

U-verse TV  
**Legal Guide**  
Midwest

**Table of Contents**

U-verse TV General Terms of Service .....	2
DIRECTV Privacy Policy .....	2
U-verse TV Standard Rates .....	3
Illinois Customer Service Standards .....	7
Michigan Dispute Resolution .....	10

## 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-](https://www.directv.com/privacy/video-privacy-policy/)

[privacy-policy/](https://www.directv.com/privacy/video-privacy-policy/)

Effective October 6, 2024

U-verse® TV Rates				
Packages	U450 Latino	U450	U300 Latino	U300
<b>Channels</b> (including music and locals) <sup>1</sup>	Over 565	Over 550	Over 530	Over 480
<b>Genre/premium packages included</b>	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
<b>Equipment included</b>	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR
<b>Additional equipment fees</b>	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)
<b>Professional standard installation</b>	Included	Included	Included	Included
<b>One-time service activation fee</b>	\$35	\$35	\$35	\$35
<b>Monthly price</b>	\$241	\$231	\$189	\$179
<b>ALL IN Package<sup>2</sup>: Additional Features</b>			HD Technology Fee	
<b>ALL IN Package: Monthly Price</b>	\$241	\$231	\$199	\$189

## Optional U-verse® TV Services

### High Definition

<b>HD Technology Fee</b>	✓	✓	\$10	\$10
<b>HD Premium Tier</b> (HD Technology Fee Required)	\$8	\$8	\$8	\$8
<b>Fox Soccer Plus HD</b> (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.

<sup>1</sup>Specific 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>.

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

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

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

<b>ALL IN Package<sup>2</sup>: Additional Features</b>	HD Technology Fee			
<b>ALL IN Package: Monthly Price</b>	\$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.

<sup>1</sup>Specific 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>.

<sup>2</sup>ALL 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
<b>HD Technology Fee</b>	\$10	\$10	\$10	\$10
<b>HD Premium Tier</b> (HD Technology Fee Required)	\$8	\$8	Not Available	Not Available
<b>Fox Soccer Plus HD</b> (HD Technology Fee Required)	\$15	\$15	\$15	\$15

