

COSTCO/DIRECTV CUSTOMER LETTER

DIRECTV Sales Associate Name

Costco Location

DIRECTV Account #

Total Paid Today

Installation Date & Time

(for changes call 1.888.408.1134)

For any questions:

Call 1.888.408.1134 or email costcovipsupport@DIRECTV.com

Thank you for choosing Costco to order your DIRECTV® service. Your signature and initials below indicate that you have read and understand the information below. This document provides you with answers to some of the most commonly asked questions regarding DIRECTV® service and outlines member responsibility. **In addition to the letter below, please refer to the forthcoming Order Confirmation Email and DIRECTV Customer Agreement, as well as the Equipment Lease Agreement signed at time of service installation.** Please feel free to contact us during regular Costco business hours, or at 1.888.408.1134, with any questions you might have.

Initials

1. DIRECTV COMMITMENT

There is no trial period for DIRECTV. **Once installed and activated, you've made a 24-month commitment. See the Equipment Lease Agreement (ELA) signed at the time of service installation for more details on your DIRECTV commitment.** Costco offer is valid for new approved residential Costco Members only (lease required). New approved customers must be non-DIRECTV customers for at least 60 days prior to signing up for new DIRECTV® service at Costco (based on address provided to set up new service).

Initials

2. CANCELLATION

Once you sign the DIRECTV Customer Agreement at the time of installation, you are committed to 24 months of qualifying programming. An Early Termination Fee (ETF) will apply if you cancel service prior to 24 months. Equipment Non-Return fees (up to \$135/each) will apply if you fail to return your equipment to DIRECTV upon cancellation of service. See #7 EQUIPMENT on reverse side for details. A deposit may be required for AT&T Internet.

- After Installation** – If you wish to cancel after installation, call DIRECTV at 1.888.408.1134. You will be charged an Early Termination Fee (ETF) of \$20 for each month remaining on your DIRECTV contract (\$480 for 24-month contract). For example, if you cancel after one month of service, you will be charged an ETF of \$460. Costco cannot cancel your service for you after installation. DIRECTV will provide instructions for the return of the equipment (including receiver, Client(s) (aka "Genie Mini(s)"), access card, and/or remote control (not the dish and/or cabling)). **If you no longer subscribe to DIRECTV or AT&T Internet service, the bundle price you're signing up for today will discontinue and your DIRECTV or Internet service may adjust to the then-full service price.**
- Prior to Installation** – If you wish to cancel after ordering service, but prior to installation of service, call DIRECTV at 1.888.408.1134.
- For existing U-verse TV customers, AT&T will disconnect U-verse TV upon the activation of DIRECTV services.

Initials

3. CREDIT CHECK

AT&T will run separate credit checks for each new AT&T and DIRECTV® service you sign up for, which will affect your credit report and may remain on your credit report for up to two years. If you are unsure how the financial action you are about to take affects your credit score, ask a financial institution or company. Your Social Security number may be requested in order to conduct this credit check. The credit check is optional. Although optional, there is a non-refundable charge of up to \$300 for Advanced Receiver(s) when declining the credit check. A deposit may be required for AT&T Internet.

_____ I authorize DIRECTV to conduct a credit check (initials act as credit check consent).

_____ I do not wish to have my credit checked at this time. I understand there will be an upfront fee in order to complete my order.

Initials

4. PROMOTION CREDITS

New customers who qualify (those who have not had a DIRECTV account within the last 60 days) are eligible to receive the following:

- Program Package Discount** – See Customer Sales Order Worksheet: This is not an agreement, this is only an estimate. Worksheet for 2nd year is an estimate of the possible cost after the 1st year. It is not a quote for contracted charges for months 13–24. Bill credits for promotional prices in the 1st year will discontinue after the 12th month. For the 2nd year, months 13–24, service will automatically continue at the current regular market rates. You may suspend your service by calling DIRECTV customer service. During the suspension period, you will lose any recurring or promotional credits. However, your original contract commitment is not affected by the suspension period and will extend the duration of your original contract commitment period beyond the 24 months.
- Premium Movie Channels** – If you are eligible for and elect to receive free Premium movie channels as part of your new-customer offer, this offer discontinues after the 3rd month and you will be charged in full automatically, continuing at the current regular market rate, beginning in month 4 and going forward, unless you call to cancel these Premium channels.
- If you no longer subscribe to DIRECTV or AT&T Internet service, the bundle price you're signing up for today will discontinue and your DIRECTV or AT&T Internet service may adjust to the then-full service price.

