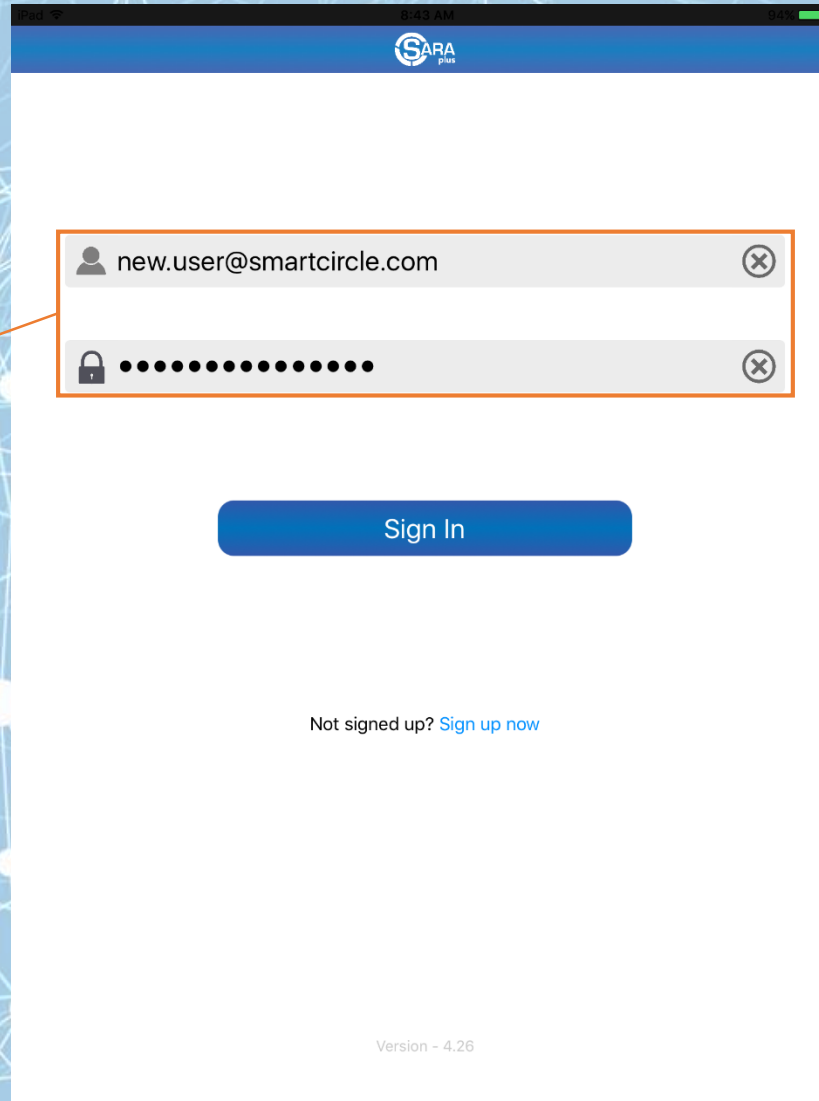




SARA Plus IOS Order Entry Guide

First Time Login

Login using your login email
and login password.



The screenshot shows the SARA plus mobile app interface. At the top, there's a status bar with 'iPad', '8:43 AM', and '94%' battery. Below that is a blue header with the 'SARA plus' logo. The main content area has two input fields for login, both with 'X' icons on the right. The first field contains the email 'new.user@smartcircle.com'. The second field contains a password represented by 12 dots. Below these fields is a blue 'Sign In' button. Under the button, it says 'Not signed up? [Sign up now](#)'. At the very bottom, it says 'Version - 4.26'.

new.user@smartcircle.com

●●●●●●●●●●●●

Sign In

Not signed up? [Sign up now](#)

Version - 4.26

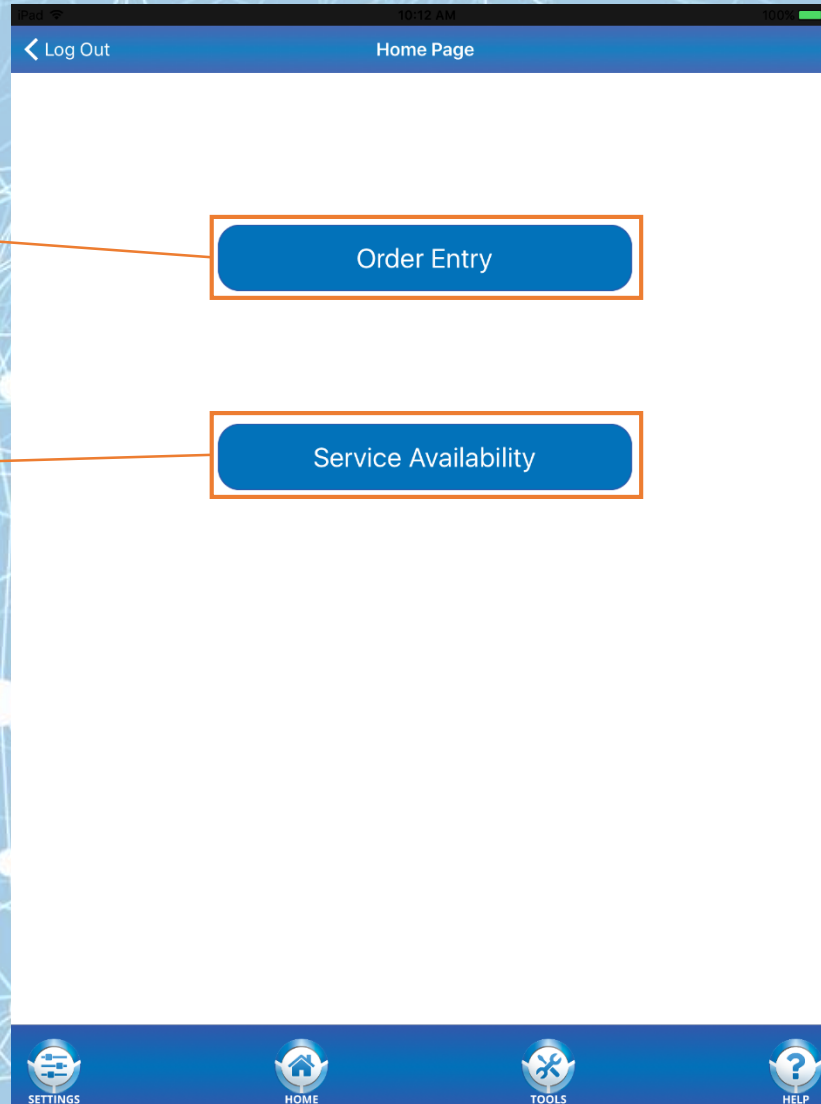
Homepage

Order Entry will take you right into the order entry process

Order Entry

Service availability will allow an agent to enter an address to check which services are available there

Service Availability



Service Availability check

Zip code is green which means it has been successfully validated

Address is green which means is has been successfully validated

State and City are auto populated based on zip code to reduce the amount of data entered

