

CONSUMER ALERT:

Paid 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 impose hidden fees that will increase the price beyond the advertised price that you were promised.

Warning Signs:

- **Third-Party Sellers:** Check to see if the service involves a third-party seller. Having a third-party seller can complicate any contracts you may have.
- **Unexplained Fees:** Be diligent about checking your monthly bill. Look to see what you are being charged for. Look out 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.

Protect Yourself:

- 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.
- Streaming services have become increasingly popular in recent years. Most of these online services are paid through recurring payments so it can be easy to lose track of which services you are currently paying for. Make sure that you are not continuing to pay for streaming services that you are no longer using.
- Research potential providers and check reviews prior to purchasing a paid television service.



Resources:

Arizona Attorney General's Office

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

www.azag.gov/scamalert