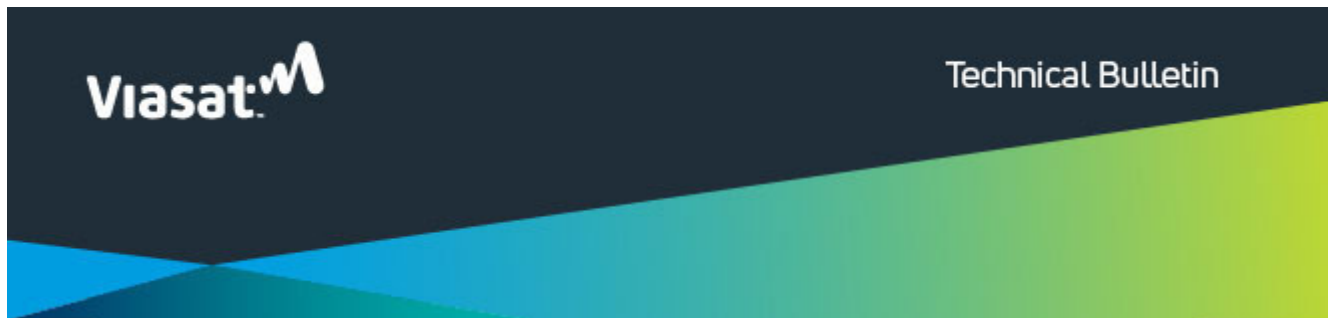


Tech Bulletin: Heads Up, Techs! Equipment Collection for Upgrades



Heads Up, Techs! Equipment Collection for Upgrades

Hello,

Effective July 18, 2024, DirecTV technicians **will** take any customer equipment that is replaced when a Viasat **upgrade order** is completed. This equipment will be returned to Viasat following the normal process in use for standard service calls and installation work orders.

Important: Do not take customer equipment on Lease Equipment Recovery Service Calls. This change does not apply to that work order type.