

AT&T TV FAQ's

? 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.

? 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.

? 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**

? 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.
- 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 provided 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.