Tapping here will start the service availability check

10:13 AM

100%

Service Availability Check

Enter Customer Address

Zip

State

City

75204

TX

Dallas

Address

Unit #

3930 Mckinney Ave

142

Previous

Check Availability

Service Availability check

All services available at the entered addresses will be displayed here

Service Availability Check

Enter

3930 Mckinney Ave
Dallas TX, 75204

Zip

75204

Address

3930 Mckinney Ave

DIRECTV

ALL DIRECTV packages are available

AT&T Internet

Product	Description	Stand Alone Price	Bundle Price
Internet 50	50/10 Mbps	\$40.00	\$30.00

Quit

New Address

Start Order

Previous

Check Availability

This will continue and start the order

Order Options

The agent can easily select their campaign to specify where they are working

The agent can easily select which retail store they are in

Stores will auto fill into this box for easy selection

The screenshot shows a mobile application interface titled "Order Options". It features three main sections, each highlighted by an orange box with a callout line pointing to an explanatory text box on the left:

- Campaign Section:** Contains two selectable options: "Retail" and "Door to Door".
- Retail Store Section:** Contains one selectable option: "CYD Sams Club".
- Store ID Section:** Contains a list of auto-filled store names: "Sams Club", "Sams Club #1163", "Sams Club #1453", and "Sams Club #0102".

At the bottom of the screen, there are two blue buttons: "Previous" on the left and "Next" on the right.

CPNI Agreement

Customer Approved CPNI

10:13 AM100%

Customer Info

CPNI

Read this text to the customer

May I access your account information during this visit to discuss products offered by AT&T companies? It is your right and our duty under federal law to protect this information. Your decision will not affect your AT&T service.

☐

 Yes, consent granted for this interaction only

☐

 No, consent denied for this interaction only

Previous

Customer Information

The agent must select yes or no in order to proceed. This is highly encouraged if face to face with customer.

These have been auto-populated since they were already captured during the service availability check

Customer Info

Customer Information

First Name Last Name

Phone # Mobile Phone # Email

###-###-#### ###-###-#### email@email.com

May AT&T use your contact numbers to reach you by phone or text with information about your AT&T services?

☐ Yes ☐ No

I have verified the customers name with an approved government photo ID

☐ Yes ☐ No

Zip State City

75204 TX DALLAS

Address Unit #

3930 MCKINNEY AVE 142

Previous Search for Customer

Customer Information

Customer Information
is gathered here

Customer Info

Customer Information

First Name

Steven

Last Name


Grebner

Phone #

334-335-3030

Mobile Phone #

###-###-####

Email 

noemail@att.com

May AT&T use your contact numbers to reach you by phone or text with information about your AT&T services?

☒ Yes ☐ No

I have verified the customers name with an approved government photo ID

☒ Yes ☐ No

Zip

75204

State

TX

City

DALLAS

Address

3930 MCKINNEY AVE

Unit #

142

Previous

Search for Customer

This icon will alert users if an email is valid and verified(green), valid but unverified(yellow) or invalid and unverified(red)

After entering any piece(s) of information on a customer, a customer search can be started to look up previous customers

Customer Search

This will select
your new
customer record

Customer Info

Customer Information

First Name

Phone

Zip

Address

Name	Address	Phone Number	Date Entered
New Customer			04/28/2018

erride

Previous

Next

Finish Customer Information

Customer Info

Customer Information

First Name Last Name

Steven Grebner

Phone # Mobile Phone # Email

334-335-3030 ###-###-#### test@test.com

May AT&T use your contact numbers to reach you by phone or text with information about your AT&T services?

☐ Yes ☐ No

Zip State City

75204 TX Dallas

Address Unit #

3930 Mckinney Ave 142

Previous Search for Customer Next

When tapping next to move on the zip code will be used to determine which DTV Account will be used

Customer Information

Customer Info

Customer Information

First Name

STEVEN

Last Name

GREBNER

Phone #

334-335-3030

Mobile Phone #

###-###-####

Email

test@test.com

May AT&T use your contact numbers to reach you by phone or text with information about your AT&T services?

☒ Yes ☐ No

I have verified the customers name with an approved government photo ID

☒ Yes ☐ No

Zip

75204

State

TX

City

DALLAS

Address

3930 MCKINNEY AVE

Unit #

142

Customer records have been locked

Previous

Next

Customer record is locked if credit check has been ran for this customer.

Credit Check

The DTV Credit Check requires a SSN or Drivers License and a Date of Birth

10:15 AM 100%

Customer Info(Cont.)

AT&T Credit Check

You must read the statements below to the customer verbatim:

"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"

"Is this okay?"

☐ Yes, run credit check now

☐ No, run credit check later

Enter Information

Next

Consent to Credit Check

The customer will be prompted to give consent to run the Credit Check

10:15 AM

Customer Info(Cont.)

AT&T Credit Check

You must read the statements below to the customer verbatim:

"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"

"Is this okay?"

☐ Yes, run credit check now

☐ No, run credit check later

Notice
The customer must initialize to show consent before continuing with a Credit Check.

Consent

Does Not Consent

Next

Credit Check Initial

The customer must initial to consent to the credit check

10:15 AM100%

Customer Info(Cont.)

AT&T Credit Check

You must read the statements below to the customer verbatim:

"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"

"Is this okay?"

