



# AT&T Digital Life® Installation Policy

AT&T DIGITAL LIFE is a residential service available to residential customers in single family homes, or townhome/duplex configurations that do not include 'Shared Floor and Wall' combinations with other townhome/duplex units in the building.

There is no charge for the initial, standard AT&T DIGITAL LIFE installation. From time to time, a customer having special installation requests or a unique home configuration will require a charge for installation work. In addition, customers can buy additional equipment at any time. If customers request professional installation when buying additional equipment, AT&T may charge for such installation.

During your order process, AT&T Digital Life sales representatives will let you know what is included in your one-time equipment fee.

We will advise you of any promotional pricing, and we will tell you if there is an installation charge associated with upgrading equipment.

If any non-standard or special installation work is identified when your authorized AT&T technician is on-site, he or she will notify you, and provide a best estimate for you to authorize work, before it is performed.

Non-standard or special installation charges are as follows:

\$99.99 For the First Hour Of Work Performed
\$65.00 For each Additional Hour Of Work Performed

The following are examples of non-standard or special installation work:

The work effort necessary to use part of your existing alarm system could possibly be very extensive; for example, the existing system has non-labeled zones which must be identified and labeled during the course of the installation process
If a Digital Life device, other than an outdoor camera, is desired in a location that requires the placement of a nearby electrical power source
Certain door configurations that require specialized lock/carpentry work

During the sales process, AT&T Digital Life representatives will provide you with an installation date that is convenient and acceptable to both you and to AT&T; however, installation appointments will not be scheduled later than sixty (60) days from the date of your order.

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