

Qualifying Questions (preorder)

- Do you rent or live in an MDU (multi dwelling unit - apartment complex, condo)?**
Provided DIRECTV landlord permission form ([English](#) / [Spanish](#))
- Do you live in a neighborhood with an HOA (Home Owners Association)?**
Customer should check HOA rules
- Is your service address correct?**
Validate service address in PCA
- How many TVs do you have?**
1 TV per receiver (extra receivers not left for later install)
- Will 4K TV be onsite?**
If ordering 4K, 4K TV will need to be available



For Best Experience

- Do not contact current provider until DIRECTV has been installed**
- Review order for accuracy**
Review programming, package & equipment
- Do we have two good contact numbers and Email**
Two legitimate, separate contact phone numbers
- Was the CSS covered and provided?**
- Set up DIRECTV Streaming ([DIRECTV Streaming Job Aid](#))**

Setting Proper Expectations

- Do you need a wireless receiver?**
Discuss if Coax wiring is in the home
- Discussed 5 Stream availability**
4 TVs can display live programming at one time
- Explained 18 years or older to sign**
Techs need signature from or on behalf of customer
- Explained possibility of “Custom Charges” for Satellite Dish**
Pole mount, fishing wires in wall etc (Article *425715). Tech explains and provides written quote prior to install and collects payment
- Customer was offered the soonest available install date**
Install times are arrival windows – not a completion window
Confirm Install date

