

## Social Security/Tax ID Credit Check

- “The **(Social Security Number/Tax ID)** provided will be used to perform a credit check, is that OK?” *(SSN holder or spouse must answer Yes to proceed.)*
  - (Collect SSN)
  - (Collect DOB)
- “How does the name appear on the card?” *(Caller must state name)*
  - (Collect card number)
  - (Collect expiration date)

### Name on card is Account Holder or Spouse

- Submit qualification

### Name on card is not Account Holder or Spouse

- **Both parties must be on the call**
- **Card holder must agree to the following:**
  - “Do you agree to become a joint account holder on this account?”
  - “As the joint account holder, you will be charged for any early termination fees and unreturned equipment fees in the event the account holder is unable to fulfill their commitment.”
- Submit qualification

## Local Channels

- “Your locals will be from **(city)** with **(ABC, NBC, CBS, FOX)** available in HD.”

### If customer does not elect to get local channels

- You will not receive local broadcast channels such as ABC, NBC, CBS and FOX via the satellite.
- Do you agree to continue to remove your locals?
- You can elect to add local broadcast channels to your programming package anytime by paying the then current price, which today is (\$12) per month.”

## Regional Sports Surcharge (If Applicable)

- “You will see a monthly Regional Sports Surcharge of (\$). This surcharge is subject to change if you move to another location”

## Regional Sports Surcharge (if \$0 at Sales)

- You have selected a package that includes Regional Sports Networks depending on the programming in your area you may see a Regional Sports surcharge on your account ranging from \$0 to \$3 per month.

## Landlord Permission

- “If you don’t own your residence, you will need landlord permission to have DISH installed.”

### Reactive Only

- “Under government regulations you have certain rights to have DISH installed in an exclusive area at your residence such as a balcony, deck, garden, yard or patio.”

## Email Collection

- “What is your email address so I can send you a confirmation of your installation time and date?”

## Security Code Collection

- “I need a 4-digit security code to set up your account.
- What would you like to use?

- Along with this security code I need a security account reminder.
- This will help you remember your 4-digit security code.”

## Unreturned Equipment and Qualification

### WITH Card

- “Because all equipment is leased to you it must be returned within 30 days of disconnection, or you will be charged an unreturned equipment fee between \$25 to \$350 per receiver.
- This fee will be charged to the card used to qualify.
- If you don’t pay your bill, and your account is disconnected, this fee will be charged immediately.
- If the receiver(s) is/are later returned, we will reverse the charge.
- Upon disconnection, you will be charged a box return fee of \$15 per shipping box needed.”
- The holder of the credit card used to qualify must sign the DISH contract.”

### Early Termination Fee

- “In order to get this offer you need to agree to a 24-month commitment. You are still bound by this commitment if you move.
- If you break your commitment you will be charged an early termination fee of \$20 for each month remaining in your commitment to the card used to qualify.”

### WITHOUT Card

- “In lieu of using a credit card to qualify today you will be charged a non-refundable one-time fee of \$100.”
- Because all equipment is leased to you it must be returned within 30 days of disconnection, or you will be charged an unreturned equipment fee between \$25 to \$350 per receiver.
- You will receive an invoice for these charges.
- If you don’t pay your bill, and your account is disconnected, you will receive an invoice for these charges.
- If the receiver(s) is/are later returned, we will reverse the charge.
- Upon disconnection, you will be charged a box return fee of \$15 per shipping box needed.”

### Early Termination Fee

- “In order to get this offer you need to agree to a 24-month commitment. You are still bound by this commitment if you move.
- If you break your commitment you will be charged an early termination fee of \$20 for each month remaining in your commitment. You will receive an invoice for these charges.”

