

# AT&T TV FAQ's

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## Do I need to live in an AT&T service area to get AT&T TV?

No, AT&T TV is available nationwide.

## Is there a contract for AT&T TV service?

Yes, a 24-month term is required.

## Do I need AT&T Internet service?

AT&T TV will work with any internet service provider as long as minimum internet speeds are available.

## What internet speeds are recommended for the best experience?

24mbps or higher for optimal viewing experience for up to 3 concurrent streams with 8Mbps per stream.

## What's the difference between DIRECTV and AT&T TV?

AT&T TV is AT&T's new video solution powered by broadband. No satellite or professional installation is required with AT&T TV. It's an easy self-install! AT&T TV is a great option for apartments, multi dwelling units and/or where there are restrictions from installing a satellite.

## Is NFL SUNDAY TICKET available with AT&T TV?

No, NFL SUNDAY TICKET is exclusive to DIRECTV. Customers interested in NFL SUNDAY TICKET should be directed to order DIRECTV.

## Can an existing DIRECTV/U-Verse TV customer sign up for AT&T TV and receive New Customer pricing?

No, existing DIRECTV/U-Verse TV customers are NOT eligible for new customer pricing.

## Which devices are compatible with AT&T TV?

Many popular devices such as Roku, Firestick, Apple TV are supported. A full list can be found: [AT&T TV Compatible Devices](#)

## Is there a credit check to order AT&T TV?

Yes, a credit check is required. It is a soft credit check, so it will not impact your customer's credit score.

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## 🗨️ Why did my customer receive a message that their order requires Analyst Review and how do they resolve this message?

Analyst Review is sometimes required during the order process for AT&T to resolve any questions from the results of the customer's credit check. The customer should follow the message on the screen and call 866-320-3880. The customer must provide the agent with the Dealer Code: Y00QF and the reference number that is provided to them on the screen. The reference number is unique per customer order and expires in 90 days. The analyst will work with the customer to resolve the issue and you will maintain credit for the sale.

## 🗨️ Will the customer receive a bill with AT&T TV?

- No bill is sent to customer/autopay is required.
- Customer can view payment activity online.

## 🗨️ Can billing be combined with other AT&T services?

Billing cannot be currently combined

- AT&T TV is currently billed monthly via autopay without a physical statement.
- Customers can go online to review their monthly statement in detail

## 🗨️ When do monthly charges begin?

- Customers will be auto-charged their 1st monthly payment on day 15 or when the customer activates service on their AT&T TV device (whichever comes first). [Or signs into the AT&T TV app using compatible connected TV device (Amazon Fire TV, Apple TV, Roku, or Samsung TV (select models))] and begins to stream content.
- The monthly billing date will match the same day of the month that service started. For example:
  - > Customer ordered service on February 4 and started streaming from the AT&T TV device on February 8. Billing started on February 8 so the monthly charges will bill the 8th of each month.

## 🗨️ How much is an AT&T TV Box?

- 1st device is included at no additional cost pending credit check
- Customer can purchase additional device(s) for \$120 either paid in full at time of ordering or in \$10/12mo. installments, pending credit check.

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## 🗣️ How much is required to be paid upfront when ordering?

- Activation Fee - \$19.95 +tax (where applicable)
- Additional AT&T TV device(s) purchased in full +tax (where applicable)
- Or sales tax (where applicable) on AT&T TV device(s) paid in installments (\$10/12mos.)
- Any AT&T TV Box(s) if the customer is required to purchase after the credit check
- \$120 Pre-authorization hold (3-7 days, based on bank)

## 🗣️ What forms of payment are accepted?

Customers can only pay by credit/debit card at time of order

- Prepaid/Gift credit cards are not accepted as a payment method
- PayPal is not provided as a payment method, to a customer signing up for a new AT&T TV service at time of ordering. After the customer has paid their 1st months charges, they can update the payment method on their account with PayPal.
- Once their account is created, customers can sign into myatt.com to manage their account and change their payment method.

## 🗣️ Can you watch AT&T TV outside of the home network?

Yes, there are no restrictions when used within the United States.

## 🗣️ What if a customer moves?

- Unplug the AT&T device and take it to the new location.
- Log in to your AT&T TV account and update your Profile address.
- Applicable Local channels and Reginal Sports Networks will update once the address is changed.

\*\* Customers are limited to connecting their AT&T TV device to a total of 4 different Wi-Fi Networks within a 12-month period.

## 🗣️ Can a customer use their own device to watch AT&T TV?

- Yes, the customer does not need to wait until the device arrives to start their AT&T TV experience. In fact, encourage them to start enjoying their favorite shows right away.
- They can start streaming on their wireless device as soon as the order is completed.

> Or download on a compatible device. [AT&T TV Compatible Devices](#)

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## Help the customer set up the AT&T TV app and sign in for immediate viewing.

- Streaming on a wireless device prior does not initiate the monthly charges.
- Monthly charges start when the customer activates their service on a TV device or on day 15 (whichever comes first).

## Home many streams are included with AT&T TV?

- Customers are limited to 3 concurrent streams per account.
- Customers looking to stream AT&T TV on more than 3 concurrent devices will need to sign up for another AT&T TV account or DIRECTV may be a better fit.

## If I buy additional boxes, do I get additional concurrent streams?

No, each AT&T TV account has access to three concurrent streams no matter how many boxes.

## What counts as a stream?

Live TV, Watching cloud DVR, On-demand

## How much DVR space is included?

500 hours of cloud DVR.

## How long does DVR recordings last?

DVR content lasts 90 days from the day of recording

## How does the customer receive their AT&T TV device?

Orders placed by 2PM local are shipped overnight via FedEx or UPS and typically received the next day.

## How does the customer set up their AT&T TV device?

- Set up is a snap, included with your device is a simple 4 step diagram to complete in about 20 minutes. The AT&T TV device walks you right through it, and it's fun to do!  
> As a note, you will need your Internet password.

## What login does the customer use?

- To get their online account started, a new user ID must be set up with a valid email address and the customer's mobile number.

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- A valid email address is required to:
  - > Send customer communications like order confirmation and notices.
  - > Log into att.com for account management (i.e. view monthly charges)
  - > Log into the AT&T TV app to use the service.
  - > Authenticate account for assistance.
  - > Don't fake it! Never use a fake email address to bypass user ID creation.
- Customers will be provide a temporary 6-digit passcode at the time of ordering.
- They will need to remember the temporary passcode to be able to set a permanent passcode.
- The permanent passcode can be set in either myAT&T, the AT&T TV app, or from a link in the Welcome Email.
- The temporary passcode cannot be used with the AT&T TV device.

## What is the early termination fee (ETF)?

- The ETF is \$15 for each month remaining under the agreement.
- This only goes into effect after the "14 Day Buyer Remorse" period (14 Day Buyer Remorse begins at activation of the account by logging into AT&T TV)

## Do customers need a Netflix subscription to watch Netflix on their AT&T TV Device?

Yes, Netflix and any other subscription-based apps (for example, Spotify) require a separate subscription from that provider.