

SOP for ordering DirecTV

When ordering DirecTV service it is required that a TRACEN technician is on-site with the DirecTV technician during the install to ensure TRACEN installation standards are met. Therefore, the resident is required to complete the steps below and turn in the completed form to the Housing Office (Housing Manager or Housing Officer) in order to receive DirecTV service.

**Be aware when scheduling with DirecTV that TRACEN technicians are only available Monday-Friday 0800-1500 and require at least 72hrs advanced notification in order to properly plan their schedules accordingly.*

***Due to infrastructure/equipment constraints, each residence can support up to 8 DirecTV tuners (eg, a DVR uses 2 tuners while a receiver uses 1 tuner).*

****Note that the resident will have to make separate arrangements with MWR to stop base cable service.*

FOR RESIDENT:

- 1) Call 1-800-DIRECTV
 - a) Do NOT use a DirecTV dealer or contractor
 - b) Be sure to inform DirecTV that you have a SWM (pronounced swim) system
- 2) Schedule appointment at least 72 hrs out, prior to 1500, and NOT on a weekend. This will ensure a TRACEN tech will be available.

Date/Time of appointment: _____

****Note that the appointment typically has a 3-4 hour window. If a TRACEN tech is not on site when DirecTV tech arrives please call the Electronics Support Shop at **707-765-7888** to notify them of DirecTV's arrival and a TRACEN tech will come out to assist.*

- 3) Submit form to Housing Office

Resident agreement for DirecTV:

I understand that the DirecTV technician is authorized to install boxes and align dishes ONLY. No other work is authorized. I cannot authorize the DirecTV technician to install cabling, drill holes, or modify the structure of the housing unit in any way.

Resident Signature: _____

FOR HOUSING OFFICE:

- Verify appointment window is at least 72hrs out from date the form is submitted to your office, and does not fall outside the TRACEN tech's normal working hours as stated above.
- Submit a "[TRACEN Technical Support Service Request](#)" via the TRACEN Petaluma intranet with appointment date/time in comments section.

Web address: <http://cgweb.tcpet.uscg.mil/Command/FE/tebranch/techsupport/>

- Ensure that resident has a copy of the Electronics Support Shop phone #, 707-765-7888, in the event that they need to notify TRACEN techs of DirecTV's arrival.