**Offer Disclosures Continued On Next Page**

## Offers

### 2- Year TV Price Guarantee

- “Your 2-Year Guaranteed price for the first 24 months will be (\$\_\_\_).
- This price includes (disclose all that apply - your \_\_\_ package, local channels, equipment, DVR fees and channel packs). This price does not include your taxes, state specific surcharges, Regional Sports Surcharge, FCC Regulatory fee, a la carte programming, DISH protect and transactional fees.
- After 24 months, you will pay the then-current price.
- Changing your core package will alter your 2-Year TV Price Guarantee Offer.
- If your account is disconnected, you will lose this offer.”

### Without the 2-Year TV Price Guarantee (Smart Pack, Basico, International)

- “Your price for your (disclose all that apply) programming \_\_\_\_, locals, equipment, and DVR will be \$\_\_\_\_\_.
- This price does not include your taxes, state specific surcharges, FCC Regulatory fee, free promotions or transactional fees.”

## Free Premiums (if applicable)

- “You will receive (**Showtime, Starz and DISH Movie Pack**) free for three months.
- After three months, you will pay the then-current price, which today is (\$) per month, unless you call or go online to remove it.”

### If 2-Year TV Price Guarantee

- “This is not included in your 2-year pricing and will automatically be included on your bill after three months, unless you call or go online to remove it.”

## Playboy Free for Three Months (if applicable)

- “You will receive **Playboy** free for three months.
- After three months, you will pay the then-current price, which today is \$16 per month, unless you call or go online to remove it.”

## DISH Protect (if applicable)

### Silver

- “You will receive DISH Protect Silver free for 6 months, currently \$9.99 a month. This includes free shipping on equipment replacement, reduced cost service visits and Identity Restoration provided by EZShield.

### Gold

- “You will receive DISH Protect Gold. The monthly rate for this plan is \$12.99 in which we will provide a credit of \$9.99 for the first six months of service.
- This includes free shipping on equipment replacement, reduced cost service visits and Identity Restoration provided by

### Platinum

- “You will receive DISH Protect Platinum. The monthly rate for this plan is \$24.99 in which we will provide a credit of \$9.99 for the first six months of service.
- This includes free shipping on equipment replacement, reduced cost service visits and Identity Restoration provided by EZShield,

<ul style="list-style-type: none"> <li>You will receive an email, if you provided an email address, after activation on how to contact EZShield for restoration services, or please visit <a href="http://www.mydish.com/dish-protect">www.mydish.com/dish-protect</a> for complete details.</li> <li>Dish Protect will be automatically included on your bill after six months at the then current rate, unless you call or go online to cancel it.”</li> </ul>	<p>EZShield, Internet Security Plus (Webroot) and DISH Protect Tech Advisor support (Asurion).</p> <ul style="list-style-type: none"> <li>You will receive an email after activation on how to set up your accounts with EZ Shield, Webroot and Asurion.</li> <li>Dish Protect will be automatically included on your bill after six months at the then current rate, unless you call or go online to cancel it.”</li> </ul>	<p>Internet Security Plus (Webroot), DISH Protect Tech Advisor support and Whole Home Device Protection Plan (Asurion).</p> <ul style="list-style-type: none"> <li>You will receive an email after activation on how to set up your accounts with EZ Shield, Webroot and Asurion.</li> <li>Dish Protect will be automatically included on your bill after six months at the then current rate, unless you call or go online to cancel it.”</li> </ul>
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### Dog TV (if applicable)

- “You will receive Dog TV free for one month.
- After one month, you will pay the then-current price, which today is (\$) per month, unless you call or go online to remove it.”

### DISH 55+

With the DISH 55+ offer you will receive:

- Dish Protect Plus free for 6 months – afterwards Dish Protect Plus for the price of Silver
- First PPV or On Demand movie of each month (up to \$6.99) will be free for your first four years of service.

### Military Offer

In order to keep your current offer you may be subject to verification of your military status

#### Verification Disclosure

- “The (Name, DOB, SSN, and Date of Service) provided will be used to perform a Military Verification check through ID.me, is that OK?

