

# THE TOTAL PICTURE AT DIRECTV

## Customer Service Representative

CSRs take care of DIRECTV's valued customers every day. CSRs respond to customer phone calls by listening empathetically to the customer, clarifying and assessing their needs, and resolving billing, service and technical issues in a prompt and effective manner.

### Compensation

Compensation programs focus on ensuring that employee pay is linked to experience, skills, growth, performance, individual results and the company's overall strategic initiatives and goals.

<b>Base Pay</b>	Pay beginning at \$10.00 hourly* with performance-based merit reviews. <i>*(for illustrative purposes only, may differ based on location)</i>
<b>Incentive Pay</b>	Monthly cash incentives based on achievement of targeted individual performance and goals (may vary by call type). <i>*(for illustrative purposes only, may differ based on location)</i>
<b>Personal Time Off</b>	A bank of hours to use for any reason — vacation, sickness, personal matters, etc. — that accrues each pay period, resulting in 3 weeks the first year of employment and more in later years.
<b>Paid Holidays and Floating Holiday Hours</b>	A mix of scheduled holidays and floating holiday hours that total 12 paid holidays each year.

### Health and Wellness Benefits

Employees have access to benefit plans and wellness programs that support healthy lifestyle choices to feel good, work better and live well.

		<b>DIRECTV Pays</b>	<b>You Pay</b>
<b>Medical, Dental, Vision</b>	Competitively priced Medical PPO and EPO, Dental PPO or DMO, and Vision options.	75% on average	25% on average
<b>Life, AD&amp;D Coverage</b>	DIRECTV pays 1 x your base salary (up to \$50,000) and provides options for coverage up to 5 x base salary.	100%	0% <i>Unless additional coverage is selected</i>
<b>Disability Coverage</b>	Short- and long-term disability coverage to help protect income in the event of a disability.	0%	100%

### Retirement Benefits

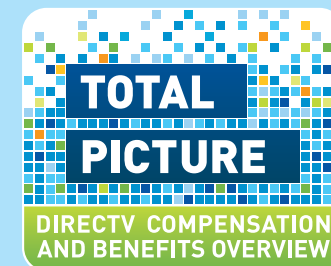
DIRECTV provides employees with two plans that work together to assist in achieving retirement goals.

		<b>DIRECTV Pays</b>	<b>You Pay</b>
<b>Pension Plan</b>	DIRECTV pays up to 4% (contribution percentage increases to 4% over time) of eligible pay (plus an interest credit) in to an individual Pension Plan account. Employees don't pay anything in to this plan and are vested after three years of service.	Up to 4% of your eligible pay	0%
<b>401(k) Savings Plan</b>	DIRECTV contributes a dollar-for-dollar matching contribution of up to 4%, with no enrollment waiting period and vesting after three years of service. <i>(pre-tax / after-tax limits apply)</i>	Up to 4% of your eligible pay	1% to 20% of your eligible pay

### Complimentary DIRECTV Programming and Hardware

Employees at DIRECTV work to deliver the best television experience each day, and they also enjoy the experience at home with a complimentary DIRECTV employee account that provides free programming, hardware and VIP service.

		<b>DIRECTV Pays</b>	<b>You Pay</b>
<b>Base Programming</b>	After 30 days of employment, employees enjoy the DIRECTV PREMIER® programming package in HD and additional packages such as premium channels, international programming and exclusive sports programming (like NFL SUNDAY TICKET®), plus the latest receivers and VIP service.	\$2,100 <i>Depending on equipment/programming</i>	\$0 <i>Programming and packages not included may incur additional costs</i>



**Just as DIRECTV** is committed to providing an exceptional customer experience, we're dedicated to creating an outstanding work environment, with competitive compensation and all the benefits you'd expect from a top employer. We're delivering the best television experience in the world — and that begins with our employees.

We call this the Total Picture. It's our way of providing employees what we provide our customers — the best possible experience. More than pay and benefits, Your Total Picture includes intangibles such as great colleagues, working on interesting projects and the chance to be a part of a premium brand.

### DIRECTV Employee Promise

We strive to deliver the best employee experience for you every day. We are dedicated to attracting, inspiring and retaining talented, diverse and extraordinary employees who take pride in providing the best television experience for our customers. We are committed to building an engaging environment where employees are appreciated and rewarded for top performance. We promise to do our best to create an exceptional workplace with a culture of honesty and integrity, teamwork and innovation, learning and development, and a passion to be the best.

