



ATTN: OneView™ Customers

Subject: Procedures for replacing receivers

Due to processing requirements for activation there is a 24 – 72 hour time frame for customers activating new DIRECTV receivers. Please follow the recommendations below to minimize delays in the activation process.

- Prior to installation, provide the following information to sdtv@satcomdirect.com
 - Equipment serial number(s)
 - Receiver serial number (s)
 - Receiver ID(s)
 - Access Card ID(s)
 - Estimated date of installation

We are able to initiate the activation process as soon as we receive this information and by doing so we are able to have the new receivers in a pending status. This process will allow your current receivers to remain active until the time that the installation of the new receiver is complete and at that time we can activate the new receiver immediately.

For further information contact us at 321-777-3134

Thank you,

Satcom Direct Support Team



Service Information Letter

Attn: OneView™ Customers with Hughes Legacy receivers

Subject: DIRECTV Channel Lineup Changes

Date: June 25, 2009

DIRECTV recently made changes to their channel lineup which impact the reception of Seasonal Sports Packages via Hughes Legacy receivers (Honeywell part numbers 4088477-901 and 4086870-55001). **The NFL Sunday Ticket will no longer be available for viewing on all AIS 1000 and certain AIS 2000 Hughes receivers.** Also, customers that subscribe to *MLB EXTRA INNINGS*®, *NHL CENTER ICE*® or *NBA LEAGUE PASS* will not be able to view select channels in the 700 range. Despite channel loss in the 700 range, almost all games will continue to be available on the Regional Sports Network (RSNs) in the 628–698 channel range.

The only instances where coverage will be lost is when two of the teams listed below are playing each other as DIRECTV doesn't carry either teams' RSN (i.e. when the Hornets play the 76ers):

- NBA LEAGUE PASS: New Orleans Hornets, Philadelphia 76ers, Portland Trailblazers, Toronto Raptors
- MLB EXTRA INNINGS® : Philadelphia Phillies, San Diego Padres, Toronto Blue Jays
- NHL CENTER ICE® : Philadelphia Flyers, Calgary Flames, Edmonton Oilers, Montreal Canadians, Ottawa Senators, Toronto Maple Leafs, Vancouver Canucks

Matches with one of these teams and any other not included on the list will be viewable on an RSN (i.e. Phillies playing Astros will be on the Astros RSN).

DIRECTV is evaluating potential programming changes to ESPN Full Court and ESPN Game Plan. Further information will be passed on to you when it is available. A summary of these changes is listed in the table below.



SUMMARY OF PROGRAMMING CHANGES

Channel Change	Program Change	Package	Old Channels	New Channels	Televised Dates	Comments
No	TBD	ESPN Full Court	692-697	692-697	Nov - Mar 24, 2009	Currently no changes
Yes	TBD	ESPN Game Plan	603, 777-781	628-698	Aug - Dec 2009	Channel changes; All programming available
Yes	Yes	MLB Extra Innings	734-748	628-698	Mar 31 - Sep 2009	Channel changes; Philadelphia Phillies, San Diego Padres, Toronto Blue Jays not available when playing each other
Yes	No	MLS Direct Kick	785-787	628-698	Mar 21 - Oct 2009	Channel changes; All programming available
Yes	No	Mega March Madness	702-705	628-698	Mar 19 - 27 2009	Channel changes; All programming available
Yes	Yes	NBA League Pass	751-761	628-698	Mar 1 - Apr 2, 2009 Oct - Feb 2010	Channel changes; New Orleans Hornets, Philadelphia 76ers, Portland Trailblazers, Toronto Raptors not available when playing each other
Yes	Yes	NFL Sunday Ticket	704,705, 710-717	N/A	Sep - Dec 2009	Not available
Yes	Yes	NHL Center Ice	769-784	628-698	Mar 1 - Apr 12, 2009 Oct - Feb 2010	Channel changes; Philadelphia Flyers, Calgary Flames, Edmonton Oilers, Montreal Canadians, Ottawa Senators, Toronto Maple Leafs, Vancouver Canucks not available when playing each other

These changes apply to:

- All AIS-1000 systems (receiver module part number 4086870-55001)
- AIS-2000 systems with receiver module part number 4088477-901.

AIS-2000 systems with receiver module part number 4088477-902 are not impacted.

Satcom Direct has advised Honeywell of these programming changes and they are evaluating potential solutions. We recommend you contact your Honeywell Customer Support or Area Sales Manager for further information and please contact Satcom Direct at sdTV@satcomdirect.com or +1 321.777.3134 with any questions regarding DIRECTV programming.