

DIRECTV FAQs Specific to Your Community

Q: I'm an existing DIRECTV customer, what do I need to do to transfer my current account to my new address at the apartment community?

A: You need to (in the following order): (1) call DIRECTV at 1-800-531-5000 to update your current address to your new address; (2) 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, Qwest/CenturyLink, or other dealer) and request to be "unbundled"; and then when #1 and #2 are complete (3) call Customer Service at 1-888-981-1849 where we will set up your account at your new address and have your prior account be converted. Once #3 occurs and once your account has converted, we will then contact you to schedule your installation and answer any questions you may have regarding what the price of your DIRECTV programming will be in your new apartment home community.

Q. If I want to order a CCK (Cinema Connection Kit), should I order the Broadband (or wired) CCK or the wireless CCK?

A: The wiring in your apartment home is state-of-the-art and all rooms are pre-wired from a centralized location. You want to order the Broadband (or wired) CCK when you call us at 1-888-981-1849 to order your services. We do not recommend you order a wireless CCK. We cannot guarantee that a wireless CCK will work in your apartment home and will not support it (and its not needed given that state-of-the-art wiring).

Q: How do I cancel my services?

A: The Media Package or base bulk level of high-speed Internet, Home Wi-Fi and DIRECTV is an amenity of the apartment home community that you live in. If you have upgraded any service from the Media Package you are free to downgrade back to the Media Package. If you are subscribing to an upgraded Internet service, and/or to Home Phone service, you are on a month-to-month subscription and you may downgrade to a lower service tier. If you have upgraded your DIRECTV service to a higher level of programming, and/or additional receivers, and/or advanced receivers (HD, HD-DVR, Genie), or any other DIRECTV service, these upgraded DIRECTV services may be on a month-to-month or 12 month agreement. If you are in a 12 month agreement and cancel prior to when that 12 month term concludes you may be responsible for an early termination penalty (that DIRECTV will collect upon). 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: If you are moving out of this apartment home community, you must call Customer Service at 1-888-981-1849 to schedule a cancellation of your services. Your Property Manager/Owner is not responsible for notifying Optical Communities and/or DIRECTV when you are moving out of your apartment home 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 cancelation will not be processed via email. See the FAQ below for important information regarding your DIRECTV equipment.

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

A: When you call Customer Service at 1-888-981-1849 to schedule your cancellation associated with your move, you will then be transferred to DIRECTV regarding the disposition of your equipment. If you plan to move and choose to stay with DIRECTV in your new home, the DIRECTV Movers Program will facilitate moving your equipment (and account) to your new home. If you plan not to stay with DIRECTV in your new home, DIRECTV will send you an equipment return kit to allow you to pack up your leased equipment (including receivers with access cards, clients and remotes) and mail it back to DIRECTV postage prepaid. Please make your call at least seven (7) days from when you plan to move to arrange for the equipment return kit. Also, consult your equipment lease agreement for the terms and conditions associated with returning your leased equipment.

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Q: Tell me more about leasing equipment from DIRECTV?

A: DIRECTV offers a wide range of state-of-the-art receivers including standard definition (SD) receivers, HD receivers, HD DVR receivers and the Genie HD DVR. If you're a new customer to DIRECTV, you can enjoy promotions that DIRECTV typically offers that are available only upon initial installation, where leases for equipment may be available at discounted prices^{1, 2}. If you choose to upgrade to an advanced receiver or add additional receivers either upon initial installation or at a later time, monthly fees are also applicable². All equipment requires signature of an equipment lease agreement. If you opt to choose only one SD receiver in your apartment home, this is available to you at no cost to lease¹ if your new to DIRECTV. When you move away from your apartment community you must call to cancel your service, and you must also return all receiver(s) you have leased unless you are going to continue with DIRECTV in your new home (DIRECTV will send you a return kit postage prepaid to ship back your receivers).

¹ Taxes, fees, surcharges and usage charges apply to free, discounted, and non-discounted offers for all packages, products and services; discounts are subject to change at any time. ² Advanced Receiver Service for HD, DVR & HD DVR charged per account. Additional receiver fees apply for the second and each additional receiver and/or Genie Mini Client and/or Enabled TV/Device activated on your account.

Q: Is there an agreement if I lease an advanced receiver like an HD receiver, or a HD DVR receiver?

A: All advanced receivers (HD receiver, HD DVR receiver, Genie) come with a 12 month agreement starting from the date of activation (remember that you are leasing this equipment, you don't own the equipment, and it must be returned when you move out of this apartment home community and decide not to port your DIRECTV service to your new home).