

Enjoy the Ultimate In Entertainment & Communications Amenities

Congratulations on signing your lease in your new apartment home community. This guide provides you with information on how to order and activate your Media Package (or base bulk package), the upgrade options that are available, and what you need to have on hand before you call us to activate your services.

Your Media Package Includes

Standard High-Speed Internet Service plus Home Wi-Fi

Symmetrical 250 Mbps / 250 Mbps high-speed Internet access which also includes secure “Home Wi-Fi” service in your apartment home delivered over our advanced fiber-optic network built in your apartment community.

DIRECTV ENTERTAINMENT Package

Over 150 digital channels including local broadcast, entertainment, sports, and news channels in HD via one receiver &/or streaming via the DIRECTV App.

Upgrade Options and Invoicing

You can upgrade your base bulk package to: (i) a higher Internet speed; (ii) add more DIRECTV® Programming; (iii) advanced receiver service (DVR, Whole-Home DVR); (iv) activate additional receivers to connect additional TVs in your apartment home; (v) add digital Home Phone service. Please view the Upgrade Product & Pricing Options section of this guide (or access the Upgrade Product & Pricing Options link on our website for your apartment home community under “Find My Community”). Activation is free at the time of your initial activation for any Internet or DIRECTV service upgrade, except for a DIRECTV 4K or Genie2 installation &/or equipment upgrade. Optical Communities will invoice you directly for any upgraded Internet service, Home Phone service, miscellaneous/other fees including Home Phone fees, installation fees and service calls. DIRECTV will invoice you directly for all upgraded television programming, advanced receiver service (DVR, Whole-Home DVR, Genie 4K, Genie2, Mini4K) &/or service to additional TVs.



How To Access, Order & Activate Your Services Your Internet, Home Wi-Fi & DIRECTV Services Are Preloaded (Pre-Installed)

Your Internet, Home Wi-Fi and DIRECTV services are preinstalled in your home. Your Internet/Home Wi-Fi is available prior to your move-in, and your DIRECTV service will be ready to be activated once you connect your TV(s)¹. Activation is free at the time of your initial activation for any upgrade of Internet speed, and activation is free for the self-install of DIRECTV service² (if you require a technician a Professional Home Visit is applicable).

Step 1 – When you pick up your keys to your new apartment home your Leasing Agent will provide you with your remotes³.

Step 2 – Connect your TVs to the DIRECTV receivers in your home (your service cannot be activated unless your TVs are connected to the receiver)⁴. Each receiver must be connected (tightly) via coaxial cable into the wall outlet.

Step 3 – *Then call us* at 1-888-981-1849, we will step you through all of the upgrade options available, and you can then select and activate your services. Please have the following information available when you call to select & activate your services:

- Apartment home community (property) name
- Your apartment home address (including Unit # if applicable)
- Drivers License Number, Credit Card # or SSN (one of the three).

To Access Your Internet / Home Wi-Fi Service

There is no equipment needed to connect to your high-speed Internet service – you can either connect wirelessly via our Home Wi-Fi (your apartment home is equipped with our secure wireless router) or direct connect with an Ethernet cord into a RJ-45 jack in your apartment home. To access your Home Wi-Fi, locate the SSID & Password for your apartment home that is displayed on a label attached to a cabinet found in the master bedroom, hall or other closet in your apartment home. If you cannot locate this label call customer service to retrieve the information.

DIRECTV PreLoaded

Your apartment home is pre-installed with one HD DVR receiver in the living room and one HD receiver in each bedroom. You can choose to receive the base bulk level DIRECTV package for your community on one receiver &/or streaming via the DIRECTV App, or (i) upgrade to advanced receiver service (DVR, Whole-Home DVR, 4K Service²); or (ii) activate service to the additional receivers in your bedroom(s), &/or (iii) upgrade your programming package^{5,6}. Monthly fees are applicable if you choose to upgrade to advanced receiver service, or add additional receivers, &/or upgrade your programming package⁶. You are responsible for all of the DIRECTV receivers in your home whether you choose to activate some, all, or none of the receivers assigned to your home⁶. When you move out of your home, you must call to either move or cancel your DIRECTV service, & you must leave the DIRECTV receivers², Access Cards² & HDMI cables in your home⁷.

1 Current or former DIRECTV customers may experience a delay in the activation of DIRECTV services of several days. 2 4K service requires 4K Installation, lease of Genie 4K or Genie2 &/or 4K Genie Mini(s), advanced receiver service & minimum programming package commitment. Genie 4K, Genie2 & 4K Genie Mini receivers are your responsibility (do not leave Genie2 or 4K receiver(s) in apartment if you move or cancel). 3 The number of remote control(s) you request must match the number of DIRECTV receivers activated. 4 If your TV(s) require different cables you must supply these as well as Ethernet cords for your Internet. We cannot provide assurances that (legacy) analogue TVs will function or whether the resulting pictures are cropped to accommodate HD or SD video formats. 5 Taxes, fees, surcharges and usage charges apply to free, discounted, & non-discounted offers for all packages, products & services; discounts are subject to change at any time. 6 Advanced Receiver Service, DVR, Whole-Home DVR, 4K charged per account. If you activate two receivers &/or one receiver & a Genie Mini Client / DIRECTV (or 4K) Ready TV, the fee is \$7.00/mo. For the third & each additional receiver &/or Genie Mini Client / DIRECTV (or 4K) Ready TV activated on your account, there is an additional fee of \$7.00/mo. per receiver &/or Genie Mini Client / DIRECTV (or 4K) Ready TV. 7 You are responsible for the replacement cost for any of the DIRECTV receivers, Access Cards and HDMI cables assigned to your apartment home that are missing or not in good working order, normal wear and tear excepted, upon your move-out. You must have a HD Television to enjoy HD programming. Certain programming may not be available for remote viewing. DIRECTV App requires Internet access and directv.com login. ©2021 Optical Communities. DIRECTV, CHOICE, PREMIER, are trademarks of DIRECTV, LLC. All other trademarks and service marks are the property of their respective owners.