

## Is there a contract for DIRECTV STREAM service?

No

## Do I need Internet service?

Yes.

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

8Mbps per stream or more to deliver optimal viewing. So, if you're watching TV on 10 devices at home, a minimum of 80Mbps would be recommended.

## What's the difference between DIRECTV and DIRECTV STREAM?

DIRECTV STREAM is a No Contract streaming video service powered by a broadband provider of your choice. No satellite or professional installation is required with DIRECTV STREAM. It's an easy self-install! DIRECTV STREAM 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 DIRECTV STREAM?

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 DIRECTV STREAM through ACN?

No, existing DIRECTV/U-Verse TV customers are NOT eligible.

## Which devices are compatible with DIRECTV STREAM?

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

## Is there a credit check to order DIRECTV STREAM?

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

## 🗨️ 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 DIRECTV 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.

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

There is a \$30 hold for 5-7 business days

Additional DIRECTV STREAM device(s) purchased in full +tax (where applicable)

Or sales tax (where applicable) on DIRECTV STREAM device(s) paid in installments

Any DIRECTV STREAM device (s) if the customer is required to purchase after the credit check

## 🗨️ 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 DIRECTV STREAM 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.

Max of 2 DIRECTV STREAM streaming accounts (active/cancelled) per credit/debit card.

## 🗨️ 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 DIRECTV STREAM device (whichever comes first). [Or signs into the DIRECTV STREAM 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 DIRECTV STREAM device on February 8. Billing started on February 8 so the monthly charges will bill the 8th of each month.

## Will the customer receive a bill with DIRECTV STREAM?

No monthly bill - payment activity is viewed online. Auto charged to card on file. Service renews monthly.

## How much is an DIRECTV STREAM Device?

\$120 per device.

Installment options for well qualified customers available for \$5/mo. for 24-month 0% APR. Taxes on total device price is due at point of sale.

Installment payments included in customer's monthly auto-charge for service.

Maximum of 6 devices per order.

## Can you watch DIRECTV STREAM outside of the home network?

Yes, there is a limit of 3 concurrent out-of-home DIRECTV STREAMs when used within the United States.

## What if a customer moves?

Unplug the DIRECTV STREAM device and take it to the new location.

Log in to your DIRECTV STREAM 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 DIRECTV STREAM device to a total of 4 different Wi-Fi Networks within a 12-month period.

## Can a customer use their own connected device to watch DIRECTV STREAM?

Yes, the customer does not need to wait until the device arrives to start their DIRECTV STREAM 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. [DIRECTV STREAM Compatible Devices](#)

## Help the customer set up the DIRECTV STREAM 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 DIRECTV STREAM?

Customers are limited to 20 in-home or 3 out-of-home concurrent streams per account.

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

No.

## 🗣️ What counts as a stream?

Live TV, Watching cloud DVR, On-demand

## 🗣️ How much Cloud DVR space is included?

20 hours are included. Upgrade to unlimited cloud DVR recordings for \$10/mo. more.

## 🗣️ How long does Cloud DVR recordings last?

DVR content lasts 90 days from the day of recording

## 🗣️ How does the customer receive their DIRECTV STREAM 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 DIRECTV STREAM device?

Set up is a snap, included with your device is a simple 4 step diagram to complete in about 20 minutes. The DIRECTV STREAM 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 [directv.com](http://directv.com) for account management (i.e. view monthly charges)

Log into the DIRECTV STREAM 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 [directv.com](https://directv.com), the DIRECTV STREAM app, or from a link in the Welcome Email.

The temporary passcode cannot be used with the DIRECTV STREAM device.

## **Do customers need a Netflix subscription to watch Netflix on their DIRECTV STREAM Device?**

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