



# AT&T U-verse® TV Legal Guide

West

*Please retain for your records*

Customer Service Standards

Terms of Service

Privacy Policy

U-verse® TV Standard Rates

Municipal Contact List

Get answers 24/7  
[att.com/support](http://att.com/support)  
or talk live 800.288.2020



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# U-verse® TV

## Customer Service Standards

October 2019

We've established general U-verse TV customer service standards designed to exceed your expectations. Here are some of the general customer service standards we intend to meet.

- We can help you with your questions. Contact us online at [att.com/support](http://att.com/support) or call us at 800.288.2020. For technical support or to report a problem, call 24 hours a day, 7 days a week.
- For ordering, billing, and other inquiries, call us Monday through Friday, from 8 a.m. to 7 p.m. Pacific Time and Saturdays from 8 a.m. to 5 p.m. Pacific Time. After hours, an automated response system will answer your call.

### Important customer service standards:

#### **AT&T employees and representatives will carry identification.**

U-verse TV employees and representatives carry an ID card showing their name and photo.

#### **Appointment hours for installations and service calls with respect for your time**

The appointment window for installations, service calls, and other installation activities will be, at most, a 4-hour time block during normal business hours. We may schedule service calls and other installation activities outside of normal business hours for your convenience. We will not cancel an appointment after 5 p.m. on the business day before your scheduled appointment. If our representative is running late and will not be able to keep the appointment as scheduled, we will contact you and offer the next available 2-hour appointment window convenient for you.

#### **Installations Intervals**

A standard installation date is usually available within 7 business days after your order has been placed. You may also choose from available dates and times outside of the standard installation times.

#### **We will provide all estimated costs for repairs or service before we do any work.**

When you are placing an order, our sales representatives will let you know about applicable installation service charges and promotional pricing. If any additional service or repair work needs to be performed once your technician is onsite, you will be provided the estimated cost of any additional service. You must authorize the charges before service is delivered or work is performed.

#### **We will handle service repairs promptly.**

Excluding conditions beyond our control, we will start working on U-verse TV service interruptions promptly, but no later than 24 hours after the interruption is reported by you or becomes known to us. We will take action to correct other service issues the next business day after being notified of the problem. We will not interrupt your TV service unless we need to.

#### **We will let you know about any changes in rates or deletions in programming.**

When it is within our control, we will provide you with a written notice at least 30 days before increasing rates, changing channel position, or deleting programming. If it is outside of our control, we will make reasonable efforts to provide as much notice as possible.

#### **We will clearly outline how deposits, bill disputes, and service termination will be handled.**

##### Deposits

Any deposits or advance payments may be applied toward any unpaid balance on your bill, or as otherwise set forth in your Terms of Service (TOS). Interest will not be paid on deposits or advance payments unless required by law. Upon our sole determination of satisfactory payment history, or as required by law, we may begin refunding deposits or advance payments through bill credits, cash payments, or as otherwise permitted by law.

##### Bill inquiries and disputes

If you think you've been billed in error for services, please let us know within 60 days of the billing date by calling 800.288.2020. We will respond within 30 days. Refunds and credits will be issued promptly. We will not, except as required by law, issue refunds or credits if you fail to notify us within 60 days of the billing date.

##### Service termination

You may terminate your service by calling us at 800.288.2020. If we propose to terminate your service, we will provide you 15 days notice and will terminate your service only on a day you can contact us. We will restore your service without charge if it was terminated in error.

##### Equipment return

If services are terminated for any reason, you must return any equipment we provided, undamaged, within 21 calendar days. If the equipment isn't returned within that time period, or is returned damaged, we will charge you for the value of the equipment. If the equipment is returned within 90 days of termination, we will refund any fees charged for the equipment (other than fees for damages). We will not issue refunds for any equipment returned more than 90 days after termination.

**We will provide accurate, understandable bills.**

We'll provide you with an itemized, complete monthly bill for your service that is accurate and easy to understand. You should make sure to pay by the due date on your bill, which will be at least 15 days from the date we issue the bill. If we do not get your payment by the due date, you may be charged a late fee no earlier than 22 days after billing. You can pay by mail, online at [att.com](http://att.com), and at most AT&T stores and Western Union locations.

**We will help you resolve any service or billing issues.**

If you have questions or complaints about your service or bills, please contact us online at [att.com/uversetvsupport](http://att.com/uversetvsupport) or call 800.288.2020. Unsatisfied with the way we handled your question or complaint? You may contact the appropriate government or regulatory authority for your area. This info is available in the Municipal Contact List for California and Nevada (provided separately and online). If your city or county is not included on the list, please contact us at 800.791.6661. Further rights and remedies are outlined in the Terms of Service, available online at [att.com/legal/uverse-tv](http://att.com/legal/uverse-tv); the TOS follows.

**U-verse TV services and other terms and conditions**

You can check out a list of U-verse TV services and prices on the included price sheet. The terms and conditions applicable to your service are outlined in the Terms of Service provided at installation. Your terms are available online at [att.com/legal/uverse-tv](http://att.com/legal/uverse-tv); the TOS follows.

We are committed to meeting these customer service standards, and we value your feedback on our performance. We are pleased to report that we meet or exceed the vast majority of these standards.

# AT&T U-VERSE® TV GENERAL TERMS OF SERVICE

Effective May 5, 2021

## 1. GENERAL AGREEMENT

The following Terms of Service, including any schedules hereto and any terms incorporated herein by reference ("this Agreement") is between you, the customer, and one of the following AT&T companies, depending upon your service address: Southwestern Bell Telephone Company; Pacific Bell Telephone Company; Illinois Bell Telephone Company, LLC; Indiana Bell Telephone Company, Incorporated; Michigan Bell Telephone Company; Nevada Bell Telephone Company; The Ohio Bell Telephone Company; Wisconsin Bell, Inc.; or BellSouth Telecommunications, LLC (each individually and collectively referred to as "AT&T"). This Agreement constitute a legal document that details your rights and obligations as a purchaser of AT&T U-verse TV service (the "Service").

**PLEASE READ THIS AGREEMENT CAREFULLY TO ENSURE THAT YOU UNDERSTAND EACH PROVISION. THIS AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS, AND ALSO LIMITS THE REMEDIES AVAILABLE TO YOU IN THE EVENT OF A DISPUTE.**

You must accept this Agreement as a condition of receiving the Service. For purposes of this Agreement, "you" and "your" refer to the person purchasing the Service. "We," "our," "us," refer to AT&T.

AT&T will comply with all applicable federal, state and local laws, to the extent that such laws apply to AT&T and its obligations under this Agreement. If there is any conflict between this Agreement and such applicable law, such applicable law controls. These conflicts could include, but are not limited to, fees and charges for service, billing and payments, notices, and your rights and remedies.

*Legal Authority.* You must be an adult over the applicable age of majority (e.g., eighteen (18) years of age in most U.S. states and territories; nineteen (19) in Alabama and Nebraska; and twenty-one (21) in Mississippi and Puerto Rico – an "Adult") to purchase the Service as an individual or to accept this Agreement as an authorized representative for the person or entity who purchases the Service. By accepting this Agreement, you confirm you are an Adult. If you are an entity, by accepting this Agreement, you confirm (through your duly authorized representative) that you are a corporation, partnership, or other legal entity duly formed (and incorporated if applicable) in good standing where required to do business with all legal authority and power to accept this Agreement; and you are also confirming that this Agreement constitutes a valid and binding obligation of yours. All use of the Service, whether or not authorized by you, shall be deemed for your use. You are responsible for ensuring that all use of the Service complies with this Agreement.

By enrolling in, activating, using, or paying for the Service, you agree to the terms and conditions in this Agreement, including but not limited to the prices, charges, and terms and conditions provided to you in marketing and informational materials associated with the Service and on the AT&T U-verse website ([att.com/u-verse-tv/](http://att.com/u-verse-tv/)), all of which are incorporated herein by reference. This Agreement also includes the Acceptance Form for Terms of Service for Purchase and Use of AT&T U-verse TV provided to you when Services are installed. This Agreement will continue to apply to your Services when they are transferred from one location to another. If you do not agree to all of the aforementioned terms and conditions, do not use the Service, and cancel the Service immediately by calling AT&T at 800.288.2020.

*Updates.* This Agreement may be updated or changed from time to time. You can review the most current version of this Agreement at any time at: [att.com/uversetermsofservice](http://att.com/uversetermsofservice). If AT&T makes a change to this Agreement and that change has a material impact on the Service, you will be provided notice of that change, and such notice will be provided consistent with Notice provisions of this Agreement. Your continued use of the Service following such notice constitutes your acceptance of those changes.

*Special Arrangements.* Some customers may receive the Service through a special arrangement with their property owner or manager. If you have such an arrangement, this Agreement shall apply to the Service, except that AT&T may not directly charge you for Service (including Equipment) provided to you as part of the special arrangement, and the Equipment return provisions may not apply to you even though Equipment remains AT&T- owned. You will be responsible for fees and charges associated with additional Service orders. You may have an additional agreement or contract with your property owner or manager that covers any applicable special arrangement. Any such additional agreement or contract is outside this Agreement and AT&T is not responsible for nor bound by the terms of any agreement you may have with your property owner or manager. If the special arrangement with your property owner or manager terminates, you will continue receiving Service under standard billing terms and this Agreement unless you notify AT&T.

*Service Description.* AT&T U-verse TV includes content available via AT&T U-verse TV, Equipment (see Section 6),

Software (see Section 12), accessories, and tools (including a “remote access” tool which allows you to access portions of your AT&T U-verse TV service from a website or other medium).

## **2. ACCEPTABLE USE AND PRIVACY POLICIES**

Use of the Service is subject to the AT&T Acceptable Use Policy (available at <http://www.corp.att.com/aup>), which is incorporated herein by reference. Once you have purchased the Service you will have an account with AT&T (“AT&T Account”). Your AT&T Account will include information applicable to the Service including but not limited to billing information and charges related to the Service (whether recurring or one-time). If you have, or later obtain, a user ID, you are subject to the user ID Terms and Conditions (available at <http://www.att.com/accessidterms>), which are incorporated herein by reference. The AT&T Privacy Policy, which is incorporated herein by reference and is available online at <http://www.att.com/privacy>, addresses AT&T’s use of account information and other information specific to your use of AT&T Service.

AT&T U-verse Service is provided for your non-commercial personal use only, and for your enjoyment in a private residential dwelling/office unit. You agree not to reproduce, duplicate, copy, sell, transfer, trade, resell or exploit for any commercial purposes any portion of the Service, use of the Service, or access to the Service. Further, you agree that the AT&T U-verse TV service will not be viewed in areas open to the public or in commercial establishments and that admission be charged for listening to or viewing AT&T U-verse TV service. Your AT&T U-verse TV Service may not be copied, transmitted, reproduced, published, broadcast, rewritten, redistributed, or performed except as permitted by the “fair use” provisions of the U.S. copyright laws.

## **3. INSTALLATION/SERVICE**

You will be responsible for payment of service charges for visits by AT&T or its subcontractors to your premises when a service request results from causes not attributable to AT&T or its subcontractors, including, but not limited to, when you are unwilling to complete troubleshooting steps requested by AT&T. You will provide AT&T and its subcontractors with reasonable access to your premises in order to install, maintain, and repair the Service and you authorize any other Adult resident or guest at your residence to grant access to your premises for these purposes. You understand and agree that by authorizing an Adult resident or guest to grant access to your premises you authorize any such Adult to act on your behalf, including accepting this Agreement and any related agreements required in connection with the completion of the installation and/or the activation of the Service and approving any changes to the Service. You further understand and agree that AT&T may drill, cut, and otherwise alter improvements on the premises (including walls, flooring, and/or other surfaces) in order to install, maintain, or repair the Service. If you do not own your premises or your unit is part of a multi-tenant environment (e.g., apartment building, condominium, private subdivision), you warrant that you have obtained permission from any necessary party, including but not limited to the owner, landlord, or building manager, to allow AT&T and its subcontractors reasonable access to install, maintain, and repair the Service and to make any alterations AT&T deems appropriate for the work to be performed.

You acknowledge that AT&T may use existing wiring, including altering the wiring and removing accessories, located within your unit (“Inside Wiring”). You warrant that you own or control the Inside Wiring, and give AT&T permission to use, alter, and remove equipment from, such wiring. Without limiting any other provisions of this Agreement, you agree to indemnify AT&T from and against all claims by an owner, landlord, building manager, or other party in connection with installation, maintenance, repair, or provision of the Service.

## **4. FEES AND CHARGES**

*Agreement to Pay.* You agree to pay all fees and charges for the Service associated with your AT&T Account, including recurring and nonrecurring charges, taxes, fees, surcharges, and assessments applicable to the Service, associated equipment, installation and maintenance, and including all usage and other charges associated with your account. For a list of additional charges and fees that could apply to the Service, please see [www.att.com/VoiceUverseTVFees](http://www.att.com/VoiceUverseTVFees) (“Fee Schedule”). The Fee Schedule is incorporated into this Agreement by this reference. AT&T reserves the right to change fees and charges, increase or decrease fees and charges, or impose additional fees or charges without notice. In order to provide you with the Service, AT&T may pay taxes, fees, and surcharges to municipalities and other governmental entities, which AT&T may pass on to you.

*Late Payment Charge and Dishonored Check or Other Instrument Fee.* You agree that for each bill not paid in full by the payment due date, a Late Payment Charge of no more than \$10 per bill will be assessed (subject to applicable law and except as may otherwise have been expressly agreed in writing). For any check or other instrument (including credit card charge backs) returned unpaid for any reason, you will be charged a NSF/Returned Check Fee of no more than \$30 (subject to applicable law and except as may otherwise have been expressly agreed in writing).

*Unpaid Past Due Charges and Consent to Contact.* In the event you fail to pay AT&T or AT&T is unable to bill



charges to your credit card, AT&T may assign unpaid late balances to a collections agency. You expressly authorize, and specifically consent to allowing, AT&T and/or its outside collection agencies, outside counsel, or any other agents acting by or on behalf of AT&T to contact you with informational messages regarding your account, including but not limited to contact in connection with any and all matters relating to unpaid past due charges billed by AT&T to you. You agree that such contact may be made to any mailing address, telephone number, cellular phone number, e-mail address, or any other electronic address that you have provided, or may in the future provide, to AT&T and to any and all telephone numbers billed on your account. You expressly consent and agree that such contact may be made using, among other methods, pre-recorded or artificial voice messages delivered by an automatic telephone dialing system, text messages delivered by an automated system, pre-set e-mail messages delivered by an automatic e-mailing system, or any other pre-set electronic messages delivered by any other automatic electronic messaging system. You agree to provide true, accurate, current and complete contact information to AT&T and its authorized agents and to promptly update your contact information to keep it true, accurate and complete.

*Changes to Fees & Charges.* If you signed up for Service for a specified term, you agree that if you cancel your plan before the end of the term, you will pay any applicable Early Termination Fee. At the conclusion of your term, AT&T will automatically begin charging the applicable month-to-month fee. If you purchased the Service as part of a bundled offering with one or more other products and are receiving a discount based upon that bundled offering, your discount may cease and you may be billed the standard monthly rate for the Service if you change or disconnect one or more of the Service in the applicable bundle. AT&T may, upon notice required by applicable laws, at any time change the amount of or basis for determining any fee or charge or institute new fees or charges.

*Data Usage.* Use of certain services, including but not limited to AT&T U-verse TV features and apps, will count towards your internet usage allotment. For more information about the use of your residential Internet Service and the data plans that may apply to your service, how much data you use, and management of your data usage, please refer to [www.att.com/internet-usage](http://www.att.com/internet-usage).

## **5. BILLING AND PAYMENTS**

*Credit Card Authorization.* You may be asked to provide us with a valid email address and a credit card number from a card issuer that we accept in order to activate your Service. You hereby authorize AT&T to charge and/or place a hold on your credit card with respect to any unpaid charges related to the Service. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement are to be accepted as authorization to the issuer of the credit card to pay all such amounts. You authorize AT&T and/or any other company who bills products or Service, or acts as billing agent for AT&T to continue to attempt to charge and/or place holds with respect to all sums described herein, or any portion thereof, to your credit card until such amounts are paid in full.

You agree to provide AT&T with updated credit card information upon AT&T's request and any time the information you previously provided is no longer valid. You are solely responsible for maintaining and updating the credit card information. Without limiting the applicability of any other provisions of this Agreement, you acknowledge and agree that neither AT&T nor any AT&T affiliated company will have any liability whatsoever for any non-sufficient funds or other charges incurred by you as a result of such attempts to charge, and/or place holds on, your credit card. If you mistakenly provide a debit card number, instead of a credit card number, you authorize all charges described herein to be applied to such debit card unless and until you provide a credit card number. In the event you are enrolled, or later enroll, in an automatic payment or electronic funds transfer plan, you authorize AT&T to charge the account number provided for such automatic payment or electronic funds transfer plan. To cancel your authorization for automatic payment or electronic funds transfer, you must call 800.288.2020. You should also contact your card issuer or financial institution to advise that you have cancelled your enrollment. Also, if you opt out of automatic payment or electronic funds transfer, you may lose the benefits of any promotion(s) that requires such payments or transfers pursuant to the terms of the applicable promotion(s) and subject to applicable law.

