



# Flex24 Plan Agreement

(Promo Code: \_\_\_\_\_)

This agreement (“**Agreement**”) sets forth the terms and conditions of the Flex24 plan. The Residential Customer Agreement (“**RCA**”) is incorporated by reference herein and contains additional terms and conditions. The RCA is included in your receiver’s user’s guide and is available online at dish.com/legal. You and DISH agree that any and all disputes arising out of, relating to or concerning this Agreement (including, without limitation, the RCA), your DISH service and/or any other aspect of your relationship with DISH will be resolved through mandatory and binding arbitration pursuant to the terms and conditions set forth in the RCA.

<b>Length of Term Commitment:</b>	<b>24 months</b>
<b>Non-Refundable Activation Fee (must be paid prior to installation):</b>	<b>\$50.00</b>
<b>Early Termination Fee:</b> If prior to the end of your term commitment: (A) your DISH service is disconnected for ANY REASON (for example, and without limitation, if you cancel your DISH service because you move to a location where you cannot receive your DISH service); or (B) you downgrade your programming below a Required Minimum Programming Package (as defined below), and in either case, all programming and other prices, fees and charges for your term commitment have not yet been paid in full, you agree to pay, and DISH will automatically charge, an early termination fee to your DISH account or your Qualifying Card (as defined below), at DISH’s option. You are still bound by this Agreement (including, without limitation, the RCA) if you change your residence. Notwithstanding your term commitment, DISH will not charge you an early termination fee if you disconnect your DISH service within 24 hours after you accept the terms and conditions of this Agreement.	Prorated by multiplying \$20 by the number of months remaining in your term commitment. <b>Maximum early termination fee is \$480.</b>

**Unreturned Equipment Charges:** The following “**Leased Equipment**” provided to you under this Agreement (including, without limitation, the RCA) is leased and remains the property of DISH at all times: receiver(s); wireless access point(s); smart card(s); remote control(s); and LNBF(s). You agree that you will return all Leased Equipment in accordance with the “Equipment Return” section below within 30 days following disconnection of your DISH service or Leased Equipment, and if you do not, DISH will charge the following “**Unreturned Equipment Charges,**” as applicable, to your DISH account or your Qualifying Card, if any, at DISH’s option: LNBF, **\$49**; Super Joey, 4K Joey, Wally, Joey, Wireless Joey, Hopper, and Hopper Plus, **up to \$100**; Hopper Duo, **\$150**; Hopper with Sling, **\$300**; and Hopper 3, **\$350**. If your account is involuntarily deactivated for failure to pay your bill or otherwise, DISH will charge the applicable Unreturned Equipment Charge(s) to your DISH account or your Qualifying Card, if any, at DISH’s option. If you return the Leased Equipment in accordance with this Agreement (including, without limitation, the RCA), the Unreturned Equipment Charge(s) that you have paid to DISH, if any, will be refunded upon DISH’s receipt of the applicable Leased Equipment.

**Changes in Prices, Programming, Services and Features: You acknowledge and agree that:**

- **Agreements with programming suppliers may expire during the term of your Agreement with DISH. If that occurs, some programming in your DISH services may not be available for some or all of the remaining term of your agreement with DISH, and you will not be entitled to any refund, credit, or other compensation, as more fully set forth in the RCA.**
- **DISH has the right, without notice at any time and from time to time unless otherwise prohibited by law, (including, without limitation, during any term commitment to which you have agreed), to add, delete, rearrange, alter, change and/or eliminate: (A) any and all prices, fees and/or charges; and/or (B) packages, programming, programming suppliers, services offered by suppliers, software, applications, features and/or functionalities; provided that, in doing so, DISH exercises its discretion consistent with the parties’ reasonable expectations at the inception of this Agreement in accordance with the covenant of good faith and fair dealing implied in this Agreement under Colorado law.**
- **DISH has the right, without notice at any time (including, without limitation, during any term commitment to which you have agreed), to change your payment terms if you fail to make payments by your payment due date.**

