

DIRECTV FAQs Specific to Your Community

Q: What do you mean that my DIRECTV services are preloaded?

A: Your DIRECTV service is pre-installed in your apartment home and will be ready to be activated once you connect your TV(s)¹. Activation is free¹ for the self-install of DIRECTV service (if you require our technician to install your DIRECTV service a Professional Home Visit fee is applicable¹).

If you are a current DIRECTV customer, see middle of next page.

Q: What Advanced Receiver and Programming choices do I have with the DIRECTV PreLoaded program here?

A: Your apartment home is pre-installed with one Genie4K DVR receiver that includes DVR service in the living room and one MiniK receiver in each bedroom. You can choose to receive the base bulk level DIRECTV package available for your community on one receiver, or (i) activate additional receivers to connect additional TVs in your apartment home; or (ii) upgrade your programming package. Please view the Product & Pricing Options link on our website for your apartment home community under “Find My Community” for pricing. The DIRECTV receivers are preinstalled so that you have the freedom and choice to activate only the level of service you choose, and there is no need for any installation or being tied to certain equipment¹.

- If you choose DIRECTV service² to one TV, we'll activate only the Genie4K.
- If you choose DIRECTV service to multiple TVs, we'll activate Genie4K and any of the Mini4K receivers assigned to your apartment that choose¹ to activate.
- If you choose to activate a Genie4K and at least one Mini4K¹, the Whole Home DVR Multi-Room Viewing² is also included (there is no extra charge for this service). This service networks the receivers with the Genie4K DVR (so you can record and/or play back programs from any receiver in your apartment home).

Taxes, fees, surcharges & usage charges apply to free, discounted, & non-discounted offers for all packages, products & services; discounts are subject to change at any time. 1 Additional receiver fees apply for the second and each additional receiver &/or Enabled TV/Device &/or Genie Mini Client &/or Genie Mini4K &/or DIRECTV (or 4K) Ready TV activated on your account.

Q: How do I order and activate my DIRECTV service?

A: **Step 1** – When you pick up your keys to your new apartment home your Leasing Agent should provide you with your remotes.

Step 2 – Connect your TVs to the DIRECTV receivers in your home. *We cannot activate your DIRECTV service unless the TV is connected to the DIRECTV receiver²*. Each DIRECTV receiver must be connected via coaxial cable into the wall outlet. Make sure all connections are *tight*.

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).

DVR Service is available only via Genie4K DVR receiver. Whole-Home DVR Service requires a Genie4K DVR receiver & at least one Mini4K receiver. DVR or Whole-Home DVR not available via streaming DIRECTV App.

Access to 4K programming requires an upgrade & a HDMI 2.0a & HDCP 2.2 or higher compliant 4K television. If only one TV is 4K or all TVs are 4K, expect the following: (i) in one of your rooms, you will be charged for 2 rooms as the HR54 (Genie DVR) and DIRECTV 4K client (which is either a DIRECTV 4K Ready TV or Mini4K) must both be active. There is a fee of \$7.00 per month additional for each Mini4K/DIRECTV 4K Ready TV/Device on the account. For example, in the event the DIRECTV 4K Ready TV is the only television connected, there will be a charge of \$7.00 per month additional. If there is only one 4K TV connected which is not a DIRECTV 4K Ready TV, a Genie DVR and Mini4K are both required to connect to that 4K TV, and there will be a charge of \$7.00 per month additional

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for the Mini4K. In addition, a Technician is required to connect a non-DIRECTV 4K Ready TV for which a non-refundable 4K Installation/Upgrade Fee is applicable & there is no guarantee/representation that the non-DIRECTV 4K Ready TV will be 4K complaint (HDMI 2.0a & HDCP 2.2).

Current or former DIRECTV customers may experience a delay in the activation of DIRECTV services of several days.

Genie2 requires installation fee, advanced receiver service, minimum programming commitment & additional receiver fees (do not leave Genie2 receiver(s) in apartment as you are responsible for these receiver(s) if you move or cancel).

The number of remote control(s) you request must match the number of DIRECTV receivers activated.

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.

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.

If you activate two receivers &/or one receiver & a Mini / DIRECTV (or 4K) Ready TV, the fee is \$7.00/mo. For the third & each additional receiver &/or Mini / DIRECTV (or 4K) Ready TV activated on your account, there is an additional fee of \$7.00/mo. per receiver &/or Mini / DIRECTV (or 4K) Ready TV.

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.

Q. Do I need to order a CCK (Cinema Connection Kit)?

A: No. The CCK is built into the Genie4K DVR receiver.

Q. I want to buy additional equipment and/or accessories for the DIRECTV receivers that are preinstalled in my apartment home?

