



Frequently Asked Questions

Q: What is DIRECTV Pre-paid?

A: It's a no contract satellite TV system with nationwide coverage; offering excellent audio and HD video quality. You have the freedom to control your TV use every month, and can easily recharge for up to 15 days and 30 days.

Q: How does it work?

A: It's easy. All you have to do is:

1. Visit our retailers nationwide to purchase a DIRECTV kit which has everything you need to install the system.
2. Follow the step-by-step installation instructions in the manual.
3. Visit any VIA/Lotto or SurePay outlet with your account number and top up whenever you are ready to watch TV. For additional top up options visit: <https://www.directvcaribbean.com/customer-service/stations>

Q: How do I install?

A: Installation is do-it-yourself. Just use the step-by-step instruction manual included. Alternatively, if you would like a DIRECTV professional installation, please follow these simple steps below:

- Step 1 Call our Toll Free number at 877-4388 to get your account number
 - Step 2 Take your account number to any VIA OR SurePay outlet
 - Step 3 For installation, pay \$169 for one box or \$225 for two boxes
 - Step 4 Once payment is made, call 877-4388 to schedule your installation
- Activate Today and enjoy 15 Days FREE Programming

Q: What are the various top up Options for Pre-paid?

A: We have 30 day packages, which range as follows:

PACKAGE NAME	ONE ROOM	TWO ROOMS
Bling	\$235	\$260
Loaded	\$287	\$312

It's as Easy As:

- Step 1 Buy your kit at approved retail outlets
- Step 2 Install yourself. Instructions provided
- Step 3 Recharge as often as you like

Q: Do I pay for the days I don't watch TV or when my TV is off?

A: Once you top up, your programming will expire depending on the recharge value, even if you do not turn on or watch TV every day during that period.

Q: Can I top up before my days have expired?

A: Yes, you can!
This would ensure that your programming is always in an "ON" status.

Q: Do I get HBO Channels with the Pre-paid Packages?

A: HBO is not included, but DIRECTV offers the HBO Mini which you can add on to your top up Package for only \$50 for all rooms! HBO Mini is made up of 7 HBO Channels. .Get 15 Days FREE when you add on to your package!



**No Contract
No Monthly Bill
Payment Flexibility**

The dominant programme audio language is English. This promotional material is effective August 2020 and replaces similar material printed previously. Channels subject to change without notice.

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