\_\_\_\_\_ (customer initials)

**\*\*\*Do not sign this Agreement until you have read the entire Agreement (including, without limitation, the RCA).\*\*\***

*By signing below, you acknowledge and agree that you have received, read, understand and agree to be bound by all the terms and conditions set forth in this Agreement (including, without limitation, the RCA), and that all such terms and conditions were*

disclosed to you prior to activation. You hereby represent that you: (a) are at least eighteen (18) years old and (b) are a Customer listed below or a person authorized by the Customer(s) to sign this Agreement. If you are located in Puerto Rico, you are entering into this Agreement (including, without limitation, the RCA) with DISH Network Puerto Rico L.L.C.; if you are located anywhere other than Puerto Rico, you are entering into this Agreement (including, without limitation, the RCA) with DISH Network L.L.C.

Customer Name(s): \_\_\_\_\_ Customer Signature: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Date: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Account #: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Subscriber Eligibility:** DISH services and equipment must be ordered, installed and activated between and including **September 19, 2024 and April 9, 2025**. Only 1 participant per household. This offer may not be combined with any other offer. This offer is limited to: (A) new, first-time residential DISH subscribers; and (B) former residential DISH subscribers who (1) paid all balances owing under their prior DISH account(s) in full and (2) have not received any DISH service (other than from a Shared Dish MDU Property (as defined below)) during the 60-day period prior to activation under this plan (“**Former DISH Subscribers**”). No new, first-time residential DISH subscriber or Former DISH Subscriber is eligible for this plan unless such subscriber: (a) resides in the continental United States, Alaska, Hawaii, Puerto Rico, or the US Virgin Islands; (b) provides DISH with a social security number issued to the customer who signs this Agreement; AND (c) receives credit approval. DISH will determine eligibility and may deny eligibility for any reason. “**Shared Dish MDU Property**” means a dormitory, apartment building, condominium complex, retirement community or other type of multifamily living establishment that affords residents living quarters and has a central master antenna system used for distribution of programming and/or other DISH services.

**Required Minimum Programming Packages:** You must subscribe at all times to one of the “**Required Minimum Programming Packages**” listed in the table below or a higher-priced programming package. You represent that you have been informed as to whether you are eligible to receive local network channels by satellite.

Required Minimum Programming Packages			
Programming Package	Price Including Local Network Channels Where Available	Programming Package	Price Excluding Local Network Channels
DishLATINO Clasico	\$83.99/mo.	Qualifying International programming (also requires subscription to International Basic)	\$19.99/mo. or higher <i>PLUS</i> \$20.00/mo. for International Basic
Smart Pack	\$79.99/mo.		

**Installation:** Except as otherwise provided below, this plan includes standard professional installation of up to 6 receivers to up to 6 TVs, a DISH 500 antenna (or other applicable antenna, as determined by DISH) and mounting hardware. If you reside in a Shared Dish MDU Property, then you will not receive, and this plan does not include, standard professional installation of an antenna and/or mounting hardware. Additional equipment may be required and additional prices, fees and charges may apply in certain installations or with certain programming purchases. Maximum of 6 leased receivers (supporting up to 6 total TVs) per account. **RESIDENTS OF ALASKA ONLY:** IN THE EVENT THAT DISH DETERMINES THAT YOU ARE A RESIDENT OF A REMOTE AREA OF ALASKA (“**REMOTE AREA**”), THEN YOU ACKNOWLEDGE AND AGREE THAT: (A) NEITHER DISH NOR ANY OF DISH’S RETAILERS WILL FURNISH, OR HAVE ANY OBLIGATION TO FURNISH, ANY INSTALLATION SERVICES TO YOU AT ANY TIME; (B) YOU ARE SOLELY RESPONSIBLE FOR INSTALLING ANY AND ALL LEASED EQUIPMENT (INCLUDING, WITHOUT LIMITATION, RECEIVER(S), SMART CARD(S), REMOTE CONTROL(S) AND LNBF(S)); (C) YOU ARE SOLELY RESPONSIBLE FOR ANY AND ALL RISKS ASSOCIATED WITH AND RESULTS OF SUCH INSTALLATION (INCLUDING, WITHOUT LIMITATION, RECURRING MATERIAL INTERFERENCE OF SIGNAL RECEPTION, LIMITATIONS TO THE QUALITY OR USABILITY OF YOUR DISH SERVICE, PERSONAL INJURY AND DAMAGE TO THE LEASED EQUIPMENT); (D) NEITHER DISH NOR ANY OF DISH’S RETAILERS WILL AT ANY TIME CONDUCT ANY IN-HOME SERVICE CALLS FOR YOU; AND (E) THE FOREGOING DOES NOT RELIEVE YOU OF ANY OF YOUR OBLIGATIONS PURSUANT TO THIS AGREEMENT.