#### Offer Disclosure

With the military offer you will receive the following benefits:

- Stars and Stripes programming package included
- First PPV or On Demand movie of each month will be free for your first four years of service

### First Responder Offer

In order to keep your current offer you may be subject to verification of your First Responder status

With the First Responder offer you will receive the following benefits:

- Stars and Stripes programming package included
- First PPV or On Demand movie of each month will be free for your first four years of service.

### Healthcare Offer

In order to keep your current offer you will be required to verify your eligibility. After installation you will receive an email with a link to verify or you can go to [MyDish.com/HealthcareVerify](http://MyDish.com/HealthcareVerify) to complete within 30 days.

With the Healthcare offer you will receive the following benefits:

- Heartland programming package included
- First PPV or On Demand movie of each month will be free for your first four years of service.

## Other Offers (if applicable)

### Refer a Friend

- “By being referred by one of our valued customers, you are eligible for a Refer a Friend gift.
- Once your account is installed you can go online to [mydish.com/refer](http://mydish.com/refer) to redeem your gift.  
You will receive an email (or direct mail if no email is provided) with redemption instructions.

### Gift Card (if applicable)

- “You are eligible for a one-time (\$) gift card.
- Your gift card will be shipped to your billing address you provided, and not brought by the technician. It should arrive 6 to 8 weeks after installation.
- DISH is not responsible for any lost or stolen cards.”

### Additional Gift

- **(TV Mount)** “Your technician will mount your TV at the time of installation.”
- “Your **(Polk Soundbar/Bluetooth Headphones)** will be brought to you by the technician.”

## Telco Bundle Billing

- “As long as you keep your internet service and \_\_\_\_\_ (AT200/Latino Dos and above) package bundled, you will receive a \$5.00 monthly bundle credit. Downgrading your TV package may forfeit this credit”
- **Bundle Discount** – Customer will receive a \$5/month bundle discount for the life of the bundled account. Only requirement is that the DISH and Partner accounts remain bundled.
- **Special Offer Credit** – Eligible 2 year price guarantee bundle billed accounts will automatically receive the \$5x24 credit as the E-auto pay requirement is met with the bundle.

## International Only (if applicable)

- “Subscription to International programming requires (International Basic/Chinese Basic) at an additional cost.”

## Payment Collection (Flex24 Plan only)

### AT120 OR LOWER PROGRAMMING

- “Your first month’s bill will be sent immediately after activation for **(\$ include video)** which includes applicable Taxes, State-Specific Surcharges and FCC Regulatory fee.

### AT120+ OR HIGHER PROGRAMMING

- “Your first month’s bill will be sent immediately after activation for **(\$ include video)** which includes applicable Taxes, State-Specific Surcharges, Regional Sports Surcharge and FCC Regulatory fee.

### AT120 OR LOWER PROGRAMMING

- You have authorized DISH to charge your card for **(\$)** today which includes applicable Taxes, State-Specific Surcharges, and FCC Regulatory fee

### AT120+ OR HIGHER PROGRAMMING

- You have authorized DISH to charge your card for **(\$)** today which includes applicable Taxes, State-Specific Surcharges, Regional Sports Surcharge and FCC Regulatory fee
- This is for your first month’s bill, which includes any upfront costs and non-refundable activation fees.
- These fees will be included on your first month’s bill which will be sent immediately after activation and will reflect today’s payment.”

## Refunds (if applicable)

### Reactive Only

- “Today’s payment is fully refundable if for any reason, DISH is not installed at your home. Most banks will process a card refund within three to four business days.”

## State Specific Fees

<b>Connecticut, Delaware and Kentucky</b> <ul style="list-style-type: none"> <li>• “You will see a Gross Receipts Tax Reimbursement of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul>	<b>Ohio</b> <ul style="list-style-type: none"> <li>• “You will see an Ohio State Surcharge of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul>	<b>Texas</b> <ul style="list-style-type: none"> <li>• “You will see a State Cost Recovery Fee of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul>	<b>Puerto Rico</b> <ul style="list-style-type: none"> <li>• “You will see a Cost Recovery Fee of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul>
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## Subject to Change

### 2-Year TV Price Guarantee

- “All programming, features, offers and prices not included in the 2-Year TV Price Guarantee Offer are subject to change. DISH may raise your monthly bill at any time. However, your core programming, equipment and DVR fees will be protected for 24 months.”

