

## **Directions for Canceling or Suspending DIRECTV Service**

If you will be renewing the lease on your apartment next year or will be moving to another apartment within Prime, but plan on leaving for the summer you can suspend your DIRECTV service for up to nine months with no penalties. Please follow the directions below.

If you are moving and will not be returning to Prime apartments and wish to cancel your service please follow the directions below.

1. Call 800-531-5000. Select the language of your choice.
2. Enter the phone number you gave to DIRECTV when you setup your service.
3. Press 1 to verify the phone number you entered.
4. If you know your account number enter it, otherwise press the # button.
5. Press 3 to Add or Change Service.
6. Press 3 for Subscriptions.
7. You will be transferred to an agent.
8. Please tell him that you are a Direct To Home customer, under a one-year contract.

If you would like to suspend your service please indicate this to the agent now. Note that you must call DIRECTV when you move back in to reinstate your service. Please take your receivers with you. **DO NOT LEAVE THEM IN YOUR APARTMENT.** The receivers are your responsibility, and DIRECTV will charge you a prorated fee of \$150.00 if you do not finish the one-year commitment. If you have sub tenants they must start their own service with new receivers.

Otherwise continue below:

9. Tell the agent that you would like to cancel your service. He will transfer you to the disconnections department.
10. Tell the agent in the disconnections department that you are a Direct To Home customer and would like to cancel your service and return your receivers to avoid the early termination penalty. The agent will take all your information and will setup the return of the receivers.
11. The receiver return kits include a box for the receiver and a prepaid FedEx shipping label. These kits take from 14-21 days to arrive, therefore please give them the address you will be at during that timeframe. Once you have the kit you have 7 days to send the receivers back to DIRECTV to avoid the early termination penalty.