*Deposits, Fees and Limits.* We may require you to make deposits for Service, which we may use to satisfy your initial bill for Service, to offset against any unpaid balance on your account, or as otherwise set forth in this Agreement or permitted by law. Interest will not be paid on deposits unless required by law. We may require additional deposits if we determine that the initial payment was inadequate. Upon determination solely by AT&T of satisfactory payment history or as required by law, AT&T may begin refunding of the deposit through bill credits, cash payments, or as otherwise determined solely by AT&T.

Based on your creditworthiness, a non-refundable fee may be required to establish service and we may require you to enroll, and remain enrolled, in an automatic payment or electronic funds transfer plan. We may establish additional limits and restrict service or features as we deem appropriate. If your account balance goes beyond

the limit we set for you, we may immediately interrupt or suspend service until your balance is brought below the limit. Any charges you incur in excess of your limit become immediately due.

*Payment Cycle and Cancellation.* Billing for the Service commences when AT&T has provisioned the Service. Recurring charges for each month's Service will be billed one month in advance. Billing is based on a 30-day cycle. Non-recurring and usage-based charges for the Service generally will be billed in the billing cycle following the transaction, including (but not limited to) charges for Video on Demand and Pay Per View. Your first bill for Service may include pro-rated charges for a partial monthly period prior to the beginning of your first monthly billing cycle. Upon termination, subject to applicable law, your effective date of cancellation will be the last day of your current billing cycle and you will receive Service until the end of your billing cycle (exceptions may apply to certain promotional periods and must be in writing). You will not receive a prorated credit or refund for any remaining days of Service in your billing cycle after termination. Your Service will continue until the end of the bill cycle. A downgrade fee may apply if you make changes to your Service within thirty (30) days of Service provisioning or later programming orders.

*Method of Billing/Payment.* Fees and charges for the Service will be billed to your AT&T Account. **You will receive an online bill for the Service, unless you specifically notify us that you want to receive a paper bill for the Service (at 800.288.2020).** You must register online to establish a personal AT&T My Account and provide a billing email address. You will then be able to view and pay your bill online by logging on to your personal AT&T My Account (username and password required). You understand that you have sole responsibility for the security of your password and you are solely responsible for notifying AT&T if your password is lost or stolen. AT&T is not liable for any claims, costs, damages, or expenses arising from a lost, misplaced, or stolen password. If you forgot your password or want to change your password for any reason, you may request to reset your password online. It is your responsibility to notify AT&T immediately if your contact information changes.

*Bill Inquiries and Refunds.* If you believe you have been billed in error for the Service, please notify us within 60 days of the billing date by contacting Customer Service (800.288.2020). AT&T will not issue refunds or credits after the expiration of this 60-day period, except where required by law or regulation. Any amounts refunded in the form of bill credits, cash payments or any other form shall be inclusive of all applicable taxes, fees and surcharges that were originally paid on such amounts. Credit amounts, such as customer loyalty rewards, that do not represent a refund of, or a discount to, the price paid for any good or service will not result in the refund of any tax, fee, or surcharge previously paid by the customer.

*Refunds.* You authorize AT&T to use outside payment processing agencies or other companies for purposes of paying any refund owed to you, and you further authorize AT&T to sell, assign or otherwise transfer its refund rights and obligations under this Agreement to outside payment processing agencies or other companies. You agree that we or the outside payment processing agency or other company that is responsible for your refund may determine in our or, if applicable, their sole and absolute discretion the form of any refund that we issue to you under this Agreement, and such form may include a credit on your next statement, a check, or a prepaid debit card that may be subject to monthly service fees not to exceed \$2.95 per month and that are deducted from the amount of the refund.

*Promotions and Contingent Benefits.* You may receive or be eligible for certain discounts, features, promotions, and other benefits associated with your purchase of the Service as offered to you in marketing and informational materials, on the AT&T U-verse website, or in other materials ("Benefits"). Any and all such Benefits are provided to you so long as you continue to meet qualification requirements; provided, however, such Benefits may be modified or terminated at any time as set forth in this Agreement or if you change your Service after installation. Unless otherwise set forth in Benefits materials, standard monthly rates will be charged at the conclusion of the Benefits period or when you no longer qualify for the Benefits.

## 6. EQUIPMENT

Equipment provided by AT&T may be new or fully inspected and tested. Any equipment or software that was not provided to you by AT&T, including batteries, is not the responsibility of AT&T, and AT&T will not provide support, or be responsible for ongoing maintenance of such equipment. Depending on your service address, your Service will include one of the following Equipment configurations:

- a. A Wi-Fi® Gateway ("WG") located inside your premises, and an AT&T U-verse TV Receiver ("Receiver") that is required for the Service to function (the WG and Receiver herein collectively referred to as "Equipment"). If you do not purchase the Equipment from AT&T, you agree to pay a monthly equipment fee for the Equipment as part of your purchase of the Service for the duration of your receipt of the Service. Equipment fees may be included in your monthly charge for the Service or be charged separately (different taxes and surcharges may apply to the equipment fees, Service fees, and/or the equipment fee portion of the Service fees). Equipment fee/purchase options depend on the AT&T U-verse Service you order and installation options you choose. The Equipment requires electrical power from your premises to operate, which you are responsible for providing.

b. If you have an WG inside your premises, you may also have an Optical Network Terminal (“ONT”), which is a box that may be located inside your premises, on the outside of your premises, in a central location in a multi-tenant building, or in your garage, where AT&T’s fiber network terminates. The ONT also requires electrical power from your home to operate, which you are responsible for providing. AT&T will install your ONT device. The ONT power supply box converts the AC power in your home to the DC power required by the ONT.

c. If you do not have an WG located inside your premises, your service is provided by an Intelligent Network Interface Device (“iNID”) and a Receiver that is required for the Service to function (the iNID and Receiver collectively referred to as “Equipment”). If you do not purchase the Equipment from AT&T, you agree to pay a monthly equipment fee for the Equipment as part of your purchase of the Service for the duration of your receipt of the Service. Equipment fees may be included in your monthly charge for the Service or be charged separately. Equipment fee/purchase options depend on the AT&T U-verse Service you order and the installation options you choose. The iNID includes three components: (1) a unit typically located on the outside of your premises or in your garage where the AT&T network terminates (the outside unit); (2) a home networking hub, which provides wireless networking capability and is located inside your premises, (the inside unit); and, (3) a power supply unit, typically located in a sheltered area either inside your premises or in an attached structure. You are responsible for providing the electrical power for the iNID.

Your Equipment includes a Receiver, which is valued at \$10 per month and included in the service fee on your monthly invoice, and, if applicable, a Wireless Access Point (“WAP”) to provide connection for a wireless Receiver. You may request additional Receivers and limits on the number of available Receivers for a household may apply. Additional equipment fees or other fees may apply to all AT&T U-verse TV equipment, including, but not limited to, the Receiver(s). Receivers are subject to all applicable taxes, fees and surcharges.

AT&T reserves the right to manage the AT&T Equipment during the time you are an AT&T customer and retains exclusive rights to data generated by the Equipment. Neither you nor a third party may change, interfere with, or block access to the Equipment data or settings. AT&T will repair or replace damaged Equipment as AT&T deems necessary. You understand that repair or replacement of the Equipment may delete stored content, reset personal settings, or otherwise alter the Equipment. If the Equipment was damaged due to your intentional acts, negligence, or use inconsistent with this Agreement as determined by AT&T, you will be responsible for the price of repair or replacement. Any tampering with the Equipment, including, for example, opening and attempting to modify the Equipment, or attempting to connect the Equipment to other hardware, will be treated as damage due to your intentional acts or negligence. You agree that you will use the Equipment only for its intended residential use, and not for any other purpose (such as on another AT&T network, or on another provider’s (non-AT&T) network). You agree to use appropriate and reasonable care in using any and all Equipment.

AT&T will not provide support for, or be responsible for, ongoing maintenance or management of, customer-owned equipment, including the battery backup equipment used by AT&T customers. For more information and minimum specifications visit [att.com/batterybackup](http://att.com/batterybackup).

*Return of Equipment.* Upon termination of the Service for whatever reason, you must return the Equipment, undamaged, within 21 calendar days to AT&T. If the Equipment is not returned within 21 calendar days, or is returned damaged, you will be charged for the value of the Equipment. We may retain any advance payment or deposit, or portion thereof that previously had not been refunded, if you fail to return the Equipment within this time period. If the Equipment is returned within 90 days of termination, any fees charged for the Equipment will be refunded (other than fees for damages). No refunds will be made for any Equipment returned more than 90 days after termination. In addition to termination of service, these return of equipment provisions apply if your existing equipment is replaced or upgraded for any reason.

## **7. INDEMNITY**

You agree to indemnify and hold AT&T and its subsidiaries, affiliates, directors, officers, agents, and employees harmless from any claim, demand, action, citation, or legal proceeding, including, but not limited to, those arising out of or resulting from the death or bodily injury of any person, or the damage, loss, or destruction of any real or tangible personal property, or for reasonable attorneys’ fees (except as provided in paragraph 11(e) below), made by any party against AT&T, its subsidiaries, affiliates, directors, officers, agents, and employees arising out of or related to your use of or inability to use the Service, your connection to the Service, the provisioning or alleged failure to provision the Service, a violation of any provision of this Agreement, or your violation of any rights of another.

## **8. INTERRUPTIONS, LIMITATIONS, RESTRICTIONS, AND MODIFICATIONS TO SERVICE**

Service may be temporarily interrupted or otherwise limited for a variety of reasons; some beyond the control of AT&T. AT&T reserves the right to refuse credit allowances for interruptions of Service. AT&T also reserves the right to modify or discontinue, temporarily or permanently, at any time and from time to time, the Service (or

any function or feature of the Service or any part thereof) without liability. You acknowledge that AT&T may establish general practices and limits concerning use of the Service, including the limits set forth in this Agreement.

Some programming may not be available in certain areas due to legal, regulatory, and contractual prohibitions, including restrictions of the Federal Communications Commission and sports blackouts. If you also purchase AT&T Phone service, Caller ID information for AT&T Phone calls can be displayed on your TV screen. In addition, call history information for all missed and answered calls can be displayed on your TV screen and cannot be PIN protected. Call history for dialed calls cannot be displayed on your TV screen.

*IP Network Interruptions.* You acknowledge and understand that the Service will not function in the event of an IP network interruption.

*Account restrictions.* As permitted under applicable law, in addition to other rights provided for in this Agreement, in the event a payment is past due, AT&T may restrict your account to prevent access to Video on Demand, Pay Per View, and other usage-based services and content.

## **9. ACCOUNT SECURITY**

*Customer Duty.* You agree to keep confidential all passwords, user IDs, IP addresses, and other account identifiers and are solely responsible for any liability or damages resulting from your failure to maintain that confidentiality. You are solely and fully responsible and liable for all activities that occur under your AT&T Account, password, user ID, or IP address. You agree to: (a) immediately notify AT&T if you suspect any breach of security such as loss, theft, public use (unrestricted, open, communal or shared use by third parties unrelated and/or not affiliated with the Customer either for profit or not for profit) or unauthorized disclosure or use of your AT&T Account, password, user ID, or any credit or charge card number provided to AT&T by calling 800.288.2020; (b) ensure you exit from your account as applicable at the end of each session; and (c) periodically change your password.

*Account Access.* You authorize AT&T to provide information about and to make changes to your AT&T Account, including adding new service, upon the direction of any person able to provide information we deem sufficient to identify you.

*Assumption of Risk.* There is a risk that other users may attempt to access your Service, such as through the Internet or connected networks. You acknowledge this risk as inherent to the shared nature of the Service and you agree to take full responsibility for taking adequate security precautions and safeguarding your data.

*Theft of AT&T Equipment or Service.* You agree to notify AT&T immediately, in writing or by calling the AT&T customer support line, if the Equipment is stolen or if you become aware at any time that Service are being stolen or fraudulently used. When you call or write, you must provide your AT&T Account number and a detailed description of the circumstances of the Equipment theft, including documentation of theft (e.g., a copy of a police report) or stolen or fraudulent use of the Service. You will be responsible for all charges incurred on your AT&T Account until you report the theft or fraudulent use of the Service. You will be responsible for stolen Equipment, however, AT&T may in its sole discretion waive or reduce charges for stolen Equipment upon submission of documentation of theft or other circumstances. Failure to provide notice to AT&T of theft in a timely manner may result in the termination of your Service and additional charges to you. Unless notified otherwise by AT&T, after you report the theft or fraudulent use of the Service, you will remain responsible for paying your monthly fees for Service not stolen or fraudulently used.

## **10. SUSPENSION AND TERMINATION**

*Reduction/Suspension/Termination by AT&T.* Your Service may be reduced, suspended or terminated if your payment is past due. AT&T may also reduce, suspend or terminate your Service if it is determined that there is previously unpaid, undisputed and outstanding debt for Service(s). Such reduction, suspension or termination may continue until satisfactory arrangements have been made for the payment of all past unpaid charges. While your Service(s) are suspended you will not receive automatic credit balances (if any are due) and billing will continue for your monthly charges, and any applicable promotional offers may be discontinued and revoked as determined solely by AT&T.

*Minimum Service Fee.* When your U-verse TV Service is suspended for non-payment, you will be placed in a minimum service package with reduced programming, for a one-time flat fee of \$9.99 ("Minimum Service Charge") subject to applicable law and except as may otherwise have been expressly agreed in writing. If AT&T reduces or suspends your Service for non-payment, you must pay all past due amounts in order to resume your U-verse TV Service at any level above the minimum service package.

*Restoral Fee.* In addition, to resume your Service at any level above the minimum service package you must also pay an account Restoral Fee of \$35 (subject to applicable law and except as may otherwise have been expressly agreed in writing). The Restoral Fee will be assessed on the next monthly bill you receive following the resumption of Service from the minimum service package.

AT&T may immediately terminate all or a portion of your Service or reduce or suspend Service, without notice, for conduct that AT&T believes (a) is illegal, fraudulent, harassing, abusive, or intended to intimidate or threaten; (b) constitutes a violation of any law, regulation, or tariff (including, without applicable policies or guidelines (including the Acceptable Use Policy), and AT&T may refer such use to law enforcement authorities without notice to you. Termination of suspension or reduction by AT&T of the Service also constitutes termination or suspension (as applicable) of your license to use any Software, if applicable.

*Contacts to Terminate Service.* You may terminate the Service at any time by calling 800.288.2020. You must pay service fees and other charges incurred through the termination date, including any Early Termination Fees that apply. If you lease your Equipment, you may also be charged the value of any Equipment that is not returned in accordance with Section 6.

## **11. DISPUTE RESOLUTION WITH AT&T BY BINDING ARBITRATION PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.**

### 11.1 Summary

Our customer-service department can resolve most customer concerns quickly and to the customer's satisfaction. Please visit [att.com/contactus/index.html](http://att.com/contactus/index.html) to contact the customer-service team for your AT&T Service. In the unlikely event that you are not satisfied with customer service's solution (or if we haven't been able to resolve a dispute between us after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.

Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, AT&T will be responsible for all costs of the arbitration. Moreover, in arbitration you are entitled to recover attorneys' fees from AT&T to at least the same extent as you would be in court. In addition, under certain circumstances (as explained below), AT&T will pay you more than the amount of the arbitrator's award and will pay your attorney (if any) twice his or her reasonable attorneys' fees if the arbitrator awards you an amount that is greater than the value of what AT&T offered you to settle the dispute.

### 11.2 Arbitration Agreement

11.2.1 Claims Subject to Arbitration: AT&T and you agree to arbitrate all disputes and claims between us, except for claims arising from bodily injury or death. This arbitration provision is intended to be broadly interpreted. It includes, but is not limited to:

- claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, fraud, misrepresentation, or any other statutory or common-law legal theory;
- claims that arose before the existence of this or any prior Agreement (including, but not limited to, claims relating to advertising);
- claims for mental or emotional distress or injury not arising out of bodily injury;
- claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
- claims that may arise after the termination of this Agreement.

References to "AT&T," "you," and "us" include our respective predecessors in interest, successors, and assigns, as well as our respective past, present, and future subsidiaries, affiliates, related entities, agents, employees, and all authorized or unauthorized users or beneficiaries of AT&T Services or products under past, present, or future Agreements between us. Notwithstanding the foregoing, either party may bring an action in small claims court seeking only individualized relief, so long as the action remains in that court and is not removed or appealed to a court of general jurisdiction. This arbitration provision does not preclude you from bringing issues to the attention of federal, state, or local agencies, including, for example, the Federal Communications Commission. Such agencies can, if the law allows, seek relief against us on your behalf. You agree that, by entering into this Agreement, you and AT&T are each waiving the right to a trial by jury or to participate in a class action. This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this Agreement.

11.2.2 Pre-Arbitration Notice of Dispute: A party who intends to seek arbitration must first send to the other party a written Notice of Dispute ("Notice"). You may download the Notice form at [att.com/arbitration-forms](http://att.com/arbitration-forms). The Notice to AT&T may be sent by U.S. mail or professional courier service to Manager - Dispute Resolution and Arbitration, AT&T, 1025 Lenox Park Blvd., Atlanta, GA 30319 (the "Notice Address"), or, alternatively, submitted electronically by following the instructions at [att.com/noticeofdispute](http://att.com/noticeofdispute). The Notice must include

all of the information requested on the Notice form, including: (a) your name; (b) your Account number; (c) the services (if any) to which your claim pertains; (d) a description of the nature and basis of the claim or dispute; (e) an explanation of the specific relief sought and the basis for the calculations; (f) your signature; and (g) if you have retained an attorney, your signed statement authorizing AT&T to disclose your confidential Account records to your attorney if necessary in resolving your claim.