### Without the 2-Year TV Price Guarantee Smart Pack, Basico, and International

- “All prices, programming, features, and offers are subject to change. DISH may raise your monthly bill at any time.”

## Account Security

- “You give DISH permission to contact you at your phone number(s) about your account, for reasons such as for appointment reminders and equipment troubleshooting. These calls may be prerecorded and use an auto-dialer.
- For your protection, DISH will never call or email you asking for personal or DISH account information. This includes your account number and receiver numbers. Please do not give out this information.”

## Installation Recap

- “After the technician arrives on **(day, date) BETWEEN (quote times)**. The installation may take 2 to 4 hours
- All pets must be secured for the entire appointment.
- By creating your account online at mydish.com or through the MyDISH App, you will have the ability to view more information regarding your appointment such as your technician’s name, picture, location and estimated time of arrival.
- Do you have a secondary phone number we can enter, in case the installer is unable to reach you at your primary number?
- Would you like to receive your appointment reminders via text message?”

## Equipment Verification

### Hopper

- You will be receiving (#) Hopper(s) and (#) Joeys that will provide HD and DVR service on (#) TVs.
- You will have the ability to record **2 (DUO), 3 (Hopper 1), 3 (Hopper 2), 16 (Hopper 3)** live channels at once.
- Your Hopper 2/3 is Sling enabled (if applicable).

### Wally/211

- You will be receiving (#) receiver(s) that will allow you to receive HD service on (#) TV(s)

### All

- If equipment is changed from today’s order you may be subject to additional charges.”

## Autohop

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### Reactive Only

- The AutoHop feature is available at varying times, starting the day after airing, for select primetime shows on ABC, CBS, NBC, and FOX recorded with PrimeTime Anytime.”

### OTA Included Offer

- With your order today, you are eligible for our outdoor antenna offer. At the time of installation, the technician will confirm you can receive your local ABC, NBC, CBS and Fox affiliates.
- If the technician is not able to get these local channels they will uninstall the Outdoor Antenna.
- (If Hopper) The PrimeTime Anytime and Autohop features will not function with your over the air local channels.
- DISH will provide a 60 day warranty on your Outdoor Antenna.

### Indoor/Outdoor Antenna (if applicable)

- **(If Hopper 1)** “With the purchase of your (indoor/outdoor) antenna, you can watch or record one live local channel at a time and this channel can be shared with your other TV’s.
- **(If Hopper with Sling or Hopper 3)** With the purchase of your (indoor/outdoor) antenna, you can watch or record two live local channels at a time.
- **(If Hopper)** The PrimeTime Anytime and Autohop features will not function with your over the air local channels.
- **(If Wally standalone)** With the purchase of your (indoor/outdoor) antenna, you can watch one live local channel at a time and this channel cannot be shared with your other TV’s
- Please be advised DISH cannot guarantee the specific over-the-air local channel broadcasts you will receive. Over-the-air local channel broadcast reception may vary and may be influenced by the nearest over-the-air channel broadcast towers near your home.
- Your over the air local channels may not be available in the programming guide.
- DISH will provide a 60-day warranty for the installation of the antenna. Please contact us for any warranty issues.”

### Continuity

- “To prevent interruption, please do not cancel your existing service until after your DISH installation has been completed.”

### Technician Visit

- Dish cares about your health and safety as well as the safety of our technicians. We ask that you not attempt to shake hands with the technician or make any other physical contact and maintain a physical distance of 6 feet. The technician will do the same as well. If you or someone in your household is showing signs of illness, including fever or flu-like symptoms, please call us to reschedule.