A: Excluding upgrading to 4K, we cannot assure you that any equipment or accessories that you attach to the DIRECTV receivers, even if it is DIRECTV equipment or accessories, will be compatible or will work. We will not support such equipment or accessories.

Q: How do I transfer my DIRECTV account if I'm moving into this apartment community?

A: If you are a current DIRECTV customer, you will need to: (1) call DIRECTV at 1-800-531-5000 and state that you "will be moving with no receivers from your prior customer account"; (2) you must request an Equipment Recovery Kit (a kit mailed to you that enables you to pack up and return your receiver(s), access cards and remotes postage prepaid) to return your receivers; (3) if you are receiving a bundled price for your DIRECTV service at your current address you need to call your current dealer (i.e., Verizon, AT&T, CenturyLink, or other dealer) and request to be "unbundled". When #1 thru #3 are completed, call Customer Service at 1-888-981-1849 so that we can have your prior account converted to your new address. Once that happens, we can then activate the receivers preinstalled in your new apartment home (make sure the receivers are connected to an active wall jack, and your TVs are connected to the receivers, and make sure all connections are tight).

Q: What will happen with my DIRECTV term commitment (the remaining term on the contract I signed with DIRECTV) when I move to my new apartment here?

A: If you have an existing commitment (i.e., the contract term has not expired), that commitment will be removed (you no longer have any commitment) once your account is activated in this new apartment community. For example, if you moved into your new apartment home here and had 20 months remaining on your previous commitment (contract), once your account is activated no matter how long you stay in your new apartment home here (whether 12 months or 24 months), when you move out you will not have any commitment.

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Q: Will the remaining term on my contract resume when I move out of this apartment community?

A: No.

Q: Can I cancel my services (I'm not moving out of this apartment community)?

A: The Media Package or bulk High-Speed Internet + Home Wi-Fi & DIRECTV are an amenity of the apartment home community that you live in. If you have upgraded any service, you are free to downgrade back to the bulk service level. If you are subscribing to an upgraded High-Speed Internet service, &/or to Home Phone service, you are on a month-to-month subscription and you may downgrade to a lower service tier or to the bulk service. If you have upgraded your DIRECTV service to a higher level of programming, &/or additional receivers, you can downgrade to a lower service level or to the bulk service. Call us at 1-888-981-1849 if you choose to downgrade your services.

Q: I'm planning on moving out of the apartment home community, what do I do?

A: You must call us at 1-888-981-1849 to either move or cancel your DIRECTV services. All of the DIRECTV receivers (Genie4K DVR receiver, Mini4K receiver(s), Access Card(s), HDMI cable(s), remote control(s), power supply's, & coax jumpers must be left in the apartment. If you upgraded a Genie2 receiver the Genie2 receiver is *your* responsibility (do not leave any Genie2 in your apartment if you move out or cancel – you must contact DIRECTV & make arrangements for this receiver as it is your responsibility). Your Property Manager/Owner is not responsible for notifying Optical Communities & DIRECTV when you are moving out of this apartment community. Do not write your cancellation notes associated with your moving out on your remit slip as your payment remittance slip is processed at a lockbox and may not be received in a timely manner. Your cancellation will not be processed via email.

You are responsible for the replacement cost for any of the DIRECTV receivers (Genie4K DVR receiver, Mini4K receiver(s)), power supply's Access Card(s), HDMI cable(s), coax jumpers, remote control(s) assigned to your apartment home (regardless of whether you activate some, all or none) that are missing or not in good working order, normal wear and tear excepted, upon your move-out. This excludes a Genie2 receiver as that is your responsibility.

If you plan to continue to enjoy DIRECTV at your new residence, you will either be transferred to or you can call DIRECTV Mover's Program at 1-866-889-7872.

Q: What do I do with the DIRECTV equipment (receiver(s)) when I move-out?

A: You must leave the DIRECTV receivers (Genie4K DVR receiver, Mini4K receiver(s)), power supply's, Access Card(s), HDMI cable(s), coax jumpers, remote control(s) in your apartment home as these are not your property and will not work outside of this apartment community. You are responsible for all of the DIRECTV receivers (Genie4K DVR receiver, Mini4K receiver(s)) preinstalled in your apartment home whether you choose to activate some, all, or none of the receivers assigned to your home. You are responsible for the replacement cost for any of the DIRECTV receivers (Genie4K DVR receiver, Mini4K receiver(s)), power supply's, Access Card(s), HDMI cable(s), coax jumpers, remote control(s) assigned to your apartment home that are missing or not in good working order, normal wear and tear excepted, upon your move-out. If you upgraded to a Genie2 you are responsible for the Genie2 and you must contact DIRECTV to make arrangements.