If AT&T and you do not reach an agreement to resolve the claim within 60 days after the Notice is received, you or AT&T may commence an arbitration proceeding. (If either you or we sends the other an incomplete Notice, the 60-day period begins only after a complete Notice is received.) You may download a form to initiate arbitration at [att.com/arbitration-forms](http://att.com/arbitration-forms). In addition, information on how to commence an arbitration proceeding, including how to file a consumer arbitration online, is currently available at [adr.org/support](http://adr.org/support). A copy of the arbitration demand must be sent to the Notice Address listed above.

**11.2.3 Arbitration Procedure:** The arbitration will be governed by the then-current Consumer Arbitration Rules (“AAA Rules”) of the American Arbitration Association (“AAA”), as modified by this arbitration provision, and will be administered by the AAA. (If the AAA is unavailable, another arbitration provider shall be selected by the parties or, if the parties cannot agree on a provider, by the court.) The AAA Rules are available online at [adr.org](http://adr.org) or may be requested by writing to the Notice Address. (You may obtain information that is designed for non-lawyers about the arbitration process at [att.com/arbitration-information](http://att.com/arbitration-information).) All issues are for the arbitrator to decide, except issues relating to the scope and enforceability of the arbitration provision or whether a dispute can or must be brought in arbitration are for the court to decide. The arbitrator may consider rulings in other arbitrations involving different customers, but an arbitrator’s ruling will not be binding in proceedings involving different customers. Unless AT&T and you agree otherwise, any arbitration hearings will take place in the county (or parish) of your billing address. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator or through a telephonic, videoconference, or in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. During the arbitration, the amount of any settlement offer made by AT&T or you shall not be disclosed to the arbitrator until after the arbitrator determines the relief, if any, to which you or AT&T is entitled. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which his or her decision is based. Except as provided in subsection 13.2.6 below, the arbitrator can award the same damages and relief that a court can award under applicable law.

**11.2.4 Arbitration Fees:** If AT&T initiates arbitration or if you initiate arbitration of claims valued at \$75,000 or less, AT&T will pay all AAA filing, administration, case-management, hearing, and arbitrator fees, so long as you have fully complied with the requirements in section 13.2.2 for any arbitration you initiated. In such cases, AT&T will pay the filing fee directly to the AAA upon receiving a written request from you at the Notice Address or, if the AAA requires you to pay a filing fee to commence arbitration, AT&T will promptly reimburse you or arrange for the AAA to reimburse you for the filing fee and will remit the filing fee to the AAA itself. If you seek relief valued at greater than \$75,000, the payment of the AAA filing, administration, case-management, hearing, and arbitrator fees will be governed by the AAA rules. In addition, if the arbitrator finds that either the substance of your claim or the relief sought in the arbitration demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse AT&T for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules.

**11.2.5 Alternative Payment and Attorney Premium:** If you fully complied with the requirements above in subsection 11.2.2 and the arbitrator issues an award in your favor that is greater than the value of AT&T’s last written settlement offer made before the arbitrator was selected, then AT&T will:

- pay you the amount of the award or \$10,000 (the “Alternative Payment”), whichever is greater; and
- pay the attorney you retained, if any, twice the amount of attorneys’ fees reasonably incurred and reimburse any reasonably incurred expenses (including expert witness fees and costs) that your retained attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration (the “Attorney Premium”).

If AT&T did not make a written offer to settle the dispute before the arbitrator was selected, you and your attorney will be entitled to receive the Alternative Payment and the Attorney Premium, respectively, if the arbitrator awards you any relief on the merits. The arbitrator may resolve disputes and make rulings as to the payment and reimbursement of attorneys’ fees, expenses, the Alternative Payment, and the Attorney Premium upon request from either party made within 14 days of the arbitrator’s ruling on the merits. In

assessing whether an award that includes attorneys' fees and expenses is greater than the value of AT&T's last written settlement offer, the calculation shall include only the portion of the award representing attorneys' fees and expenses that you reasonably incurred pursuing the arbitration through the date of AT&T's settlement offer.

The right to the Attorney Premium supplements any right to attorneys' fees and expenses you may have under applicable law. Thus, if you would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding you that amount. However, you may not recover both the Attorney Premium and a duplicative award of attorneys' fees or expenses. Although under some laws AT&T may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, AT&T agrees that it will not seek such an award unless you have retained an attorney and one or more of your claims is determined to be frivolous or brought for an improper purpose.

**11.2.6 Requirement of Individual Arbitration:** The arbitrator may award relief (including, but not limited to, damages, restitution, declaratory relief, and injunctive relief) only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. YOU AND AT&T AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL PROCEEDING. Further, unless both you and AT&T agree otherwise, the arbitrator may not consolidate more than one person's or entity's claims and may not otherwise preside over any form of a representative, class, or private attorney general proceeding. If, after exhaustion of all appeals, any of these prohibitions on non-individualized relief; class, representative, and private attorney general claims; and consolidation is found to be unenforceable with respect to a particular claim or with respect to a particular request for relief (such as a request for injunctive relief), then the parties agree that such a claim or request for relief shall be decided by a court after all other claims and requests for relief are arbitrated.

**11.2.7 Future Changes to Arbitration Provision:** Notwithstanding any provision in this Agreement to the contrary, we agree that if AT&T makes any future change to this arbitration provision (other than a change to the Notice Address) during your service commitment, you may reject any such change by sending us written notice within 30 days of the change to the Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

## **12. SOFTWARE**

The Service use and include certain software and/or firmware (the "Software"). Some Software resides on the Equipment.

*End User License Agreement.* If you downloaded or installed Software, your use of that Software is subject to the End User License Agreement that accompanied that Software. With regard to any Software (including Software upgrades, changes, or supplements) which is not accompanied by an End User License Agreement, AT&T, or its applicable third party licensors, grants you a limited, personal, nontransferable, and nonexclusive right and license to use the object code of its Software on the Equipment; provided that you do not (and do not allow any third party to) copy, modify, create a derivative work of, reverse engineer, reverse assemble, or otherwise attempt to discover any source code or structure, sequence and organization of, sell, assign, sublicense, distribute, rent, lease, grant a security interest in, or otherwise transfer any right in the Software. You acknowledge that this license is not a sale of intellectual property and that AT&T or its third-party licensors, providers, or suppliers continue to own all right, title, and interest to the Software and related documentation. The Software is protected by the copyright laws of the United States and international copyright treaties.

*Export Limits.* You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and shall not export, or allow the export or re-export of the Software in violation of any such restrictions, laws or regulations. By downloading or using the Software, you agree to the foregoing and represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any such list.

*Restricted Rights.* The Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraphs (a) through (d) of the Commercial Computer Restricted Rights clause at 48 CFR 52.227-19 when applicable, or in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS 252.227-7013 and in similar clauses in the NASA FAR Supplement.

*Non-AT&T Software, Services or Applications.* Your use of the Service may also include access to and use of software, services and/or applications which interact with the Service and which are provided by non-AT&T third parties, and, when applicable, those third-parties terms and conditions apply to your access to and use of such

non-AT&T software, services and/or applications. AT&T is not liable to you for any loss or injury arising out of or caused, in whole or in part, by your use of any such software, services, and/or applications accessed through, or in conjunction with, the Service.

NOTICE ABOUT AUTOMATIC SOFTWARE UPGRADES. AT&T, or its applicable third-party licensors may provide Software upgrades, updates, or supplements (such as, but not limited to, adding or removing features or updating security components). You understand and agree that AT&T, or the applicable third-party licensor, have the unrestricted right, but not the obligation, to upgrade, update, or supplement the Software on the Equipment at any time. Although unlikely, Software upgrades, updates, or supplements could reset your Equipment and erase saved preferences and stored content.

### **13. DISCLAIMER OF WARRANTIES**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT:

1. YOUR USE OF THE SERVICE IS AT YOUR SOLE RISK. THE SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. AT&T EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.
2. YOU EXPRESSLY UNDERSTAND AND AGREE THAT AT&T MAKES NO WARRANTY THAT THE SERVICE WILL ALLOW YOU TO RECORD, VIEW, OR TRANSFER ANY PARTICULAR PROGRAM OR CONTENT.
3. AT&T MAKES NO WARRANTY THAT (i) THE SERVICE WILL MEET YOUR REQUIREMENTS, (ii) THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICE, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE WILL MEET YOUR EXPECTATIONS, OR (v) THE SERVICE WILL NOT CONFLICT OR INTERFERE WITH OTHER SERVICE FROM AT&T OR THIRD PARTIES THAT YOU RECEIVE AT YOUR PREMISES.
3. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM AT&T OR THROUGH OR FROM THE SERVICE WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS AGREEMENT.

### **14. LIMITATION OF LIABILITY**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT, UNLESS PROHIBITED BY LAW, AT&T SHALL NOT BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE, LOSS OF REVENUE OR PROFITS, BUSINESS OR GOODWILL, USE, DATA, OR OTHER INTANGIBLE LOSSES (EVEN IF AT&T HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (a) USE OF THE SERVICE (WHICH INCLUDES EQUIPMENT, SOFTWARE, AND INSIDE OR OUTSIDE WIRING), (b) THE PERFORMANCE OR NONPERFORMANCE OF THE SERVICE, AND/OR (c) THE INSTALLATION, MAINTENANCE, REMOVAL, OR TECHNICAL SUPPORT OF THE SERVICE, EVEN IF SUCH DAMAGE RESULTS FROM THE NEGLIGENCE OR GROSS NEGLIGENCE OF AN AT&T INSTALLER, TECHNICIAN, OR OTHER REPRESENTATIVE.

IN ANY EVENT, YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE WITH AT&T IN CONNECTION WITH THE SERVICE IS A REFUND NOT TO EXCEED THE TOTAL AMOUNT OF SERVICE FEES PAID DURING THE IMMEDIATELY PRECEDING TWELVE MONTH PERIOD.

TO THE FULLEST EXTENT PERMITTED BY LAW, YOU AND AT&T AGREE THAT REGARDLESS OF ANY STATUTE OR LAW TO THE CONTRARY, ANY CLAIM OR CAUSE OF ACTION ARISING OUT OF OR RELATED TO USE OF THE SERVICE OR THIS AGREEMENT MUST BE FILED WITHIN ONE (1) YEAR AFTER SUCH CLAIM OR CAUSE OF ACTION AROSE OR BE FOREVER BARRED.

### **15. EXCLUSIONS AND LIMITATIONS**

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS OF SECTIONS 13 AND 14 MAY NOT APPLY TO YOU.

### **16. NOTICE**

Unless otherwise specified in this Agreement, notices to you may be made via email, regular mail, posting online at [att.com/legal/terms.verseAttTermsOfService.html](http://att.com/legal/terms.verseAttTermsOfService.html), recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number. In addition, if you purchase AT&T U-verse TV service, AT&T may also provide notices of changes to this Agreement or other matters by displaying notices on AT&T U-verse TV. It is your responsibility to check for such notices.

Unless otherwise specified in this Agreement or required by applicable law, notices by you to AT&T must be given by calling 800.288.2020 and such notices are effective as of the date that our records show we received your call.



## **17. INTELLECTUAL PROPERTY**

All portions of the Service and Equipment and any firmware or software used to provide the Service or provided to you in conjunction with providing the Service, or embedded in the Equipment, and all Service, information, documents, and materials on related website(s) are the property of AT&T or third-party providers and are protected by trademark, copyright, or other intellectual property laws and international treaty provisions. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively "Marks") of AT&T or third-party providers are and shall remain the exclusive property of AT&T or third-party providers, and nothing in this Agreement shall grant you the right or license to use such Marks.

## **18. CREDIT REPORTING AUTHORIZATION**

As permitted under applicable laws and without limitation to other rights provided in this Agreement or other applicable policies, you authorize AT&T to (a) disclose your account information, including your payment history and confidential information, to credit reporting agencies or private credit reporting associations, and (b) periodically obtain and use your credit report and other credit information from any source in connection with AT&T's offering of the Service and other Service. You understand that if you fail to fulfill the terms of your obligations under this Agreement, AT&T may report your failure to a credit reporting agency.

## **19. ASSIGNMENT AND THIRD PARTIES**

AT&T may assign this Agreement or parts of this Agreement to any non-affiliated third party without your consent and without notice to you, but you cannot assign the Agreement or any rights or legal claims arising from it without our prior written permission. Upon any assignment of this Agreement by AT&T, all references in this Agreement to "AT&T" "we," "us," or "our" shall refer solely to the assignee of this Agreement and shall no longer refer to AT&T or its affiliates. From the date of an assignment by AT&T, AT&T will no longer be your service provider and the assignee shall be responsible for providing your services. You acknowledge and agree that AT&T will have no liability or obligation to you if this Agreement is assigned by AT&T, and your recourse for any liabilities or obligations shall be solely limited to the assignee of this Agreement.

Except as stated in this Agreement, anyone who uses or benefits from your AT&T Services is not a third-party beneficiary who can enforce this Agreement against you, us, or anyone else.

## **20. MISCELLANEOUS PROVISIONS**

1. Except as specified in Section 11, this Agreement do not provide any third party with a remedy, claim, or right of reimbursement.
2. This Agreement and the materials it incorporates by reference constitute the entire agreement between AT&T and you and supersede any prior agreements between you or AT&T with respect to the subject matter of this Agreement.
3. This Agreement and the relationship between you and AT&T will be governed by the law of the state of your billing address except to the extent such law is preempted by or inconsistent with applicable federal law. In the event of a dispute between us, the law of the state of your billing address at the time the dispute is commenced, whether in litigation or arbitration, shall govern except to the extent that such law is preempted by or inconsistent with applicable federal law.
4. The failure of AT&T to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision.
5. Except as specified in Section 11, if any provision of this Agreement is found by a court or agency of competent jurisdiction to be unenforceable, the parties nevertheless agree that the remaining provisions of this Agreement shall remain in full force and effect.
6. The section titles and paragraph headings in this Agreement are for convenience only and have no legal or contractual effect.

# AT&T PRIVACY POLICY

Effective June 19, 2020

Your information and your privacy are important – to you and to us. This policy explains how we use your information and how we keep it safe. Most importantly, it explains the choices you can make at any time about how your information is used.

## When this Policy applies

This Privacy Policy ("Policy") covers the information generated when you use or subscribe to AT&T products, services, apps, websites or networks to which this policy is linked. In the policy, we call them "Products or Services" for short. They include voice, data, video, entertainment, advertising, internet and other products, services and apps.

This Policy applies to you and anyone who uses our Products or Services under your account, except where we identify for you that separate AT&T privacy policies or terms and conditions apply. You are responsible for making sure all users under your account understand and agree to this Policy. Click "Learn more" for a description of special circumstances where this Policy may not apply or may apply in addition to other policies.

Here are special circumstances where this Policy may not apply, or may apply in addition to other policies:

- Some of our Products or Services – for example the AT&T TV app and our FirstNet service – may be covered by their own privacy policies or additional privacy terms and conditions.
- Some of our affiliates – such as WarnerMedia companies and Cricket – have their own privacy policies that apply to data they collect from products, services and apps they provide. Any data collected subject to this Policy that is shared with those affiliates will still be protected consistent with this Policy.
- Some areas both inside and outside of the United States - for example California and the European Union - require us to adopt different policy terms and commitments in accordance with local laws.
- In certain cases, when you're using your AT&T Products or Services, other companies may be collecting information, so that your information may be covered by this Policy and other privacy policies at the same time. Here are some examples: if you purchase one of our Products or Services from a retailer; if you use our services to connect to a social networking service or another company's Wi-Fi network; or if you provide your information to another company through a co-branded website, app or service controlled by the other company. In those cases, any information you provide to those companies may be subject to just their policy, or subject to both their policy and ours.
- If you are an AT&T business customer, we may have written Product or Service agreements that contain specific provisions about confidentiality, security or handling of information. When one of those agreements differs from or conflicts with this Policy, the terms of those agreements will apply instead.

## The information we collect

We collect information about you and how you're using our Products or Services along with information about your devices and equipment. This may include performance information, along with web browsing, location and TV viewing information.

Here are detailed examples of types of information we collect from our Products or Services:

- **Account information** includes things like contact and billing information, service-related details and history and similar information, including Customer Proprietary Network Information. It also includes technical, equipment and usage information that relate to the services, products, websites and networks we provide you.
- **Web browsing and app information** includes things like the websites you visit or mobile apps you use, on or off our networks. It includes internet protocol addresses and URLs, pixels, cookies and similar technologies, and identifiers such as advertising IDs and device IDs. It can also include information about the time you spend on websites or apps, the links or advertisements you see, search terms you enter, items identified in your online shopping carts and other similar information.
- **Equipment Information** includes information that identifies or relates to equipment on our networks, such as type, identifier, status, settings, configuration, software or use.
- **Network performance and usage information** includes information about our networks, including your use of Products or Services or equipment on the networks, and how they are performing.
- **Location information** includes your street address, your ZIP code and where your device is located. Location information is generated when the devices, Products or Services you use interact with cell towers, Wi-Fi routers, Bluetooth services, access points, other devices, beacons and/or with other technologies, including GPS satellites.
- **TV and video viewing information** is generated when you use our video services, such as apps, satellite or internet protocol television services or a streaming service. We get information from the technologies you use to watch TV or video. These services may also include video on demand, pay per view, streaming service, interactive services and games, DVR services, TV apps for a tablet or smart-phone and similar services and products. If you are watching TV or video through a web browser or app,

we may also collect information as described above in the web browsing and app information section. We also collect information related to your use and interaction with the equipment in your home, including the TV receivers, set top boxes, remotes and other devices you may use to access our services.