### Terms of Service Agreement

- “Do you agree with all the terms and conditions and for me to proceed in creating your account?” **(account holder must say Yes)**

## Flex

### Local Channels

- “Your locals will be from **(city)** with **(ABC, NBC, CBS, FOX)** available in HD.”

#### If customer does not elect to get local channels

- "You chose the (programming package) without local channels. You will not receive local broadcast channels such as ABC, NBC, CBS and FOX via the satellite.
- Do you agree to continue to remove your locals?"
- You can elect to add local broadcast channels to your programming package anytime by paying the then current price, which today is (\$12) per month.”

### Regional Sports Surcharge (If Applicable)

- “You will see a monthly Regional Sports Surcharge of (\$). This surcharge is subject to change if you move to another location”

### Regional Sports Surcharge (if \$0 at Sales)

- You have selected a package that includes Regional Sports Networks depending on the programming in your area you may see a Regional Sports surcharge on your account ranging from \$0 to \$3 per month.

### Landlord Permission

- “If you don’t own your residence, you will need landlord permission to have DISH installed.”

#### Reactive Only

- “Under government regulations you have certain rights to have DISH installed in an exclusive area at your residence such as a balcony, deck, garden, yard or patio.”

### Email Collection

- “What is your email address so I can send you a confirmation of your installation time and date?”

### Security Code Collection

- “I need a 4-digit security code to set up your account.
- What would you like to use?

- Along with this security code I need a security account reminder.
- This will help you remember your 4-digit security code.”

### Package Price

- “Your price for your core programming (**package name**) plus \$12 with locals will be (\$).”

### eAutoPay (if applicable)

- “DISH will automatically charge your account on your monthly due date for the full statement balance. Your first bill will be a paper statement and thereafter an electronic bill will be sent to your email provided.”
- “Do you agree to enroll in eAutoPay?” (*holder of the card must answer Yes*)

### Showtime

#### Showtime free for three months

- “You will receive Showtime free for three months.
- After three months, you will pay the then-current price, which today is \$10 per month unless you notify us that you would like to cancel.”

### DISH Protect (if applicable)

#### Silver

- You will receive DISH Protect Silver free for 6 months, currently \$9.99 a month. This includes free shipping on equipment replacement, reduced cost service visits and Identity Restoration provided by EZShield.
- You will receive an email, if you provided an email address, after activation on how to contact EZShield for restoration services, or please visit [www.mydish.com/dish-protect](http://www.mydish.com/dish-protect) for complete details.
- Dish Protect will be automatically included on your bill after six months at the then current rate, unless you call or go online to cancel it.

#### Gold

- You will receive DISH Protect Gold. The monthly rate for this plan is \$12.99 in which we will provide a credit of \$9.99 for the first six months of service.
- This includes free shipping on equipment replacement, reduced cost service visits and Identity Restoration provided by EZShield, Internet Security Plus (Webroot) and DISH Protect Tech Advisor (Asurion).
- You will receive an email after activation on how to set up your accounts with EZ Shield, Webroot and Asurion.
- Dish Protect will be automatically included on your bill after six months at the then current rate, unless you call or go online to cancel it.

#### Platinum

- You will receive DISH Protect Platinum. The monthly rate for this plan is \$24.99 in which we will provide a credit of \$9.99 for the first six months of service.
- This includes free shipping on equipment replacement, reduced cost service visits and Identity Restoration provided by EZShield, Internet Security Plus (Webroot), DISH Protect Tech Advisor support and Whole Home Device Protection Plan (Asurion).
- You will receive an email after activation on how to set up your accounts with EZ Shield, Webroot and Asurion.
- Dish Protect will be automatically included on your bill after six months at the then current rate, unless you call or go online to cancel it.

### Other Offers (if applicable)

#### Refer a Friend

#### Gift Card (if applicable)

- “You are eligible for a one-time (\$) gift card.