☐ Yes, run credit check now

KM

Initial in this box

Save

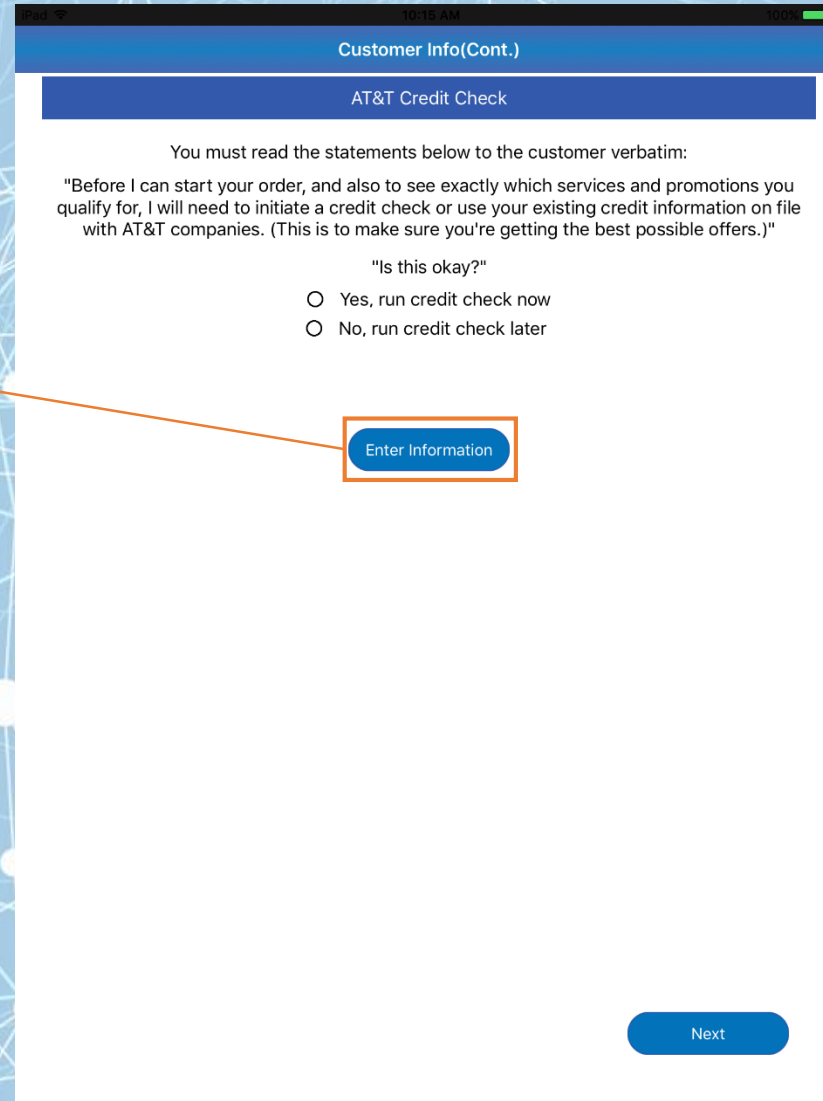
Clear

Close

Next

Enter Secure Information

Tapping enter information will start the process for the customer to enter their information



The screenshot shows a mobile app interface with a status bar at the top displaying '10:15 AM' and '100%' battery. The app has a blue header with the text 'Customer Info(Cont.)'. Below the header is a blue bar with the text 'AT&T Credit Check'. The main content area is white and contains the following text: 'You must read the statements below to the customer verbatim:', '"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"', and '"Is this okay?'. There are two radio button options: 'Yes, run credit check now' and 'No, run credit check later'. At the bottom right of the screen is a blue button with the text 'Next'. An orange box highlights the 'Enter Information' button, and an orange line points from the text box on the left to this button.

10:15 AM 100%

Customer Info(Cont.)

AT&T Credit Check

You must read the statements below to the customer verbatim:

"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"

"Is this okay?"

☐ Yes, run credit check now

☐ No, run credit check later

Enter Information

Next

Device Handoff

The customer will acknowledge that they have the device in order to begin entering their information.

10:11 PM

Customer Info(Cont.)

AT&T Credit Check

You must read the statements below to the customer verbatim:

"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"

"Is this okay?"

☒ Yes, run credit check now

☐ No, run credit check later

Enter Information

Secure Information Entry
The following page is for the customers eyes only. Hand the device to the customer and allow them to continue from here.

I am the customer

Next

Secure Information Entry

The customer will enter their date of birth here

This switch will allow the customer to decide if they would rather provide their SSN or Drivers License

SSN entry

Secure Information Entry

A Date of Birth and a Social Security Number or Drivers License are required to run a credit check

Date of Birth

June	9	1985
July	10	1986
August	11	1987

Social Security Number

☒ Drivers License

SSN

...

...

...

Previous

Next

Clicking next will save the customers information and prompt them to hand the device back to the agent

Device Handoff

The customer is notified to hand the device back to the sales agent.

Secure Information Entry

A Date of Birth and a Social Security Number or Drivers License are required to run a credit check

Date of Birth

June	9	1985
July	10	1986
August	11	1987

Social Security Number

☒ Drivers License

SSN

Notice

Your information has been saved and will not be visible to the agent you are working with at any point. Click continue then hand the device back to your agent.

Continue

Previous

Next

Credit Check

10:16 AM 100%

Customer Info(Cont.)

AT&T Credit Check

You must read the statements below to the customer verbatim:

"Before I can start your order, and also to see exactly which services and promotions you qualify for, I will need to initiate a credit check or use your existing credit information on file with AT&T companies. (This is to make sure you're getting the best possible offers.)"

"Is this okay?"

☒ Yes, run credit check now

☐ No, run credit check later

Next

The customers
information has been
verified and saved

Credit Check Information Verified

Tapping next will start our
credit check and move us on
to the Bundle Homepage

Bundle Homepage

This bar contains customer information as well as other materials to help the sales agent. This bar will be available throughout the entire Order Entry process.

These tappable product buttons show what is available for the customer based on service availability.

Available providers are displayed below the service

Tappable Navigation and Shopping Cart buttons.

The legend button shows us what the Green, Yellow and Grey icons mean.



Icon Legend

Green checkmark: Product is completed

Yellow Exclamation Point: Product has been started - But not finished

Grey minus - Product is available but not yet started

The screenshot shows a mobile application interface titled "Bundle Homepage". At the top, there is a header bar with customer information: "Customer Name: STEVEN GRAB...", "Phone #: (334)335-3030", "DTV Account #: FFL-1769378", and "SARA Order ID: DSIM10202333". Below this, there are four service icons arranged in a 2x2 grid. Each icon consists of a blue circle with a white symbol and a small status icon in the bottom right corner. The services are: "Customer Information" (document icon with a green checkmark), "Video" (TV icon with a grey minus), "Internet" (Wi-Fi icon with a grey minus), and "Voice" (phone icon with a grey minus). The AT&T logo is visible below each service icon. A central "ICON LEGEND" box explains the status icons: a green checkmark for "PRODUCT IS COMPLETED", a yellow exclamation point for "PRODUCT HAS BEEN STARTED - BUT NOT FINISHED", and a grey minus for "PRODUCT IS AVAILABLE BUT NOT YET STARTED". A "Legend" link is at the bottom right, and a "Quit Order" button is at the bottom center.

Bundle Homepage

Customer Name: STEVEN GRAB... DTV Account #: FFL-1769378
Phone #: (334)335-3030 SARA Order ID: DSIM10202333

Customer Information Video
Internet Voice
AT&T AT&T

ICON LEGEND

- Green checkmark: PRODUCT IS COMPLETED
- Yellow exclamation point: PRODUCT HAS BEEN STARTED - BUT NOT FINISHED
- Grey minus: PRODUCT IS AVAILABLE BUT NOT YET STARTED

[Legend](#)



Quit Order

DTV Package Selection

Video Programming

Customer Name: Steven Grebner
Phone #: (334)335-3030


DTV Account #: FFL-1774129
SARA Order ID: DSIM10261929



Number Of TVs

Language


All Included?



2
3
4
5
6

English ☐ Spanish ☐

No ☐ Yes ☒



DIRECTV

Name	Description	Full Price	Promo Price
DIRECTV PREMIER All Included	DIRECTV PREMIER All Included Our Top-of-the-line Package	\$181.00	\$110.00
DIRECTV ULTIMATE All Included	DIRECTV ULTIMATE All Included Movie Lover's Package	\$128.00	\$60.00
DIRECTV XTRA All Included	DIRECTV XTRA All Included our Most Popular Package	\$117.00	\$55.00
DIRECTV CHOICE All Included	DIRECTV CHOICE All Included Value-packed package	\$105.00	\$45.00
DIRECTV ENTERTAINMENT All Included	DIRECTV ENTERTAINMENT All Included Value-packed package	\$90.00	\$40.00

