



Commercial Hospitality and Institutions Programming Change Request Instructions

Hospitality and Institutions: DIRECTV® programming that is provided to hotel, motel, dormitory or assisted living type facilities with multiple subscriber units. To subscribe, please complete the following:

- 1 Read the enclosed materials, review subscriber unit definitions, and then notate the programming you wish to add or delete. When adding or deleting add-on channels or packages to a package you already subscribe to, write “existing package” in the package field and the price per unit.
- 2 Install and test all receivers using the DIRECTV installation test channels (100 and 493). Make sure that the following installation steps have been completed:
 - ☐ A DIRECTV dish antenna must be installed and connected to all receivers and the dish positioned properly.
 - ☐ All DIRECTV® System access cards must be seated in their assigned receivers for the appropriate service.
 - ☐ For Legacy Headend Systems, a dedicated receiver (IRD) is required for each channel selected, as indicated on the Equipment Information Form.
- 3 Forward the completed paperwork to DIRECTV:
 - ☐ Commercial Hospitality and Institutions Programming Change Request Forms

Hotel	Hotel, Motel, Resort and Inn, etc.	Total number of guest rooms
Health Care	Hospital, Nursing Home, Assisted Living, Long Term Care Facility, Medical Clinics and Dialysis Clinics	Total number of televisions on premises in patient rooms
Dormitory	College, University, Convent or other dormitory housing setting	Total number of cable drops connected to DIRECTV® System network
Recreation	Marinas, Mobile Home Parks, Camp Grounds, and RV Parks	Total number of cable drops connected to DIRECTV® System network
Prison	Prisons and Correctional Facilities	Total number of cable drops connected to DIRECTV® System network

Send to: Email: CommercialContracts@att.com

NOTE: DIRECTV will verify that all required paperwork is accurate and complete. Once complete paperwork is received, your account will be updated within 24 hours. If you have any questions, please call us at 1-800-388-2505.

©2023 DIRECTV. DIRECTV and all other DIRECTV marks are trademarks of DIRECTV, LLC.

DIRECTV Account #:

Commercial Hospitality and Institutions Programming Change Request Form

(Existing Accounts Only)

Please check all that are applicable:☐ Add Programming Package ☐ Delete Programming Package ☐ Add Add-On ☐ Delete Add-On_____
Name of Authorized Officer / Agent & Title_____
Authorized Customer Signature_____
Date_____
Property Name_____
Contact Name at Property Address_____
Lodging & Institutions Dealer Number_____
Property Address_____
Email Address_____
Dealer Name_____
City State Zip Property Phone Number

Unit Count

☐ Increase Unit Count by _____
Unit count cannot be reduced utilizing this form. Contact ASM with any questions.STAYCAST Solution ☐ ADD ☐ REMOVE

Number of STAYCAST Rooms (required) _____ (Number of STAYCAST rooms not to exceed billable unit count.)

NOTE: To activate STAYCAST Solution, the STAYCAST Solution Addendum must also be submitted.Advanced Entertainment Platform ☐ ADD ☐ REMOVEWi-Fi Streaming ☐ ADD ☐ REMOVE**NOTE:** To activate the services above, the Additional Services Addendum must also be submitted. To activate Advanced Entertainment Platform at least one COM50 card must be active on the account.☐ New Programming Package Pricing Migration***NOTE:** You will retain the same base programming package but will be migrated to the new programming package pricing and the Technology Fee. The HD Access Fee and DRE Software Fees, if any, will be removed from the account.

*By checking the box, you are not required to complete the following page with receiver and access card information.

Please record the receiver and access card information for each programming service that you select including package names if you are adding or deleting a package. If you are adding or deleting a channel in an existing package there is no need to list the package or price per unit. Match each programming service to the appropriate receiver and access card numbers, as each receiver may only be authorized for one programming service. In addition to any deactivation or change of service fees, if you change your Service package, you may be subject to, and agree to pay, an early cancellation fee if you agreed to a fixed term with DIRECTV in connection with the receipt of any promotional Service offer or the receipt of any DTV Receiving Equipment, and fail to maintain the required Service for the required period of time.



DIRECTV Account #:

(Required when adding or deleting services after account activation)

Commercial Hospitality and Institutions
Programming Change Request Form (cont'd)
(Existing Accounts Only)

Example:

<div><div><div>x</div><div></div></div><div>ADDDELETE</div></div>	<div>Business News</div> <div>Package</div>	<div>\$0.58</div> <div>Price Per Unit</div>	<div>34349[6799]</div> <div>Access Card No (last four digits only)</div>	<div>00001976[1304]</div> <div>RID No (last four digits only)</div>	<div>Fox News</div> <div>Channel (not needed for mirrored cards)</div>
Property Name					

<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					
<div><div><div></div><div></div></div><div></div></div>					

Total Number of RIDs:

If your selections total more than 13 programming services, please attach a separate page.

Check here if attaching a separate page. NOTE: For DRE customers please submit separate equipment list with Access Card IDs.