#### Additional Gift

- “By being referred by one of our valued customers, you are eligible for a Refer a Friend gift.
- Once your account is installed you can go online to mydish.com/refer to redeem your gift.
- You will receive an email (or direct mail if no email is provided) with redemption instructions.
- Your gift card will be shipped to your billing address you provided, and not brought by the technician. It should arrive four to six weeks after installation.
- DISH is not responsible for any lost or stolen cards.”
- (TV Mount) “Your technician will mount your TV at the time of installation.”
- “Your **(Polk Soundbar/Bluetooth Headphones.)** will be brought to you by the technician.”

### International Only (if applicable)

- “Subscription to International programming requires (International Basic/Chinese Basic) at an additional cost.”

### Payment Collection

#### AT120 OR LOWER PROGRAMMING

- “Your first month’s bill will be sent immediately after activation for **(\$ include video)** which includes applicable Taxes, State-Specific Surcharges and FCC Regulatory fee.

#### AT120+ OR HIGHER PROGRAMMING

- “Your first month’s bill will be sent immediately after activation for **(\$ include video)** which includes applicable Taxes, State-Specific Surcharges, Regional Sports Surcharge and FCC Regulatory fee.

#### AT120 OR LOWER PROGRAMMING

- You have authorized DISH to charge your card for **(\$)** today which includes applicable Taxes, State-Specific Surcharges, and FCC Regulatory fee

#### AT120+ OR HIGHER PROGRAMMING

- You have authorized DISH to charge your card for **(\$)** today which includes applicable Taxes, State-Specific Surcharges, Regional Sports Surcharge and FCC Regulatory fee

- This is for your first month’s bill, which includes any upfront costs and non-refundable activation fees.
- These fees will be included on your first month’s bill, which will be sent immediately after activation and will reflect today’s payment.

### DISH Protect Discount (If Applicable)

- “With DISH Protect you will receive a 10% credit on your account for the purchase of (product)

### Payment Confirmation (Physical Product Sold) (If Applicable)

- “You have authorized DISH to charge your card today for \$ \_\_\_\_\_ which includes your (product) and any applicable taxes.

### Refunds (if applicable)

#### Reactive Only

- “Today’s payment is fully refundable if for any reason, DISH is not installed at your home. Most banks will process a card refund within three to four business days.”

### State Specific Fees

Connecticut, Delaware and  
Kentucky

Ohio

Texas

Puerto Rico

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|--|---|---|---|
| <ul style="list-style-type: none"> <li>• “You will see a Gross Receipts Tax Reimbursement of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul> | <ul style="list-style-type: none"> <li>• “You will see an Ohio State Surcharge of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul> | <ul style="list-style-type: none"> <li>• “You will see a State Cost Recovery Fee of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul> | <ul style="list-style-type: none"> <li>• “You will see a Cost Recovery Fee of (\$) as a monthly charge. The amount of this charge may vary over time.”</li> </ul> |
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## Subject to Change

- “All prices, programming, features, and offers are subject to change.”

## Account Security

- “You give DISH permission to contact you at your phone number(s) about your account, for reasons such as for appointment reminders and equipment troubleshooting. These calls may be prerecorded and use an auto-dialer.
- For your protection, DISH will never call or email you asking for personal or DISH account information. This includes your account number and receiver numbers. Please do not give out this information.”

## Installation Recap

- “After the technician arrives on **(day, date) BETWEEN (quote times)**. The installation may take 2 to 4 hours
- All pets must be secured for the entire appointment.
- By creating your account online at mydish.com or through the MyDISH App, you will have the ability to view more information regarding your appointment such as your technician’s name, picture, location and estimated time of arrival.
- Do you have a secondary phone number we can enter, in case the installer is unable to reach you at your primary number?
- Would you like to receive your appointment reminders via text message?”

## Equipment Verification

### Hopper

- You will be receiving **(#)** Hopper(s) and **(#)** Joeys that will provide HD and DVR service on **(#)** TVs.
- You will have the ability to record **2 (DUO), 3 (Hopper 1), 3 (Hopper 2), 16 (Hopper 3)** live channels at once.
- Your Hopper 2/3 is Sling enabled (if applicable).