### Premium Packages

<b>The Movie Package</b> (Starz, Encore, Showtime, TheMovieChannel & Flix)	\$20	\$20	\$20	\$20
<b>Paramount+ with Showtime</b>	\$14	\$14	\$14	\$14
<b>Starz/Encore Package</b>	\$14	\$14	\$14	\$14
<b>The Movie Channel (TMC)</b>	\$14	\$14	\$14	\$14
<b>Flix</b>	\$14	\$14	\$14	\$14
<b>Paramount+ with Showtime Unlimited</b> (Showtime, The Movie Channel & Flix)	\$14	\$14	\$14	\$14
<b>The Sports Package</b>	\$10	\$10	Not Available	Not Available
<b>Max &amp; Cinemax Package</b>	\$26	\$26	\$26	\$26
<b>Max</b>	\$16.99	\$16.99	\$16.99	\$16.99
<b>Cinemax</b>	\$14	\$14	\$14	\$14
<b>MGM+</b>	\$8	\$8	\$8	\$8
<b>The Playboy Channel</b>	\$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, 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
<b>Paquete Español</b>	\$15	\$15	Included	\$15	\$15
<b>TV JAPAN</b>	\$25	\$25	\$25	\$25	\$25
<b>Filipino TV Package</b> (The Filipino Channel, GMA Pinoy TV, VivaTV Plus & Filipino On Demand)	\$25	\$25	\$25	\$25	\$25
<b>The Filipino Channel</b>	\$12	\$12	\$12	\$12	\$12
<b>GMA PinoyTV</b>	\$12	\$12	\$12	\$12	\$12
<b>South Asian Package</b> (Aapka Colors, SET Asia, Zee TV, & MTV India)	\$35	\$35	\$35	\$35	\$35
<b>TV Asia</b>	\$15	\$15	\$15	\$15	\$15
<b>SET Asia</b>	\$15	\$15	\$15	\$15	\$15
<b>Zee TV</b>	\$15	\$15	\$15	\$15	\$15
<b>Aapka Colors</b>	\$15	\$15	\$15	\$15	\$15
<b>Vietnamese Package</b> (SBTN & TVBV)	\$20	\$20	\$20	\$20	\$20
<b>SBTN</b>	\$15	\$15	\$15	\$15	\$15
<b>TVBV</b>	\$10	\$10	\$10	\$10	\$10
<b>MBC America</b>	\$13	\$13	\$13	\$13	\$13
<b>Mandarin TV Package</b> (CCTV-4, CTI-Zhong Tian, Phoenix North America Chinese Channel, Phoenix Info News, ET News & ET Global)	\$25	\$25	\$25	\$25	\$25
<b>CCTV-4</b>	\$10	\$10	\$10	\$10	\$10
<b>CTI-Zhong Tian</b>	\$12	\$12	\$12	\$12	\$12
<b>Phoenix North America Chinese Channel</b>	\$10	\$10	\$10	\$10	\$10
<b>Phoenix Info News</b>	\$10	\$10	\$10	\$10	\$10
<b>ET News</b>	\$10	\$10	\$10	\$10	\$10
<b>ET Global</b>	\$10	\$10	\$10	\$10	\$10
<b>TVPolonia</b>	\$20	\$20	\$20	\$20	\$20
<b>Channel One Russia</b>	\$15	\$15	\$15	\$15	\$15
<b>TV5MONDE</b>	\$10	\$10	\$10	\$10	\$10
<b>Arabic Radio &amp; Television</b>	\$13	\$13	\$13	\$13	\$13
<b>Rai Italia</b>	\$13	\$13	\$13	\$13	\$13
<b>TVBe</b>	\$17	\$17	\$17	\$17	\$17
SVOD and Apps Packages	U450	U300	U450/U300 U200/Latino	U200	U-Family/ U-Basic
<b>Anime on Demand</b>	\$7	\$7	\$7	\$7	\$7
<b>Disney Channel OnDemand</b>	\$7	\$7	\$7	\$7	\$7
<b>here!</b>	\$7	\$7	\$7	\$7	\$7
<b>Too Much for TV</b>	\$15	\$15	\$15	\$15	\$15
<b>StingrayKaraokeApp</b>	\$7	\$7	\$7	\$7	\$7

## NOTICE TO U-VERSE TV CUSTOMERS IN ILLINOIS CONCERNING GENERAL CUSTOMER SERVICE STANDARDS

### Why is DIRECTV Providing this Notice to Me?

As an U-verse® TV customer, you are entitled under Illinois Law to receive a description of our general customer service standards for U-verse TV when your service is first activated and then upon request. Our general customer service standards are described below. Thank you for choosing DIRECTV for your video and entertainment needs.

### Customer Service Telephone Numbers and Hours

You can call our customer service office, 24 hours a day, seven days a week, at 800.288.2020. Our trained, knowledgeable and qualified service representatives will be available to respond to your inquiries regarding installation, disconnection, billing, and complaints Monday through Saturday, from 7 a.m. to 9 p.m.; and Sundays from 8 a.m. to 5 p.m. We will generally connect you with a service representative within 30 seconds. Outside of these times, your call will be answered by a Company representative or an automated response system. Our service representatives will respond on the next business day to inquiries received by telephone or email through our website (<https://www.att.com/support/u-verse-tv/>) after the above hours. We will respond to a written billing inquiry within 10 days of receipt of your inquiry.

You can call our repair office 24 hours a day, seven days a week, also at 800.288.2020.

### Employee Identification

All of our service representatives or others who contact customers in person on our behalf will have a visible identification card with their name and photograph and will orally identify themselves upon first contact with you. Our service representatives will identify themselves immediately following the greeting during each telephone contact with you.