### How we collect your information

We collect your information in 3 ways:

- **You give it to us** when you make a purchase, set up an account or otherwise directly communicate with us.
- **We automatically get it** when you use, or your device uses, our Products or Services. For example, we use network tools to collect information like call and text records and the web browsing information we describe in this Policy.
- **We get it from outside sources** like credit reports, marketing mailing lists, and commercially available geographic and demographic information, along with other available information, such as public posts to social networking sites.

### How we use your information

We use your information to power our services and to improve your experiences. We use your information to provide, support, improve, protect, analyze and bill for our products, service and network; to communicate with you about your service, products or apps; to market our services; to detect and avoid fraud; for advertising; and for research purposes.

Here are examples of ways we use your information:

- Providing our Products and Services.
- Contacting you.
- Improving your experience and protecting the Products and Services we offer. This includes things like customer care, network security, verifying or authenticating your identity, detecting fraud , billing and collection, protecting your financial accounts, authorizing transactions and the development of future Products and Services.
- Helping us plan, deploy, improve, protect and defend our network infrastructure, detecting and preventing fraud, and protecting our property and legal rights.
- Understanding the Products, Services and offers that you, and other AT&T customers with whom you call and text and interact, might enjoy the most. We do not use the content of your texts, emails or calls for marketing or advertising.
- Creating engaging and customized experiences and offering new or improved Products and Services or offers. This is based on things like the information we've collected and our research, development and analysis.
- Supporting and providing location services.
- Designing and delivering advertising and marketing campaigns to you and others and measuring their effectiveness. See Privacy Choices and Controls for more information about how your information is used for advertising and marketing programs and your choices and controls for such use.
- Delivering or customizing products and the content you see, including advertisements, articles, videos, and marketing materials.
- Creating aggregate business and marketing insights, and helping companies develop aggregate insights to improve their business (for instance, to market their products and services).
- Preventing and investigating illegal activities and violations of our Terms, Use Policies and other service conditions or restrictions.

### How we share your information

- **We share it with your permission.**
- **We share it across AT&T companies.**
- **We share it with non-AT&T companies or entities as explained in this Policy.** For more details about how your information may be shared for advertising and marketing see Privacy Choices and Controls.

**Sharing information across the AT&T affiliates:** Like many large companies, AT&T is made up of many affiliates. Our Products and Services are developed, managed, marketed and sold by a variety of our affiliates. We share information that may identify you personally internally among our affiliates, such as Xandr, the WarnerMedia family of companies and Cricket. A list of AT&T affiliates is found at [att.com/WMAffiliate](http://att.com/WMAffiliate). You can learn more about AT&T affiliates by going to [att.com](http://att.com). For information collected under this Policy, we require the affiliate to protect the information consistent with this Policy. We may also combine information that identifies you personally with data that comes from an app or affiliate that has a different privacy policy. When we do that, our Policy applies to the combined data set.

**Sharing information with non-AT&T companies that provide services for us or for you:** We share information that identifies you personally with vendors that perform services for us or that support Products

or Services provided to you, including marketing or ad delivery services. We do not require consent for sharing with our vendors for these purposes. We do not allow those vendors to use your information for any purpose other than to perform those services, and we require them to protect the confidentiality and security of data they get from us in a way that's consistent with this Policy.

**Sharing information with non-AT&T companies to enable third party services to you:** We may share information with non-AT&T companies for their purposes to provide you services such as verifying or authenticating your identity, detecting fraud, protecting your financial accounts, and authorizing transactions. We require proof of your explicit consent before sharing your information that identifies you personally for this purpose. We do not allow those non-AT&T companies to use it for any purpose other than to perform those services, and we require them to protect the confidentiality and security of data they get from us in a way that's consistent with this Policy. In some cases, to facilitate these programs, we will use or share identifiers such as your phone or account number. These identifiers are only used for network authentication, to detect fraud, for identity verification, or for the linking of devices you own to authenticate you.

**Sharing information with other non-AT&T companies or entities:** There are also times when we provide information that identifies you personally to other companies and entities, such as government agencies, credit bureaus and collection agencies, without your explicit consent, but where authorized or required by law. Reasons to share include:

- Complying with court orders, subpoenas, lawful discovery requests and as otherwise authorized or required by law. Like all companies, we are required by law to provide information to government and law enforcement agencies, as well as parties to civil lawsuits. You can find out more about this in our Transparency Report available at [att.com/transparency](http://att.com/transparency).
- Detecting fraud.
- Providing or obtaining payment for your service.
- Routing your calls or other communications.
- Ensuring network operations and security.
- Notifying, responding or providing information (including location information) to a responsible governmental entity in emergency circumstances or in situations involving immediate danger of death or serious physical injury.
- Alerting the National Center for Missing and Exploited Children to information concerning child pornography of which we become aware through the provision of our services.
- Enforcing our legal rights, protecting our network and property or defending against legal claims.
- Complying with legal requirements to share the names, addresses and telephone numbers of non-mobile phone customers with phone directory publishers and directory assistance services. We honor your request for non-published or non-listed numbers.
- Providing name and number information for wireline and wireless CallerID and related services, like Call Trace. This means a person receiving a call can see the name and number of the caller.

**Sharing Metrics Reports with non-AT&T companies:** Sometimes the services you enjoy from us directly involve other businesses. We may pay a network for the rights to broadcast a sporting event or your favorite show on our television service. We may be paid by an advertiser to deliver an advertisement or by a business customer to provide its employee with a service. In such cases, we may use or share information that doesn't identify you personally to provide metrics reports to our business customers and service suppliers. We may also share it with advertising and other companies to deliver or assess the effectiveness of advertising and marketing campaigns.

**Sharing information for research:** We may share information that doesn't identify you personally with other companies and entities for research. When we share this information, we require companies and entities to agree not to attempt or to allow others to use it to identify individuals. Our agreements will also prevent businesses from reusing or reselling the information, and require that they will handle it in a secure manner, consistent with this Policy.

**Sharing information for aggregate media research reports:** We share TV and video viewing information, tied to identifiers that do not identify you personally, with media research companies. They combine this data with other information to provide audience analysis services about what shows certain audience segments are watching. We require that they only use it to compile aggregate reports, and for no other purpose. We also require businesses to agree they will not attempt to identify any person using this information, and that they will handle it in a secure manner, consistent with this Policy.

**Sharing information with AT&T affiliates and non-AT&T companies for advertising and marketing programs:** We may share information with AT&T affiliates and with non-AT&T companies to deliver or assess effectiveness of advertising and marketing campaigns as described in Privacy Choices and Controls.

**Sharing information to support location services:** Location services rely on, use or incorporate the location of a device to provide or enhance the service. Location services may collect and use or share location information to power applications on your device (those that are pre-loaded or those that you chose to download), such

as mapping and traffic apps, or other location services you subscribe to. AT&T will not share your location information for location services without your consent (to us or a company providing you service), except as required by law. If you purchase location services from another company, such as a medical alerting device, the use or disclosure of location information is governed by the agreement between you and the service provider, including any applicable privacy policy of the service provider, and is not governed by this privacy policy. In other cases – for example parental controls services – the account holder for the location services, instead of a user, may initiate or subscribe to the location services and provide the required consent.

### **Disclosing personally identifiable information collected from satellite and internet protocol television subscribers in response to a court order:**

When a non-governmental entity obtains a court order, we're authorized to disclose personally identifiable information collected from TV subscribers as a result of the subscriber's use of TV service, but only after we let the subscriber know what's going on. When a governmental entity obtains a court order, we're authorized to disclose personally identifiable information collected from a TV subscriber as a result of the subscriber's use of TV service, but only if the following conditions are met:

- A judge decides that the governmental entity has offered clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case; and
- The subject of the information has an opportunity to appear and contest the governmental entity's claim; and
- We have provided notice to the subscriber as required by applicable state law.

### **Your Privacy Choices and Controls**

You can Manage Your Privacy Choices about how we contact you and how we use or share your information. You also have choices about how certain third parties and advertisers use your information, including how we use and share your information for advertising, marketing and analytics. Click "Learn more" for more detail.

### **Communication preferences**

Sometimes we have offers or programs that may interest you. We'd like to be able to tell you about these. You can manage how we do it. You can opt-out of marketing and advertising programs, but we still may contact you with service and non-marketing messages.

- **Email:** You can opt-out of marketing emails at [att.com/remove](https://att.com/remove).
- **Text messages:** Opt-out of our marketing text messages by replying "stop" to any message.
- **Consumer telemarketing:** Ask to be removed from our consumer telemarketing lists by contacting us at one of the numbers listed at the end of this policy, or by sending an e-mail to [privacypolicy@att.com](mailto:privacypolicy@att.com). You also can ask the AT&T representative to remove you from our telemarketing lists when you receive a marketing or promotional call from us.
- **Business telemarketing:** Where required by local laws and/or regulations, we'll remove your business information from our telemarketing lists at your request.
- **National Do Not Call Registry:** The FTC maintains a National Do Not Call Registry at [donotcall.gov](https://donotcall.gov), and some states in the United States may maintain their own Do Not Call Registry. Putting your number on these registries also may limit our telemarketing calls.
- **Automated messages:** In some cases, we will ask for your permission to send you automated calls or messages to your mobile phone. To opt-out of these calls or messages from us, go to Manage Your Privacy Choices. As required or allowed by law, even if you opt-out, we may continue to contact you with automated calls or messages at the telephone number issued by us for certain important informational messages about your service. For example, we may need to let you know about a problem with your wireless service.
- **Postal mail:** You can review our Residential Do Not Mail Policy Statement and limit postal mail solicitations by visiting [att.com/donotmail](https://att.com/donotmail). You'll still receive billing statements, legal notices, product updates and other similar correspondence, and you may still receive some promotional mailings.


### **Choices about how we use and share your information for advertising, marketing and analytics**

You have choices about whether your information is used or shared in our programs that provide you with marketing and advertising tailored to your interests and for aggregate analytics. As your provider of communications and internet services, our collection and use of information operates independently in many cases from the user controls and settings on your device, through your operating system, or on third-party websites or apps.

**Online behavioral advertising:** Online behavioral advertising is automated, customized advertising that you see when using online services, like ads in mobile apps or on websites. Those ads are served to you based on inferences about your interests. Those interests are determined from data collected about you, whether by AT&T or other parties.

- We work with ad companies that may serve ads for us, and for others, across your use of online services. These companies may use cookies, mobile advertising identifiers, and other technologies

to collect information about your use of our websites and other websites. This information may be used to, among other things, analyze and track online activities and deliver ads and content tailored to your interests as part of our advertising programs, such as Relevant Advertising.

- You can opt-out of online behavioral advertising from companies who participate in the Digital Advertising Alliance by going to their Consumer Choice Page at [www.aboutads.info/choices](http://www.aboutads.info/choices) or selecting this icon  when you see it on an online ad.


**Relevant Advertising and Enhanced Relevant Advertising:** Relevant Advertising and Enhanced Relevant Advertising both use information to deliver ads that we think you might be interested in on websites, TV and video programming, apps and other properties, sites or services.


- **Relevant Advertising:** This program is used to tailor the ads you see to match your interests. It doesn't give you more advertising — it just makes the ads you see more likely to be relevant to you. If you don't want to receive Relevant Advertising, you may opt-out by going to Manage Your Privacy Choices at [att.com/cmpchoice](http://att.com/cmpchoice).
  - **Information we use for Relevant Advertising:** In this program, we use information about your use of our Products and Services, information we get from companies like our advertising partners, and demographic information like ZIP code and age range to deliver or assess effectiveness of advertising and marketing campaigns. We use the information we collect about you, like your TV viewing, your location, or information about the apps you use or the websites you visit to place you into demographic or interest categories like "sports enthusiast" or "coffee lover." We do not use sensitive information such as medical conditions or diagnosis or financial account records to target ads. We don't use or share the content of your texts, emails or calls for marketing and advertising. Nor do we use or share information you provide to encrypted websites.
  - **Information we share in Relevant Advertising:** We may share non-sensitive information, such as your device information, information from companies like our advertising partners, and demographic information like your age range, gender and ZIP code. We may share this information with third parties, such as advertisers, programmers and networks, social media networks, analytics firms, ad networks, and other similar companies that are involved in creating and delivering advertisements. When we share that information, we combine it with an identifier like a device or ad ID (such as Apple or Android Ad ID).
  - **Information we don't share in Relevant Advertising:** We don't share information about your individual web browsing or TV viewing. Nor will we share the precise location of your device, Customer Proprietary Network Information, Social Security number, full date of birth, credit card information or driver's license number. When we share information with third parties, we won't share your name or identify you by anything other than an identifier, like a device or ad ID.
- **Enhanced Relevant Advertising:** This opt-in program further personalizes the ads you see. With your prior explicit consent, this program lets us use and share additional information for advertising and marketing purposes. Please see the Enhanced Relevant Advertising Terms and Conditions at [att.com/legal/terms.enhancedRelevantAdvertising](http://att.com/legal/terms.enhancedRelevantAdvertising) for more details. If you'd like to participate in Enhanced Relevant Advertising or change your previous choice, you can go to Manage Your Privacy Choices at [att.com/cmpchoice](http://att.com/cmpchoice).

**External Marketing and Analytics:** We may use or share information that does not identify you personally to help our business customers develop aggregate insights that improve their businesses. This information may be combined with other information, such as demographic information or an identifier like a device ID or ad ID. We require that your information be used only to develop aggregate insights that will improve products and services. In addition, we require anyone who receives this data to agree they will only use it for aggregate insights, won't attempt to identify any person or device using this information, and will handle it in a secure manner, consistent with this Policy.

If you don't want your information included in External Marketing and Analytics, you can opt out by going to Manage Your Privacy Choices at [att.com/cmpchoice](http://att.com/cmpchoice).

## Other Choices

- **Customer Proprietary Network Information:** You can opt-out or go to [att.com/cpni/optout](http://att.com/cpni/optout) for more information about Customer Proprietary Network Information and your choices about our use of that information for marketing purposes.
- **DIRECTV Puerto Rico:** If you're a DIRECTV customer in Puerto Rico, you can exercise and manage your choices by visiting <https://www.directvpr.com/Midirectv/ingresar> or by calling (787) 776.5252.
- **Advertising on AT&T's web portal for consumers (Currently):** Opt-out of receiving interest-based advertising when using our Currently portal services from companies who participate in the Digital Advertising Alliance by going to its Consumer Choice Page or selecting this icon  when you see it on an online ad. This covers [att.net](mailto:att.net) email and also the Currently portal.
- **Online behavioral advertising by Industry Participants:** In accordance with industry self-regulatory

principles, you can opt-out of online behavioral advertising from companies who participate in the Digital Advertising Alliance by going to its Consumer Choice Page at [www.aboutads.info/choices](http://www.aboutads.info/choices) or selecting this icon  when you see it on an online ad. To limit collection of data on websites that may be used for advertising, you can manage cookies and other similar technologies on your computer. If you change computers, devices, web browsers or you delete cookies, you will need to opt-out again. Please note that our collection of web browsing information works independently of your web browser's privacy settings with respect to cookies and private browsing. In addition, we don't currently respond to Do Not Track and similar signals. You can manage AT&T's use of web browsing information at Manage Your Privacy Choices.

- **Domain Name System Error Assist:** A description of the program and your choices about how we use your information can be found at Manage Your Privacy Choices ([att.com/cmpchoice](http://att.com/cmpchoice)).
- **Third Party Services:** A description of the program and your choices about how we use your information can be found at Manage Your Privacy Choices ([att.com/cmpchoice](http://att.com/cmpchoice)).
- **AT&T Call Protect:** You can also sign up for AT&T Call Protect to automatically block potential fraud calls, send warnings of suspected spam calls, add unwanted callers to your personal block list and help protect your phone from malware, viruses and system threats.

## Security

We work hard to safeguard your data using a range of technological and organizational security controls.

We maintain and protect the security of computer storage and network equipment, and we use security procedures that require employees to authenticate themselves to access sensitive data. We also limit access to personal information only to those with jobs requiring such access. We require callers and online users to authenticate themselves before providing account information.

No security measures are perfect, however. We can't guarantee that your information will never be disclosed in a manner inconsistent with this Policy. If a breach were to occur, we will notify you as required by applicable law.

### Data storage, transfer, retention and accuracy

We take steps to ensure that data is processed according to this Policy and to the requirements of applicable law of your country and of the additional countries where the data is subsequently processed.

Data we collect may be processed and stored in the United States or in other countries where we or our affiliates or service providers process data.

When we transfer personal data from the European Economic Area to other countries, we use a variety of legal mechanisms to help ensure all applicable laws, rights and regulations continue to protect your data.

We keep your information as long as we need it for business, tax or legal purposes. After that, we destroy it by making it unreadable or indecipherable.

Need to update your information? We're happy to help you review and correct the information we have on your account and billing records. For more information, please see the Contact Us section of this Policy.

## Other privacy information

### Changes in ownership or to the Policy

Information about our customers and users, including information that identifies you personally, may be shared and transferred as part of any merger, acquisition, sale of company assets or transition of service to another provider. This also applies in the unlikely event of an insolvency, bankruptcy or receivership.

We may update this Policy as necessary to reflect changes we make and to satisfy legal requirements. We'll post a prominent notice of material changes on our websites. We'll give you reasonable notice before any material changes take effect.