### Wally/211

- You will be receiving **(#)** receiver(s) that will allow you to receive HD service on **(#)** TV(s)

### All

- If equipment is changed from today’s order you may be subject to additional charges.”

## Autohop

### Reactive Only

- The AutoHop feature is available at varying times, starting the day after airing, for select primetime shows on ABC, CBS, NBC, and FOX recorded with PrimeTime Anytime.”

## Indoor/Outdoor Antenna (if applicable)

- **(If Hopper 1)** “With the purchase of your (indoor/outdoor) antenna, you can watch or record one live local channel at a time and this channel can be shared with your other TV’s.
- **(If Hopper with Sling or Hopper 3)** With the purchase of your (indoor/outdoor) antenna, you can watch or record two live local channels at a time.
- **(If Hopper)** The PrimeTime Anytime and Autohop features will not function with your over the air local channels.
- **(If Wally standalone)** With the purchase of your (indoor/outdoor) antenna, you can watch one live local channel at a time and this channel cannot be shared with your other TV’s

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- Please be advised DISH cannot guarantee the specific over-the-air local channel broadcasts you will receive. Over-the-air local channel broadcast reception may vary and may be influenced by the nearest over-the-air channel broadcast towers near your home.
  - Your over the air local channels may not be available in the programming guide.
  - DISH will provide a 60-day warranty for the installation of the antenna. Please contact us for any warranty issues.”

### **Continuity**

- “To prevent interruption, please do not cancel your existing service until after your DISH installation has been completed.”

### **Technician Visit**

- Dish cares about your health and safety as well as the safety of our technicians. We ask that you not attempt to shake hands with the technician or make any other physical contact and maintain a physical distance of 6 feet. The technician will do the same as well. If you or someone in your household is showing signs of illness, including fever or flu-like symptoms, please call us to reschedule.

### **Terms of Service Agreement**

- “Do you agree with all the terms and conditions and for me to proceed in creating your account?” **(account holder must say Yes)**
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## SLING TV

### Free Trial (Before Payment Collection is Attempted)

- “At the end of your 7-day free period, the card you provided will automatically be charged for your next month of service unless you cancel prior to the end of the trial. Your trial will end on **(date)** at **(current time) (timezone)**, or **upon cancellation if subscription is cancelled prior to this date**. We will continue to charge your card monthly for your applicable subscription until you cancel your service.”

### Monthly, Prepay Device Bundles

- “Your card will be charged today for **(#)** month(s) of service, totaling **(amount in system)** plus applicable taxes.”

### Prepay Device Bundles (Roku)

**Please verify the address on the account. This is the address your (Roku) will be shipped to.**

- “Your Roku device order will be delivered in:
  - Ground (5-8 business days)
  - FedEx (3-5 business days)
  - FedEx Expedited (2-3 business days)
- Once you receive it, you'll need to add the Sling TV channel/download the free app and then sign in using your email and the password you created. While you're waiting for your (Roku) device, you can also enjoy Sling TV on your PC, Mac, iOS or Android device. You can go to [sling.com/devices](http://sling.com/devices) to see all of the devices Sling TV is compatible with and to download the free app.”

### Prepay Device Bundles (AirTV)

**Please verify the address on the account. This is the address your (AirTV) will be shipped to.**

- “Your Air TV device will be delivered in:
  - Ground (5-8 business days)
  - FedEx (3-5 business days)
  - FedEx Expedited (2-3 business days)
- Once you receive it, you'll need to sign in using your email and the password you created. While you're waiting for your Air TV device, you can also enjoy Sling TV on your PC, Mac, iOS, or Android devices. You can go to [sling.com/devices](http://sling.com/devices) to see all of the devices Sling TV is compatible with and to download the free app”.

### Sling Orange

- “Using your Sling Orange service, you can watch only one stream at a time of any Sling Orange channel.”

