



**Communications Workers of America Local 4250/CTU#16, Chicago IL**  
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## **AT&T RETIREE DIRECTV DISCOUNT DETAILS LEARN MORE ABOUT RETIRE DISCOUNTS, CHANGE YOUR EXISTING SERVICE, AND ENROLL IN NEW DISCOUNTS.**

**Learn More About Retire Discounts, Change Your Existing Service, And Enroll In New Discount.**

**AT&T RETIREES LOG IN HERE FOR DIRECTV DISCOUNT:** <https://www.att.com/dep/login>

Retiree DIRECTV Discount Details

Choice of DIRECTV CHOICE™, ULTIMATE, or PREMIER™ package  
**20% discount**

NFL SUNDAY TICKET MAX  
**No cost**

Programming add-ons (premium channels not included in CHOICE and ULTIMATE packages, international programs, etc.)  
**No discount**

Base equipment package (includes one HD DVR and three receivers – wireless or wired)  
**No cost**

Wireless video bridge (one-time charge for wireless setup)  
**No discount**

Initial installation  
**No cost**

Receivers (in addition to basic equipment package)  
**No discount on unit or monthly recurring charges associated with each added receiver**

Protection plans (provides coverage for DIRECTV equipment, on-site repairs, and the cost of replacing defective equipment).

**No discount**

## **AT&T DIRECTV RETIREE DISCOUNT**

## **Frequently Asked Questions**



## Program Details / Equipment:

### 1. What's included in the AT&T DIRECTV retiree offer?

- 20% discount off your choice of 3 programming package options

PREMIER: 315+channels  
ULTIMATE: 240+channels  
CHOICE: 174+channels

- NFL SUNDAY TICKET MAX included at no extra cost
- Includes Basic Equipment Package that includes a combination of 1 HD DVR and up to 3 receivers—wireless or wired
- Initial installation included at no extra cost
- Note: If wireless receivers are selected there will be a one-time setup fee for the wireless video bridge.

### 3. Are any other DIRECTV programming package options available at a discount?

- No, the 20% discount may only be applied to your choice of the 3 programming packages identified—PREMIER, ULTIMATE, or CHOICE.

### 4. Is the Genie HD DVR available with the basic equipment package?

- The base equipment package covers up to 4 rooms.. The retiree offer provides access to current receiver technology, which includes the Genie HD DVR and up to 3 Genie mini receivers—wireless or wired.
- Note: If wireless receivers are selected there will be a one-time setup fee for the wireless video bridge.

### 5. I've had DIRECTV for several years as a consumer. How do I add or upgrade my receivers to what is available to me under the base equipment package?

- After your discount is in place, you may add or upgrade receivers by:
  - Go to the [Employee at home](#)
  - Select **Products and Services** on the left.
  - Under the **DIRECTV** section, go to the **Equipment Upgrade Policy**.
  - Select **Order Now** .

- Complete the account information at the top of the form.
- Go to **DIRECTV Equipment Upgrade**, make your choices, and then select **Continue**.
- Enter your contact information, and choose **Submit**.
- We'll email you confirmation, and you'll see one on screen after you make your submission.
- We'll complete your request and contact you to schedule a tech visit.

**6. Can retirees upgrade equipment to the latest technology (for example, 4K compatible receivers)?**

- We want our employees and retirees to have the same experience as our consumers. However, new technology and equipment may be based on availability.

**7. What if I want more than the 4 receivers provided under the base equipment package?**

- You're responsible for the costs of any additional receivers you add to your package. This includes the monthly charge for each receiver.

**8. I have DIRECTV today. I'd like to participate in the retiree offer. What happens if I have a programming package other than the 3 options available at the 20% discount?**

- When you participate in the AT&T DIRECTV retiree offer, we'll convert to your choice of the 3 available packages—PREMIER, ULTIMATE, or CHOICE. You'll lose the recurring promotions or credits you get with your consumer account. You can add premium movie channels, international programming, or sports packages that aren't included with your programming package at the retail price.

**9. Can I add premium channels if I want to move my existing service to a programming package that doesn't have them?**

- You can add premium movie channels, international programming, or sports packages at the retail price. There isn't a discount available for bolt-on programming channels or packages.

**10. I have DIRECTV today. I'd like to participate in the retiree offer. What happens to my current DIRECTV consumer agreement?**

- When you participate in the AT&T DIRECTV retiree offer, we'll convert to your programming choice to the 3 available packages—PREMIER, ULTIMATE, or CHOICE. You'll lose the recurring promotions or credits you get with your consumer account. You can add premium movie channels, international programming, or sports packages that aren't included with your programming package at the retail price.

**11. I have the retiree discount. Do I have to sign up for NFL SUNDAY TICKET MAX every season?**

- When you have the retiree discount, we'll automatically add NFL SUNDAY TICKET MAX at the start of each NFL season. You'll see NFL SUNDAY TICKET MAX added to your account before or during the NFL season.