### Appointment Hours for Installations and Service Calls

The "appointment window" alternatives for installations, service calls, and other installation activities that we provide will be, at a maximum, a four-hour time block during normal business hours. We strive to provide you a two-hour "technician arrival window." If the technician misses that two hour window by more than two hours, we will provide you an automatic credit of \$25. We may schedule service calls and other installation activities outside of normal business hours for your express convenience. We will not cancel an appointment with you after the close of business on the business day before the scheduled appointment. If our representative is running late for an appointment with you and will not be able to keep the appointment as scheduled, we will try to contact you. We will reschedule the appointment, as necessary, at an available time which is convenient for you, even if the rescheduled appointment is not within normal business hours.

### Estimated Costs for Installations and Service

Our service representatives or others who contact customers on our behalf will state the estimated cost of service or repair orally, before delivery of the service or before work is performed. We will also provide you with an oral statement of the total charges before terminating a telephone call or other contact in which you order service, whether in-person or electronically if you order on the internet, and we will provide a written statement of the total charges before leaving the location at which the work was performed. If the charge for the service is a promotional price or is for a limited period of time, we also will disclose the charge for the service at the end of the promotion or limited period of time.

### Installation Intervals

We will be able to perform standard installations within 7 business days after the order has been placed.

### Service and Repair Intervals

We will provide reasonably efficient service, promptly make repairs, and interrupt service only as necessary for good cause, during periods of minimum use of the system and for no more than 24 hours. We will provide clear visual and audio reception that meets or exceeds applicable Federal Communications Commission technical standards. If you experience poor video or audio reception due to our equipment, we will promptly repair the problem at our expense.

Excluding conditions beyond our control, we will begin working on "service interruptions" promptly and in no event 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 one or more service or channel. We will begin to correct other service problems the next business day after learning of the service problem.

If we receive notice that an unsafe condition exists with respect to our equipment, we will investigate such conditions immediately, and will take necessary measures to remove or eliminate the unsafe condition. We will also notify your local unit of government promptly, but no later than two hours after notification of an unsafe condition that we have not remedied.

### **U-verse® TV Use Instructions, Services, Programming, and Rates**

Your Welcome Kit includes a features guide that explains how to use U-verse TV. Additional copies of the features guide are available online or upon request.

This guide also includes a list of the services that we offer today and a description of the programming and rates for those services for all levels of service. We suggest that you also check our website at <https://www.att.com/support/u-verse-tv/> to learn more about U-verse TV and the services available.

Our rate structure for video service is uniform throughout the local unit of government in which you live. We offer our lowest-cost basic video service on a stand-alone basis and do not require the subscription to any other service.

Our rates for each level of service we offer, our terms of service, and our policies related to U-verse TV are available to the public, upon request, and are displayed clearly and conspicuously on our website at <https://www.att.com/support/u-verse-tv/>, and at <https://www.att.com/legal/terms.voiceandUverseTVFeeSchedule.html>.

### **Use and Availability of Parental Control or Lock-Out Device**

As part of U-verse TV service and at no additional cost, you can block any program or channel carrying programming that you do not deem appropriate for all members of your household. Instructions for use are available in the features guide.

### **Services for Customers with Disabilities**

We will not discriminate in providing services to the hearing or visually impaired and will comply with the accessibility requirements of 47 U.S.C. 613. We will provide use of a converter or remote control unit to mobility-impaired customers.

We will also deliver converters and other necessary equipment to the homes of customers with disabilities and provide a prepaid shipping label and packaging for return of equipment upon cancellation of service.

### **Notice of Deletion or Changes of Programming Service, or Changes or Increases in Rates**

We will provide you with a minimum of 30 days' written notice before increasing our rates or eliminating transmission of programming. We will also submit notice of a rate change to your local unit of government before distributing that notice to you. However, if the elimination of transmission of programming was outside our control, we will use reasonable efforts to provide as much notice as possible. Any rate decrease related to the elimination of transmission or programming will be applied as of the date of the change.

### **Other Charges**

We will not charge you for any service or equipment that you have not affirmatively requested. Any charges we impose for changes in your selection of services or equipment will be based on the cost of such changes and shall not exceed nominal amounts when our system's configuration permits changes in service tier selection to be made solely by coded entry on a computer terminal or by other similarly simple methods.