**Receivers:** “Solo” receivers support 1 TV and contain 1 tuner. Solo receiver models currently include: **HD Solo Non-DVR; HD Solo DVR; and Wally**. “Duo” receivers support up to 2 TVs and contain 2 tuners. Duo receiver models currently include: **HD Duo Non-DVR; and HD Duo DVR**. **Hopper, Hopper Duo, Hopper with Sling, Hopper 3, Joey, Super Joey, Wireless Joey** and **4K Joey** each connect to 1 TV.

**Prices, Fees, Charges and Payments:** You agree to pay monthly by the payment due date for the programming you select and for all other applicable prices, fees and charges. State and local taxes and/or reimbursement charges may apply as set forth in the RCA. You have paid or you agree to pay the following one-time lease upgrade fees: LNBF, **\$49**; Wireless Access Point, Joey, Wireless Joey, and Hopper, **\$50**, if applicable (based on customer qualifications); Super Joey, 4K Joey, Wally, Joey, Wireless Joey, Hopper, and Hopper Plus, **up to \$100**, if applicable (based on customer qualifications); Hopper Duo, **\$150**, if applicable (based on customer qualifications); Hopper with Sling, **\$300**, if applicable (based on customer qualifications); and Hopper 3, **\$350**, if applicable (based on customer qualifications). Other prices, fees and charges may apply as set forth in this Agreement (including, without limitation, the RCA). All payments are non-refundable. You agree that your DISH service has been properly installed and activated, and you hereby waive any right to a credit and/or refund of any previous payment to DISH (or any price reduction or any other form of compensation) to which you may have otherwise been entitled. If you do not pay your bill in full by its due date, or if at any time otherwise fail or refuse to make timely payment for your services, DISH may disconnect your services at any time thereafter, and in such event DISH will be relieved from any and all of DISH's duties and obligations under this Agreement. If at any time your service is disconnected due to non-payment, you must pay any outstanding balance and a restart fee in order to restart your service. The following monthly fees apply:

Monthly Fees	Fee Amount
<b>Additional Receiver Fee*</b>	
Each Joey, Wireless Joey, 4K Joey and Wally	\$7.00/mo.
Each Super Joey	\$10.00/mo.
Each Hopper, Hopper with Sling and Hopper 3	\$15.00/mo.
*In determining the Additional Receiver Fee amount, the receiver with the highest associated fee shall be deemed activated prior to all other receivers on an account.	
<b>Non-DVR First Receiver Fee</b>	
Non-DVR First Receiver Fee	\$7.00/mo.
<b>DVR Service and Hopper Receiver Fees</b>	
Hopper Duo	\$10.00/mo.
Hopper, Hopper with Sling and Hopper 3	\$15.00/mo.

**Suspension of Service:** If you participate in DISH Pause or any other program that allows you to temporarily suspend your DISH service at any time during your term commitment, your term commitment will be extended by the number of days that your DISH service is suspended. DISH will determine eligibility for participation and may deny eligibility for any reason.