**12. I have DIRECTV with NFL SUNDAY TICKET MAX. I already paid for the season package. Can I get a refund when I sign up for the retiree discount that includes NFL SUNDAY TICKET MAX?**

- We can credit your account when you sign up for the DIRECTV retiree discount before the end of the NFL SUNDAY TICKET season.

**13. I'm an AT&T retiree, and I have U-verse TV. Can I switch out my TV service and sign up for the DIRECTV retiree offer?**

- In some cases, consumer pricing and special offers (typically limited-time offers), may be less expensive than the discounted retiree programming choices initially.
- Only one 1 TV discount is available to AT&T retirees. You can choose U-verse TV or DIRECTV, but not both.

Eligibility:

**14. Who can get the DIRECTV retiree offer?**

- All AT&T retirees residing in the U.S. and who satisfy the post-employment eligibility rule in the applicable comprehensive medical program are eligible. DIRECTV doesn't service the U.S. territories of Puerto Rico, U.S. Virgin Islands, and Guam through its U.S.-based operations.

## 15. Can I get the DIRECTV retiree discount if I live in an apartment or condo?

- Generally, you're eligible for the retiree discount if we bill you for your DIRECTV, and not your landlord or HOA. However, scenarios will vary for multi-dwelling units (MDU). Here are some common scenarios:

**Unrestricted:** This is most common. Your MDU does not have a relationship with DIRECTV, and does not have restrictions on TV service. You have permission from your landlord to have DIRECTV installed for your unit, or you are already receiving DIRECTV and we are billing you for the service. DIRECTV will bill or continue to bill you. You're eligible for the DIRECTV retiree discount when you meet these conditions. You can order or enroll your account at [att.com/dep](http://att.com/dep).

**Your MDU provides complimentary DIRECTV basic service or discounts some of the services\*:** Your address isn't eligible for the discount because you receive DIRECTV services that are billed to the MDU and not to you.

**DIRECTV community satellite dish:** Eligible for the discount, as long as you are billed directly by DIRECTV.

**MDU (or MDU assigned dealer) manages DIRECTV ordering, installation, and/or servicing:** Order DIRECTV service and have it installed through your MDU first. Then, enroll your account at [att.com/dep](http://att.com/dep) to receive the programming discount.

\*Retirees are responsible for any applicable surcharges and fees associated with their DIRECTV account. This may include federal, state, or local taxes dependent on the services provided and where you live.

Additionally:

- MDU ordering & credit policies may apply.
- MDU charges (such as TV deposit, installation or repair charges, equipment charges) are not included under the AT&T retiree discount plan.
- Discount will be applied within 1-2 bill cycles after signup at [att.com/dep](http://att.com/dep). There will not be any reimbursements for DIRECTV service prior to your signup date.
- MDU repair policies and charges may apply.
- Account not eligible for DIRECTV protection plan.
- Enrollment in the AT&T retiree discount does not waive or change any contractual requirements the retiree may have with the MDU/Dealer (such as a commitment term).

### **Program Requirements:**

## 16. Are there requirements I need to meet to take advantage of the DIRECTV retiree offer?

- Here are two things to remember:
  1. Only one retiree discount is available to AT&T retirees. You can choose U-verse TV or DIRECTV, but not both.
  2. Your DIRECTV account must be registered in your name as it is reflected on AT&T pension records.
  3. **I have an existing DIRECTV account, but it is in my spouse's name. Will I need to place the account in my name?**
- The account must be registered in the name of the eligible retiree financially responsible for the account. Your

name must match the one reflected on AT&T pension records. Follow these steps if the account is in the name of a spouse, parent, roommate, etc.

801. Have the current account holder contact DIRECTV at 800.531.5000.
802. The current account holder must request to have the AT&T retiree added as an authorized user.
803. Once we add the retiree name to the account as an authorized user, you are eligible to apply for the discount at the [AT&T employee and retiree discount self-service site](#). Choose **DIRECTV**, and then **Switch existing DIRECTV account** to enroll in the retiree offer.
804. After we get the request, we'll call the retiree from the EDP center and assist the representative in converting the account into the retiree's name.

**Note:**

- We'll close the existing account and send a final bill.
- We'll establish a new account and account number in the retiree's name.
- You won't need to return your equipment.
- We'll waive any early cancellation fees for closing your original account.
- Retirees must meet all new account setup requirements, including resolving any outstanding balances on any AT&T account.
- Your service will be interrupted for a few minutes while we convert your account.

**17. I have an existing DIRECTV account, but it is in my spouse's name. Will I need to place the account in my name?**

- The account must be registered in the name of the eligible retiree financially responsible for the account. Your name must match the one reflected on AT&T pension records. Follow these steps if the account is in the name of a spouse, parent, roommate, etc.
801. Have the current account holder contact DIRECTV at 800.531.5000.
  802. The current account holder must request to have the AT&T retiree added as an authorized user.
  803. Once we add the retiree name to the account as an authorized user, you are eligible to apply for the discount at the [AT&T employee and retiree discount self-service site](#). Choose **DIRECTV**, and then **Switch existing DIRECTV account** to enroll in the retiree offer.
  804. After we get the request, we'll call the retiree from the EDP center and assist the representative in converting the account into the retiree's name.

