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I signed up for DirecTV Now, AN AT&A;P; Q, to get a free 4K Apple TV last year. Now I'm pulling the plug. I was already primed to cut the cord when I found the DirecTV Now deal: Apple TV 4K for a 3 month subscription fee, or \$150 for a \$159 device with 3 months free streaming. My cable company raised the price of my monthly bill by \$70 for a year for no reason at all, and I subscribed to AT&A;T. T for my wireless service, so a free Apple TV sweetens the deal enough for me to sign up. At the time, DirecTV Now was only \$55 a month for a mid-price level with lots of great channels. (My plan increased to \$65 a month. There is now a \$50 Plus plan and a \$70 Max plan, both of which include HBO but have no basic channels. More on that later.) But the thrill of cheaper monthly bills (compared to cable) and the novelty of new set-top boxes is long gone, and DirecTV Now is so annoying that when I recently moved across the country, I decided to leave the AT&A;P; streaming service. T in the back, too. I'm not alone. AT&T lost 83,000 DirecTV Now subscribers in the first quarter of this year. AT&T CEO Randall Stephenson said during earnings the company said that, although losses continue, AT&T should have a decent second half of the year for DirecTV Now. But this is why people are leaving streaming services in droves, and what AT&A;P;I T can do to fix it. Wrong priceWhen I signed up for DirecTV Now, the service is competitively priced. For \$50 a month, I got all the channels I wanted, from classic movies and comedies to my husband's favorite Adult Swim cartoons and our mutually loved cooking shows. But when I canceled DirecTV Now, the price had risen to \$65 a month - less than eight months into my subscription - without any obvious benefits. The first \$5 lump that I could stomach, but then an increase of \$10 a few months later - and for what? The channel remains the same, and the service does not improve. For new customers, AT&A;P; T jacked up the price of a basic streaming plan from \$35 to \$50. For that price, you get 45 channels. The \$70 Max bundle includes more channels than plus, but both plans don't have favorites like AMC, Cooking Channel, Food Network, HGTV and others that include my grandfather's plan. (Image credit: DirecTV Now) Application glitches aboundWhen I subscribe to DirecTV Now, I increase my internet speed to 400 Mbps so I won't have any streaming problems. That cost me \$89.99, for a total of \$140 a month for internet and streaming. I glyce to think of how glitchy the DirecTV Now app is for tvOS if I don't my internet provider's top tier plan. It seems like every day, the flow will come out. Sometimes it is a black screen with no content playing; the other day, a blue screen with a server error message. When DirecTV Now launched its beta DVR feature, I was thrilled. But on more than a handful of occasions, the recorded playback is... Off. The sound does not match the video, or Playback will pause on the frame and I have to fast forward the next few seconds to jump back into the recording. You also only get 20 hours of cloud storage, and the app will delete your recordings after a month. DirecTV Now's confusing design is designed like a traditional pay-TV service - at first glance. The channel guide lets you see what's playing now and what's coming next so you can record it. But there is no number attached to the channel, so you can't type a shortcut to access it. You also can't consult Siri on your Apple TV remote to call specific channels. Your only way is to add a limited number of channels to your favorites - or get caught up in swiping hell to change channels. Finally, this interface got me down, and I stopped thinking about it. But now that I can press the button on the remote provided by my cable company to jump back to the previous channel, I feel like a new woman. (Image credit: The Future) Outlook: overAT&A;P; T WarnerMedia launches another streaming service later this year. That one will cost you \$16-\$17 a month and will be more of a Netflix rival than a threat to cable. Maybe I'll decide to pay AT&A;P; T for Warner Bros. movies. or anything on its WarnerMedia service. But DirecTV Now is a no-go. DirecTV Now was so annoying that it pushed me back into the deceptive cable arm, which offered me low and low prices of \$130 for cable and the internet. (It won't last after a year, and then the cycle will continue. AT&A;P; T don't care. Last year the company launched another streaming service, WatchTV, which starts at \$15 a month for 35 channels. (Why not focus on DirecTV Now rather than launching a separate service at a lower price? Your guess is as good as mine.) Editor's note: Yes, DirecTV Now becomes AT&A;P; T TV Now, details here. DirecTV Now has been up and running for over a year, and subscribers have two important questions: What is it, and how is it different from the usual old DirecTV? In the simplest terms, DirecTV is a satellite-TV subscription service, while DirecTV Now is an online streaming service that delivers live TV channels. Both are owned by telecommunications giant AT&A;P; Q. But if you want to know how each one works, which funnels each offer and which - if both - are right for you, those questions are a little harder to answer. We've gathered some of the most important facts to help you make your own decisions. Oh, and are you confused as to why your DirecTV Now app has just changed its name to AT&A;P; T TV Now? Well, look at the guide here (hint: it's about company ownership and brand awareness). MORE: Hulu Live vs. YouTube TV vs. Sling