



(801) 978-0022 (tel)
(801) 978-0235 (fax)
service@SkySat1.com



Welcome to Crestview Condos!

Sky Satellite provides your community with DIRECTV's CHOICE programming package as part of your monthly rent/HOA fees. This package includes 150 channels plus local networks on a single TV. Any additional programming requests or receiver upgrades will require additional upfront and/or monthly fees. Any upfront costs will be collected prior to installation. Sorry, we cannot accept personal checks.

How do I get my service set up?

Fill out the attached application/new resident order form and fax (801 978 0235) or email (service@skysat1.com) the completed form to our office. Our staff will call to verify the order and schedule an installation appointment. A signed application and credit card information are required for all new service.

How long does it take to get my service set up?

Once Sky Satellite receives your completed order form you will receive a confirmation call within 24 hours. Typically installation will happen within 1 to 3 business days of this confirmation call.

Do I need a receiver for every TV?

Yes. Each TV requiring programming will need a receiver. TVs without a receiver will not have programming.

Are there additional charges for service on a 2nd, 3rd or 4th TV?

Yes. Each receiver over the 1st will require a \$6.50 monthly subscription fee.

Do I need an HD receiver to get HD channels?

Yes. You will need an HD receiver and a TV capable of displaying HD programming to view any HD content.

Are there additional charges for HD or HD DVR services?

Yes. HD service is \$10 monthly. HD DVR service is \$20 monthly. You may also incur additional upfront costs to add additional/advanced receivers. Some communities provide these services as part of the standard programming. Please reference the attached application for upfront & monthly pricing. [Selecting advanced/premium receivers requires a 1 year agreement.](#)

Is on-demand programming available?

Yes. You will need an HD DVR and web connectivity to enable this feature. You can connect a direct wire from your router to the HD DVR or we can provide a wireless web connection kit for \$50.

Can I add additional channels to the programming package provided by my property?

Yes. You can add additional channels, movies, sports and other language channels. You will receive a direct bill from DIRECTV for any additional services requested. You can request these additions when completing the attached application or by calling Sky Satellite.

How am I billed for additional monthly charges that are not included in the programming package provided by my property?

You will receive a direct bill from DIRECTV for any additional services requested.

What if I already have DIRECTV when I move to the complex?

Call Sky Satellite! We can convert your existing account over to the programming package provided by the complex and install your existing equipment. [There is a fee to convert your existing account from residential rates to the rate structure provided by your community.](#)

Do I have to sign a 2 year agreement?

No. Standard receivers do not require an agreement. [Selecting advanced/premium receivers does require a 1 year agreement.](#)

Do I own the DIRECTV receivers when I pay the upgrade fee?

No. All receivers are leased from DIRECTV and must be returned when you leave the property or discontinue your service. Failure to return leased receivers to DIRECTV will result in a minimum charge of \$200.00 per receiver and possible early termination fees.

What do I do when I move out?

You simply call DIRECTV at 1-800-531-5000 and cancel your account. DIRECTV will provide a prepaid shipping box so you can return your leased receiver(s). You can also continue using your DIRECTV service at a new location if you choose. DIRECTV would convert the account over to the residential rate structure and in most cases they will move your equipment to your new house for free!

Who do I call about billing or service related questions?

Sky Satellite will be your main point of contact for all DIRECTV related questions. We are happy to answer your questions or direct you to the appropriate customer service department if needed.

Credit/debit card information is required for all accounts. Free/discounted equipment is only available at the time of initial installation. Adding equipment to an existing account will incur upfront costs for the equipment & installation costs. Please contact Sky Satellite for pricing.



CHOICE™ package

150+ digital channels

EN ESPAÑOL

Ecuador TV	457	ONCE México*	447	Univision (Este)	HD 402	V-me*	440
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NATIONALS