Previous

Clear Video Selection

Next

The Green border around the package shows the package selected

Once a DTV package has been selected, tap the Next button to proceed

Hardware Selection

iPad

11:00 AM




100%

Video Hardware


Customer Name: Steven Grebner
Phone #: (334)335-3030

DTV Account #: FFL-1769378
SARA Order ID: DSIM8848330


DTV credit
run



Number Of TVs



2
3
4
5
6



Select Hardware for your Main TV

Genie	Take advantage of DIRECTV Whole-Home DVR with a Genie. Enjoy a full HD DVR experience in every room. Record any 5 shows at the same time, all in HD. Record up to 200 hours in HD.	\$0.00
Genie Lite	Experience amazing theater-quality HD picture and sound on every connected TV. Enjoy Smart Search and TV Apps like Pandora and ScoreGuide. Turn any phone or tablet with the DIRECTV app into a remote control for your Genie Lite	\$0.00
HD Receiver	Watch TV in breathtaking HD. Enjoy HD resolutions up to 1080i. Experience Dolby Digital 5.1 Surround Sound (with compatible home theater equipment). Does not include DVR functionality.	\$99.00
HD DVR	Maximize your DIRECTV experience with our amazing HD DVR	\$199.00

Select Hardware for Remaining TVs

3 Genie Minis	Take advantage of a DIRECTV Whole-Home DVR with 3 Genie Minis.	\$0.00
3 4K Genie Minis	Watch your favorite entertainment come to life in 4K. Take advantage of DIRECTV Whole-Home DVR with 3 4K Genie Minis.	\$0.00
3 Wireless Genie Minis with a Wireless Bridge	Take advantage of DIRECTV Whole-Home DVR with 3 Wireless Genie Minis. Say goodbye to messy cable wires and boxes with Wireless Genie	\$99.00

Previous

Next

The Green border around the hardware shows the hardware selected

The Green border around the hardware shows the hardware selected

Once all hardware is selected, the agent can tap the Next button to continue

Optional Video Programming

Each box is tappable in order to view each category of items.

This is a required Roll-To-Pay item. The customer must Agree or Disagree to this optional item

The green border indicates programming that is selected. In this case, these three items are defaulted to selected due to the programming package Premiere being selected

Optional Programming

Customer Name: Steven Grebner DTV Account #: NFFL-1769379
Phone #: (334)335-3030 SARA Order ID: DSIM10082300

Promotions Premium & Add Ons International Sports

Agree Disagree NFL Sunday Ticket Max \$0.00

HBO, STARZ, SHOWTIME, and CINEMAX are included with your order! \$0.00

The DIRECTV Sports Pack is included with your order! \$0.00

Regional Sports Fee \$6.64

Previous Next

Cannot move forward without Agree/Disagree selected for Roll-To-Pay items

Roll To Pay Agreement

If Agree is selected, a pop-up with all of the terms and conditions will appear for that roll to pay package.

In order to proceed, the customer must provide their initials to show consent for the roll to pay package.

Optional Programming

Customer Name: Steven Grebner

DTV Account #: FFL-1774129

Phone #: (334)335-3030

SARA Order ID: DSIM10261929

NEW DIRECTV CUSTOMERS ONLY: NFL SUNDAY TICKET MAX is included at no extra cost for the 2018 season. NFL SUNDAY TICKET will automatically renew each season at the price then in effect (currently \$281.94). You will be billed beginning on the date listed in the renewal reminder you will receive. You can call to cancel your subscription any time before the regular season starts and receive a refund of any amounts charged. No refunds will be given after the season starts. You may cancel these services by calling 800-288-2020.

Initial in this box

Save

Clear

Close

Previous

Next

Video Summary

Summary of the items selected through the Video portion of this order are shown here.




This is a reminder that Bundling products provides the best discounts for the customer.


To bundle your Video selection, tap the Internet button to begin the process. If Voice is tapped, then a reminder will show that Internet is required to continue.

Video Summary

Customer Name: Steven Grebner
Phone #: (334)335-3030


DTV Account #: FFL-1774129
SARA Order ID: DSIM10261929







Programming Selected
DIRECTV PREMIER All Included

Hardware Selected
Genie
3 4K Genie Minis



Bundling Video, Internet, and Voice packages gives the customer the best possible discounts and provides all services on one bill.


Internet


Voice

Previous

Back To Bundle Homepage




Finalize


Video Summary Cart

Video Summary

Customer Name: Steven Grebner
Phone #: (334)335-3030

DTV Account #: FFL-1774129
SARA Order ID: DSIM10261929





FFL-1774129
DSIM10261929
Shopping Cart
Today's Charges

Genie
3 4K Genie Minis
\$299 upfront fee (excluding equipment cost).

\$0.00
\$0.00
\$299.00

Today's Total:

\$299.00

Video Charges

DIRECTV PREMIER All Included
\$66 Off for Twelve Months
\$5 Auto Bill Pay credit
DIRECTV Sports Pack
INCLUDE HBO, Showtime, Starz, and Cinemax
NFL Sunday Ticket Max

\$181.00
\$-66.00
\$-5.00
\$0.00
\$0.00
\$0.00

Total:

\$110.00

Package Discounts & Fees

Monthly Receiver Lease
Regional Sports Fee

\$21.00
\$6.64


Total:

\$27.64

Total Monthly Charges

Monthly Total:

\$137.64



Internet

Previous

Back To Bundle Homepage

Finalize

The cart shows the video package and other selected options




Bundle Homepage



10:19 AM100%


Bundle Homepage

Customer Name: Steven Grebner
Phone #: (334)335-3030


DTV Account #: FFL-1774129
SARA Order ID: DSIM10261929









Customer Information



Video
DIRECTV



Internet
AT&T



Voice
AT&T

[Legend](#)

Previous

Quit Order

Finalize

Video is now
marked as
completed

Internet Package Selection

The Green border around the package shows the package selected

The screenshot displays the 'Internet Options' screen on a mobile device. At the top, it shows the customer's name (Steven Grebner), phone number ((334)335-3030), DTV account number (FFL-1774129), and SARA order ID (DSIM10261929). Below this, there are icons for a shopping cart and a question mark. The main section is titled 'AT&T' and lists available internet packages. The 'Internet 50' package is highlighted with a green border, indicating it is the selected option. The package description states: 'Internet 50 is ideal for utilizing Uverse.com, which offers a leading online video experience featuring more than 300,000 TV shows, movies, sports, music'. The price for this package is \$30.00, with a crossed-out original price of \$40.00. At the bottom, there are three buttons: 'Previous', 'Clear Internet Selection', and 'Next'. The 'Next' button is highlighted with a green border, indicating it is the next step to proceed.

AT&T			
Internet 50	Internet 50 is ideal for utilizing Uverse.com, which offers a leading online video experience featuring more than 300,000 TV shows, movies, sports, music	\$40.00	\$30.00

Previous Clear Internet Selection Next

Once an AT&T Internet package has been selected, tap the Next button to proceed

Internet Summary

Internet package selected by the customer

Internet Selected
Internet 50

Additional services that are available



Bundling Video, Internet, and Voice packages gives the customer the best possible discounts and provides all services on one bill.

Previous

Back To Bundle Homepage

Finalize




This button will take us back to the Bundle Homepage


Internet Summary Cart

Internet Summary

Customer Name: Steven Grebner
Phone #: (334)335-3030

DTV Account #: FFL-1774129
SARA Order ID: DSIM10261929




Internet

Bundling Video, Internet, and Voice packages provides discounts and provides

FFL-1774129

DSIM10261929

Shopping Cart

Today's Charges

Genie

3 4K Genie Minis

\$299 upfront fee (excluding equipment cost).

