

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 next page. 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).

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 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 available for your community on one receiver, or (i) upgrade to advanced receiver service (DVR or Whole-Home DVR); or (ii) activate service to the additional receivers in each bedroom, or (iii) upgrade your programming package, &/or (iv) upgrade to 4K¹. Additional monthly fees are applicable if you choose to upgrade to advanced receiver service, upgrade to 4K, add additional receivers, or upgrade your programming package. 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 HD service² to one TV, we'll activate only HD to the receiver in the living room.
- If you choose HD service to multiple TVs, we'll simply activate HD service to the receiver in the living room¹ and HD service to how many bedroom(s) you choose³.
- If you choose HD DVR service² to one TV, we'll activate HD DVR service to the receiver in the living room.
- If you choose HD DVR service² to your living room TV & HD service to your bedroom(s), we'll activate HD DVR service to the receiver in the living room & HD service to how many bedroom(s) you choose³.
- You can also choose the Whole Home HD DVR Multi-Room Viewing² where we'll activate HD DVR service in your living room, and HD service to how many bedroom(s) you choose³, and all receivers you activate including the receivers in the bedroom(s) will network with the HD 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 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). 2 Advanced Receiver Service for DVR & Whole-Home HD DVR Multi-Room Viewing charged per account. 3 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 will provide you with your remotes¹.

Step 2 – Connect your TVs to the DIRECTV receivers in your home². *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 available³, and you can then select and activate your services. Please have the following information available when you call to select & activate your services:

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

1 The number of remote control(s) you request must match the number of DIRECTV receivers you activate in your home. 2 There is one HDMI cable per DIRECTV receiver, if your TV(s) require different cables you must supply these as well as an Ethernet cable for your Internet. We cannot provide assurances that (legacy) analogue TVs will function or whether the resulting pictures are cropped to accommodate the HD or standard def video formats. 3 Taxes, fees, surcharges & usage charges apply to free, discounted, & non-discounted offers for all packages, products and services; discounts are subject to change at any time. DVR Service, Whole-Home DVR and 4K charged per account. 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. 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.

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

A: No. We have preinstalled a Broadband (wired) CCK into the HD DVR in your living room.

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.

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 level of high-speed Internet + Home Wi-Fi and DIRECTV are an amenity of the apartment home community that you live in. If you have upgraded any service from the Media

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Package or bulk service level you are free to downgrade back to the Media Package. If you are subscribing to an upgraded high-speed 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 or to the bulk service. If you have upgraded your DIRECTV service to a higher level of programming, &/or additional receivers, &/or advanced receiver service (DVR or Whole-Home DVR), &/or 4K, 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 (HD DVR receiver, HD-Only receiver(s)), Access Card(s), HDMI cable(s), remote control(s) must be left in the apartment. If you upgraded to 4K, the Genie 4K &/or Genie2 &/or 4K Genie Mini receiver(s) are *your* responsibility (do not leave any Genie2 or Genie 4K, or 4K Genie Mini in your apartment if you move out or cancel—you must contact DIRECTV & make arrangements for these receivers as they are 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 (HD DVR receiver, HD-Only receiver(s)), Access Card(s), HDMI cable(s), 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 any 4K equipment 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 (HD DVR receiver, HD-Only receiver(s)), Access Card(s), HDMI cable(s), 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 (HD DVR receiver, HD-Only 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 (HD DVR receiver, HD-Only receiver(s)), Access Card(s), HDMI cable(s), 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 4K you are responsible for any equipment (4K receivers) and must contact DIRECTV to make arrangements.