Initials

5. DIRECTV BILLING

- Pricing and Fees** – DIRECTV pricing and fees are subject to change at any time, but this is not justification for canceling without paying the Early Termination Fee.
- First Bill** – Your billing cycle begins on the date your service is activated. Your first bill will show charges for the **next 30 days**.
- Receiver Fees** – There is a fee of \$7/mo. for each receiver and/or Genie Mini/Wireless Genie Mini/DIRECTV Ready TV/Device on your account.
- Advanced Receiver Service Fee** – The fee is \$15/mo. and is required for all HD DVRs, Genie® HD DVR and TiVo® HD DVRs.
- TiVo Service Fee** – The fee is \$5/mo. and is required for TiVo HD DVR from DIRECTV.
- Regional Sports Fee** – Regional Sports fee of up to \$9.99/mo. is extra & applies in select markets with CHOICE™ Package or above and MÁS ULTRA™ Package or above.
- Wireless Genie Mini** – A one-time \$99 fee applies for Wireless Genie Mini (model C41W) upgrade, plus \$7/mo. receiver fee (see section c. above). Wireless Genie Mini requires one TV connected to a Genie HD DVR and a Wireless Genie Mini for each additional TV or DIRECTV Ready TV. Visit directv.com/technology/genie for complete details.



Initials

6. STANDARD PROFESSIONAL INSTALLATION IS INCLUDED

- a. **Your installation appointment is set for** _____
 To change your installation date and/or time, call **1.888.408.1134**. Installations may be completed by an authorized third-party installer. AT&T Internet will be installed separately from DIRECTV. You will receive an email confirming your Internet installation appointment. **IT IS IMPERATIVE THAT YOU PROVIDE A VALID EMAIL ADDRESS FOR THIS COMMUNICATION.** If AT&T has a conflict with your scheduled Internet installation appointment, you will be contacted at the email address you provided.
- b. **Standard Installation** – Includes installation in up to four rooms and basic wiring. Charges will apply for any additional receivers. Details of the installation are set between the customer and the installer. A TV should be in each room where DIRECTV is to be installed. **Standard installation includes the following:**
- Mounting dish on an outside wall or roof within 100 feet of TV.
 - Standard mounting of dish may require the drilling of holes in the roof. Non-penetrating mount is considered a custom installation and additional fees will be required.
 - Connecting receivers through cable, routed and properly attached as needed.
 - Connecting one (1) DIRECTV Receiver and existing co-located devices (DVD, Blu-ray,™ surround sound) if they connect to the same outlet as TV.
 - Installing hardware needed to mount and ground dish.
 - Routing all cables to one (1) TV through an exterior wall, attic or basement.
- c. **Custom (non-standard) Installation** – If any of the following services are required in order for your technician to receive proper “line of sight” additional charges will apply. Any charges for custom (non-standard) installations will be reviewed with you by the installer prior to starting any custom work. **Payment for custom work is required before starting the install and is payable to the installation company.** Additional installation fees will apply for satellite dishes for international programming.
- Custom installation may include (but is not limited to) the following:**
- Non-standard mounting of a dish (e.g., under eave, non-penetrating mount).
 - Routing cables through more than one (1) wall or fishing cables between walls.
 - Any additional work to hide or camouflage cables/wiring (e.g., sidewalk bores, bury drops).
 - Installing devices not located near or associated with DIRECTV service.
 - Wiring for phone jacks that are more than 25 feet from TV. Installing phone line, if needed. Providing enhancements to phone line.
 - Adding extra cable lines when:
 - Pre-existing wiring is unusable or unavailable.
 - Required for full functionality of service (e.g., line drop for DIRECTV CINEMA® service, 2nd line for DVR).

