



HDTV Satellite Frequently Asked Questions

Q. Can I keep my NFL Ticket Package without having to pay again?

A. Yes, we can roll your existing subscription over at the time of install.

Q. Can I use my existing HD receiver to pick up HD Channels?

A. In order to view locals in HD you will need the HR 20 manufactured by Direct TV or a comparable model.

Q. Is there a service plan that would easily replace bad equipment?

A. There is a plan that exists for residential customers for \$7.99 per month, but it is not offered for MDU properties. However, if your equipment is purchased from Hyatt Technical Services we will replace it for free.

Q. Does the Hughes HTL/HD receiver have a built in down converter?

A. Not at this time.

Q. Can I receive all programming that Direct TV offers if I sign up with Hyatt Technical Services?

A. Yes, you can receive all programming packages offered by Direct TV. This includes the NFL Sunday Ticket, NHL Center Ice, etc..

Q. Who do I call for installation, service, or programming changes?

A. Customers would call Hyatt Technical Services for installation and service. You would need to call Direct TV for programming changes.

Q. Who do I call for billing concerns, and where do I send my payments?

A. All billing questions and payments will be made to Direct TV.

Q. How long will the current system be down during the transition?

A. We will be building a system parallel to the existing backbone. This will eliminate any need to take customers down for any length of time. Once you have signed up with an installation date we will transfer you on that day all at once.

Q. Do I have to have a phone line at each receiver?

A. Yes, a phone line must be active and connected to each receiver in order to view PPV programming, the NFL Sunday Ticket, NHL Center Ice and similar Sports Packages.

Q. What is the mirror charge for having more than one receiver?

A. The charge for each additional box is \$4.99, paid to Direct TV.

Q. Is there a DVR or TIVO charge?

A. Yes, the charge is 5.99 per month, paid to Direct TV.

Q. How long will it take to convert the entire property over?

A. We will be onsite transferring customers for 11 days. 10 business days from 6:00 pm to 10:00 pm and 1 Saturday from 9:00 am to 1:00 pm. You will be able to pick which hour is most convenient for you at the kickoff party.

Q. Are there any other options besides having satellite service in my unit?

A. Yes, we will install a digital antenna system throughout the entire building for tenants that do not want satellite service. You will be able to receive satellite in as many rooms as you like but can also have access to the digital antenna service for \$5.00 per month per unit paid to Hyatt Technical Services, Inc.