3net (HD)	HD 107	Disney Channel (West)	291	Investigation Discovery (ID) HD	285	SOAPnet	262
A&E	HD 265	Disney Junior Channel	HD 289	Jewelry Television	313	Science Channel	HD 284
ABC Family	HD 311	Disney XD	HD 292	Jewish Life Television*	366	ShopNBC	316
AXSTV HD	HD 340	E! Entertainment	HD 236	Lifetime	HD 252	Speed Channel	HD 607
AXSTV HD On Demand	1340	ESPN	HD 206	Lifetime Movie Network HD	253	Spike	HD 241
American Movie Classics (AMC)	HD 254	ESPN 3D (HD)	HD 106	Lifetime Movie Network On Demand	1253	Syfy Channel	HD 244
Animal Planet	HD 282	ESPN2	HD 209	Lifetime On Demand	1252	TBS	HD 247
Audience Network	HD 239	ESPNEWS	HD 207	LinkTV	375	TCT Network	377
BBC America	HD 264	ESPNU	HD 208	MHz WORLDVIEW*	2183	TLC	HD 280
BYU TV	374	EWTN	370	MLB Network	HD 213	TNT	HD 245
BabyFirstTV*	293	Enlace Christian Television*	448	MLB Strike Zone HD	HD 719	TV Guide Network	273
Big Ten Network	HD 610	FX	HD 248	MSNBC	HD 356	TV Land HD	304
Black Entertainment Television (BET)	HD 329	Food Network	HD 231	MTV	HD 331	TV Land On Demand	1304
Bloomberg Television	353	Fox News Channel	HD 360	MTV2	333	TV One	328
Bravo	HD 237	Free Speech TV*	348	NASA TV	346	TeenNick	303
CMT	HD 327	Fuse	339	NFL Network	HD 212	TeenNick On Demand	1303
CNBC	HD 355	GEM NET (Global Expansion Media Network)*	2068	NRB	378	The Word Network	373
CNBC World	357	GOD TV	365	National Geographic Channel	HD 276	Travel Channel	HD 277
CNN	HD 202	GSN	233	Nick Jr.	301	Trinity Broadcasting Network (TBN)	372
CSPAN 1	350	Galavision	404	Nick Jr. On Demand	1301	TruTV	HD 246
CSPAN 2	351	Golden Eagle Broadcasting*	363	Nick at Nite On Demand	1801	Turner Classic Movies (TCM)	256
Cartoon Network (East)	HD 296	HITN*	438	Nickelodeon (East)	HD 299	USA Network	HD 242
Cartoon Network (West)	297	Hallmark Channel	HD 312	Nickelodeon (West)	300	VH1	HD 335
Christian Television Network (CTN)	376	Headline News	204	Nickelodeon On Demand	1300	Velocity	HD 281
Church Channel	371	History Channel	HD 269	Nicktoons Network	302	WE: Women's Entertainment	260
Cinemoi	259	Home & Garden Television (HGTV)	HD 229	OWN	279	Weather Channel	HD 362
Comedy Central	HD 249	Home Shopping Network	240	PBS	0	World Harvest Television	367
Cooking Channel	232	Hope*	368	Pursuit Channel	604	gmc - Uplifting Entertainment	338
Current TV	358	INSP	364	QVC	275	n3D	HD 103
Daystar	369	ION Television	HD 305	RFD TV	345		
Discovery Channel	HD 278	ION Television West	306	ReelzChannel	238		
Disney Channel (East)	HD 290	Independent Film Channel (IFC)	559	ReelzChannel On Demand	1238		

REGIONAL SPORT NETWORKS

Altitude Sports & Ent. 681	HD 681	ROOT SPORTS Rocky Mountain	HD 683				
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SATELLITE RADIO

SONICTAP: 60's Revolution	803	SONICTAP: Classic Rock	833	SONICTAP: Love Songs	819	SONICTAP: Silky Soul	843
SONICTAP: 70's Hits	804	SONICTAP: Dance	859	SONICTAP: Malt Shop Oldies	802	SONICTAP: Silver Screen	822
SONICTAP: 8-Tracks	840	SONICTAP: Fiesta Tropical	870	SONICTAP: Mariachi	876	SONICTAP: Singer-Songwriters	836
SONICTAP: 80's Hits	805	SONICTAP: Gospel Glory	827	SONICTAP: Metro Blend	853	SONICTAP: Smooth Jazz	851
SONICTAP: 90's Hits	806	SONICTAP: Great Standards	855	SONICTAP: Modern Country	814	SONICTAP: Soft Hits	849
SONICTAP: Adult Alternative	832		809		872	SONICTAP: SubTerranean	858
SONICTAP: Adult Contemporary	821	SONICTAP: Hit Country		SONICTAP: Musica De Las Americas		SONICTAP: Symphonic	864
SONICTAP: Alternative	834	SONICTAP: Honky Tonk Tavern	811	SONICTAP: New Age	856	SONICTAP: The Boombox	846
SONICTAP: Beautiful Instrumentals	820	SONICTAP: Hottest Hits	818	SONICTAP: Rat Pack	807	SONICTAP: The Spirit	826
SONICTAP: Big Band/Swing	801	SONICTAP: Hurbano	875	SONICTAP: Reality Bites	838	SONICTAP: Today's Hits	816
SONICTAP: Bluegrass	812	SONICTAP: Hype	847	SONICTAP: Red, Rock and Blues	810	SONICTAP: Traditional Country	808
SONICTAP: Blues	854	SONICTAP: Ink'd	835	SONICTAP: Reggae	863	SONICTAP: Y2k Hits	817
SONICTAP: Classic Jazz Vocal Blend	850	SONICTAP: Latin Hits	871	SONICTAP: Retro Disco	845	SONICTAP: Zen	857
SONICTAP: Classic R&B	842	SONICTAP: Latin Jazz	879	SONICTAP: Rock en Espanol	878		
		SONICTAP: Light Classical	866	SONICTAP: Salsa	874		

