

## 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 get a jump start on setting up your Media Package (or base bulk package), upgrade options available, as well as what you need to have on hand before you call us to set-up your installation appointment.

### Your Media Package Includes

#### Standard High-Speed Internet Service plus Home Wi-Fi

Symmetrical 200 Mbps / 200 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 High Definition (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) an advanced receiver (HD DVR, Genie, Genie2); (iv) add additional receivers to connect additional TVs in your apartment home; or (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"). Installation is free at the time of your initial installation for any upgrade of Internet speed, DIRECTV® Programming or equipment 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, service calls and equipment. DIRECTV will invoice you directly for all upgraded television programming including PPV, advanced receiver service (DVR, Whole-Home DVR, Genie2, Genie 4K, Mini4K) &/or service to additional TVs.



## Ordering Your Services First Read Below & Then Call Us at 1-888-981-1849

Whether you plan to enjoy the base level of services associated with your Entertainment & Communications amenity for your apartment home community, or choose to upgrade to enhanced services, our customer service representative can step you thru all of the options. It is important to call and book your installation appointment ahead of time to ensure that all of your services and equipment, depending upon what services you select, will be ready. You should also have the following information available when you call to set up your account:

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

### Expectations on Your Install Date & How to Access Your Internet

Your Internet service will be available prior to your scheduled install date. 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.

Our installer will be present to deliver and connect your DIRECTV equipment and any other services you ordered. If you cannot be present at your new apartment home, your apartment home community also offers you the convenience of authorizing our installer to have access to your apartment home by providing a Permission to Enter (you must contact property management to authorize).

### Your Television Equipment

Your DIRECTV service is 100% digital. Each TV set/monitor will require a receiver.<sup>1</sup> DIRECTV offers a wide range of state-of-the-art receivers including, 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<sup>2,3,4</sup>. 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 applicable<sup>3,4</sup>. All equipment requires signature of an equipment lease agreement. If you opt to choose only one receiver in your apartment home, this is available to you at no cost to lease<sup>1</sup> 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 (DIRECTV will send you a return kit postage prepaid to ship back your receivers).

1 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. You must have a HD Television to enjoy HD programming. 2 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. 3 Advanced Receiver Service (DVR service, Whole Home service) charged per account. If you have two receivers and/or one receiver and a Genie Mini Client/ DIRECTV (or 4K) Ready TV, the fee is \$7.00/mo. For the third and each additional receiver and/or Genie Mini Client/ DIRECTV (or 4K) Ready TV on your account, there is an additional fee of \$7.00/mo. per receiver, Genie Mini Client and/or DIRECTV (or 4K) Ready TV. 4 Genie2 only available for upgrade & installation fee applies. Genie2 requires a Genie Mini Client or DIRECTV (or 4K) Ready TV for each Television. The fee for an additional receiver is applicable for each TV connected to a Genie2.