### Information specific to children

We don't knowingly collect personally identifying information from anyone under the age of 13 unless we first get permission from the child's parent or legal guardian. Unless we have parental consent, we will not contact a child under the age of 13 for marketing purposes. Information about our collection, use or sharing of, and your choices and controls with respect to such information, is found in Learn more.

If you create an AT&T e-mail sub-account for a child under the age of 13, then with your explicit permission, we collect your child's name, "nicknames and aliases," alternative e-mail address, birth date, gender and ZIP code. We use the information collected on sub-accounts to create and maintain those accounts, for research, to customize the advertising and content seen on our pages, and for other marketing purposes. Your child can use their AT&T e-mail address and password to log onto websites and online services provided by us, like [uverse.com](http://uverse.com). We and our advertising partners may collect, use or share information about customers who log onto those sites as described in the Information we collect, how we collect your information, how we use your information and how we share your information sections of this Policy. The option to opt out of online behavioral advertising by advertising partners who collect information from our sites and participate in the Digital Advertising Alliance is available at [www.aboutads.info/choices](http://www.aboutads.info/choices).

You or your child can review, edit, update and delete information relating to your child's sub-account and, if you no longer wish your child to have such an account, you can revoke your consent at any time, by logging on to manage your account at [att.com/myatt](http://att.com/myatt).

You may e-mail us at [privacypolicy@att.com](mailto:privacypolicy@att.com), call us at 800.495.1547 or write to us at AT&T Privacy Policy, Chief Privacy Office, 208 S. Akard, Room 2100, Dallas, TX 75202 with any questions or concerns you may have about our privacy policy as it relates to children.

Information collected from devices or services purchased by adult subscribers that are used by children without our knowledge will be treated as the adult's information under this Policy.

We have developed safety and control tools, expert resources and tips designed to help you manage technology choices and address online safety concerns. Please go to AT&T Secure Family at [att.com/features/secure-family-app](http://att.com/features/secure-family-app) for more information.

### **Your California Privacy Rights and other Information for our California customers**

We comply with special legal requirements for California residents associated with access, deletion and sale or sharing of residents' data and application of do not track notices.

**Website data collection:** We don't knowingly allow other parties to collect personally identifiable information about your online activities over time and across third party websites for their own use when you use our websites and services, unless we have your consent.

**Do Not Track notice:** We don't currently respond to Do Not Track and similar signals. Please go to All About Do Not Track at [www.allaboutdnt.com](http://www.allaboutdnt.com) for more information.

California customers have the right, in certain circumstances, to request information about whether a business has disclosed personal information to any third parties for their direct marketing purposes. You have the right to opt-out of our disclosing your information to third parties for their marketing purposes. To find out more, go to [https://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?sectionNum=1798.83&lawCode=CIV](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=1798.83&lawCode=CIV) Manage Your Privacy Choices ([att.com/cmpchoice](http://att.com/cmpchoice)).

### **California Consumer Privacy Act (CCPA)**

**CCPA Personal Information** (CCPA PI) is defined by California law as information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with California consumers or households.

#### **The Information We Collect and Share**

We want to provide you with the information about how to exercise rights involving CCPA PI. Here is information about the CCPA PI we have collected from and shared about consumers over the past year.

#### **Information We Collected From Consumers**

The CCPA identifies a number of categories of CCPA PI. In the year before the date this policy was issued, we collected these categories of CCPA PI:

- Address and other identifiers – such as name, postal address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.
- Unique and online identifiers associated with personal information – IP address, device IDs, or other similar identifiers.
- Commercial information – such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- Internet, gaming or other electronic network activity information – such as browsing history, search history and information regarding an individual's interaction with an internet website, application, or advertisement.
- Professional or Educational Information.
- Video Footage (e.g., CCTV); Audio Recordings; Photographs; Calendar Information.
- Location Information (see above).
- In Game or Online Viewing Activities (e.g., videos viewed, pages viewed).
- Inferences drawn from CCPA PI, such as individual profiles, preferences, characteristics, behaviors.

We collected the above categories of CCPA PI for the following purposes:

- Performing services on behalf of the business, such as customer service, processing or fulfilling orders, and processing payments.
- Auditing customer transactions.
- Fraud and crime prevention.
- Debugging errors in systems.
- Marketing and advertising.
- Internal research, analytics and development – e.g., user-preference analytics.



- Developing, maintaining, provisioning or upgrading networks, services or devices.

We collected the above categories of CCPA PI from the following sources:

- Directly from you – such as contact and billing info and customer service interactions.
- Generated by your use of our services – such as technical, equipment and usage information.
- Social media sites and other online platforms.
- Other companies – such as vendors, marketing firms and other AT&T companies.
- Publicly available sources – such as public records.

### **Information We Shared About Consumers**

In the year before the date this policy was issued, we shared these categories of CCPA PI with entities that provide services for us, like processing your bill:

- Address and other identifiers – such as name, postal address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.
- Unique and online identifiers – IP address, device IDs, or other similar identifiers.
- Commercial information – such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- Internet, gaming or other electronic network activity information – such as browsing history, search history, and information regarding an individual's interaction with an internet website, application, or advertisement.
- Professional or Educational Information.
- Video Footage (e.g., CCTV); Audio Recordings; Photographs; Calendar Information.
- Location Information (see above).
- In Game or Online Viewing Activities (e.g., videos viewed, pages viewed).
- Inferences drawn from CCPA PI, such as individual profiles, preferences, characteristics, behaviors.

We may have shared each of the above categories of CCPA PI with the following categories of third parties who perform services on our behalf:

- Product and services delivery companies.
- Marketing services companies.
- Cloud storage companies.
- Credit reporting agencies.
- Billing and payment processing companies.
- Fraud prevention entities.
- Analytics companies.

The CCPA defines "sale" very broadly and includes the sharing of CCPA PI for anything of value. According to this broad definition, in the year before the date this policy was issued, a "sale" of the following categories of CCPA PI may have occurred:

- Address and other identifiers – such as name, postal address, email address, account name, or other similar identifiers.
- Unique and online identifiers – IP address, device IDs associated with television viewing, or other similar identifiers.
- Commercial information – such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- Internet, gaming or other electronic network activity information – such as browsing history, search history, and information regarding an individual's interaction with an internet website, application, or advertisement.
- Location Information (see above).
- Inferences drawn from CCPA PI, such as individual profiles, preferences, characteristics, behaviors.

We may have sold each of the above categories of CCPA PI to the following categories of third parties:

- Analytics and measurement providers.
- Companies involved in marketing and advertising.
- Other AT&T companies.

### **Your Right To Request Disclosure Of Information We Collect And Share About You**

We are committed to ensuring that you know what information we collect. You can ask us for the following information:

- The categories and specific pieces of your CCPA PI that we've collected.
- The categories of sources from which your CCPA PI was collected.
- The purposes for collecting or selling your CCPA PI.

- The categories of third parties with whom we shared your CCPA PI.

We are also committed to ensuring that you know what information we share about you. You can submit a request to us for the following additional information:

- The categories of CCPA PI we've sold about you, the categories of third parties to whom we've sold that CCPA PI, and the category or categories of CCPA PI sold to each third party.
- The categories of CCPA PI that we've shared with service providers who provide services for us, like processing your bill; the categories of third parties to whom we've disclosed that CCPA PI; and the category or categories of CCPA PI disclosed to each third party.

To exercise your right to request the disclosure of your CCPA PI that we collect or share, either visit [www.about.att.com/csr/privacy/stateprivacylaws/ccpa](http://www.about.att.com/csr/privacy/stateprivacylaws/ccpa) or contact us at 866.385.3193. These requests for disclosure are generally free.

### **Your Right To Request The Deletion Of CCPA PI**

Upon your request, we will delete the CCPA PI we have collected about you, except for situations when that information is necessary for us to: provide you with a good or service that you requested; perform a contract we entered into with you; maintain the functionality or security of our systems; comply with or exercise rights provided by the law; or use the information internally in ways that are compatible with the context in which you provided the information to us, or that are reasonably aligned with your expectations based on your relationship with us.

To exercise your right to request the deletion of your CCPA PI, either visit [www.about.att.com/csr/privacy/stateprivacylaws/ccpa](http://www.about.att.com/csr/privacy/stateprivacylaws/ccpa) or contact us at 866.385.3193. Requests for deletion of your CCPA PI are generally free.

### **Your Right To Ask Us Not To Sell Your CCPA PI**

You can always tell us not to sell your CCPA PI by visiting [www.about.att.com/csr/privacy/stateprivacylaws/ccpa](http://www.about.att.com/csr/privacy/stateprivacylaws/ccpa) or contacting us at 866.385.3193.

Once we receive and verify your request, we will not sell your CCPA PI unless you later allow us to do so. We may ask for your permission to resume sale of your CCPA PI at a later date, but we will wait at least 12 months before doing so.

### **Verification of Identity – Access or Deletion Requests**

**Password Protected Account.** If you maintain a password-protected account with us, in most cases you may submit an access or deletion request by authenticating yourself with a password like you would when you access your account (see exceptions below). You'll have to authenticate yourself again to access your data or submit your deletion request.

**Former Accountholders, Non-Accountholders (without a Password Protected Account) – and also FirstNet, Prepaid and .net accounts.** If you do not have a password protected account – or have a FirstNet, prepaid or .net account – we will ask to verify your identity using our mobile verification process. This process captures an image of your identity document, such as your driver's license, and compares it to a self-photo you submit. We will only use this information to verify your identity. We will delete it after the time expires allowed by the CCPA to process and respond to your request.

If we cannot verify your identity, we will not be able to respond to your request. We will notify you to explain.

### **Authorized Agents**

You may designate an authorized agent to submit requests on your behalf. Your agent will need a valid power of attorney or written permission signed by you. If the agent relies on written permission, we'll need to verify the agent's identity. We may also contact you directly to confirm the permission. Your authorized agent can submit your requests by calling us at 866-385-3193.

### **We Don't Mind If You Exercise Your Data Rights**

We are committed to providing you control over your CCPA PI. If you exercise any of these rights explained in this section of the Privacy Policy, we will not disadvantage you. You will not be denied or charged different prices or rates for goods or services or provided a different level or quality of goods or services.

### **Consumers Under 16 Years Old**

As of the effective date of this policy, we do not have actual knowledge that we sell CCPA PI of consumers under 16 years of age. If we collect CCPA PI that we know is from a child under 16 years old in the future, we will not sell that information unless we receive affirmative permission to do so. If a child is between 13 and 16 years of age, the child may provide that permission.

Any customer who wishes to request further information about our compliance with these requirements, or who has questions or concerns about our privacy practices and policies, can email us at [privacypolicy@att.com](mailto:privacypolicy@att.com), or write to us at AT&T Privacy Policy, Chief Privacy Office, 208 S. Akard, Room 2100, Dallas, TX 75202.

## Customer Proprietary Network Information (CPNI)

CPNI is information about your telecommunications and VoIP (internet phone) services from us, including what plans you subscribe to, how you use these services and billing information. (Your telephone number, name and address are not considered CPNI.) We use CPNI internally and share it outside AT&T only when conforming with applicable regulations and orders of the Federal Communications Commission.

We do not share CPNI with anyone outside of the AT&T affiliates defined above or our authorized agents or vendors without your consent, with the following authorized exceptions: Court orders; as authorized by law; fraud detection; to provide your service and route your calls; for network operations and security; aggregate (grouped) information and information that doesn't identify you personally.

We do use your CPNI internally. We may share information about our customers among the AT&T affiliates and our agents to offer new or enhanced services or promotions. We can also use your CPNI for the purpose of turning it into aggregate data or information that does not personally identify you.

It is your right and our duty under federal law to protect the confidentiality of your CPNI.

If you don't want us to use your CPNI internally for things like offers, here is what you can do:

- Opt-out at [att.com/cpni/optout](http://att.com/cpni/optout).
- Call us at 800.315.8303, any time of day, and follow the prompts.
- Chat with a service representative at 800.288.2020 (consumer) or 800.321.2000 (business).

If you choose to restrict our use of your CPNI, it won't affect your ability to use any of your services. You can change your mind at any time about letting us use or not use your CPNI. If you restrict your CPNI use, you may still get marketing from us, but it won't be based on using your CPNI.

### How to contact us about this Policy

Contact us at either of these addresses for any questions about this Policy.

- Email us at [privacypolicy@att.com](mailto:privacypolicy@att.com).
- Write to us at AT&T Privacy Policy, Chief Privacy Office, 208 S. Akard, Room 2100, Dallas, TX 75202.

For questions not related to privacy, go to the "Contact Us" link at the bottom of any att.com page. You also can access your online account from the upper right-hand corner of our home page at att.com for additional service options.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. If you are not satisfied with our resolution of any dispute, including with respect to privacy or data-use concerns, please review a description of our dispute resolution procedures at <http://www.att.com/disputeresolution>.

You also have the option of filing a complaint with the FTC Bureau of Consumer Protection, using an online form, or by calling toll-free 877.FTC.HELP ((877) 328.4357; TTY: (866) 653.4261). Other rights and remedies also may be available to you under federal or other applicable laws.

If you're a satellite TV subscriber, you also have certain rights under Section 338(i) of the Federal Communications Act.

Customer service contact numbers can be found at att.com.

Effective January 17, 2021

## AT&T U-verse® TV Rates

### Packages

	U450 Latino	U450	U300 Latino	U300
<b>Channels</b> (including music and locals) <sup>1</sup>	Over 565	Over 550	Over 530	Over 480
<b>Genre/premium packages included</b>	The Movie Package, HBO/Cinemax, The Sports Package, HD Technology Service, and Paquete Español	The Movie Package, HBO/Cinemax, The Sports Package, and HD Technology Service	The Movie Package and Paquete Español	The Movie Package
<b>Equipment included</b>	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR
<b>Additional equipment fees</b>	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)
<b>Professional standard installation</b>	Included	Included	Included	Included
<b>One-time service activation fee</b>	\$35	\$35	\$35	\$35
<b>Monthly price</b>	<b>\$180</b>	<b>\$170</b>	<b>\$138</b>	<b>\$128</b>
<b>ALL IN Package<sup>2</sup>: Additional Features</b>			HD Technology Fee	
<b>ALL IN Package: Monthly Price</b>	\$180	\$170	\$148	\$138

### Optional AT&T U-verse® TV Services

#### High Definition

<b>HD Technology Fee</b>	✓	✓	\$10	\$10
<b>HD Premium Tier</b> (HD Technology Fee Required)	\$7	\$7	\$7	\$7
<b>Fox Soccer Plus HD</b> (HD Technology Fee Required)	\$15	\$15	\$15	\$15

✓ = Included \* = Included for credit qualified customers only. Non-credit qualified customers will qualify for service upon payment of a \$449 non-refundable Credit Management Fee.

<sup>1</sup>Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels are available at [att.com/u-verse](http://att.com/u-verse).

<sup>2</sup>ALL IN Packages include additional features at a discounted price. Available only in Retail Stores and Online.

## Premium Packages

	U450 Latino	U450	U300 Latino	U300
<b>The Movie Package</b> (Starz, Encore, Showtime, The Movie Channel & Flix)	✓	✓	✓	✓
<b>Showtime</b>	✓	✓	✓	✓
<b>Starz/Encore Package</b>	✓	✓	✓	✓
<b>The Movie Channel (TMC)</b>	✓	✓	✓	✓
<b>Flix</b>	✓	✓	✓	✓
<b>Showtime Unlimited</b> (Showtime, The Movie Channel & Flix)	✓	✓	✓	✓
<b>The Sports Package</b>	✓	✓	\$10	\$10
<b>HBO Max &amp; Cinemax Package</b>	✓	✓	\$25	\$25
<b>HBO Max</b>	✓	✓	\$14.99	\$14.99
<b>Cinemax</b>	✓	✓	\$14	\$14
<b>EPIX</b>	\$8	\$8	\$8	\$8
<b>The Playboy Channel</b>	\$15	\$15	\$15	\$15

## Packages

	U200 Latino	U200	U-family	U-basic
<b>Channels</b> (including music and locals) <sup>1</sup>	Over 420	Over 360	Over 190	Local channels only (dependent on market)
<b>Genre/premium packages included</b>	Paquete Español	None	None	None
<b>Equipment included</b>	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver with DVR	1 HD-ready receiver (non-DVR)
<b>Additional equipment fees</b>	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	Receiver \$10/mo (Up to 7 additional)	1 DVR \$15/mo; Receiver \$10/mo (Up to 7 additional)
<b>Professional standard installation</b>	Included	Included	Included	\$199*
<b>One-time service activation fee</b>	\$35	\$35	\$35	\$35
<b>Monthly price</b>	<b>\$120</b>	<b>\$110</b>	<b>\$82</b>	<b>\$19</b>

<b>ALL IN Package<sup>2</sup>: Additional Features</b>	HD Technology Fee			
<b>ALL IN Package: Monthly Price</b>	\$130	\$120	\$92	

(Prices are monthly recurring charges in addition to AT&T U-verse TV & Internet package price or AT&T U-verse TV-only price.)

✓ = Included \* = Included for credit qualified customers only. Non-credit qualified customers will qualify for service upon payment of a \$449 non-refundable Credit Management Fee.

<sup>1</sup>Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels are available at [att.com/u-verse](http://att.com/u-verse).

<sup>2</sup>ALL IN Packages include additional features at a discounted price. Available only in Retail Stores and Online.