LOCALS

BYU	68	KJZZ	HD 14	KSTU (FOX)	HD 13	KUED (PBS)	HD 7
ION (ION)	16	KMYU (MNT)	12	KTMW	20	KUEN (PBS)	9
KBYU (PBS)	HD 11	KPNZ	24	KTVX (ABC)	HD 4	KUTH (Univ)	HD 32
KCSG (MNT)	44	KSL (NBC)	HD 5	KUCW (CW)	HD 30	KUTV (CBS)	HD 2

Crestview Condos - New Customer Order Form - DIRECTV



Sky Satellite
 2272 South 1560 West
 Woods Cross Utah, 84087
 Office: (801) 978-0022
 Fax: (801) 978-0235

Sky Satellite Contact:

www.skysat1.com
 service@skysat1.com

Physical Address

Name									
Physical Address							Bldg #		Unit #
City					State		Zip		
Home Phone			Other Phone				Email Address		

Billing Address

Mailing Address								Unit #	
City					State		Zip		

Receiver & Programming Selection

1 st Receiver		2 nd Receiver		3 rd Receiver		4 th Receiver	
Standard Receiver @ \$0		Standard Receiver @ \$0		Standard Receiver @ \$0		Standard Receiver @ \$0	
HD Receiver @ \$0*		HD Receiver @ \$99.99*		HD Receiver @ \$99.99*		HD Receiver @ \$99.99*	
HD DVR Receiver @ \$0*		HD DVR Receiver @ \$199.99*		HD DVR Receiver @ \$199.99*		HD DVR Receiver @ \$199.99*	

Please select only one receiver per column – Free/Discounted receiver costs are available for initial install ONLY

*** Advanced equipment (HD or HD-DVR) requires a 1 year commitment – on demand features require an HD DVR & web connection**

Number of Receiver(s) Requested	
Cost of Receiver(s) (pricing listed above)	\$
Setup Fee	\$30.00
TOTAL UPFRONT COST	\$

Additional Programming Selection			
En Español @ \$14.99		HBO @ \$17.99	
Choice Xtra @ \$18.99		Starz/Encore @ \$13.99	
Choice Ultimate @ \$31.99		Showtime @ \$13.99	
Premier @ \$81.99		Cinemax @ \$13.99	

Each TV needing service needs an individual DIRECTV receiver. *All receivers are leased and are the property of DIRECTV. It is your responsibility to return receivers to DIRECTV upon disconnection.* Each receiver beyond the first incurs a \$6.50 monthly lease fee. ***Selecting an HD receiver will incur a \$10 monthly subscription fee. *Selecting an HD DVR will incur a \$20 monthly subscription fee.** All additional receiver lease fees and subscription fees are your responsibility and are payable directly to DIRECTV. All upfront charges for receiver upgrades and setup/activation fees are due prior to initial installation and payable to Sky Satellite. Sorry, we do not accept personal checks for payment.

Credit or Debit Card

Credit Card Number															
Expiration Date:						Security Code:									
Name on Card:						Signature:									

Authorization

In the event that a required service call is a result of user error and not related to defective equipment or installation you agree to pay a \$30 service fee. Sky Satellite requires 1 hour notice on any cancelled appointment. Failure to provide timely notification of cancellation may result in a 'No Call/No Show' fee of \$30 on the subsequent appointment. **Applicable fees are applied at the discretion of Sky Satellite.** By signing below you acknowledge that you are responsible for annual commitments, additional fees and programming charges associated with the equipment requested and services provided. All receivers are leased and must be returned to DIRECTV upon cancellation of your service. Failure to return leased receivers to DIRECTV will result in a minimum charge of \$200 per receiver and possible early termination fees.

