

CONSUMER ALERT:

Pay Television Services



Arizona Attorney General
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At a glance:

The type of television services that someone chooses can depend on the area that they live in.

As such, your options in choosing a cable or satellite service may be limited.

Regardless, some companies might impose hidden fees that will increase the price beyond the advertised price you were promised.

Tips:

- **Third-Party Sellers:** Check to see if the service involves a third-party seller. Having a third-party seller can complicate contracts.
- **Unexplained Fees:** Be diligent about checking your monthly bill. Review what you are being charged for. Look for inconsistencies and call your provider if you don't know what fees belong to which service, especially with a bundle.
- **Cancellation Fees:** Ask about cancellation fees prior to purchasing the service along with the conditions and time frame you have for terminating a service. Make sure you get any promises in writing.

Protect Yourself:

- Research potential providers and check reviews prior to purchasing a paid television service.
- Read all contracts and agreements thoroughly before making a purchase. If you are given any verbal promises, make sure you write down all of the offers; the details; the date they were given; and by whom.
- Make sure you get a copy of your signed contract or agreement.
- Most of these online services are paid through recurring payments so it can be easy to lose track of services you are currently paying for. Make sure you are not continuing to pay for streaming services you are no longer using.



Resources:

**Arizona Attorney General's Office
To File a Complaint:**

www.azag.gov/complaints/consumer

Phoenix: (602) 542 - 5763, Tucson: (520) 628 - 6648
or Toll-free: (800) 352 - 8431

For additional information go to:

www.azag.gov/consumer/consumereducation

Task Force Against Senior Abuse Helpline

(602) 542 - 2124 or (844) 894 - 4735

Federal Communications Commission

www.fcc.gov or (888) 225 - 5322

www.azag.gov/scamalert