## High Definition

	U200 Latino	U200	U-family	U-basic
<b>HD Technology Fee</b>	\$10	\$10	\$10	\$10
<b>HD Premium Tier</b> (HD Technology Fee Required)	\$7	\$7	Not Available	Not Available
<b>Fox Soccer Plus HD</b> (HD Technology Fee Required)	\$15	\$15	\$15	\$15

## Premium Packages

<b>The Movie Package</b> (Starz, Encore, Showtime, The Movie Channel & Flix)	\$20	\$20	\$20	\$20
<b>Showtime</b>	\$14	\$14	\$14	\$14
<b>Starz/Encore Package</b>	\$14	\$14	\$14	\$14
<b>The Movie Channel (TMC)</b>	\$14	\$14	\$14	\$14
<b>Flix</b>	\$14	\$14	\$14	\$14
<b>Showtime Unlimited</b> (Showtime, The Movie Channel & Flix)	\$14	\$14	\$14	\$14
<b>The Sports Package</b>	\$10	\$10	Not Available	Not Available
<b>HBO Max &amp; Cinemax Package</b>	\$25	\$25	\$25	\$25
<b>HBO Max</b>	\$14.99	\$14.99	\$14.99	\$14.99
<b>Cinemax</b>	\$14	\$14	\$14	\$14
<b>EPIX</b>	\$8	\$8	\$8	\$8
<b>The Playboy Channel</b>	\$15	\$15	\$15	\$15

†Specific channel lineups vary by market (ZIP code) and package and over time. Channel counts include HD channels. Current list of included channels are available at [att.com/u-verse](http://att.com/u-verse).

Geographic and service restrictions apply to AT&T U-verse services. Promotional pricing applies to service rates only and excludes taxes, equipment fees and other charges including a \$35 service activation fee, a federal regulatory video cost recovery charge, city video cost recovery fees, where applicable, and a Broadcast TV Fee of up to \$9.99/mo. Residential customers only. Pricing, programming, features and offers subject to change at any time without notice. Credit restrictions may apply. Channels not available in all areas and some programming excluded as subject to blackouts. Services provided by your local AT&T telephone company and available in limited areas. Effective 1/17/2021.

## Optional AT&T U-verse® TV Services

(Prices are monthly recurring charges in addition to AT&T U-verse TV & Internet package price or AT&T U-verse TV-only price.)

International channels and packages	U450	U300	U450/U300 U200/Latino	U200	U-family/ U-basic
<b>Paquete Español</b>	\$15	\$15	Included	\$15	\$15
<b>TV JAPAN</b>	\$25	\$25	\$25	\$25	\$25
<b>Filipino TV Package</b> (The Filipino Channel, GMA Pinoy TV, VivaTV Plus & Filipino On Demand)	\$25	\$25	\$25	\$25	\$25
<b>The Filipino Channel</b>	\$12	\$12	\$12	\$12	\$12
<b>GMA Pinoy TV</b>	\$12	\$12	\$12	\$12	\$12
<b>South Asian Package</b> (Aapka Colors, SET Asia, Zee TV, & MTV India)	\$35	\$35	\$35	\$35	\$35
<b>TV Asia</b>	\$15	\$15	\$15	\$15	\$15
<b>SET Asia</b>	\$15	\$15	\$15	\$15	\$15
<b>Zee TV</b>	\$15	\$15	\$15	\$15	\$15
<b>Aapka Colors</b>	\$15	\$15	\$15	\$15	\$15
<b>Vietnamese Package</b> (SBTN & TVBV)	\$20	\$20	\$20	\$20	\$20
<b>SBTN</b>	\$15	\$15	\$15	\$15	\$15
<b>TVBV</b>	\$10	\$10	\$10	\$10	\$10
<b>MBC America</b>	\$13	\$13	\$13	\$13	\$13
<b>Mandarin TV Package</b> (CCTV-4, CTI-Zhong Tian, Phoenix North America Chinese Channel, Phoenix InfoNews, ET News & ET Global)	\$25	\$25	\$25	\$25	\$25
<b>CCTV-4</b>	\$10	\$10	\$10	\$10	\$10
<b>CTI-Zhong Tian</b>	\$12	\$12	\$12	\$12	\$12
<b>Phoenix North America Chinese Channel</b>	\$10	\$10	\$10	\$10	\$10
<b>Phoenix InfoNews</b>	\$10	\$10	\$10	\$10	\$10
<b>ET News</b>	\$10	\$10	\$10	\$10	\$10
<b>ET Global</b>	\$10	\$10	\$10	\$10	\$10
<b>TV Polonia</b>	\$20	\$20	\$20	\$20	\$20
<b>Channel One Russia</b>	\$15	\$15	\$15	\$15	\$15
<b>TV5MONDE</b>	\$10	\$10	\$10	\$10	\$10
<b>Arabic Radio &amp; Television</b>	\$13	\$13	\$13	\$13	\$13
<b>Rai Italia</b>	\$13	\$13	\$13	\$13	\$13
<b>TVBe</b>	\$17	\$17	\$17	\$17	\$17
SVOD and Apps Packages	U450	U300	U450/U300 U200/Latino	U200	U-family/ U-basic
<b>Anime on Demand</b>	\$7	\$7	\$7	\$7	\$7
<b>Disney Channel On Demand</b>	\$7	\$7	\$7	\$7	\$7
<b>here!</b>	\$7	\$7	\$7	\$7	\$7
<b>Too Much for TV</b>	\$15	\$15	\$15	\$15	\$15
<b>Stingray Karaoke App</b>	\$7	\$7	\$7	\$7	\$7

# AT&T Municipal Contact List

California Nevada

October 2019

Hello,

Please contact us at att.com/support or call 800.288.2020 if you have any questions or complaints about your U-verse® TV service. If you are dissatisfied with the resolution, you may contact the appropriate government or regulatory authority for your area. This information is enclosed. If your city or county is not included call us at 800.791.6661.

Thanks for choosing us,  
AT&T

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## AGOURA HILLS, CA

City Manager  
City of Agoura Hills  
30001 Ladyface Court  
Agoura Hills, CA 91301  
818-597-7314

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## ALAMEDA COUNTY, CA

Administrator  
County of Alameda  
1221 Oak Street, Suite 555  
Oakland, CA 94612  
510-208-4881

---

## ALAMEDA, CA

City Manager  
City of Alameda  
2263 Santa Clara Ave., Room 320  
Alameda, CA 94501  
510-747-4700

---

## ALBANY, CA

City Administrator  
City of Albany  
1000 San Pablo Avenue  
Albany, CA 94706  
510-528-5710

---

## ALHAMBRA, CA

City Manager  
City of Alhambra  
111 S First St  
Alhambra, CA 91801  
626-570-5010

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## ALISO VIEJO, CA

City Manager  
City of Aliso Viejo  
12 Journey  
Aliso Viejo, CA 92656  
949-425-3800

---

## AMERICAN CANYON, CA

City Manager  
City of American Canyon  
4381 Broadway Street  
American Canyon, CA 94503  
707-647-5323

---

## ANAHEIM, CA

City Manager  
City of Anaheim  
200 S. Anaheim Blvd., 7th Floor  
Anaheim, CA 92805  
714-765-5162

---

## ANTIOCH, CA

Director of Information Systems  
City of Antioch  
P.O. Box 5007  
Antioch, CA 94531-5007  
925-779-7041

---

## ARCADIA, CA

City Manager  
City of Arcadia  
240 W. Huntington Dr.  
Arcadia, CA 91066  
626-574-5401

---

## ATHERTON, CA

Joint Powers Authority -  
Cable Coordinator  
Town of Atherton  
250 Hamilton Avenue, Mezzanine  
Palo Alto, CA 94027  
650-752-0532

---

## ATWATER, CA

City Manager  
City of Atwater  
750 Bellevue Rd.  
Atwater, CA 95301  
209-357-6201

---

## BAKERSFIELD, CA

Assistant to City Manager  
City of Bakersfield  
1501 Truxtun Avenue  
Bakersfield, CA 93301  
661-326-3751

---

## BELL, CA

Interim City Manager  
City of Bell  
6330 Pine Avenue  
Bell, CA 90201  
323-588-6211

---

## BELLFLOWER, CA

City Manager  
City of Bellflower  
16600 Civic Center Drive  
Bellflower, CA 90706  
562-804-1424 ext. 2207

---

## BELMONT, CA

Information Services Director  
City of Belmont  
One Twin Pines Lane, Suite 365  
Belmont, CA 94002  
650-637-2970

---

## BENICIA, CA

City Manager  
City of Benicia  
250 East L Street  
Benicia, CA 94510  
707-746-4200

---

## BERKELEY, CA

City Manager  
City of Berkeley  
2180 Milvia Street, 5th Floor  
Berkeley, CA 94704  
510-981-7000

---

## BEVERLY HILLS, CA

Multimedia Manager  
City of Beverly Hills  
331 N. Foothill Road, Suite 470  
Beverly Hills, CA 90210  
310-285-1178

---

## BREA, CA

Communications and Marketing Mgr.  
City of Brea  
1 Civic Center Circle  
Brea, CA 92821-5732  
714-990-7770

---

## BRENTWOOD, CA

Management Analyst  
City of Brentwood  
150 City Park Way  
Brentwood, CA 94513-1396  
925-516-5118

---

## BUENA PARK, CA

City Manager  
City of Buena Park  
6650 Beach Blvd  
Buena Park, CA 90622-5009  
714-562-3554

---

## BURBANK, CA

City Manager  
City of Burbank  
275 E. Olive Ave  
Burbank, CA 91502  
818-238-5810

---

## BURLINGAME, CA

City Manager  
City of Burlingame  
501 Primrose Road  
Burlingame, CA 94010  
650-558-7294

---

## CALABASAS, CA

City Manager  
City of Calabasas  
100 Civic Center Way  
Calabasas, CA 91302  
818-878-4225 ext. 267

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## CAMPBELL, CA

Assistant City Manager  
City of Campbell  
70 North First Street  
Campbell, CA 95008-1039  
408-866-2128

---

## CAPITOLA, CA

City Manager  
City of Capitola  
420 Capitola Avenue  
Capitola, CA 95010  
831-475-7300



**CARLSBAD, CA**

Assistant City Manager  
City of Carlsbad  
1200 Carlsbad Village Dr.  
Carlsbad, CA 92008-1989  
760-434-2893

**CARSON, CA**

Revenue Manager  
City of Carson  
701 E. Carson St.  
Carson, CA 90746  
310-952-1729

**CERES, CA**

Interim Assistant Finance &  
HR Director  
City of Ceres  
2720 Second St.  
Ceres, CA 95307  
209-538-5764

**CHINO HILLS, CA**

City Manager  
City of Chino Hills  
14000 City Center Drive  
Chino Hills, CA 91709  
909-364-2620

**CHOWCHILLA, CA**

City Administrator  
City of Chowchilla  
130 S. Second  
Chowchilla, CA 93610  
559-665-8615 ext. 100

**CHULA VISTA, CA**

Director of Economic Development  
City of Chula Vista  
276 Fourth Avenue  
Chula Vista, CA 91910  
619-585-5738

**CITRUS HEIGHTS, CA**

Executive Director  
Sacramento Metropolitan Cable  
Television Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**CLAYTON, CA**

Assistant to the City Manager  
City of Clayton  
6000 Heritage Trail  
Clayton, CA 94517  
925-673-7308

**CLOVIS, CA**

City Manager  
City of Clovis  
1033 Fifth Street  
Clovis, CA 93612  
559-324-2060

**COLMA, CA**

City Manager  
Town of Colma  
1198 El Camino Real  
Colma, CA 94014  
650-997-8318

**COLTON, CA**

City Manager  
City of Colton  
650 N. La Cadena  
Colton, CA 92324  
909-370-5051

**COMMERCE, CA**

Finance Department  
City of Commerce  
2535 Commerce Way  
Commerce, CA 90040  
323-722-4805

**COMPTON, CA**

City Manager  
City of Compton  
205 S. Willowbrook Ave  
Compton, CA 90220  
310-650-5585

**CONCORD, CA**

Community Relations Manager  
City of Concord  
1950 Parkside Drive  
Concord, CA 94519  
925-671-3272

**CONTRA COSTA COUNTY, CA**

Office of Communications and Media  
Contra Costa County  
10 Douglas Drive, Suite 210  
Martinez, CA 94553  
925-313-1180

**CORONA, CA**

City Manager - Management Services  
City of Corona  
400 Vincentia  
Corona, CA 92882  
951-279-3670

**CORONADO, CA**

City Manager  
City of Coronado  
1825 Strand Way  
Coronado, CA 92118  
619-522-7335

**CORTE MADERA, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 102  
San Rafael, CA 94903-6813  
415-331-3639

**COSTA MESA, CA**

City Manager  
City of Costa Mesa  
PO Box 1200  
Costa Mesa, CA 92628  
714-754-5098

**COTATI, CA**

City Manager  
City of Cotati  
City Hall, 201 West Sierra Avenue  
Cotati, CA 94931  
707-792-4600

**CULVER CITY, CA**

City Manager  
City of Culver City  
9770 Culver Boulevard  
Culver City, CA 90232  
310-253-6000

**CUPERTINO, CA**

Chief Technology Officer  
City of Cupertino  
10300 Torre Avenue  
Cupertino, CA 95014-3255  
408-777-1333

**CYPRESS, CA**

City Manager  
City of Cypress  
5275 Orange Ave  
Cypress, CA 90630  
714-229-6688

**DALY CITY, CA**

Assistant to the City Manager  
City of Daly City  
333 90th Street  
Daly City, CA 94015  
650-991-8126

**DANA POINT, CA**

City Manager  
Town of Dana Point  
33282 Golden Lantern  
Dana Point, CA 92629  
949-248-3524

**DANVILLE, CA**

Administrative Services Director  
Town of Danville  
510 La Gonda Way  
Danville, CA 94526  
925-314-3388

**DAVIS, CA**

Assistant to Director -  
Community Services District  
City of Davis  
23 Russell Blvd.  
Davis, CA 95616  
530-757-5626 ext.7309

**DEL MAR, CA**

City Manager  
City of Del Mar  
1050 Camino Del Mar  
Del Mar, CA 92014  
858-755-9313

**DELANO, CA**

City Manager  
City of Delano  
1015 Eleventh Avenue  
Delano, CA 93215  
661-721-3303

**DIXON, CA**

City Manager  
City of Dixon  
600 East A St  
Dixon, CA 95620  
707-678-7000

**DOWNEY, CA**

City Manager  
City of Downey  
11111 Brookshire Avenue  
Downey, CA 90241  
562-904-7284

**DUBLIN, CA**

Office of the City Manager  
City of Dublin  
100 Civic Plaza  
Dublin, CA 94568  
925-833-6650

**EAST PALO ALTO, CA**

Joint Powers Authority - Cable Coordinator  
City of East Palo Alto  
250 Hamilton Avenue, Mezzanine  
Palo Alto, CA 94303  
650-329-2208

**EASTVALE, CA**

City Manager  
City of Eastvale  
1263 Limonite Ave #910  
Eastvale, CA 91752-3661  
951-703-4411

**EL CAJON, CA**

City Manager  
City of El Cajon  
200 Civic Center Way  
El Cajon, CA 92020  
619-440-1780

**EL CERRITO, CA**

Assistant City Manager  
City of El Cerrito  
10890 San Pablo Avenue  
El Cerrito, CA 94530  
510-215-4302

**EL DORADO COUNTY, CA**

CATV Franchise Administrator  
County of El Dorado  
330 Fair Lane  
Placerville, CA 95667  
916-621-5555

**EL DORADO HILLS, CA**

Project Coordinator  
El Dorado Hills Community Services  
District  
1030 St. Andrews Drive, 2nd Floor  
El Dorado Hills, CA 95762  
916-614-3208

**EL MONTE, CA**

City Manager  
City of El Monte  
11333 Valley Boulevard  
El Monte, CA 91731  
626-580-2001

**EL SEGUNDO, CA**

City Manager  
City of El Segundo  
350 Main St.  
El Segundo, CA 90245  
310-524-2313

**ELK GROVE, CA**

Executive Director  
Sacramento Metropolitan Cable  
Television Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**EMERYVILLE, CA**

City Clerk  
City of Emeryville  
1333 Park Avenue  
Emeryville, CA 94608  
510-596-4372

**ENCINITAS, CA**

Video Franchise Administrator,  
Finance Dept.  
City of Encinitas  
505 South Vulcan Ave.  
Encinitas, CA 92024  
760-633-2640

**ESCALON, CA**

City Manager  
City of Escalon  
2960 McHenry Ave.  
Escalon, CA 95320  
209-691-7400

**ESCONDIDO, CA**

Revenue Manager - Finance  
City of Escondido  
200 N. Broadway  
Escondido, CA 92025  
760-839-4676

**FAIRFAX, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr, Suite 102  
San Rafael, CA 94903-6813  
415-331-3639

**FAIRFIELD, CA**

City Manager  
City of Fairfield  
1000 Webster Street  
Fairfield, CA 94533  
707-428-7400

**FOLSOM, CA**

Executive Director  
Sacramento Metropolitan Cable Tele-  
vision Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**FONTANA, CA**

Deputy City Manager  
City of Fontana  
8353 Sierra Ave.  
Fontana, CA 92335  
909-350-7600

**FOSTER CITY, CA**

Administrative Services Director  
City of Foster City  
610 Foster City Blvd  
Foster City, CA 94404  
650-286-3214

**FOUNTAIN VALLEY, CA**

Executive Director  
Public Cable Television Authority  
10200 Slater Ave.  
Fountain Valley, CA 92708  
714-968-2024

**FREMONT, CA**

IT Services Manager  
City of Fremont  
P.O. Box 5006  
Fremont, CA 94537  
510-284-4090