### **Deposits**

We may require you to make deposits or advance payments for U-verse TV service, which we may use to satisfy your initial bill for service, to offset against any unpaid balance on your account, or as otherwise permitted by law. We will not pay interest on advance payments or deposits unless required by law. We may require additional advance payments or deposits if we determine that your initial payment was inadequate. Based on your creditworthiness or for other reasons, we may establish limits and restrict service or features as we deem appropriate. As required by law or if we determine that you have a satisfactory payment history, we may begin refunding of the deposit or advance payment through bill credits or cash payments.

### **Customer Credits**

Under the Illinois Law you are entitled to receive credits if we fail to meet certain customer service standards. You are under no obligation to request the credit. Such credits will appear on the bill issued to you in the billing cycle following the discovery of our failure to meet the service standard. If you are no longer a customer at that time, we will provide you with a check for the credit amount within 30 days after your service has terminated. Here is a list of the possible service standard violations and the credit associated with each violation:

- Failure to keep an appointment or to notify the customer prior to the close of business on the business day prior to the scheduled appointment: \$25.00.
- Violation of customer service and billing standards: \$25.00 per occurrence.
- Violation of the service bundling rules: \$25.00 per month.

### **Paying Your Bill**

We will send you a bill for your service each month that is clear, accurate and understandable. To pay your bill you should send payment to the address indicated on your bill. If you submit a billing question to us in writing, we will respond to that request within 10 days after we receive it.

You have 28 days from the date of the bill to make payment. If you send your payment to us by U.S. mail, the payment must be postmarked by the 28th day to be timely.



If you don't pay your bill on time, we may assess a late payment charge as of the 29th day after the date of the bill. If you pay your bill by check and the check is returned by the bank because of insufficient funds, we will impose a charge for each returned check. If you pay only part of your bill on time, we may assess a late payment charge on the unpaid amount.

#### **Cancellation of Service**

You have 30 days after you subscribe to U-verse® TV service, or after you upgrade your service plan, to cancel that service (or upgrade) without penalty. You will receive a pro-rata credit in an amount equal to the pro-rata charge for the remaining days of service being cancelled. You will be liable for the charges incurred for the portion of the 30-day period before you cancelled the service (or upgrade), including any Pay Per View or premium service charges. You also may be charged a fee to offset any rebate or credit you received when you subscribed to the service or upgrade.

At any time, if you ask us to cancel your service, we will stop charging you for the service within one business day after receiving your request or, if you give us at least five days' notice, we will stop charging you as of the cancellation date that you specify. You will be liable, however, for any charges, including Pay Per View or premium service charges, incurred during the period before you cancelled the service.

No U-verse TV service contract will be for a term longer than two years. If your video service plan includes an early termination fee, and you cancel that service more than 30 days after subscribing, we may charge you a termination fee of no more than the value of any additional goods or services provided with your service, the amount of the discount reflected in the price you received for the service while you were a subscriber, or a fee that goes down over the term of your contract.

You must return our equipment to us upon cancellation or disconnection of service. We will provide you a prepaid shipping label and packaging for return of equipment upon cancellation.

If you cancel your service, we will issue any credit we owe you, or return any deposit you provided, promptly after you return your U-verse TV equipment, and no later than 30 days or the close of the billing cycle following resolution of your cancellation request, whichever is earlier.

#### **Involuntary Service Disconnection**

We may disconnect your service if you do not pay your bill by the date specified in a disconnection notice, if you pay with a check for which there are insufficient funds, if you have abused our equipment or personnel, if you have stolen service, or if you engage in other similar actions.

We will disconnect your service for nonpayment of charges only after sending you, via U.S. mail, a notice of the impending termination at least 15 days in advance. Notice of proposed termination will not be mailed until at least the 29th day after the date of the bill for services. If your service is disconnected for non-payment, it will be reconnected only after you pay the full amount owed, plus a reconnection charge. If your service is disconnected without good cause, your service will be restored without payment of a reconnection charge.

