\$10
ET Global	\$10	\$10	\$10	\$10	\$10
TVPolonia	\$20	\$20	\$20	\$20	\$20
Channel One Russia	\$15	\$15	\$15	\$15	\$15
TV5MONDE	\$10	\$10	\$10	\$10	\$10
Arabic Radio & Television	\$13	\$13	\$13	\$13	\$13
Rai Italia	\$13	\$13	\$13	\$13	\$13
TVBe	\$17	\$17	\$17	\$17	\$17
SVOD and Apps Packages	U450	U300	U450/U300 U200/Latino	U200	U-Family/ U-Basic
Anime on Demand	\$7	\$7	\$7	\$7	\$7
Disney Channel OnDemand	\$7	\$7	\$7	\$7	\$7
here!	\$7	\$7	\$7	\$7	\$7
Too Much for TV	\$15	\$15	\$15	\$15	\$15
StingrayKaraokeApp	\$7	\$7	\$7	\$7	\$7

Notice about U-verse® TV customer service standards

November 2024

We've established general U-verse TV customer service standards designed to exceed your expectations. By law, we're required to notify you of those standards when your service first begins and annually thereafter. Here are some of the general customer service standards we intend to meet.

We can help you at any time.

You can find answers to your questions online at <https://www.att.com/support/u-verse-tv/>. Or, call us at 800.288.2020.

- For technical support or to report a problem, contact us 24 hours a day, 7 days a week.
- For ordering, billing, and other inquiries, call us Monday through Friday, from 8 a.m. to 7 p.m. ET; and Saturdays from 8 a.m. to 5 p.m. ET. After hours, an automated response system will answer your call. We'll respond to messages no later than the next business day.

Our employees and representatives carry identification.

U-verse TV employees and representatives carry an ID card showing their name and photo.

We'll schedule service appointments with respect for your time.

Appointment hours for installations and service calls

The appointment window for installations, service calls, and other installation activities that we provide will be, at most, a 4-hour time block during normal business hours. However, we strive to provide you a 2-hour technician arrival window. For record-keeping purposes, we consider our technician to be late if they miss the 2-hour technician arrival window by more than 2 hours.

We may schedule service calls and other installation activities outside of normal business hours for your convenience. We won't cancel an appointment after 5 p.m. on the business day before the scheduled appointment. If our representative is running late and won't be able to keep the appointment as scheduled, we'll try to contact you. We'll reschedule the appointment, as necessary, at an available time that's convenient for you, even if the rescheduled appointment isn't within normal business hours.

Installation Intervals

A standard installation date is available within 7 business days after the order is placed. You may also choose from available dates and times outside of the standard interval.

We'll provide all estimated costs for repairs or service before doing any work.

When you're placing an order, our sales representatives will let you know about installation service charges and promotional pricing. If any additional service or repair work needs to be performed once your U-verse TV technician is on-site, they'll tell you the estimated cost of any additional service. You must authorize the charges before service is delivered or work is performed.

We'll handle service repairs promptly.

Excluding conditions beyond our control, we'll start working on U-verse TV service interruptions promptly, but no later than 24 hours after the interruption is reported by you or becomes known to us. Service interruption means the loss of picture or sound on 1 or more channels. We'll take action to correct other service issues the next business day after being notified of the problem.

We'll let you know about any changes in rates or deletions in programming.

When it's within our control, we'll provide you with a written notice at least 30 days before increasing rates or deleting programming. If it's outside of our control, or if we change channel assignments, we'll make reasonable efforts to provide as much notice as possible.

We'll clearly outline how deposits, bill disputes, and service termination will be handled.

Deposits

Any deposits or advance payments may be applied toward any unpaid balance on your bill, or as otherwise set forth in your Terms of Service. Interest won't be paid on deposits or advance payments unless required by law. Upon our sole determination of satisfactory payment history, or as required by law, we may begin refunding deposits or advance payments through bill credits, cash payments, or as otherwise permitted by law.

Bill Inquiries & disputes

If you think you've been billed in error for services, please let us know within 60 days of the billing date by calling 800.288.2020. We won't issue refunds or credits after this 60-day period, except where required by law.

Service termination

You can terminate your service by calling us at 800.288.2020.

Equipment return

Upon termination of services for whatever reason, you must return any equipment we provided, undamaged, within 21 calendar days. If the equipment isn't returned within that time period, or if it's returned damaged, we'll charge you for the value of the equipment. If the equipment is returned within 90 days of termination, we'll refund any fees charged for the equipment (other than fees for damages). We won't issue refunds for any equipment returned more than 90 days after termination.

We'll provide accurate, understandable bills.

We'll provide you with an accurate monthly bill for your U-verse® TV service that is easy to understand. You should make sure to pay by the due date on your bill. If we don't get your payment by the due date, we may assess a late fee.

We'll help you resolve any service issues.

If you have questions or complaints about your U-verse TV service, please contact us online at <https://www.att.com/support/u-verse-tv/or> call 800.288.2020. We'll review any questions or complaints and take prompt action to

address them. Further rights and remedies are outlined in the Terms of Service provided at installation.

They're also available online at <https://www.att.com/legal/terms.uverseTVTermsOfService.html>.

U-verse TV services and other terms and conditions

You can check out a list of U-verse TV services and prices on the included price sheet. Other terms and conditions applicable to your U-verse TV service are outlined in the Terms of Service provided on the next page. They're also available online at <https://www.att.com/legal/terms.uverseTVTermsOfService.html>. To the extent these general customer service standards conflict with the U-verse TV Terms of Service, the Terms of Service will override them.

Dissatisfied with the way we handled your question or complaint? In North Carolina, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at www.ncdoj.gov/Consumer.

In Georgia you may submit any complaint to Georgia Appeals, 1057 Lenox Park Blvd., Atlanta, GA 30319, 404.541.4199, OOP_Case_Referrals@att.com.