Today's Total:

\$0.00

\$0.00

\$299.00

\$299.00

Video Charges

DIRECTV PREMIER All Included

\$66 Off for Twelve Months

\$5 Auto Bill Pay credit

DIRECTV Sports Pack

INCLUDE HBO, Showtime, Starz, and Cinemax

NFL Sunday Ticket Max

Total:

\$181.00

\$-66.00

\$-5.00

\$0.00

\$0.00

\$0.00

\$110.00

Internet Charges

Internet 50

\$10 Off per Month

Total:

\$40.00

\$-10.00

\$30.00

Package Discounts & Fees

Monthly Receiver Lease

Regional Sports Fee

Total:

\$21.00

\$6.64

\$27.64

Total Monthly Charges

Monthly Total:

\$167.64

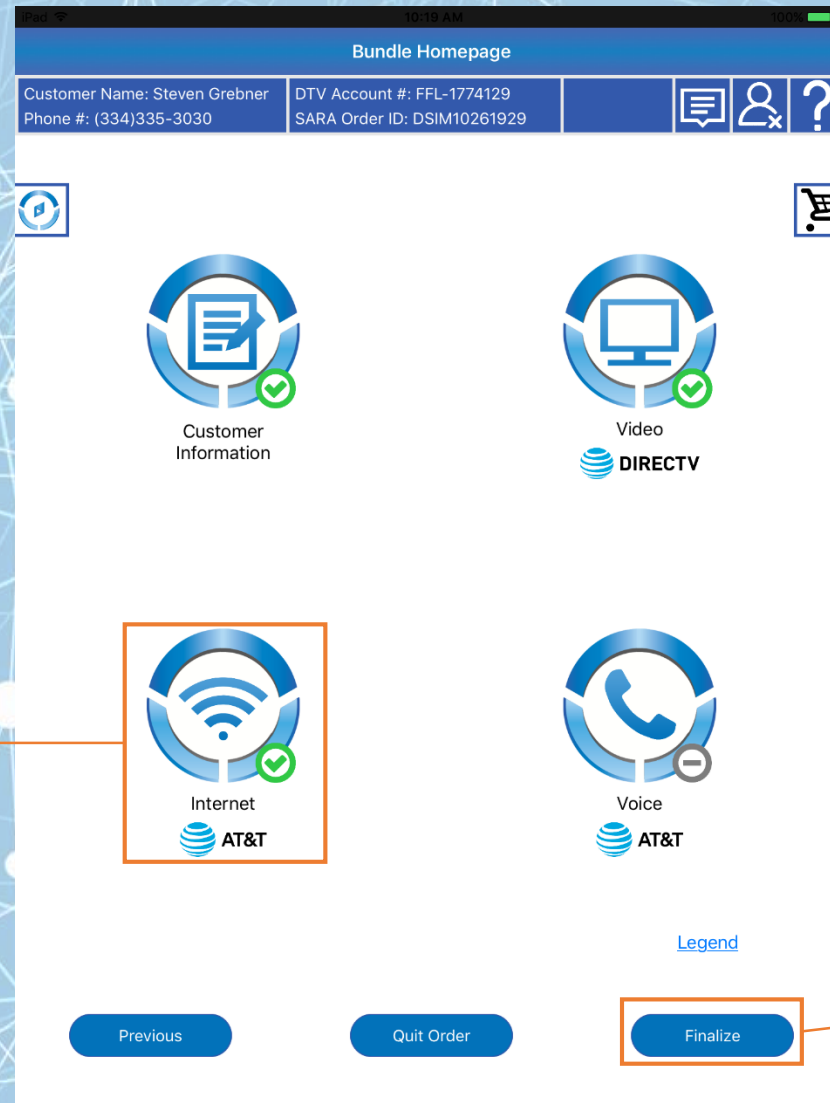
Previous

Back To Bundle Homepage

Finalize

The cart shows the newly added Internet package

Bundle Homepage



Internet is now
marked as
completed

Tapping Finalize will
take us to the Bundle
Options page

Customer Security




Shows that the information is entered. If information is invalid, there will be errors on this page.


10:21 AM100%

Bundle Options


Customer Name: Steven Grebner
Phone #: (334)335-3030

DTV Account #: FFL-1774129
SARA Order ID: DSIM10261929






For authentication purposes, customers are required to set up a 4-digit passcode (Pin), a security question & answer, and provide an email address. This PIN will be used to verify you whenever you contact AT&T about your account. Please make a note of this information.



Select PIN Number: 7435

Security Question: What is your favorite restaurant?
Who is your favorite actor?

Security Answer: Mcdonalds

Email Address: noemail@att.com 

An email address is required for account, billing and installation notifications.

Description	Fee
Free Standard Professional Installation Included	\$0.00
DIRECTV Activation Fee	\$35.00
Internet Equipment Fee is included	\$0.00
Unlimited data allowance for Internet	\$0.00
Yes - Visually Impaired Household. Please select a Genie as the primary receiver.	\$0.00

Previous

Next

Now that Security options are completed, tap the Next button to move forward.



Terms and Condition

Terms & Conditions are displayed and must be read through with the customer.

To proceed forward, a signature must be captured. Scroll down for this.

10:22 AM

Terms And Conditions



Programming Agreement

All DIRECTV offers require a 24-month agreement term. Early cancellation fee of \$20/month for each month remaining on the agreement. One-time \$35 activation fee, equipment non-return and additional fees apply.

Equipment

All equipment is leased and must be returned to DIRECTV upon cancellation or unreturned equipment fees apply.

Agreement Term

All AT&T Internet Offers require a 1-Year commitment with a \$180 early termination fee. You have 30 days after internet activation to terminate your internet service and avoid the early termination fee.

Installation

Someone 18 years of age or older must be present when the technician arrives. The installation averages 2 - 4 hours, but can vary. Please make all connections for your TV and computers visible. If you are switching from another Cable or Satellite TV provider to DIRECTV/AT&T, please do not disconnect service until after your installation. Please make all connections for your TV and computers visible.

Renters: Rental properties require signed permission slip from the landlord. Please obtain permission from your property owner or manager, to allow AT&T to perform the necessary wiring to complete your installation.

General

Pricing, programming, and features subject to change at any time without notice.

Scroll To The Bottom To Sign

Previous

Next



Terms and Conditions

Roll-To-Pay promotion items are highlighted in yellow and to be understood by the customer and sales agent.

To open the signature box, tap here.

10:22 AM

Terms And Conditions



EQUIPMENT MAY BE RENTED OR PURCHASED FROM DIRECTV. Payment req'd. monthly. Service and equipment for 12 months. Not approved consumer customers only (equipment lease req'd). Credit card req'd (except MA & PA). Restr's apply. Must maintain qualifying services for cont'd. receipt of bill credits. Offer ends 5/31/2018.

You have selected DIRECTV PREMIER All Included at \$115 per month for 12 months. After the promotional period, you will be billed each month the price then in effect (currently \$181.00/mo.)