vs. Vue vs. DirecTV Now: Face-Off! DirecTVDirecTV NowHow You Get Dishes ItSatelliteInternetChannels145 to 31560 to 120 Prices \$90 to \$187 per month \*\* Introductory price: \$50 to \$125 per month \$40 to \$75 per monthRequired HardwareTV, Genie box, dish-compatible satellite device (Android, Amazon Fire TV, Apple TV, Google Chromecast, iOS, Roku), TV\* \*No for Android/iOSProsProsPro channel devices; DirecTV set it up for youRelatively cheap; There are no expensiveConsMore contracts from streaming; Long-term contractA performance bug Before you start looking into the pros and cons of a DirecTV or DirecTV Now subscription, you may have to check to see if DirecTV is available in your area. Although DirecTV Now is available everywhere in the United States, DirecTV is a satellite service, so you'll need a satellite dish. Although the beauty of satellite dishes is that you can use them from anywhere, it means that you have to start modifying the outside of your home. Residents of apartments or people who belong to very strict housing associations may be able to forget about it. DirecTV Now's channel selection and fees offer a variety of channel packages, ranging from Live a Little, with more than 60 channels at \$40 per month, to Gotta Have It, with about 120 channels at \$70 per month. This may sound like a lot, but even DirecTV's simplest satellite package offers even more: The basic DirecTV package starts at about 145 channels, and the most extreme options range to about 315 channels. However, there's another side: Plans also range in price from \$90 per month to \$187 per month. (DirecTV is offering considerable discounts to first-time customers, however.) DirecTV Now package selection Providing the right channel details will depend on too many variables, including where you live and what type of plan you are willing to buy. However, no matter which package you invest in, you'll get the basics: A&A;P;E E, Bravo, CNN, Cartoon Network, Disney, History, Lifetime, Nickelodeon, Syfy and so on. For satellite subscriptions and DirecTV Now, the presence of local channels largely depends on your location and on DirecTV stands with those channels. Keep in mind that DirecTV Now's DVR feature was launched as a beta. By default, accounts come with a recording capacity of 20 hours, and recordings last for 30 days. In the summer of 2018, a more expensive rate, - 100 hours of storage, with recordings lasting 90 days - will be rolled out for an additional \$10 per month. The hardware it needsFrom the two services, DirecTV Now has a lower barrier to entry. All you need is a computer, mobile device, or streaming player (Android, Amazon Fire TV, Apple TV, iOS, Google Chromecast, or newer Roku). Although the service is not available on Android TV or game consoles (but really should), you can spend about \$30 on hardware and be up and running in half an hour. However, this is not the case for DirecTV subscriptions, which require the a fore-mentioned satellite dishes and HD DVR boxes known as Genie. If you are a new DirecTV customer, the company will satellite dishes and Genie for you. This dish won't cost you extra, and the Genie fee (usually \$7 per month) comes with a newer subscription, unless you want five or more boxes. MORE: Our Favorite 4K (Ultra HD) TV Available accessOne is a bit of good news is that you can access your content on computers, mobile devices, and streaming players, regardless of the service you use. The DirecTV (not DirecTV Now) app allows satellite customers to view programs on devices other than their TV. DirecTV customers can download the app to iOS and Android devices, then proceed to watch live TV and content from their DVR box (provided their Genie is connected to the Internet, of course). DirecTV also sweetens the deal for AT&A;P;T mobile subscribers. If you are a subscriber and you are out and about, you can stream DirecTV content to your phone or tablet, and that will not count towards your cellular data limit. While customers from other wireless providers can still use the app, they may want to do so on a Wi-Fi connection; video streaming tends to eat up data fairly quickly. DirecTV Now, on the other hand, is the first and most important streaming app. You can download it directly to your mobile device and watch it like any other streaming service. Same deal applies to AT&A;P;5 mobile customers Q: While anyone can access the DirecTV Now app, AT&A;P;E customers will be able to access the T can stream as much as they want without having to see their mobile data plan hit. Which one should you get? Assuming you watch a lot of TV, either DirecTV Now or DirecTV is a viable option. Although Tom's Guide has run into a lot of problems with the DirecTV Now service, the amount of content you get for money is more than fair. DirecTV, on the other hand, provides a consistent service, but heirs to the problems that satellite dishes encounter: poor reception, especially during bad weather and likes, and very high prices. DirecTV is a more traditional service. Thus, it is easier to watch on your TV and offers more channels, but it is also much more expensive and binds you into an annual contract. DirecTV Now offers fewer channels, and is much more limited when it comes to the way you can watch it, but the price tag is much easier for the stomach, and you don't need expensive specialized equipment. Since DirecTV Now offers a free trial and does not require a contract, I recommend checking it out first. If you meet your needs, you can save a lot of money; otherwise, you can always cancel and switch to a full satellite subscription. Subscribe.