**FRESNO COUNTY, CA**

County Administrative Officer  
County of Fresno  
2281 Tulare St., Suite 304  
Fresno, CA 93721-2120  
559-600-1710

**FRESNO, CA**

Fresno Call Center  
City of Fresno  
2600 Fresno Street  
Fresno, CA 93721  
559-621-2489

**FULLERTON, CA**

Office of the City Manager -  
Customer Complaints  
City of Fullerton  
303 W. Commonwealth  
Fullerton, CA 92832  
714-738-6310

**GALT, CA**

Executive Director  
Sacramento Metropolitan  
Cable Television Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**GARDEN GROVE, CA**

City Manager  
City of Garden Grove  
11222 Acacia Parkway  
Garden Grove, CA 92840  
714-741-5100

**GARDENA, CA**

City Manager  
City of Gardena  
1700 West 162nd Street  
Gardena, CA 90247  
310-217-9503

**GLENDALE, CA**

City Manager  
City of Glendale  
613 E. Broadway, Suite 200  
Glendale, CA 91206  
818-548-4844

**GRAND TERRACE, CA**

City Manager  
City of Grand Terrace  
22795 Barton Road  
Grand Terrace, CA 92313-7629  
909-824-6621 ext. 240

**HANFORD, CA**

City Clerk  
City of Hanford  
319 N. Douty Street  
Hanford, CA 93230  
559-585-2515

**HAWTHORNE, CA**

Finance Department  
City of Hawthorne  
4455 West 126th Street  
Hawthorne, CA 90250  
310-349-2906

**HAYWARD, CA**

Administrative Assistant  
City of Hayward  
777 B Street - 4th floor  
Hayward, CA 94541-5007  
510-583-4860

**HERCULES, CA**

City Clerk  
City of Hercules  
111 Civic Drive  
Hercules, CA 94547  
510-799-8215

**HIDDEN HILLS, CA**

City Manager  
City of Hidden Hills  
6165 Spring Valley Road  
Hidden Hills, CA 91302  
818-888-9281

**HIGHLAND, CA**

City Manager  
City of Highland  
27215 Baseline  
Highland, CA 92346  
909-864-6861 ext. 200

**HILLSBOROUGH, CA**

City Manager  
City of Hillsborough  
Town Hall, 1600 Floribunda Avenue  
Hillsborough, CA 94010  
650-375-7400

**HOLLISTER, CA**

Access Partnership Community Media  
City of Hollister  
375 Fifth Street  
Hollister, CA 95023  
831-636-4301

**HUGHSON, CA**

City Manager  
City of Hughson  
P.O. Box 9  
Hughson, CA 95326  
209-883-4054

**HUNTINGTON PARK, CA**

City Manager  
City of Huntington Park  
6550 Miles Ave  
Huntington Park, CA 90255  
323-584-6223

**IMPERIAL BEACH, CA**

City Clerk  
City of Imperial Beach  
825 Imperial Beach Blvd.  
Imperial Beach, CA 91932  
619-423-8300

**INGLEWOOD, CA**

City Manager  
City of Inglewood  
One Manchester Blvd.  
Inglewood, CA 90301  
310-412-5111

**IRVINE, CA**

Franchise Coordinator - City Hall  
City of Irvine  
One Civic Center Plaza  
Irvine, CA 92623  
949-724-6001

**IRWINDALE, CA**

City Manager  
City of Irwindale  
5050 N. Irwindale Avenue  
Irwindale, CA 91706  
626-430-2217

**JURUPA VALLEY, CA**

City Manager  
City of Jurupa Valley  
8930 Limonite Ave.  
Jurupa Valley, CA 92509  
951-332-6464

**KERN COUNTY, CA**

Division Director  
County of Kern  
1115 Truxtun Avenue  
Bakersfield, CA 93301  
661-868-3082

**KINGS COUNTY, CA**

Clerk of the Board  
County of Kings  
1400 West Lacey Blvd.  
Hanford, CA 93230  
559-582-2362

**LA CANADA FLINTRIDGE, CA**

City Manager  
City of La Canada Flintridge  
1327 Foothill Blvd.  
La Canada Flintridge, CA 91011  
818-790-8880

**LA HABRA, CA**

City Manager  
City of La Habra  
201 E. La Habra Blvd  
La Habra, CA 90631  
562-905-9742

**LA MESA, CA**

Cable Video Service c/o  
City Manager's Office  
City of La Mesa  
8130 Allison Ave.  
La Mesa, CA 91941  
619-667-1105

**LA MIRADA, CA**

Administrative Service Manager  
City of La Mirada  
13700 La Mirada Blvd.  
La Mirada, CA 90638  
562-902-2371

**LA PALMA, CA**

City Manager  
City of La Palma  
7822 Walker Street  
La Palma, CA 90623-1771  
714-690-3338

**LAFAYETTE, CA**

Administrative Services Director  
City of Lafayette  
123 Main Street  
Lafayette, CA 94549  
925-299-3227

**LAGUNA HILLS, CA**

City Manager - Administration  
City of Laguna Hills  
24035 El Toro Rd.  
Laguna Hills, CA 92653  
949-707-2600

**LAGUNA NIGUEL, CA**

City Manager  
City of Laguna Niguel  
30111 Crown Valley Parkway  
Laguna Niguel, CA 92677  
949-362-4300

**LAGUNA WOODS, CA**

City Manager  
City of Laguna Woods  
24264 El Toro Rd  
Laguna Woods, CA 92653  
949-639-0525

**LAKE FOREST, CA**

Director Management Services  
City of Lake Forest  
25550 Commercentre Dr.  
Lake Forest, CA 92630  
949-461-3410

**LAKEWOOD, CA**

City Manager  
City of Lakewood  
5050 Clark Ave.  
Lakewood, CA 90712  
562-866-9771 ext. 2122

**LANCASTER, CA**

City Manager  
City of Lancaster  
44933 N. Fern Avenue  
Lancaster, CA 93534  
661-723-6133

**LARKSPUR, CA**

City Manager  
City of Larkspur  
400 Magnolia Avenue  
Larkspur, CA 94939  
415-927-5110

**LATHROP, CA**

City Manager  
City of Lathrop  
390 Towne Centre Dr  
Lathrop, CA 95330  
209-941-7220

**LAWNDALE, CA**

City Manager  
City of Lawndale  
14717 Burin Ave.  
Lawndale, CA 90260  
310-973-3202

**LEMON GROVE, CA**

City Manager  
City of Lemon Grove  
3232 Main Street  
Lemon Grove, CA 91945  
619-825-3800

**LEMOORE, CA**

City Manager  
City of Lemoore  
711 W Cinnamon Drive  
Lemoore, CA 93245  
559-924-6744 ext 700

**LINCOLN, CA**

Interim City Manager  
City of Lincoln  
600 Sixth Street  
Lincoln, CA 95648  
916-434-2490

**LIVERMORE, CA**

Management Analyst  
City of Livermore  
1052 S. Livermore Avenue  
Livermore, CA 94550  
925-960-4042

**LODI, CA**

City Manager  
City of Lodi  
P.O. Box 3006  
Lodi, CA 95241  
209-333-6700

**LOMA LINDA, CA**

City Manager  
City of Loma Linda  
25541 Barton Road  
Loma Linda, CA 92354  
909-799-2810

**LOMITA, CA**

City Manager  
 City of Lomita  
 24300 Narbonne Avenue  
 Lomita, CA 90717  
 310-325-7110 ext. 151

**LONG BEACH, CA**

Technology Services  
 City of Long Beach  
 333 W Ocean Blvd. 12th Floor  
 Long Beach, CA 90802  
 562-570-6916

**LOOMIS, CA**

Town Manager  
 Town of Loomis  
 3665 Taylor Road  
 Loomis, CA 95650  
 916-652-1840

**LOS ALTOS HILLS, CA**

City Manager  
 Town of Los Altos Hills  
 26379 Fremont Road  
 Los Altos Hills, CA 94022  
 650-941-7222

**LOS ALTOS, CA**

City Manager  
 City of Los Altos  
 1 North San Antonio Road  
 Los Altos, CA 94022  
 650-947-2740

**LOS ANGELES COUNTY, CA**

Countywide Communications,  
 Cable Regulation  
 County of Los Angeles  
 500 W. Temple Street, Room 358  
 Los Angeles, CA 90012  
 213-974-2323  
 cableTV@lacounty.gov

**LOS ANGELES, CA**

General Manager and CIO  
 City of Los Angeles, Information  
 Technology Agency  
 200 North Main Street, Rm 1400 City  
 Hall East  
 Los Angeles, CA 90012  
 311 or 213-473-3231

**LOS BANOS, CA**

City Manager  
 City of Los Banos  
 520 J Street  
 Los Banos, CA 93635  
 209-827-7000 ext. 140

**LOS GATOS, CA**

Administrative Programs Manager  
 Town of Los Gatos  
 110 E Main St  
 Los Gatos, CA 95030  
 408-399-5768

**LYNWOOD, CA**

City Manager  
 City of Lynwood  
 11330 Bullis Rd  
 Lynwood, CA 90262  
 310-603-0220 ext. 230

**MADERA COUNTY, CA**

County Administrative Officer  
 County of Madera  
 200 W. Fourth Street  
 Madera, CA 93637  
 559-675-7703

**MADERA, CA**

Director of Human Resources  
 City of Madera  
 205 W. Fourth St.  
 Madera, CA 93637  
 559-661-5481

**MARIN COUNTY, CA**

Franchise Customer Service Manager  
 Marin Telecommunications Agency  
 555 Northgate Dr, Suite 230  
 San Rafael, CA 94903  
 415-331-3639

**MARINA, CA**

Finance Director  
 City of Marina  
 211 Hillcrest Avenue  
 Marina, CA 93933  
 831-884-1274

**MARTINEZ, CA**

Senior Management Analyst  
 City of Martinez  
 525 Henrietta Street  
 Martinez, CA 94553  
 925-372-3517

**MARYSVILLE, CA**

Admin Services Manager  
 City of Marysville  
 P.O. Box 150  
 Marysville, CA 95901  
 530-749-3935

**MAYWOOD, CA**

Acct. Supervisor  
 City of Maywood  
 4319 E. Slauson Avenue  
 Maywood, CA 90270  
 323-562-5077

**MENLO PARK, CA**

Joint Powers Authority -  
 Cable Coordinator  
 City of Menlo Park  
 250 Hamilton Avenue, Mezzanine  
 Palo Alto, CA 94301  
 650-329-2208

**MERCED COUNTY, CA**

Chief Information Officer  
 County of Merced  
 2222 M Street  
 Merced, CA 95340  
 209-385-7690

**MERCED, CA**

City Manager  
 City of Merced  
 678 West 18th  
 Merced, CA 95340  
 209-385-6834

**MILL VALLEY, CA**

Franchise Customer Service Manager  
 Marin Telecommunications Agency  
 555 Northgate Dr, Suite 230  
 San Rafael, CA 94903  
 415-331-3639

**MILLBRAE, CA**

City Clerk  
 City of Millbrae  
 621 Magnolia Avenue  
 Millbrae, CA 94030  
 650-259-2333

**MILPITAS, CA**

Information Services Director  
 City of Milpitas  
 455 East Calaveras Blvd.  
 Milpitas, CA 95035  
 408-586-3000

**MISSION VIEJO, CA**

Records Coordinator  
 City of Mission Viejo  
 200 Civic Center  
 Mission Viejo, CA 92691  
 949-470-3000

**MODESTO, CA**

Chief Information Officer  
 City of Modesto  
 1010 - 10th St.  
 Modesto, CA 95354  
 209-577-5331

**MONROVIA, CA**

City Manager  
 City of Monrovia  
 415 S. Ivy Ave.  
 Monrovia, CA 91016  
 626-932-5501

**MONTEBELLO, CA**

Acting City Manager  
 City of Montebello  
 1600 W. Beverly Blvd.  
 Montebello, CA 90640  
 323-887-1365

**MONTEREY COUNTY, CA**

Assistant IT Director  
 County of Monterey  
 168 West Alisal Street, 1st Floor  
 Salinas, CA 93901  
 831-755-5108

**MONTEREY PARK, CA**

Finance Department  
 City of Monterey Park  
 320 W. Newmark Avenue  
 Monterey Park, CA 91754  
 626-307-1388

**MONTEREY, CA**

City Manager  
 City of Monterey  
 City Hall - 580 Pacific Street  
 Monterey, CA 93940  
 831-646-3760

**MOORPARK, CA**

Administrative Services Manager  
 City of Moorpark  
 799 Moorpark Avenue  
 Moorpark, CA 93021  
 805-517-6247

**MORENO VALLEY, CA**

City Manager  
 City of Moreno Valley  
 14177 Frederick  
 Moreno Valley, CA 92553  
 951-413-3020

**MOUNTAIN HOUSE, CA**

Neighborhood Administrator  
Mountain House Community Services  
District  
230 S. Sterling Drive, Suite 100  
Mountain House, CA 95391  
209-831-2300

**MOUNTAIN VIEW, CA**

Assistant to the City Manager  
City of Mountain View, Office of the  
City Manager  
500 Castro Street  
Mountain View, CA 94039-7540  
650-903-6210

**NAPA COUNTY, CA**

Staff Service Manager  
Napa County Information Technology  
Services Division  
650 Imperial Way, Ste 201  
Napa, CA 94559  
707-259-8665

**NAPA, CA**

Community Coordinator  
City of Napa  
955 School St.  
Napa, CA 94559  
707-258-7843

**NATIONAL CITY, CA**

City Manager  
City of National City  
1243 National City Blvd.  
National City, CA 91950  
619-336-4240

**NEWARK, CA**

IT Services Manager  
City of Newark  
37101 Newark Boulevard  
Newark, CA 94560  
510-578-4300

**NEWPORT BEACH, CA**

City Manager  
City of Newport Beach  
3300 Newport Blvd  
PO Box 1768  
Newport Beach, CA 92658-8915  
949-644-3031

**NORCO, CA**

City Clerk  
City of Norco  
2870 Clark Avenue  
Norco, CA 92860  
951-270-5611

**NOVATO, CA**

City Manager  
City of Novato  
922 Machin Avenue  
Novato, CA 94945  
415-899-8903

**OKDALE, CA**

City Manager  
City of Oakdale  
280 N. Third Avenue  
Oakdale, CA 95361  
209-845-3571

**OAKLAND, CA**

City Manager  
City of Oakland  
150 Frank H. Ogawa Plaza, 7th Floor  
Oakland, CA 94612  
510-238-3567

**OAKLEY, CA**

Finance Director  
City of Oakley  
3231 Main Street  
Oakley, CA 94561  
925-625-7010

**OCEANSIDE, CA**

Management Analyst  
Information Technology Department  
300 North Coast Highway  
Oceanside, CA 92054  
760-435-3594

**OJAI, CA**

Director - Public Works Department  
City of Ojai  
401 S. Ventura St., P.O. Box 1570  
Ojai, CA 93024  
805-646-5581 ext 291

**ORANGE COUNTY, CA**

Cable Video Franchise Coordinator  
County of Orange  
P.O. Box 4048  
Santa Ana, CA 92702-4048  
714-834-2115

**ORANGE, CA**

Senior Assistant to City Manager  
City of Orange  
300 E. Chapman Ave.  
Orange, CA 92866  
714-744-2222

**PACIFIC GROVE, CA**

City Manager  
City of Pacific Grove  
300 Forest Avenue, 2nd Floor  
Pacific Grove, CA 93950  
831-648-3106

**PACIFICA, CA**

City Manager  
City of Pacifica  
170 Santa Maria Ave.  
Pacifica, CA 94044  
650-738-7300

**PALMDALE, CA**

City Manager  
City of Palmdale  
38300 Sierra Hwy.  
Palmdale, CA 93550  
661-267-5101

**PALO ALTO, CA**

Joint Powers Authority - Cable Coordinator  
City of Palo Alto  
250 Hamilton Avenue, Mezzanine  
Palo Alto, CA 94301  
650-329-2208

**PARAMOUNT, CA**

Director IT  
City of Paramount  
16400 Colorado Ave  
Paramount, CA 90723  
562-220-2155

**PASADENA, CA**

Community Access Corporation -  
Customer Service  
City of Pasadena  
2061 North Los Robles Suite 106  
Pasadena, CA 91104  
626-794-8585

**PETALUMA, CA**

Admin. Services Director  
City of Petaluma  
11 English St.  
Petaluma, CA 94952  
707-778-4323

**PICO RIVERA, CA**

City Manager  
City of Pico Rivera  
6615 Passons Blvd  
Pico Rivera, CA 90660  
562-801-4379

**PIEDMONT, CA**

City Clerk  
City of Piedmont  
120 Vista Avenue  
Piedmont, CA 94611  
510-420-3041

**PINOLE, CA**

City Manager  
City of Pinole  
2131 Pear Street  
Pinole, CA 94564  
510-724-8933

**PITTSBURG, CA**

City Manager  
City of Pittsburg  
Civic Center, 65 Civic Avenue  
Pittsburg, CA 94565-2830  
925-252-4850

**PLACENTIA, CA**

City Clerk  
City of Placentia  
401 East Chapman Avenue  
Placentia, CA 92870  
714-993-8231

**PLACER COUNTY, CA**

Public Information Office  
County of Placer  
175 Fulweiler Ave  
Auburn, CA 95063  
530-889-4030

**PLEASANT HILL, CA**

City Attorney  
City of Pleasant Hill  
100 Gregory Lane  
Pleasant Hill, CA 94523  
925-671-5239