Initials

7. EQUIPMENT

- a. All DIRECTV Receivers and other equipment are the property of DIRECTV. If you choose to terminate your service, all equipment must be returned to DIRECTV upon cancellation. Please see cancellation policy outlined on reverse side for instructions. If you fail to return leased DIRECTV equipment, you will be charged the following:

\$45 for each Genie Lite®/HD Receiver	\$45 for each Genie Mini/Wireless Genie Mini	\$135 for each Genie® HD DVR/ HD DVR/TiVo® HD DVR
--	---	--

- b. **DIRECTV may at its discretion supply refurbished equipment (color may vary).** In the event your leased equipment does not operate, please contact DIRECTV at **1.800.531.5000**. **Adding or upgrading your equipment during your 24-month commitment will reset and start a new 24-month commitment.**

Initials

8. LANDLORD APPROVAL REQUIRED

If you rent an apartment, condo or other such property, you understand that you must secure your landlord's or Homeowner Association's permission before DIRECTV service is installed. Approval forms are available from your sales representative.

Initials

9. MOVING LOCATIONS

When moving to a different address, you will need to call 1.888.DTV.MOVE as soon as you know your move-in date, a charge of up to \$199 plus tax may apply. When calling to schedule your DIRECTV move, the DIRECTV Movers Agent will advise you of the charge for moving your service.

Initials

10. PROGRAMMING CHANGES

Any changes to your DIRECTV® service order (programming and/or equipment) prior to installation can be processed by calling **1.888.408.1134**.

Initials

11. COSTCO SHOP CARDS: COSTCO MEMBER BENEFIT

All first-time AT&T subscribers who order and activate residential DIRECTV service with qualifying packages with 24-mo. agreement through Costco Wholesale and who complete a full DIRECTV installation will receive a Costco Shop Card by mail from DIRECTV. Costco offer is valid for new approved residential Costco Members only (lease required). New approved customers must be non-DIRECTV customers for at least 60 days prior to signing up for new DIRECTV service at Costco (based on address provided to set up new service). Please allow 3–4 weeks for delivery of card after installation of service. Offer is subject to change. You can track the status of your reward card on att.com/rewardcenter. Please allow up to thirty (30) days from your installation date for the reward card status to display. Receiver orders or programming changes processed through another DIRECTV retailer may negate this Costco exclusive offer. Customers who order new AT&T Internet service at Costco within thirty (30) days of ordering DIRECTV service from Costco will also receive an additional Costco Shop Card.

Initials

12. DIRECTV LOCAL CHANNEL PROGRAMMING

Eligibility based on service address. Not all networks available in all markets. Not all equipment supports all services. Programming and channel counts are subject to change at any time.

Initials

13. AUTO BILL PAY

By enrolling your credit or debit card in Auto Bill Pay (ABP), you are authorizing DIRECTV to charge or debit your card automatically each month to pay the balance on your DIRECTV account (and to automatically charge any amounts due at cancellation of service, including ETF and/or NRF fees, as noted above).

- ☐ I authorize DIRECTV to enroll my credit or debit card in Auto Bill Pay (ABP).
☐ I do not wish to enroll my credit or debit card in Auto Bill Pay (ABP) at this time.

Initials

14. DIRECTV™ PROTECTION PLAN

During your standard post-installation satisfaction call, our telephone representatives will give you the opportunity to enroll in an optional program to protect your DIRECTV® System for \$8.99 per month. There is no cost within the first 30 days. If you choose to accept this optional offer, you will have access to upgrade to our latest equipment every two years. We will also repair or replace the components of your DIRECTV® System—from the dish to the receiver—even from failures as a result of accidental damage from handling. This plan also includes a \$0 service call on your DIRECTV System. Limitations and exclusions apply. Please see terms and conditions at directv.com/protection for complete details or call **1.800.531.5000** for more information.

Member Signature

Date

By signing above, I confirm that I have received a copy of this letter and the New Customer Sales Order Worksheet, and understand the DIRECTV offer, while the End User License, Order Confirmation Email, and Customer Agreement are forthcoming. I authorize Costco, through DIRECTV, to obtain information relative to my account and service from DIRECTV. ©2020 AT&T Intellectual Property. All Rights Reserved. AT&T, Globe logo, DIRECTV, and all other DIRECTV marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