The disconnection notice will include your name and address, the amount your account is past due, and the date by which you must pay that amount to avoid disconnection of your service. The notice also will include a telephone number you can use to make payment arrangements and to learn about charges you will incur, once your service is disconnected, if you fail to return our equipment or if you want your service reconnected.

We can only disconnect your service on days when you can contact our service representatives at the telephone number provided in the disconnection notice.

#### **Informal Complaints and Bill Dispute Resolution**

If you have a complaint regarding your bill, service quality, privacy protections, or other issues involving your U-verse TV, please contact our customer service office at 800.288.2020.

Our customer service representatives are able to provide credit, waive fees, schedule appointments, and change billing cycles. Any difficulties that cannot be resolved by the customer service representatives will be referred to a supervisor, who will make best efforts to resolve the issue immediately. If the supervisor does not resolve the issue to your satisfaction, the supervisor will provide you with information about our written informal complaint procedures and other rights and remedies available to you. If this informal process does not resolve your issue, you or your local unit of government may request nonbinding mediation with us, with each party to bear its own costs of such mediation. Selection of the mediator will be by mutual agreement, and preference will be given to mediation services that do not charge you for their services.

#### **Rights and Remedies if DIRECTV Materially Fails to Meet These Customer Standards**

If you do not believe the informal complaint process produces a satisfactory result or if you believe that we have substantially failed to meet these customer service standards, you may ask either the local unit of government in which you reside and receive video service, or the Illinois Attorney General, to investigate and bring an enforcement action against us, if appropriate. You may also pursue alleged violations of these general customer service standards in a court of competent jurisdiction.

**ANNUAL NOTICE TO MICHIGAN U-VERSE TV  
SERVICE CUSTOMERS REGARDING VIDEO DISPUTES AND  
THE PRIVACY POLICY**

November 2022

**VIDEO DISPUTES**

You are a valued U-verse member, and we're committed to providing you with the best service possible. Should you have any problems or concerns with your service, we will do our best to resolve them to your satisfaction. Under the Dispute Resolution process established in the Michigan Video Act, a customer must first try to resolve disputes with DIRECTV. If unresolved, the customer may file complaint with the MI Public Service Commission (MPSC). The MPSC will attempt to resolve informally. If unsuccessful, customers may file a formal complaint in writing with MPSC. Complaints for \$5,000 or less will first be mediated. For the full process, please see below.

The Michigan dispute resolution process per Sections 10(4) and 10(5) of the 2006 PA 480, as amended, is as follows:

- 10(4)** Before a customer can file a complaint with the commission under subsection (5), the customer shall first attempt to resolve the dispute through the dispute resolution process established by the provider under subsection (2). If the dispute cannot be resolved by the provider's dispute resolution process, the customer may file a complaint with the commission under subsection (5). The provider shall provide the customer with the commission's toll-free customer service number and website address.
- 10(5)** A complaint filed under this section involving a dispute between a customer and a provider shall be handled by the commission in the following manner:
- (a)** An attempt to resolve the dispute shall first be made through an informal resolution process. Upon receiving a complaint, the commission shall forward the complaint to the provider and attempt to informally mediate a resolution. The provider shall have 10 business days to respond and offer a resolution. If the dispute cannot be resolved through the informal process, the customer can file a formal complaint under subdivision (b).
  - (b)** A formal complaint filed under this subdivision shall be in writing and shall state the section or sections of this act that the customer alleges the provider has violated, sufficient facts to support the allegations, and the exact relief sought from the provider. The formal complaint shall comply with the same requirements of a written complaint filed under section 203 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2203. The complaint shall be resolved by 1 of the following:
    - (i)** If the dispute involves an amount of \$5,000.00 or less, the commission shall appoint a mediator within 7 business days of the date the complaint is filed. The mediator shall make recommendations for resolution within 30 days from the date of appointment. Within 10 days of the date of the mediator's recommendations, any named party in the complaint may request a contested case as provided under subparagraph (ii).
    - (ii)** If the dispute involves an amount greater than \$5,000.00, a contested case hearing in the same manner as provided under section 203 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2203.