**Equipment Return:** You may use the Leased Equipment provided under this plan only while you remain an active customer in good standing and in compliance with this Agreement (including, without limitation, the RCA). You must return all Leased Equipment in good operating condition, normal wear and tear excepted, within 30 days following cancellation or disconnection of your DISH service or disconnection of your Leased Equipment. If you acquired your Leased Equipment from a retailer, then you must return all Leased Equipment to: (A) your original retailer, if such cancellation or disconnection of your DISH service or disconnection of your Leased Equipment occurs during the first 30 days following your initial activation of programming; or (B) DISH, if such cancellation or disconnection of your DISH service or disconnection of your Leased Equipment occurs after such 30-day period. You are responsible for and shall bear all costs, expenses and risk of returning your Leased Equipment, including, without limitation, risk of loss during shipment. You are not responsible under the terms and conditions of this Agreement for the return of equipment other than your Leased Equipment. Following cancellation or disconnection of your DISH service or disconnection of your Leased Equipment (unless you acquired your Leased Equipment from a retailer and the cancellation or disconnection of your DISH service or disconnection of your Leased Equipment occurs during the first 30 days following your initial activation of programming and you returned Leased Equipment to such retailer within 30 days following cancellation or disconnection of your DISH service or disconnection of your Leased Equipment), DISH will send you one or more return labels or empty boxes (depending on your Leased Equipment) to be used by you in returning your Leased Equipment and DISH will charge you up to \$20.00 for each such return label or empty box ("**Box Return Fee**"). The BoxReturn Fee is subject to change at any time. Unless you are a resident of a Remote Area of Alaska, you also have the option of contacting DISH by calling 800-333-DISH (800-333-3474) to request that DISH or our designee(s) perform an in-home service call to remove your Leased Equipment at DISH's then-current in-home service call rate, which rate is subject to change at any time. Leased Equipment will not be deemed returned until received by DISH.

<b>DISH Protect</b>	====> <b>Signature:</b> _____
DISH Protect is an optional service program currently priced as set forth in the table below. DISH Protect is offered in two (2) plans: Dish Protect and Plus. The services offered in each plan can be viewed at <a href="http://mydish.com/dishprotect">mydish.com/dishprotect</a> . <b>If you enroll in a</b>	

**DISH Protect plan, you will receive an initial six (6) month trial offer of DISH Protect if you are eligible and if such plans are otherwise available to you at the time you sign this Agreement. During the trial offer period, you will be charged the monthly Trial Offer Price set forth below. By signing above, you are accepting the terms of this trial offer and understand that you may cancel or change your DISH Protect plan at any time by calling 800- 333-DISH (3474) or by emailing executivecustomerservice@dish.com. You also agree that if you do not cancel your DISH Protect plan during the initial six (6) month trial offer period, DISH will automatically begin billing you the then-current monthly Regular Price of your DISH Protect plan upon the expiration of the six (6) month trial offer period until you cancel your DISH Protect plan. Not all DISH Protect plans are available to all customers. DISH Protect is not available to residents of Remote Areas of Alaska and/or residents of some Shared Dish MDU Properties. If you reside in a Shared Dish MDU Property and you are not sure if you qualify for DISH Protect, then please call 800-454-0843 to determine if you qualify.**

Plan	Regular Price/month	Trial Offer Price/month
DISH Protect	\$12.99	\$0.00
DISH Protect Plus	\$12.99	\$0.00

**Contact Information:** If you have any questions, you may find the answer in the frequently asked questions section at dish.com or you may contact DISH at care@dish.com; 800-333-DISH (3474); or DISH Network, P.O. Box 9033, Littleton, CO 80160. Please do not send payments to this address. You may request an itemization of the prices, fees and charges applicable to the goods and services you have selected under this Agreement (including, without limitation, the RCA) by calling 800-333-DISH (3474).

