



866-455-1982

Activating and ordering Service:

You will need to call S&S Broadband Services to order your DIRECTV receiver(s), pre-orders for fall are recommended. You should receive an order form from Prime Student Housing, otherwise there is a order form on this website for you to go over before calling S&S Broadband Services to place your order, you can also print out the order from, fill it out scan and email to: info@ssbroadband.com.

Why DIRECTV?

With cable costs on the rise and the quality of service generally lacking, your landlord decided to look around for a better value for you the tenant. DIRECTV is capable of offering you this value. From a huge HD channel lineup with our basic package having over 130 channels, DIRECTV is a great value. DIRECTV has exclusive seasonal packages including the exclusive NFL SUNDAY TICKET!

How much does it cost?

Our 24 month commitment starts at \$29.99 plus \$7.00 for all HD receivers you add to your account, and this package includes FREE for 3 months: HBO, Showtime, Cinemax and Encore! Our 12 month commitment starts at \$39.99 plus \$7.00 for an HD receiver. There is a onetime \$65.00 installation fee or a \$25.00 shipping and handling fee, when you call S&S Broadband Services to start your order you can decide if you want your receiver installed, shipped or pick it up from Prime on our designated days when we will have someone in the office handing out pre-ordered receivers (Fall move in only). There is a \$20.00/mo cancellation fee for any remainder months you have left of your contract if you cancel early, so keep this in mind when choosing your commitment.

After you have your receiver:

As soon as you have your receiver, it should be plugged into the main coaxial outlet in the apartment. Once the box is plugged in you will need to follow the directions that will be provided with your receiver. If you do not call into activate your receiver within 1 week of picking it up or having it delivered, we will automatically activate your receiver for you. Remember, the sooner you activate your receiver the sooner your commitment starts to avoid any cancellation fees.

Troubleshooting

If you are experiencing problems please try the following suggestions

- ✚ “NO SIGNAL” means you have your TV on the incorrect Input of your TV, you will need to change the Input/Source of your TV to either HDMI 1, 2 or 3 until you see DIRECTV pop up on your TV.
- ✚ Unplug the power to your receiver, wait 30 seconds then plug back in
- ✚ Double check the connections on the back of your receiver. Make sure the cable from the wall goes to the satellite in connection. Make sure your TV is connected to the receiver.
- ✚ Check that your TV is set to the correct channel or input, which should be HDMI 1 or HDMI 2.
- ✚ Below are the most common error codes to help you identify issue..... **Error Code 721** means “service isn’t authorized; you will need to contact DIRECTV to find out what is wrong with your account at 800-531-5000. **Error Code 722** means “service is expired”, you will need to re-instate your DIRECTV service. **Error Code 771 & 775**, means problems communicating with Dish, unplug your jumper from both the wall and the receiver, make sure the connection inside the jumper is not bent, then reconnect the jumper to both the wall and jumper, if this does not fix issue a technician will need to be called for a service call at 866-455-1982.

Cancelling DIRECTV Account:

When you are ready to cancel your DIRECTV account you will need to call DIRECTV at 800-531-5000, DIRECTV will send you a recovery kit to send back your receiver(s), this recovery kit consists of an empty box with stuffing, tape and pre-paid label to send your receiver back to DIRECTV very conveniently. You will want to make sure you cancel your account at least a week before you move out to make sure you receive the recovery kit on time, otherwise bring your receiver with you to your new home and call DIRECTV to give them your new mailing address, DIRECTV may need to send someone out to hook you up at your new home if they do not have a dish in place. Whichever choice you make the receiver(s) are your responsibility to take with you when you move or return to DIRECTV to avoid any charges for a non-return fee.