### Add Broadcast Extra

- “You will only receive live local feeds from the Broadcast Extra add-on while in cities where we offer those channels.
- If you travel outside of your home market, you may receive a different local feed of your Broadcast Extra channels or if no local feed is available; you will receive the national feed of Univision and UniMas and no feed from ABC.”

### Sling Blue

- “Using your Sling Blue service, you can watch three streams of Sling Blue channels at the same time.”
- “The availability of NBC Broadcast, Fox Broadcast Network and Fox regional sports networks varies based on location, so when you travel outside of your home area some of this content may change or be “blacked out.”

### Sling Orange + Sling Blue

**Only provide this disclosure when the customer adds Sling Orange+Sling Blue base services**

- “You have purchased two separate services: the single-stream Sling Orange service and the multi-stream Sling Blue service. Your Sling TV channel guide will display both the Sling Orange and Sling Blue versions of channels included in both services, and you can watch three streams of Sling Blue channels and one stream of any Sling Orange channel.”

- “To streamline your guide, you can choose to show only the Sling Blue version of channels also included in the Sling Orange service, and you can watch three streams of Sling Blue channels and one stream of any displayed Sling Orange channels.”
- “You can change your guide display preference at any time on the My Account page. We recommend streamlining your guide by showing only the Sling Blue version of channels also included in the Sling Orange service.”

### International/Latino Base

- “Sling International/Latino includes one stream and permits up to three simultaneous streams for an additional cost.”

### DVR (if applicable)

- “DVR only available on Roku, Amazon, Android, Xbox and Apple TV devices. DVR functionality not available on all channels.
- DVR service is \$5 a month for up to 50 hours of Cloud DVR Space”

### OTA Disclosure (if applicable)

- The quality of the over the air signal varies based on geography and antenna location.
- Your over the air local channels will not be available in your Sling programming guide.
- Sling TV will provide a 30-day warranty for the antenna. Please contact us for any warranty issues

### AirTV + OTA Disclosures (if applicable)

- The quality of the over the air signal varies based on geography and antenna location.
- Your over the air local channels may not be available in the program guide.
- Sling TV will provide a 12-month warranty for your AirTV. Please contact us for any warranty issues.

### All Sales

#### Save Subscription and Restart Subscription

- “With Sling TV, there is no annual contract. We offer easy online cancellation at [sling.com](http://sling.com). You may also cancel by email or by phone.
- If you choose to cancel, your service will be discontinued at the end of your current monthly billing cycle. Programming fees are charged monthly in advance and no credits or refunds will be issued for partial or prepaid months after cancellation.
- Certain programs may be unavailable due to programmer restrictions or blackouts.
- State and local taxes apply. All prices, fees, charges, packages, programming, features, functionality, and offers subject to change without notice.
- After you agree to our Terms and Conditions we'll get you watching Sling TV instantly. You can read the Terms and Conditions on our website, which is [www.sling.com](http://www.sling.com).
- Do you want to proceed, and allow me to select that you have agreed with the Terms and Conditions?”

#### After Submitting Order

- “The total amount charged to your card today was **(transaction in system)**
- Your service will renew at your regular monthly rate of **(amount)** on **(date)** and **(time)**
- Now here are the next steps:
- Here is your temporary password **(#)**, a confirmation will be sent to the email address you provided.
- This password will expire in 48 hours, please go online to [Sling.com](http://Sling.com) to change it.
- The Welcome Email includes links to download the free app from Sling TV.”

#### **NOTE: If the customer does not get the Welcome Email in 1 or 2 minutes, have the customer go to [Help.Sling.Com](http://Help.Sling.Com) for steps to download the APP**

- “If you'd like, I can help you download the app on your devices right now.
- If you'd like to learn more about how the Sling TV app works, visit [help.sling.com](http://help.sling.com) and select "Watching Sling TV”.
- Can you please check your email now and confirm with me that you have received both messages?”