**DIRECTV** — the best television experience available and a great place to work — is an outstanding mix of content, technology and service for our customers and a rich mix of market-competitive pay, benefits and more for our employees. We're a nationwide team of more than 17,000 diverse employees who execute each day to deliver an exceptionally reliable and high-quality experience to our more than 18 million customers. Here's a sampling of what else is in the mix for your DIRECTV employee experience.



Learning and Development	Dynamic Work Environments	Employee Recognition	Corporate Citizenship
<p>In addition to valuable on-the-job experience, our employees have the opportunity to develop skills through a variety of programs, including:</p> <ul style="list-style-type: none"> <li>Customized, on-the-job training</li> <li>Career Path to Success ongoing performance management program</li> <li>Ongoing skills development training</li> <li>Supervisor development programs and on-site training opportunities</li> </ul>	<p>With work locations throughout the U.S., each DIRECTV facility has its own personality. From some of the world's most advanced broadcast facilities, office buildings and Customer Care Centers, employees work in ergonomic, modern and collaborative spaces. Many major locations also provide on-site conveniences such as:</p> <ul style="list-style-type: none"> <li>Fitness centers, at no cost</li> <li>Cafeterias</li> <li>Lounges featuring TVs, video games, internet access, telephones and more</li> <li>Discounts from national and local vendors</li> <li>Casual Friday attire for CSRs and supervisors</li> </ul>	<p>Our employees' exceptional contributions to our success are recognized through a variety of formal and informal programs, such as:</p> <ul style="list-style-type: none"> <li>Company milestone events</li> <li>Celebratory lunches and special events</li> <li>Service Anniversary celebrations and gifts</li> <li>A birthday card and gift on your birthday</li> <li>Special recognition / appreciation from supervisors</li> <li>Incentives rewarding business results (varies)</li> </ul>	<p>Our Corporate Citizenship efforts are centered on the communities where DIRECTV employees live and work in the U.S. Our programs focus on fostering education at all levels and stages of learning, promoting healthy lifestyles, and aiding disaster relief through the innovative use of our product.</p> <p>In addition to the DIRECTV4Schools and DIRECTV GOES TO SCHOOL programs that K-12 institutions can use, employees can make use of:</p> <ul style="list-style-type: none"> <li>501(c)3 gift matching, up to \$20,000 each year</li> <li>DIRECTV package donation for charity fund raisers</li> <li>Cash grants to non-profit organizations where employees volunteer their personal time</li> </ul>
Progressive Career Path	Schedules to Fit Your Life	Education Assistance	Caring for our Customers
<p>We believe our Customer Service Representatives (CSRs) play one of the most important roles at our company. As a result, we are proud to offer the Career Path to Success program within Customer Care to recognize outstanding performance and provides opportunities for you to move from a trainee to the highest-level CSR and beyond.</p> <ul style="list-style-type: none"> <li>Four job levels (varies by work location)</li> <li>Residential account handling</li> <li>Technical Support call handling</li> <li>Customer Retention call handling</li> </ul>	<p>DIRECTV offers a diverse range of shifts for Customer Service Representatives. Schedules and call types vary by location. Available shifts include:</p> <ul style="list-style-type: none"> <li>Day</li> <li>Swing</li> <li>Grave</li> <li>Weekends</li> <li>Full-Time</li> <li>Part-Time</li> </ul> <p>Shift differentials applied to your pay may be available based upon your scheduled start time.</p>	<p>DIRECTV supports employees who choose to advance their education. The Education Assistance Program offers financial assistance for the attainment of a college degree. Employees may take courses that are job-related or for personal development. All degrees, certificates, and courses for which an employee wishes to be reimbursed must be obtained through an approved/accredited educational institution.</p> <p>Employees may participate in this program after six months of employment and if in active job status while maintaining a scheduled workweek of 20 hours or more at the time of enrollment.</p>	<p>Whether it's winning the latest industry awards or just making a customer's day, we pride ourselves on providing excellent customer service, in accordance with our Customer Promise.</p> <p><b>DIRECTV's Customer Promise</b></p> <p>We strive to deliver the best television experience for you every day. Committed to the principles of honesty and integrity, our employees are determined to provide you with prompt, courteous and excellent service. We promise to do our best to resolve any issues that might arise as quickly as possible. And we will continue to develop the unique, innovative programming and services that you have come to expect and enjoy from DIRECTV.</p> <p>This is our promise to you.</p>