Signature	Date
Account Number	for office use only

DIRECTV MDU EQUIPMENT LEASE AGREEMENT

- Check here if you are a new DIRECTV customer
 Check here if you are a current DIRECTV customer upgrading, adding or replacing equipment



Thank you for choosing DIRECTV! This MDU Equipment Lease Agreement (ELA) has important terms and conditions regarding your lease of equipment from DIRECTV. By "equipment," we mean the DIRECTV Receiver, Client(s), access card, and/or remote control (not the dish and/or cabling). You received the DIRECTV Customer Agreement with your DIRECTV Order Confirmation. The Customer Agreement, together with this ELA, comprise the terms of your service agreement with DIRECTV. Please be sure to read and keep copies of both. They are also available at www.directv.com/legal.

You understand and agree that you did not buy the equipment, do not own the equipment, and must use and return the equipment as explained in your service agreement with DIRECTV. The equipment you lease may be new or reconditioned.

BASED ON THE PROGRAMMING OFFER ACCEPTED BY YOU, YOU ARE SUBJECT TO ONE OF THE FOLLOWING

- (see Programming Agreement and Term below for an explanation of your options):
24 month programming agreement (required in order to receive certain DIRECTV offers)
12 month programming agreement (if you agree to this, you are not eligible for certain DIRECTV offers)
Month-to-Month agreement ONLY (if you agree to this, you are not eligible for certain DIRECTV offers)
Day-to-Day for those receiving only a standard Receivers and residing in an MDU property serviced on a bulk basis

PART ONE:

Part One of this agreement only applies to new customers, or to our existing customers who decide to upgrade or add an additional Receiver(s) or Client(s) to their account. **If you received this agreement in connection with simply replacing like for like Receivers/Clients (e.g., standard definition for standard definition, HD for HD), please skip to Part Two below, which applies to all customers.**

PROGRAMMING AGREEMENT AND TERM. To keep costs down for you, we provide dishes and standard installation at reduced or no cost. In exchange, we ask that you remain a customer for a specified period of time. Specifically, you agree that within 30 days of getting DIRECTV equipment (either provided to you or installed professionally), you will activate your Receivers/Clients and subscribe to a base level of programming valued at \$29.99/mo or above, which may consist of a DIRECTV base programming package (English or Spanish language); OR, a qualifying international-language a la carte service bundled with either BASIC CHOICE or PREFERRED CHOICE. If you do not activate each Receiver/Client, you agree that DIRECTV or the authorized retailer from whom you obtained the equipment may charge you \$150 per Receiver/Client as liquidated damages.

You agree to continuously maintain the minimum level of programming with us as follows:

If you live in a bulk serviced property: 12 consecutive months for DVR, HD and/or HD-DVR Receivers/Clients, or no term for standard Receivers.
If you live in a property not serviced on a bulk basis: 12 or 24 consecutive months for standard Receivers/Clients and DVR, HD and/or HD-DVR Receivers. When you placed your order, you elected either a 12 or 24 month period based on the offer selected by you; this period is included in the Confirmation Letter provided to you. If you elected a month-to-month period and did not receive any promotional offer from DIRECTV requiring a 12 month or 24 month agreement, your programming package must be maintained for 1 month. If you selected an Advanced Whole-Home DVR or an HD-DVR, you agree to pay a monthly Advanced Receiver fee (\$25/mo.). If you selected an HD receiver, you agree to pay a monthly Advanced Receiver-HD fee (\$10/mo). If you selected a DVR receiver, you agree to pay a monthly Advanced Receiver-DVR fee (\$10/mo). If you selected a TiVo® HD DVR from DIRECTV (except for model HR10-250), you agree to pay a monthly Advanced Receiver-TiVo fee (\$25/mo) and a monthly TiVo fee (\$5/mo). THIS AGREEMENT TO MAINTAIN PROGRAMMING IS SEPARATE AND DIFFERENT FROM ANY OTHER YOU MAY HAVE MADE WITH DIRECTV AND IS FULLY ENFORCEABLE UNDER THESE TERMS.

