



Memorandum

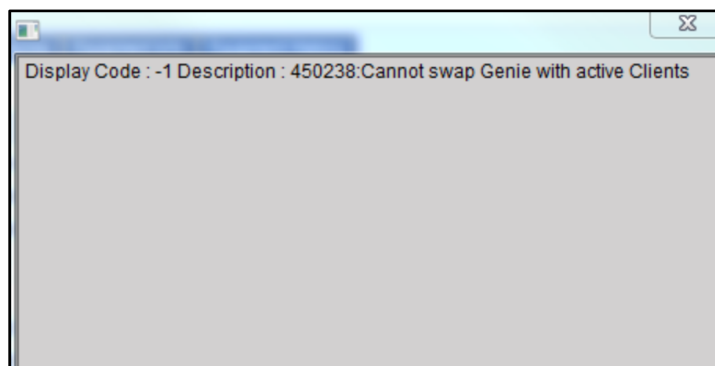
Date: January 16, 2018

To: CCS Team

From: Training

Re: Active Regular Clients on Work Orders with Genie 2

The following error message has been coming up on recent work orders for Receiver Swaps.



Once you encounter this error message, inform the technician to call IVR to deactivate all regular client on the account before swapping the receiver.

Find the list of Regular Clients below.

| IRD - CLIENT | DIRECTV C61-100 |
|--------------|-----------------|
| | DIRECTV C61-500 |
| | DIRECTV C41-100 |
| | DIRECTV C41-500 |
| | DIRECTV C51-500 |
| | DIRECTV C51-100 |
| | DIRECTV C41-700 |
| | DIRECTV C51-700 |
| | DIRECTV C31-700 |
| | DIRECTV C61-700 |

Please forward any questions or queries to your supervisors.