Auto Bill Pay Discount

Pricing subject to change. Must enroll in autopay within 30 days of TV activation to receive bill credit starting in 1-3 bill cycles. First time credit will include all credits earned since meeting offer requirements. No credits in 2nd year for autopay.

NFL Sunday Ticket Promotion

NEW DIRECTV CUSTOMERS ONLY: NFL SUNDAY TICKET MAX is included at no extra cost for the 2018 season. NFL SUNDAY TICKET will automatically renew each season at the price then in effect (currently \$281.94). You will be billed beginning on the date listed in the renewal reminder you will receive. You can call to cancel your subscription any time before the regular season starts and receive a refund of any amounts charged. No refunds will be given after the season starts. You may cancel these services by calling 800-288-2020.

Sign and Agree to Terms

Scroll To The Bottom To Sign

Previous

Next

Page Signed

Terms And Conditions

Equipment must be returned to DIRECTV by 5/31/2018. Equipment must be returned in good condition. Serviceable equipment only. Credit card req'd (except MA & PA). Restr's apply. Must maintain qualifying services for cont'd. receipt of bill credits. Offer ends 5/31/2018.

You have selected DIRECTV PREMIER All Included at \$115 per month for 12 months. After the promotional period, you will be billed each month the price of DIRECTV PREMIER All Included at \$115 per month.

Sign in this box

Close Clear Save

Sign and Agree to Terms

Scroll To The Bottom To Sign

Previous Next

Using a stylus or finger, sign the box to capture your signature

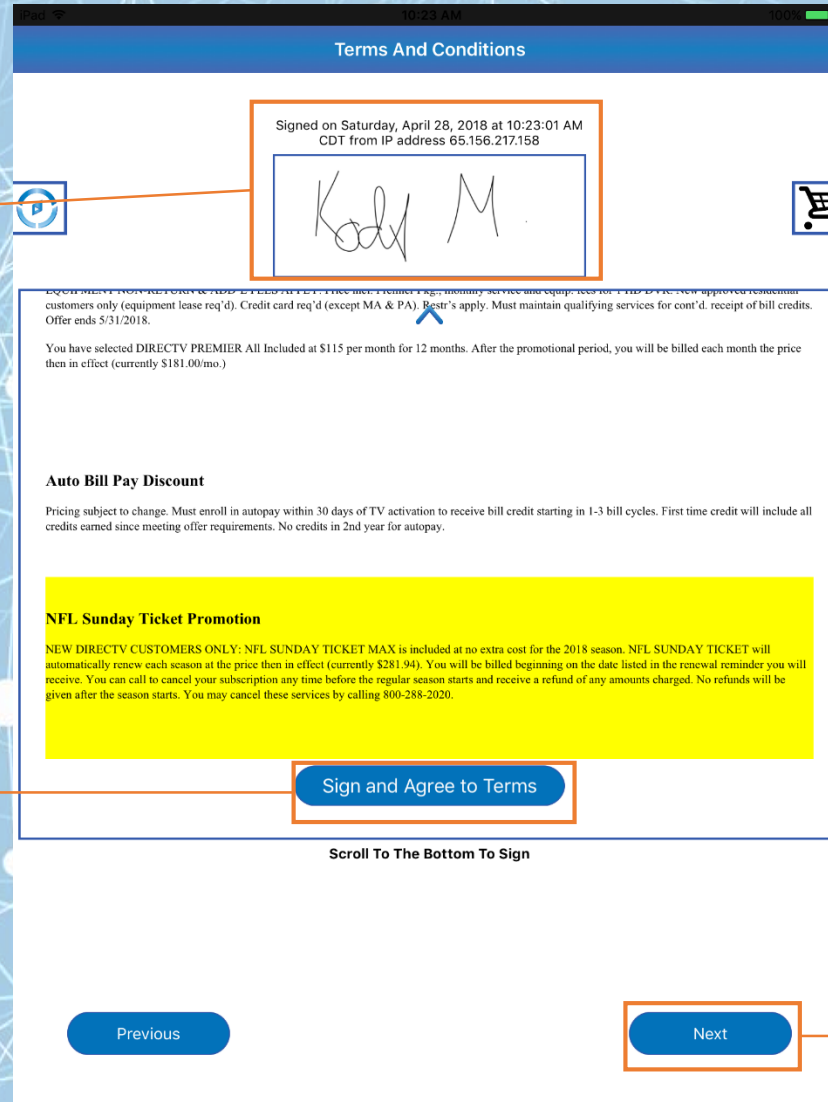
Select Save to capture the customers signature.

T&C Signed

Signature capture shown here. Other items captured: Date, Time and IP address.

Tap here to re-capture
the customers signature

Select next to
continue



Payment Collection (Proposed)

Charges due today

Today's Charges:

AT&T/DIRECTV: \$1.50

Requirements for On File
Payment information

On File Payment:

AT&T/DIRECTV requires on file payment information for all customers

Tap here to let then
customer enter their
payment information

Enter Payment Information

Previous

Next

The image shows a mobile application interface for payment collection. At the top, a status bar displays 'iPad', '4:51 PM', and '100%' battery. Below this is a blue header with the title 'Payment Information'. Under the header, a white bar contains customer details: 'Customer Name: STEVEN GRAB...', 'Phone #: (334)335-3030', 'DTV Account #: FFL-1769378', and 'SARA Order ID: DSIM10391027'. To the right of this bar are three icons: a list, a person, and a question mark. The main content area is white and features a blue AT&T logo on the left and a blue shopping cart icon on the right. The text 'Charges due today' is highlighted with an orange box and a callout line pointing to the 'Today's Charges' section. The text 'Requirements for On File Payment information' is highlighted with an orange box and a callout line pointing to the 'On File Payment' section. The text 'Tap here to let then customer enter their payment information' is highlighted with an orange box and a callout line pointing to the 'Enter Payment Information' button. At the bottom of the screen are two blue buttons: 'Previous' and 'Next'.

Payment Information	
Customer Name: STEVEN GRAB...	DTV Account #: FFL-1769378
Phone #: (334)335-3030	SARA Order ID: DSIM10391027

Today's Charges:
AT&T/DIRECTV: \$1.50

On File Payment:
AT&T/DIRECTV requires on file payment information for all customers

Enter Payment Information

Previous Next

Payment Collection (Proposed)

Charges due today

The credit card type will be shown here to assist in ensuring this is a correct and valid card

AT&T/DIRECTV Payment Information


Today's Charges

Today's Charges: \$1.50

Payment Method: ☒ Credit Card ☐ Check

The Last name on the credit card being used must match the last name of the customer signing up for service.

Card Billing Address: 72 S FOREST AVE Zip: 36049

Card Number: **** * 1111 

Expiration Date: 03 / 2019 Security Code: ***


On File Credit Card

Use same card from Today's Charges. ☒

- DIRECTV requires ALL customers to have a valid credit card remain on file.
- This on-file card CANNOT be a non-reloadable prepaid card or gift card.

The last name on the credit card being used must match the last name of the customer signing up for service.

Card Billing Address: 72 S FOREST AVE Zip: 36049

Card Number: **** * 1111 

Expiration Date: 03 / 2019 Security Code: ***

☒ For your safety and convenience, is this the card you would like to use for Auto Bill Pay (ABP)?

