

Family Plans Now Available from FLO TV™

Retail Training Document – NOT for Customer Distribution



Introducing the FLO TV™ Family Plan

Get FLO TV for your whole family to enjoy – for as low as \$5 a month. Limited Time Offer!

With FLO TV's new Family Plan, customers can add another Ultimate service subscription to their existing plan for as low as \$5 a month!

That means they can get all of FLO TV's great programming, including live sports, breaking news, hit shows, and popular kids' entertainment – for as little as 17 cents a day.

Here's how it works:

If they already have two or more FLO TV devices (mobile phones not included), they can sign up for the Family Plan now by calling FLO TV Customer Care at 1-888-99-FLOTV.



No affiliate or celebrity endorsement implied.

Or, they can add any of these FLO TV devices to their existing account and receive an Ultimate subscription for that device for just \$5 a month (or \$10 per month with the Auto Entertainment system):

- FLO TV™ Personal Television (PTV 350)
- Audiovox 7" Portable DVD Player with FLO TV™ (DFL710)
- FLO TV™ Auto Entertainment System (AVXMMF1)

PLUS, the current special offer is still applicable! That's three months of FLO TV Ultimate service included with each new FLO TV™ Personal Television or Audiovox Portable DVD Player with FLO TV™.

FAQs

- After the FLO TV™ Personal Television or Audiovox Portable DVD Player with FLO TV™ passes its introductory 3-month offer period, what is the customer's new price?
 - If the customer is eligible and signs up for the Family Plan, the service price will be \$5/mo. If the customer is not eligible for the Family Plan, it will be \$14.99/mo.
- If a customer has a FLO TV™ Personal Television on a yearly subscription, and they get FLO TV™ Auto Entertainment installed in their car, do they get service for \$10/mo.?
 - If their purchase is through a retail store or an expeditor, yes, they get service for \$10/mo. or \$120/yr. If it is through the OE channel, the customer will get a discount on the FLO TV™ Personal Television; service will be \$5/mo., and they will pay full price for FLO TV™ Auto Entertainment service.
- If a customer has a FLO TV™ Personal Television on a month-to-month subscription, and they buy an Audiovox Portable DVD Player with FLO TV™, do they get service for \$5/mo.?
 - Yes, as long as one device maintains service at full price (currently \$14.99/mo.), the Family Plan discount applies to up to four additional devices.
- How does the customer sign up for the Family Plan, by the dealer or through FLO TV?
 - The customer can go to flotv.com and sign up for the Family Plan online with their existing account. If they are opening a new account with two or more devices, they can sign up over the phone with FLO TV Customer Care at 1-888-99-FLOTV.

*Family Plan activation must take place between 8/3/2010 and 10/16/2010 to receive Family Plan rate(s) on additional annual or monthly service subscription(s). Family Plan discount applies to up to four additional devices on one account. Account must maintain at least one PTV, PDVD or Auto Ultimate monthly, yearly or multi-year subscription at full retail price to qualify for Family Plan annual or monthly subscription(s); if the qualifying Ultimate service subscription is downgraded or cancelled, one Family Plan subscription will convert to a qualifying Ultimate service subscription at full retail price. Taxes not included. Additional fees and charges may apply. Pricing and service subject to change at any time. All annual / monthly Family Plan subscriptions on your account will automatically renew and your credit card will be charged the then-current annual or monthly Family Plan rate for each eligible subscription. Please review the FLO TV Customer Contract and Privacy Statement at flotv.com for additional terms and conditions that apply to this purchase. All subscription payments are non-refundable. All programming subject to change and blackout restrictions. Purchase of compatible device required to view the FLO TV service. Service not available everywhere. Go to www.flotv.com for coverage.