

## **DIRECTV SERVICE FOR CUSTOMERS WITH KU ANTENNAS**

DIRECTV plans to continue making programming on national channels accessible to customers with Ku antennas

### **DIRECTV EQUIPMENT UPGRADES**

- Ku antenna customers with MPEG-2 receivers must upgrade their DIRECTV equipment to continue receiving programming
- Customers who upgrade their DIRECTV equipment by December 31, 2020 will not experience an interruption of service

### **TRANSITION FROM MPEG-2 SD TO MPEG-4 HD**

- Ku antenna customers will continue to receive MPEG-2 Standard Definition programming on national channels until DIRECTV transitions to MPEG-4 High Definition programming on national channels, currently planned for the first half of 2021
- After the transition, customers who have upgraded their DIRECTV equipment will begin to receive High Definition programming on eligible national channels
- Ku antenna customers can continue to access local channels through an over-the-air antenna

### **FAQs to assist DIRECTV accounts utilizing Ku antennas\***

Customers with Ku antennas manufactured or installed by KING must upgrade their DIRECTV receiving equipment and any applicable components. DIRECTV will determine the appropriate equipment based on your installation scenario.

#### **How do I upgrade?**

- DIRECTV will notify you when you can schedule your DIRECTV equipment upgrade appointment. It is imperative that you upgrade your DIRECTV equipment to avoid an interruption of service.

#### **Can I upgrade before I receive this notification?**

- No, you must wait until you are notified before scheduling your DIRECTV equipment upgrade. You will continue to receive DIRECTV programming on national channels prior to your upgrade.

#### **Will I continue to receive the same DIRECTV programming after upgrading my equipment?**

- Upgrading your DIRECTV equipment should not affect the programming you receive.

#### **Why can't I receive the HD transmission with my Ku antenna now?**

- DIRECTV currently plans to transition to MPEG-4 High Definition programming in the first half of 2021. Until the transition, you will continue to receive MPEG-2 Standard Definition programming.

#### **Will I continue to receive the same DIRECTV programming after the transition from SD to HD?**

- DIRECTV plans to offer popular national channels after the transition to High Definition. DIRECTV will release details on programming lineups in the future.

#### **\*Do I need to upgrade my Ku antenna? (Answer is dependent on manufacturer)**

- No, the KING Ku antenna will continue to operate with upgraded DIRECTV receiving equipment.