Previous Next

After the customer has entered their payment information they will hit next and be prompted to hand the device back to the agent

Payment Collection (Proposed)

The image shows a mobile application interface for payment collection. At the top, there's a status bar with 'iPad', '4:51 PM', and '100%' battery. Below that is a blue header with 'Payment Information'. A table below the header contains customer and account details. The main content area shows 'Today's Charges' and 'On File Payment' information. At the bottom, there are 'Previous' and 'Next' buttons. A green status message 'Payment Information Verified' is highlighted with an orange box and a line pointing to an explanatory text box on the left.

Payment Information	
Customer Name: STEVEN GRAB...	DTV Account #: FFL-1769378
Phone #: (334)335-3030	SARA Order ID: DSIM10391027

Today's Charges:
AT&T/DIRECTV: \$1.50

On File Payment:
AT&T/DIRECTV requires on file payment information for all customers

[Change Payment Information](#)

Payment Information Verified

[Previous](#) [Next](#)

This label indicates that the customer has successfully entered all the required payment information

After all payment has been entered the agent can continue

Scheduling (Proposed)

iPad 10:37 AM 100%

Customer Name: Steven Grebner DTV Account #: NFFL-1769379
Phone #: (334)335-3030 SARA Order ID: DSIM10261976

DIRECTV : Apr 28 08:00 AM - 12:00 PM
AT&T : May 02 08:00 AM - 10:00 AM

DIRECTV AT&T

May - 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Morning ● Afternoon ● Evening ●	2 Morning ● Afternoon ● Evening ●	3 Morning ● Afternoon ● Evening ●	4 Morning ● Afternoon ● Evening ●	5 Morning ● Afternoon ● Evening ●
6 Morning ● Afternoon ● Evening ●	7 Morning ● Afternoon ● Evening ●	8 Morning ● Afternoon ● Evening ●	9 Morning ● Afternoon ● Evening ●	10 Morning ● Afternoon ● Evening ●	11 Morning ● Afternoon ● Evening ●	12 Morning ● Afternoon ● Evening ●
13 Morning ● Afternoon ● Evening ●	14 Morning ● Afternoon ● Evening ●	15 Morning ● Afternoon ● Evening ●	16 Morning ● Afternoon ● Evening ●	17 Morning ● Afternoon ● Evening ●	18 Morning ● Afternoon ● Evening ●	19 Morning ● Afternoon ● Evening ●
20 Morning ● Afternoon ● Evening ●	21 Morning ● Afternoon ● Evening ●	22 Morning ● Afternoon ● Evening ●	23 Morning ● Afternoon ● Evening ●	24 Morning ● Afternoon ● Evening ●	25 Morning ● Afternoon ● Evening ●	26 Morning ● Afternoon ● Evening ●
27 Morning ● Afternoon ● Evening ●	28 Morning ● Afternoon ● Evening ●	29 Morning ● Afternoon ● Evening ●	30 Morning ● Afternoon ● Evening ●	31 Morning ● Afternoon ● Evening ●		

Order Summary

This box shows the customers selected installation date

This area shows all available appointments for the selected product installation

After all payment has been entered the agent can continue

Third Party Verification Stop

The order will be stopped to prompt the agent to initiate the TPV. The information required for the TPV will be displayed here.

The Order Verification Status indicates where the TPV agent is in the TPV process, currently the TPV agent is verifying everything on the order

This section gives the customer a better idea of what they will be going over with the TPV agent as it happens

Third Party Verification

Customer Name: STEVEN GREB...

DTV Account #: FFL-1749562

Phone #: (334)335-3030

SARA Order ID: DSIM10391134

To continue with this order have the customer call the number on the screen.
The customer will need to verify the Order Number on the screen with the representative on the phone.

Order Number

DSIM10391134

Please Call To Continue

855-423-6280

Order Verification Status

Loading Order

Verifying Order

Starting Payment

Scheduling

Completed

Verifying Order

- The agent will look over your order to verify everything is correct and done properly.
- Anything that is incorrect can be changed or modified here

Quit Order




Third Party Verification Stop

Pad 3: 9:01 PM100%


Third Party Verification

Customer Name: STEVEN GREB...
Phone #: (334)335-3030

DTV Account #: FFL-1749562
SARA Order ID: DSIM10391134




To continue with this order have the customer call the number on the screen.
The customer will need to verify the Order Number on the screen with the representative on the phone.





Order Number
DSIM10391134


Please Call To Continue
855-423-6280


Order Verification Status











Loading Order

Verifying Order

Starting Payment

Scheduling

Completed

Accepting Payment

- At this time the agent you are speaking with will ask for your payment information

- After your payment method has been approved the agent can continue

Quit Order

The TPV agent is currently working with the customer to collect and process payment




Third Party Verification Stop

Pad 3: 9:02 PM100%


Third Party Verification

Customer Name: STEVEN GREB...
Phone #: (334)335-3030

DTV Account #: FFL-1749562
SARA Order ID: DSIM10391134



To continue with this order have the customer call the number on the screen.
The customer will need to verify the Order Number on the screen with the representative on the phone.




Order Number

DSIM10391134

Please Call To Continue

855-423-6280

Order Verification Status



Loading Order

Verifying Order

Starting Payment

Scheduling

Completed

Scheduling

- The agent will work with you to find a good time for your installation and schedule it

Quit Order

The TPV agent is currently scheduling the installation with the customer

Third Party Verification Stop

Pad 3

9:12 PM

100%

Third Party Verification

Customer Name: STEVEN GREB...

DTV Account #: FFL-1749562

Phone #: (334)335-3030

SARA Order ID: DSIM10391134

To continue with this order have the customer call the number on the screen.
The customer will need to verify the Order Number on the screen with the representative on the phone.

Order Number

DSIM10391134

Please Call To Continue

855-423-6280

Order Verification Status

Loading Order

Verifying Order

Starting Payment

Scheduling

Completed

Quit Order

The Order Verification Status is now completed

Post TPV Summary

After the TPV the Order Summary will be displayed to the user.

Order Summary

Customer Information

STEVEN GREBNER
72 S FOREST AVE
LIVERNE AL 36049
Install Phone: (334)335-3030
Alternate Phone:
Email: noemail@att.com
Credit Check Consent:

Services Ordered

DIRECTV

Package Option: DIRECTV PREMIER All Included
Promotional Package: NFL Sunday Ticket Max
Hardware Option: 4 Rooms: Genie & 3 Genie Minis
Account Number: 3343353030
Confirmation Number: 3343353030
Installation Date: 04/28/2018
Time: 8:00 AM-12:00 PM
For your first two bills, you will receive a personalized video bill which explains your charges, in addition to your regular bill.
The customer can call the DIRECTV Installation hotline for any changes to install dates and times at 888-908-2801 and provide the following Order ID: DSIM10264378

AT&T

Package Option: Internet 50
Account Number: 343353030
Installation Date: 05/26/2018
Time: 8:00 AM-10:00 AM
The customer can call the AT&T Installation hotline for any changes to install dates and times at 888-908-2801 and provide the following reference number: DSIM10264378

Payment Information

Credit Card Information

Name: STEVEN GREBNER

Complete

Email Summary

Signatures and initials will be displayed that were collected from the customer.