**PLEASANTON, CA**

City Manager  
City of Pleasanton  
P.O. Box 520  
Pleasanton, CA 94566  
925-931-5002

**PORTERVILLE, CA**

City Manager  
City of Porterville  
291 North Main Street  
Porterville, CA 93257  
559-782-7466

**PORTOLA VALLEY, CA**

Director of Public Works  
Town of Portola Valley  
765 Portola Road  
Portola Valley, CA 94028  
650-851-1701

**POWAY, CA**

Senior Management Analyst  
City of Poway  
13325 Civic Center Drive  
Poway, CA 92064  
858-668-4586

**RANCHO CORDOVA, CA**

Executive Director  
Sacramento Metropolitan Cable  
Television Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**RANCHO SANTA MARGARITA, CA**

City Manager  
City of Rancho Santa Margarita  
22112 El Paseo  
Rancho Santa Margarita, CA 92688  
949-635-1800

**REDWOOD CITY, CA**

Revenue Services  
City of Redwood City  
1017 Middlefield Road  
Redwood City, CA 94063  
650-780-7302

**RIALTO, CA**

City Administrator  
City of Rialto  
150 S. Palm Ave.  
Rialto, CA 92376  
909-820-2527

**RICHMOND, CA**

Cable Administrator  
City of Richmond  
2544 Barrett Avenue  
Richmond, CA 94804  
510-620-6714

**RIVERBANK, CA**

Administrative Services Director/  
City Clerk  
City of Riverbank  
6707 Third Street  
Riverbank, CA 95367  
209-863-7198

**RIVERSIDE COUNTY, CA**

Compliance Contracts Officer  
County of Riverside  
4080 Lemon Street, 4th Flr  
Riverside, CA 92501  
951-955-9580

**RIVERSIDE, CA**

City Manager  
City of Riverside  
3900 Main St.  
Riverside, CA 92522  
951-826-5311

**ROCKLIN, CA**

City Manager  
City of Rocklin  
3970 Rocklin Road  
Rocklin, CA 95677  
916-625-5560

**ROHNERT PARK, CA**

City Manager  
City of Rohnert Park  
130 Avram Avenue  
Rohnert Park, CA 94928  
707-588-2223

**ROLLING HILLS ESTATES, CA**

City Manager  
City of Rolling Hill Estates  
4045 Palos Verdes Dr. North  
Rolling Hills Estates, CA 90274  
310-377-1577

**ROSEMEAD, CA**

Assistant City Manager  
City of Rosemead  
8838 East Valley Boulevard  
Rosemead, CA 91770  
626-569-2100

**ROSEVILLE, CA**

Assistant City Manager  
City of Roseville  
311 Vernon St  
Roseville, CA 95678  
916-774-5361

**ROSS, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 230  
San Rafael, CA 94903  
415-331-3639

**SACRAMENTO COUNTY, CA**

Executive Director  
Sacramento Metropolitan Cable  
Television Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**SACRAMENTO, CA**

Executive Director  
Sacramento Metropolitan Cable  
Television Commission  
799 G Street, 4th Floor  
Sacramento, CA 95814  
916-874-6661

**SALINAS, CA**

City Manager  
City of Salinas  
200 Lincoln Avenue  
Salinas, CA 93901  
831-758-7201

**SAN ANSELMO, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 230  
San Rafael, CA 94903  
415-331-3639

**SAN BENITO COUNTY, CA**

County Administrative Officer  
County of San Benito  
481 Fourth Street, 1st Floor  
Hollister, CA 95023  
831-636-4000

**SAN BERNARDINO COUNTY, CA**

CEO  
County of San Bernardino  
385 North Arrowhead Ave 4th Floor  
San Bernardino, CA 92415-0120  
909-387-5112

**SAN BERNARDINO, CA**

City Manager  
City of San Bernardino  
300 North D Street  
San Bernardino, CA 92418  
909-384-5122

**SAN BRUNO, CA**

Finance Director  
City of San Bruno  
567 El Camino Real  
San Bruno, CA 94066  
650-616-7023

**SAN CARLOS, CA**

Assistant City Manager  
City of San Carlos  
600 Elm Street  
San Carlos, CA 94070  
650-802-4210

**SAN CLEMENTE, CA**

City Clerk  
City of San Clemente  
100 Avenida Presidio  
San Clemente, CA 92672  
949-361-8345

**SAN DIEGO COUNTY, CA**

Franchise Administrator  
County of San Diego  
1600 Pacific Highway, Room 208  
San Diego, CA 92101-2422  
619-595-4639

**SAN DIEGO, CA**

Station Manager  
City of San Diego TV  
1200 Third Ave. Suite 416  
San Diego, CA 92101  
619-236-6010

**SAN FRANCISCO, CA**

City Administrator  
City and County of San Francisco  
1 Dr. Carlton B. Goodlett Place, #362  
San Francisco, CA 94103  
415-554-4851

**SAN GABRIEL, CA**

Deputy City Manager  
City of San Gabriel  
425 South Mission Drive  
PO Box 130  
San Gabriel, CA 91778  
626 308-2805

**SAN JOAQUIN COUNTY, CA**

County Administrator  
County of San Joaquin  
44 North San Joaquin St #640  
Stockton, CA 95202  
209-468-3203

**SAN JOSE, CA**

Video Franchise Manager  
City of San Jose  
200 East Santa Clara Street, 17th Floor  
San Jose, CA 95113-1905  
408-535-8120

**SAN JUAN CAPISTRANO, CA**

City Clerk  
City of San Juan Capistrano  
32400 Paseo Adelanto  
San Juan Capistrano, CA 92675  
949-443-6309

**SAN LEANDRO, CA**

Community Relations Representative  
City of San Leandro  
835 East 14th Street  
San Leandro, CA 94577  
510-577-3358

**SAN MARCOS, CA**

Communications Officer  
City of San Marcos  
1 Civic Center Dr.  
San Marcos, CA 92069  
760-744-1050 ext. 3169

**SAN MARINO, CA**

City Manager  
City of San Marino  
2200 Huntington Drive 2nd floor  
San Marino, CA 91108  
626-300-0788

**SAN MATEO COUNTY, CA**

County Manager/Clerk of the Board  
County of San Mateo  
400 County Center, 1st Floor  
Redwood City, CA 94063  
650-363-4121

**SAN MATEO, CA**

Project Manager  
City of San Mateo  
330 W. 20th Avenue  
San Mateo, CA 94403-1388  
650-522-7076

**SAN PABLO, CA**

Interim Assistant City Manager  
City of San Pablo  
One Alvarado Square  
San Pablo, CA 94806  
510-215-3039

**SAN RAFAEL, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 230  
San Rafael, CA 94903  
415-331-3639

**SAN RAMON, CA**

Finance Department  
City of San Ramon  
7000 Bollinger Canyon Road  
San Ramon, CA 94583  
925-973-2532

**SANTA ANA, CA**

City Manager  
City of Santa Ana  
20 Civic Center Plaza, 8th Floor  
Santa Ana, CA 92702  
714-647-5200

**SANTA CLARA COUNTY, CA**

Video Franchise Manager  
County of Santa Clara  
70 West Hedding Street, 11th Floor  
San Jose, CA 95110  
408-299-5141

**SANTA CLARA, CA**

Telecommunications Policy Coordinator  
City of Santa Clara  
1500 Warburton Avenue  
Santa Clara, CA 95050  
408-615-5579

**SANTA CLARITA, CA**

Communications Specialist  
City of Santa Clarita  
23920 Valencia Blvd., #290  
Santa Clarita, CA 91355-2196  
661-284-1407

**SANTA CRUZ COUNTY, CA**

Assistant CAO  
County of Santa Cruz  
601 Ocean Street  
Santa Cruz, CA 95060  
831-454-2100

**SANTA CRUZ, CA**

City Manager  
City of Santa Cruz  
809 Center Street, Room 10  
Santa Cruz, CA 95060  
831-420-5010

**SANTA ROSA, CA**

Assistant City Manager  
City of Santa Rosa  
100 Santa Rosa Ave  
Santa Rosa, CA 95404  
707-543-3010

**SANTEE, CA**

Assistant to the City Manager  
City of Santee  
10601 Magnolia Avenue  
Santee, CA 92071-1266  
619-258-4100 ext.193

**SARATOGA, CA**

City Manager  
City of Saratoga  
13777 Fruitvale Avenue  
Saratoga, CA 95070  
408-868-1200

**SAUSALITO, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 230  
San Rafael, CA 94903  
415-331-3639

**SCOTTS VALLEY, CA**

City Manager  
City of Scotts Valley  
One Civic Center Drive  
Scotts Valley, CA 95066  
831-440-5600

**SEASIDE, CA**

City Manager  
City of Seaside  
440 Harcourt Ave  
Seaside, CA 93955  
831-899-6701

**SEBASTOPOL, CA**

City Manager  
City of Sebastopol  
7120 Bodega Avenue  
Sebastopol, CA 95473  
707-823-1153

**SELMA, CA**

City Manager  
City of Selma  
1710 Tucker Street  
Selma, CA 93622  
559-891-2200

**SIMI VALLEY, CA**

City Manager  
City of Simi Valley  
3855-A Alamo Street  
Simi Valley, CA 93063-2100  
805-583-6762

**SOLANA BEACH, CA**

Assistant to the City Manager  
City of Solana Beach  
635 So. Hwy 101  
Solana Beach, CA 92075  
858-720-2436

**SOLANO COUNTY, CA**

Real Estate Services - Department of  
General Services  
County of Solano  
675 Texas Street #2500  
Fairfield, CA 94533  
707-784-7900

**SONOMA COUNTY, CA**

Cable Specialist  
County of Sonoma - T&PW  
2300 County Center Drive, Rm. B-100  
Sonoma, CA 95403  
707-565-2758

**SONOMA, CA**

City Manager  
City of Sonoma  
City Hall No. 1 - The Plaza  
Sonoma, CA 95476  
707-933-2218

**SOUTH GATE, CA**

City Manager  
City of South Gate  
8650 California Avenue  
South Gate, CA 90280  
323-563-9500

**SOUTH PASADENA, CA**

City Manager  
City of South Pasadena  
1414 Mission Street  
South Pasadena, CA 91030  
626-403-7210

**SOUTH SAN FRANCISCO, CA**

Finance Department  
City of South San Francisco  
400 Grand Ave  
South San Francisco, CA 94080  
650-829-3919

**STANISLAUS COUNTY, CA**

Deputy Executive Officer  
County of Stanislaus  
1010 10th St., Suite 6800  
Modesto, CA 95354  
209-652-1514

**STANTON, CA**

Executive Director  
Public Cable Television Authority  
10200 Slater Ave.  
Fountain Valley, CA 92708  
714-968-2024

**STOCKTON, CA**

Revenue Officer - Administrative Services  
Department  
City of Stockton  
425 N. El Dorado Street  
Stockton, CA 95202  
209-937-8215

**SUISUN CITY, CA**

Director Public Works  
City of Suisun City  
701 Civic Center Blvd.  
Suisun City, CA 94585  
707-421-7340

**SUNNYVALE, CA**

IT Services Manager  
City of Sunnyvale  
P.O. Box 3707  
Sunnyvale, CA 94088-3707  
408-730-7557

**SUTTER COUNTY, CA**

County Administrator  
County of Sutter  
1160 Civic Center Blvd., Suite A  
Yuba City, CA 95993  
530-822-7100

**TEHACHAPI, CA**

Accounting Officer  
City of Tehachapi  
115 South Robinson Street  
Tehachapi, CA 93561  
661-822-2200

**TEMPLE CITY, CA**

Finance Department  
City of Temple City  
9701 Las Tunas Drive  
Temple City, CA 91780  
626-285-2171

**THOUSAND OAKS, CA**

City Manager  
City of Thousand Oaks  
2100 Thousand Oaks Boulevard  
Thousand Oaks, CA 91362  
805-449-2121

**TIBURON, CA**

Franchise Customer Service Manager  
Marin Telecommunications Agency  
555 Northgate Dr., Suite 230  
San Rafael, CA 94903-6813  
415-331-3639

**TORRANCE, CA**

City Manager  
City of Torrance  
3031 Torrance Blvd  
Torrance, CA 90503  
310-618-5880

**TRACY, CA**

City Manager's Office  
City of Tracy  
333 Civic Center Plaza  
Tracy, CA 95376  
209-831-6128

**TRUCKEE, CA**

Assistant Town Manager  
Town of Truckee  
10183 Truckee Airport Road  
Truckee, CA 96161  
530-582-2914

**TULARE COUNTY, CA**

County Administrative Officer  
County of Tulare  
2800 W. Burrel  
Visalia, CA 93291  
559-636-5005

**TULARE, CA**

Administrative Services Director  
City of Tulare  
411 East Kern Avenue  
Tulare, CA 93274  
559-684-4203

**TURLOCK, CA**

City Manager  
City of Turlock  
156 S. Broadway, Suite 230  
Turlock, CA 95380  
209-668-5540

**TUSTIN, CA**

Cable Referral Hotline  
City of Tustin  
300 Centennial Way  
Tustin, CA 92780  
714-573-3160

**UNION CITY, CA**

City Manager  
City of Union City  
34009 Alvarado-Niles Road  
Union City, CA 94587  
510-675-5351

**VACAVILLE, CA**

Public Information Officer  
City of Vacaville  
650 Merchant St.  
Vacaville, CA 95688  
707-449-5371

**VALLEJO, CA**

City Manager  
City of Vallejo  
555 Santa Clara Street  
Vallejo, CA 94590  
707-648-4576

**VENTURA COUNTY, CA**

Manager, Real Estate Services Division  
County of Ventura  
800 S. Victoria Avenue  
Ventura, CA 93009-1600  
805-654-2018

**VENTURA, CA**

City Manager  
City of Ventura  
501 Poli Street, PO Box 99  
Ventura, CA 93002-0099  
805-654-7740

**VERNON, CA**

City Administrator  
City of Vernon  
4305 S. Santa Fe Avenue  
Vernon, CA 90058  
323-583-8811

**VILLA PARK, CA**

City Manager  
City of Villa Park  
7855 Santiago Blvd.  
Villa Park, CA 92861  
714-998-1500

**VISALIA, CA**

City Manager  
City of Visalia  
220 N Sante Fe St.  
Visalia, CA 93291  
559-713-4314

**VISTA, CA**

Assistant City Manager  
City of Vista  
200 Civic Center Dr.  
Vista, CA 92084  
760-639-6131

**WALNUT CREEK, CA**

Public Information Officer  
City of Walnut Creek  
1666 North Main Street, P.O. Box 8039  
Walnut Creek, CA 94596  
925-943-5895

**WATSONVILLE, CA**

Admin Service Director  
City of Watsonville  
250 Main Street  
Watsonville, CA 95076  
831-768-3470

**WEST HOLLYWOOD, CA**

Director of Communications  
City of West Hollywood  
8300 Santa Monica Blvd  
West Hollywood, CA 90069  
323-848-6461

**WEST SACRAMENTO, CA**

City Manager  
City of West Sacramento  
110 West Capitol Ave. 3rd Floor  
West Sacramento, CA 95691  
916-617-4500

**WESTLAKE VILLAGE, CA**

Assistant City Manager  
City of Westlake Village  
31200 Oak Crest Drive  
Westlake Village, CA 91361  
818-706-1613

**WESTMINSTER, CA**

Executive Director  
Public Cable Television Authority  
10200 Slater Ave.  
Fountain Valley, CA 92708  
714-968-2024

**WINDSOR, CA**

Town Manager  
Town of Windsor  
9291 Old Redwood Highway, 100  
Windsor, CA 95492  
707-838-1000

**WINTERS, CA**

City Manager  
City of Winters  
318 First Street  
Winters, CA 95694  
530-795-4910 ext. 110

**WOODLAND, CA**

Director of Admin Services/City Clerk  
City of Woodland  
300 First Street  
Woodland, CA 95695  
530-661-5805



**WOODSIDE, CA**

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Assistant Town Manager  
City of Woodside  
2955 Woodside Road  
Woodside, CA 94062  
650-851-6790

**YOLO COUNTY, CA**

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Clerk of the Board - Board of Supervisors  
County of Yolo  
625 Court St, Room 204  
Woodland, CA 95695  
530-666-8195

**YORBA LINDA, CA**

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Assistant to City Manager  
City of Yorba Linda  
4845 Casa Loma Avenue  
Yorba Linda, CA 92886  
714-961-7106

**YUBA CITY, CA**

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General Services  
City of Yuba City  
1185 Market St.  
Yuba City, CA 95991  
530-822-4659

**YUBA COUNTY, CA**

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Chief Administrative Officer  
County of Yuba  
915 8th. St.  
Marysville, CA 95901  
530-749-7575

**NEVADA****DAYTON, NV**

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Lyon County Manager  
Town of Dayton  
27 South Main Street  
Yerington, NV 89447  
775-463-6531

**FERNLEY, NV**

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Administrative Specialist  
City of Fernley  
595 Silver Lace Boulevard  
Fernley, NV 89408  
775-784-9857

**RENO, NV**

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Reno District  
City of Reno  
P.O. Box 1900  
Reno, NV 89505  
775-334-4636

**SPARKS, NV**

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Public Information Officer  
City of Sparks  
431 Prater Way  
Sparks, NV 89431

**WASHOE COUNTY, NV**

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Purchasing Department  
Washoe County  
P.O. Box 11130  
Reno, NV 89520  
775-328-2280







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