**Note:**

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- We'll waive any early cancellation fees for closing your original account.
- Retirees must meet all new account setup requirements, including resolving any outstanding balances on any AT&T account.
- Your service will be interrupted for a few minutes while we convert your account.

**17. I have an existing DIRECTV account in my name, but it doesn't exactly match my name on payroll. What do I need to do?**

- Follow these steps if, for example, the name on your account is Joe Sample but your pension records has Joseph Sample; or you got married or divorced and your name changed.
  801. Contact the care center at 800.531.5000.
  802. Tell the representative you're an AT&T retiree and need to change the name on the account.
  803. After we confirm the name change, you are eligible to apply for the retiree discount at the [AT&T employee and retiree discount self-service site](#). Choose **DIRECTV**, and then **Switch existing DIRECTV account** to enroll in the retiree offer.

**18. I have an existing DIRECTV account, but it is bundled with a third-party biller. Will I have to do something to be eligible for the retiree offer?**

- The DIRECTV retiree offer must be a direct bill account. It can't be bundled with a third-party biller or unified or combined with another AT&T product at this time. But we are working to make this possible.
  - Contact your third-party biller and unbundle the billing.
  - If your DIRECTV is currently bundled with another AT&T product, there is no action required on your part. Your DIRECTV consumer account will be uncoupled from your other AT&T product and converted to a standalone retiree account.

**20. Does paperless billing apply to DIRECTV retiree offer accounts since they are direct billed?**

- The AT&T Employee Discount Program Terms and Conditions require participating retirees to sign up for paperless billing. Once we've established your retiree offer account, follow these 3 easy steps at DIRECTV.com:
  1. Log in to your DIRECTV account.
  2. Select **My Bills & Transactions**.
  3. Enroll in Paperless Billing
  4. **I'm a renter and understand I need my landlord's permission in order to get DIRECTV installed at my place. Is this true?**
- If your residence is a rental property or your home or condo association has restrictions, the landlord or home

owner's association must complete the [landlord permission form](#). The technician will need this form at time of installation.

**21. I'm a renter and understand I need my landlord's permission in order to get DIRECTV installed at my place. Is this true?**

- If your residence is a rental property or your home or condo association has restrictions, the landlord or home owner's association must complete the [landlord permission form](#). The technician will need this form at time of installation.

Other:

**22. I need to move my DIRECTV to a new home. Does the retiree discount plan cover those costs?**

- Retirees are allowed 1 move in a 12-month period at no cost.
- Contact the Employee and Retiree Sales and Service Center at 877.377.9010 to request your move.

**23. What are protection plans, and do we get a discount?**

- A retiree discount isn't available on protection plan offerings. However, there are 3 consumer protection plans available. Plan options vary from basic coverage on DIRECTV equipment and onsite repairs to coverage for the equipment you use to view DIRECTV content (such as TVs, computers, laptops, and tablets). For more information, go to [com/protection](#).

**23. I have U-verse TV with the retiree discount. Can I sign up for the DIRECTV retiree offer?**

- However, retirees can take advantage of only 1 TV discount. If you request the DIRECTV retiree offer, we'll assume that you want to move your 1 TV discount to DIRECTV. Your options for your existing U-verse TV service and discount are:
  1. **Disconnect your U-verse TV service.**By disconnecting your U-verse TV service, you keep your discount for any other related products you have, such as Internet and phone.
  2. **Keep your U-verse TV service and remove retiree discount on related AT&T products.**If you want to keep your U-verse TV service, without the discount, please note that the retiree discount is applied at the account level and covers all services under that account. This means that removing the discount from your U-



verse TV, will also remove it from any other products you are using, such as Internet and Phone.

3. **Keep your U-verse TV service with the retiree discount and subscribe to DIRECTV service at consumer rates.** If you want to keep your U-verse TV service and the discount on all your products, and sign up for DIRECTV service, please contact the DIRECTV consumer channel at 800.531.5000.
4. **Can I keep my U-verse TV without the discount if I choose to take advantage of the DIRECTV retiree offer?**

- However, you'll lose the retiree discount on all services if you have the U-verse TV coupled with other services, such as Internet or phone. We apply the retiree discount for Internet, phone, and U-verse TV at the account level.

**25. Can I keep my U-verse TV without the discount if I choose to take advantage of the DIRECTV retiree offer?**

- However, you'll lose the retiree discount on all services if you have the U-verse TV coupled with other services, such as Internet or phone. We apply the retiree discount for Internet, phone, and U-verse TV at the account level.

**26. When will I see the discount on my bill?**

- You'll see the discount immediately for new orders. The discount may take 1 to 2 bill cycles to be reflected for retirees converting their current DIRECTV account to the retiree offer.

**27. Why isn't the DIRECTV retiree offer available at retail stores or on ATT.com?**

- Unfortunately, we aren't able to support the DIRECTV employee and retiree offers at our retail locations right now.

**Issue Date: 12/1/2016**