This will email an order summary to the customer

Credit Check Initials

Initials are displayed here for the Credit Check along with a time/date stamp and the IP address where the signature was obtained.

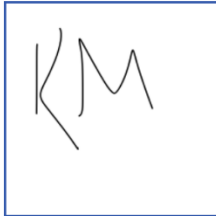
Order Summary

Customer Information

STEVEN GREBNER
72 S FOREST AVE
LIVERNE AL 36049
Install Phone: (334)335-3030
Alternate Phone:
Email: noemail@att.com
Credit Check Consent:

Services Ordered

Credit Check



Signed on Saturday, April 28, 2018 at 19:16:35 PM
CDT from IP address 65.156.217.158

Package Option: DIRECT
Promotional Package: NF
Hardware Option: 4 Room
Account Number: 33433
Confirmation Number: 33
Installation Date: 04/28/2018
Time: 8:00 AM-12:00 PM
For your first two bills, charges, in addition to
The customer can call and times at 888-908

Package Option: Internet
Account Number: 343353030
Installation Date: 05/26/2018
Time: 8:00 AM-10:00 AM
The customer can call the AT&T Installation hotline for any changes to install dates and times at 888-908-2801 and provide the following reference number: DSIM10264378

Payment Information

Credit Card Information

Name: STEVEN GREBNER

Complete

Email Summary

Roll to Pay Initials

Initials are displayed here for the Roll to Play along with a time/date stamp and the IP address where the signature was obtained.

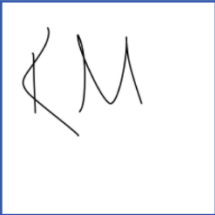
Order Summary

Customer Information

STEVEN GREBNER
72 S FOREST AVE
LIVERNE AL 36049
Install Phone: (334)335-3030
Alternate Phone:
Email: noemail@att.com
Credit Check Consent:

Services Ordered

NFL Sunday Ticket Max



Signed on Saturday, April 28, 2018 at 19:17:56 PM
CDT from IP address 65.156.217.158

Package Option: DIRECT
Promotional Package: NF
Hardware Option: 4 Ro
Account Number: 33433
Confirmation Number: 33
Installation Date: 04/28/18
Time: 8:00 AM-12:00 PM
For your first two bills, charges, in addition to
The customer can call and times at 888-908

ch explains your
ges to install dates
SIM10264378

Package Option: Internet
Account Number: 343353030
Installation Date: 05/26/2018
Time: 8:00 AM-10:00 AM
The customer can call the AT&T Installation hotline for any changes to install dates and times at 888-908-2801 and provide the following reference number: DSIM10264378

Payment Information

Credit Card Information

Name: STEVEN GREBNER

Complete

Email Summary

Cart Shown

Order Summary

Customer Information

STEVEN GREBNER
72 S FOREST AVE
LIVERNE AL 36049
Install Phone: (334)335-3030
Alternate Phone:
Email: noemail@att.com
Credit Check Consent:

Service


Package Option: DIRECTV PREMIER All Included
Promotional Package: NFL Sunday Ticket Max
Hardware Option: 4 Rooms: Genie & 3 Genie Minis
Account Number: 3343353030
Confirmation Number: 3343353030
Installation Date: 04/28/2018
Time: 8:00 AM-12:00 PM
For your first two bills, you will receive a reduced rate on all equipment charges, in addition to your regular bill.
The customer can call the DIRECTV Installation and times at 888-908-2801 and provide the following information:

Package Option: Internet 50
Account Number: 343353030
Installation Date: 05/26/2018
Time: 8:00 AM-10:00 AM
The customer can call the AT&T Installation and times at 888-908-2801 and provide the following information:

Payment

Credit Card

Name: STEVEN GREBNER



NFFL-1769379

SI - Sales & Installation

DSIM10264378

Shopping Cart

Today's Charges

Genie	\$0.00
3 Genie Minis	\$0.00
Tax	\$1.50
Today's Total:	\$1.50
Professional Install - Installation charges are waived for DIRECTV customers	\$0.00
Total:	\$0.00
DIRECTV PREMIER All Included	\$181.00
\$66 Off for Twelve Months	\$-66.00
\$5 Auto Bill Pay credit	\$-5.00
DIRECTV \$100 Reward Card	\$0.00
DIRECTV Sports Pack	\$0.00
INCLUDE HBO, Showtime, Starz, and Cinemax	\$0.00
NFL Sunday Ticket Max	\$0.00
I do not live in one of the above types of residences.	\$0.00
Total:	\$110.00
Internet 50	\$40.00
\$10 Off per Month	\$-10.00
Combined Bill	\$0.00
No, I do not want ConneCTech Support Plus	\$0.00
No, please bill me for all one-time charges on my next monthly bill.	\$0.00

Complete

Email Summary

Cart is still an available option to select. This allows more detail to be discussed with the customer. Swipe down for more details.

Cart Shown

Order Summary

Customer Information

STEVEN GREBNER
72 S FOREST AVE
LIVERNE AL 36049
Install Phone: (334)335-3030
Alternate Phone:
Email: noemail@att.com
Credit Check Consent:

Service

Bill


Package Option: DIRECTV PREMIER All Included
Promotional Package: NFL Sunday Ticket Max
Hardware Option: 4 Rooms: Genie & 3 Genie M
Account Number: 3343353030
Confirmation Number: 3343353030
Installation Date: 04/28/2018
Time: 8:00 AM-12:00 PM
For your first two bills, you will receive a pe
charges, in addition to your regular bill.
The customer can call the DIRECTV Install
and times at 888-908-2801 and provide th

Package Option: Internet 50
Account Number: 343353030
Installation Date: 05/26/2018
Time: 8:00 AM-10:00 AM
The customer can call the AT&T Installation
times at 888-908-2801 and provide the fo

Payment

Credit Card

Name: STEVEN GREBNER



3 Genie Minis
Tax
Today's Total:

\$0.00
\$1.50
\$1.50

First Bill Charges

Professional Install - Installation
charges are waived for DIRECTV
customers
Total:

\$0.00
\$0.00

Video Charges

DIRECTV PREMIER All Included
\$66 Off for Twelve Months
\$5 Auto Bill Pay credit
DIRECTV \$100 Reward Card
DIRECTV Sports Pack
INCLUDE HBO, Showtime, Starz, and
Cinemax
NFL Sunday Ticket Max
I do not live in one of the above types of
residences.
Total:

\$181.00
\$-66.00
\$-5.00
\$0.00
\$0.00
\$0.00
\$0.00
\$0.00
\$110.00

Internet Charges

Internet 50
\$10 Off per Month
Combined Bill
No, I do not want ConneCTech Support
Plus
No, please bill me for all one-time
charges on my next monthly bill.
Total:

\$40.00
\$-10.00
\$0.00
\$0.00
\$0.00
\$30.00

Package Discounts & Fees

Monthly Receiver Lease
Regional Sports Fee
Total:

\$21.00
\$6.64
\$27.64

Total Monthly Charges

Monthly Total:

\$167.64

Complete

Email Summary

Cart is still an available option to select. This allows more detail to be discussed with the customer. Swipe down for more details.