EARLY CANCELLATION FEE (ECF). If you do not maintain your base level of programming for the full term, we will charge you an early cancellation fee. The maximum fee is \$480 for new customers, \$480 for existing customers with DVR, HD and/or HD-DVR Receivers, or \$240 for existing customers with only standard Receivers. We prorate the fee, so for each month you've fulfilled your programming term agreement, we deduct \$20 from the fee (i.e., if you have fulfilled 14 months of a 24-month agreement, your ECF would be \$480 - \$20 x 14, or \$200). We reserve the right to charge this fee to the credit or debit card you have on file with us. We do not charge an ECF if you decide to cancel your DVR service or HD Access early, so long as you maintain the base level of programming. However, upon cancellation of DVR service and/or HD Access, you are required to return the equipment used in connection with these services to DIRECTV as described in Part Two below.

PART TWO:

MONTHLY FEES FOR ADDITIONAL RECEIVERS, CLIENTS AND/OR ENABLED TV'S/DEVICES. There is no additional monthly fee for one Receiver. If you have two Receivers and/or one Receiver and a Client/Enabled TV/Device, the fee is \$6/mo. For the third and each additional Receiver and/or Client/Enabled TV/Device on your account, you are charged an additional fee of \$6/mo. per Receiver, Client and/or Enabled TV/Device. Sales, use or other taxes may apply. Fees are subject to change at any time.

WARRANTY DISCLAIMER. You are responsible for the loss of, damage to or the entire cost of any necessary service or repair of the leased DIRECTV equipment. You have no right to sell, give away, transfer, pledge, mortgage, alter or tamper with the equipment. DIRECTV PROVIDES THE EQUIPMENT AS IS AND WITH ALL FAULTS. YOU BEAR THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE EQUIPMENT. DIRECTV MAKES NO WARRANTY, EITHER EXPRESS OR IMPLIED, REGARDING THE EQUIPMENT PROVIDED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED UNLESS OTHERWISE PROHIBITED BY YOUR STATE'S LAW. DIRECTV IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO THE EQUIPMENT PROVIDED TO YOU.

CUSTOMER SERVICE. In the event your leased equipment does not operate, please contact DIRECTV at 1-800-531-5000.

EQUIPMENT RETURN, NON-RETURN FEES. If you cease to be our customer (whether voluntarily or involuntarily), you must contact DIRECTV within 7 days of termination of your base level of programming to arrange for an equipment return kit or kits, and instructions on how to return your leased equipment (Receivers with access cards, Clients and remotes). Leased equipment must be returned in good working order, normal wear and tear excepted. If we haven't received your equipment within 21 days of termination of your base level of programming, or if the equipment is returned in damaged condition, we will charge you \$45 for each standard Receiver, \$135 for each DVR, \$100 for each HD Receiver, \$200 for each HD DVR, \$250 for each Advanced Whole-Home DVR and \$100 for each Client, so please promptly attend to your equipment return. We reserve the right to charge these fees to the credit or debit card you have on file with us. If you are leasing a DVR, HD or HD-DVR Receiver and decide to terminate DVR service or HD Access or both, as applicable, you agree to return that advanced equipment (and replace with standard Receiver(s) if you are not terminating your base level of programming), in accordance with this paragraph or we will charge you the stated fees. Visit directv.com or call 1-800-531-5000 for details.

ARBITRATION. You and DIRECTV agree that both parties will resolve any dispute under this ELA, the DIRECTV Customer Agreement, or regarding your DIRECTV service, through binding arbitration as fully set forth in the DIRECTV Customer Agreement.

AUTOMATIC PAYMENT REAUTHORIZATION. If you enrolled in Auto-Bill Pay when signing up for service over the phone or through a retailer, by signing below, you confirm and reauthorize automatic payments for your DIRECTV service to the credit or debit card or bank account that you selected.

BY SIGNING I AUTHORIZE AND AGREE THAT DIRECTV MAY, AT ITS SOLE OPTION, CHARGE THE FEES DESCRIBED HEREIN. I WARRANT THAT I AM 18 YEARS OLD OR OLDER AND THAT ALL INFORMATION SUPPLIED BY OR ABOUT ME IS ACCURATE. I AGREE TO THE ABOVE TERMS AND CONDITIONS.

Customer Signature _____ Print Name _____ Date _____ SKU# MDU CLA (0213)
White copy: Dealer/ISP Office Yellow Copy: Customer