**PLEASE READ THIS IMPORTANT INFORMATION**

**QUALIFYING CARD AUTHORIZATION**

====> Signature: \_\_\_\_\_

*By signing above, you authorize DISH to charge, and/or place a hold with respect to all Equipment Return TV Fee(s), early termination fee(s) and unreturned equipment charge(s), or any portion thereof, that you owe under this Agreement (including, without limitation, the RCA) (collectively, the "Authorized Amounts") to the credit card or debit/check card that you initially provided to DISH (the "Qualifying Card") until such Authorized Amounts are paid in full. You agree that the issuer of the Qualifying Card may accept this Agreement as your authorization and may pay the Authorized Amounts without DISH submitting a signed receipt. Payment of early termination fee(s) and/or unreturned equipment charges shall not relieve you of your obligation to pay all unpaid charges on your account. You hereby represent that you: (a) are at least eighteen (18) years old and (b) are the holder of the Qualifying Card or are a person authorized by the holder of the Qualifying Card to sign this Authorization.*

**CUSTOMER CONTACT INFORMATION**

====> Signature: \_\_\_\_\_

*By signing above, you authorize DISH, and/or any debt collection agency and/or debt collection attorney hired by DISH, to contact you by phone, email, sms, or other channels regarding your DISH Network account and any other accounts we service, or to recover any unpaid portion of your obligation to DISH, through an automated or predictive dialing system or prerecorded messaging system, at the phone number (including any cellular phone number), or other contact information you have provided or subsequently provide to DISH. You understand that you do not need to provide a cellular phone number to receive DISH services.*

**NOTICE OF CANCELLATION**

Date of Transaction: \_\_\_\_\_

**You may cancel any transaction where goods or services were sold to you in person\*, without any penalty or obligation, within three business days from the above date of the transaction (if you are a California resident and are sixty-five (65) years of age or older, then you may cancel within five business days from the above date of the transaction<sup>1</sup>). Please contact us before such time if you have any questions.**

If you cancel this transaction, you must return any goods received in connection with the transaction you wish to cancel. Returns must be made in accordance with DISH’s instructions regarding the return shipment of such good(s). Please contact DISH at (800) 333-3474 for instructions on your return shipment. DISH assumes all expense and risk related to the return of the good(s).

If your cancellation requires the return of any goods, your refund will occur only after DISH receives the applicable good(s) in an undamaged condition. Upon receipt of the applicable good(s) by DISH, any security interest arising out of the transaction will be canceled. If your transaction did not involve the receipt of any goods requiring return, any payments made by you under the cancelled transaction will be refunded to you within 10 business days following receipt by DISH of your cancellation notice.

If you fail to return the good(s) in an undamaged condition to DISH within 30 days, then you remain liable for the cost of the unreturned good(s) until received by DISH.

To cancel this transaction, you must either call DISH at (800) 333-3474, or mail or deliver a signed and dated copy of this cancellation notice, or any other written notice by no later than midnight three business days (five business days if you are a California resident and are sixty-five (65) years of age or older) from the date of transaction (in the case of mail with the postmark sufficing as proof of timeliness) to DISH Network L.L.C., at:

**DISH NETWORK L.L.C.  
PO BOX 9033  
Littleton, CO 80160-9033**

I hereby cancel this transaction.

**Customer Name(s):** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**Account #:** \_\_\_\_\_  
**Street Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

Brief description of canceled transaction (optional)(to assist in matching you and your transaction): \_\_\_\_\_

\*\*\* None of the terms and conditions in the attached Agreement shall be construed as a waiver of your rights under this Notice of Cancellation.

*\*Nothing in this notice shall be construed to allow you to cancel any existing contract entered into prior to the date of this transaction. To cancel any additional agreements, please refer to the applicable agreement and/or Terms and Conditions associated with such goods/services.*

<sup>1</sup> See California Civil Code § 1689.6.  
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