



OVERVIEW

The Required Call Components (RCC's) are complete, legal disclosures that need to be provided to our customers when describing the DIRECTV features, offer details, customer fees, ABP, rebates and more!

INSTANT REBATE

Your monthly bill which includes an instant rebate will be \$ _____, plus applicable state and local taxes. You will receive an instant rebate of \$ _____ for months 1 – 12.

LOCAL CHANNELS

Your package (includes/doesn't include) your local SD/HD channels. The following channel(s) is/are currently not available in your area (i.e. ABC, NBC, CBS, FOX and/or PBS). Please visit DIRECTV.com to look up the list of local channels included in your ZIP code.

PREMIUM CHANNELS

If your order today includes the free 3 months of Premium channels, (see below) charges for the channels will begin on your fourth month bill at the regular price unless you call us to cancel them. This does not apply if you are ordering the Premier/Lo Maximo package, as those channels are included in the price.

- **Premium Channels – Pick 1:** A \$17.99 credit for 3 months of free HBO
- **Premium Channels – Pick 2:** A \$30 credit for 3 months of free HBO and SHOWTIME
- **Premium Channels – Pick 4:** A \$48 credit for 3 months of free HBO, Cinemax, SHOWTIME and STARZ

SPORTS SUBSCRIPTION

Sports subscriptions automatically renew at a special rate, provided DIRECTV carries them, unless you cancel prior to the start of the season. They cannot be canceled, transferred, refunded or credited after the season starts. Blackout restrictions and other conditions may apply, and the number of games varies by market.

FEE CUSTOMER

Your order today includes a \$200/\$300 fee, which is not a deposit and cannot be used to cover outstanding balances. It will not be refunded if you cancel your services.

AUTOMATIC BILL PAY (AND NO PAPERLESS BILLING)

By enrolling your card in Auto Bill Pay, you agreed and authorized DIRECTV to charge your card automatically to pay each of your monthly statements as well as any final bill amounts.

PAPERLESS BILLING (AND NO AUTOMATIC BILL PAY)

By enrolling in Paperless Billing, you agreed to receive your monthly billing statements at the email address you have provided or you can also view it by registering onto DIRECTV.com.

AUTOMATIC BILL PAY & PAPERLESS BILLING (COMBINED)

By enrolling in Auto Bill Pay and Paperless Billing, you agreed and authorized DIRECTV to charge your card automatically to pay each of your monthly statements as well as any final bill amounts and to receive your monthly billing statements at the email address you have provided.

You can also view your bill after registering on DIRECTV.com. To receive the discount for the Advanced Receiver Services, your account must remain active and in good standing for a minimum of 24 months. You must also remain enrolled in Auto Bill Pay and the Paperless Billing Option.



PROVIDED CREDIT/DEBIT CARD

The credit or debit card that you provide for this order today will be placed on file and may incur final bill amounts, including early cancellation and/or equipment non-return fees, should you cancel your service before fulfilling your agreement and/or fail to return leased equipment.

\$0 (ZERO DOLLAR) ORDERS

A \$1 (one dollar) hold will be placed on your card in order to authenticate your account. It will be removed by your financial institution within 30 business days, and in most cases within 7 business days.

\$100 VISA PREPAID CARD

As part of your order today, you'll also receive a \$100 Visa Prepaid Card which will be delivered to you 6 – 8 weeks from the day of your activation; no redemption is required from your part.

CUSTOMER REFERRAL

Thank you for using the Customer Referral program, you and the existing customer who referred you will be saving an additional \$10 a month for ____ months (**advise the customer of the number of months**). Your discount is reflected in the total monthly charge.

DIRECTV PROGRAMMING AND LEASE AGREEMENT

Please say "yes" to confirm your agreement to purchase programming from us for ____ consecutive months, or to pay an early cancellation fee of \$20 for each month of your agreement not completed. **[Must get expression of assent/acceptance before continuing.]** Your equipment is leased so if you cancel service, you must return the equipment to avoid non-return fees.

INSTALLATION

To take advantage of DIRECTV On Demand and TV Apps, your installer will connect your box to your Internet as a standard part of the DIRECTV installation. Please have your Internet active for the installer and your wireless router password, if available.

Your installation is scheduled for [date/time]. The installer can arrive at any time during that window and installations generally take 3-4 hours. You or someone over the age of 18 who is authorized to sign documents on your behalf must be present for your installation. **Additional custom installation charges may apply.**

Please call (855) 679-4357 at least 24 hours prior to your installation for questions related to your order; you can also use this number to make changes to your DIRECTV programming. **[If applicable]** Renters must obtain written or verbal approval from their landlord prior to installation.

DO YOU HAVE ANY QUESTIONS ABOUT YOUR DIRECTV ORDER TODAY?