

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835200	Name	BURDEN, AMY	Account	13477360
Service Region	CA33	Address	705 HUDSPETH ST	Sub Area	Upgrade
Earliest Start	09/14/10 8:00 AM			Sub Type	Upgrade
Planned start	8:20 AM		SIMI VALLEY, CA 93065-550505	Order Class	Upgrade
Due	12:00 PM	Phone Number	(805) 581-4905	Duration	330
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-SQZK8BX
		Priority	3-Normal	OMS Order	75312837
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: 1st and fitzgerald

SWM Flag: N Mode: basic

Compatibility								
Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	Swap Replace				New	Receiver Swap
2 MISCELLANEOUS LABOR PRODUCTS 2	SECOND LINE DVR	Tech Delivers	New				New	Support Hardware
3 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	Swap Replace				New	Receiver Swap
4 MISCELLANEOUS LABOR PRODUCTS 2	SECOND LINE DVR	Tech Delivers	New				New	Support Hardware
5 KA/KU LNB	KA/KU LNB 3	Tech Delivers	New				New	Support Hardware
6 MISCELLANEOUS LABOR PRODUCTS 2	ODU UPGRADE	Tech Delivers	New				New	Support Hardware
7 MISCELLANEOUS HARDWARE	ODU HARDWARE	Tech Delivers	New				New	Support Hardware
8 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB LABOR	Tech Delivers	New				New	Support Hardware
9 IRD - DVR	DIRECTV R15-500			D02CL7JH1120	001966343483	S	Existing	No Action Taken
10 IRD - DVR	DIRECTV R15-500			D02CJ7DL1201	001988484547	P	Existing	No Action Taken
11 BROADBAND	HOMEPLUG POWER STRIP	Tech Delivers	New				Added	Support Hardware
12 BROADBAND	HOMEPLUG POWER STRIP	Tech Delivers	New				Added	Support Hardware

Tech Instructions:	hd upgrade- dogs onsite
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## WORK ORDER



I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835200	Name	REED, COREY	Account	52697075
Service Region	CA33	Address	673 COUNTRY COURT DR	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	2:50 PM		SIMI VALLEY, CA 93065-000000	Order Class	New Install
Due	4:00 PM	Phone Number	(805) 823-5238	Duration	110
Dwelling Type	Residential	Secondary Phone	(406) 465-1544	Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-T45UG4R
		Priority	3-Normal	OMS Order	141263132
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: country clud and woodranch pkwy

SWM Flag: N Mode: noProgramming

## Compatibility

MRV = noProgramming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
3 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
4 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:

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Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES		Customer Information	IV Retest Enforced	N
Tech ID	DVCA835202	Name	WOOD, STEVEN	Account	37144743
Service Region	CA33	Address	1995 WOODCUTTER LN	Sub Area	Upgrade
Earliest Start	09/14/10 8:00 AM			Sub Type	Upgrade
Planned start	9:10 AM		NEWBURY PARK, CA 91320-	Order Class	Upgrade
Due	12:00 PM		570895	Duration	105
Dwelling Type	Residential	Phone Number	(805) 480-1657	Status	Scheduled
Property Id		Secondary Phone		Activity#	1-SQSEA0A
		MAS Programming	N		
		Priority	3-Normal	OMS Order	75305461
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		Y	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - KA/KU	IRD - KA/KU	Tech Delivers	System Swap				New	Receiver Swap
2 MRV HARDWARE	RECEIVER DECA	Tech Delivers	New				New	Support Hardware
3 MRV HARDWARE	RECEIVER DECA	Tech Delivers	New				New	Support Hardware
4 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
5 MISCELLANEOUS LABOR PRODUCTS 2	ODU UPGRADE	Tech Delivers	New				New	Support Hardware
6 IRD - KA/KU	DIRECTV H20-100			A03BI7MQ2222	002154515650	S	Existing	No Action Taken
7 IRD - KA/KU	DIRECTV H21-100			A11HB8CG1238	002325117576	S	Existing	No Action Taken
8 IRD - HD/DVR COMBO	DIRECTV HR20-100			A04CD7NV1110	002339711307	P	Existing	No Action Taken

Tech Instructions:

## WORK ORDER



I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

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Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835202	Name	KELLY, SURENA	Account	64752637
Service Region	CA33	Address	1151 WOODLAND AVE	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	12:00 PM		OJAI, CA 93023-404751	Order Class	New Install
Due	4:00 PM	Phone Number	(805) 649-6878	Duration	80
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-T3WNE9V
		Priority	3-Normal	OMS Order	141246391
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: easy to find

SWM Flag: N Mode: basic

Compatibility							
Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category Tech Action Taken
1 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New Installed
2 ODU	ODU - 18"	Tech Delivers	New				New Support Hardware

Tech Instructions:
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I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature: Date:

Protection Plan Agreement:

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Signature: Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835202	Name	KROUT, KEN	Account	64751501
Service Region	CA33	Address	114 VALLEY RIDGE ST	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	1:50 PM		OJAI, CA 93023-404114	Order Class	New Install
Due	4:00 PM	Phone Number	(805) 340-6414	Duration	195
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-T3FOAWC
		Priority	3-Normal	OMS Order	141220880
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
4 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
5 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
6 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
7 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
8 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
9 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:

## WORK ORDER



I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

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Signature:

Date:



# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835203	Name	NACE, ENRIQUE	Account	64751577
Service Region	CA33	Address	429 COUNTRY CLUB DR, APT- 108	Sub Area	New Install
Earliest Start	09/14/10 8:00 AM			Sub Type	New Install
Planned start	8:10 AM		SIMI VALLEY, CA 93065-831733	Order Class	New Install
Due	12:00 PM	Phone Number	(805) 529-8685	Duration	130
Dwelling Type	Residential	Secondary Phone	(805) 390-2961	Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-T3GS5I9
		Priority	3-Normal	OMS Order	141221891
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: country club dr and woodranch

SWM Flag: N Mode: basic

Compatibility							
Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category Tech Action Taken
1 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New Installed
2 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New Installed
3 ODU	ODU - 36"	Tech Delivers	New				New Support Hardware
4 MULTI-SWITCH	MULTI-SWITCH KA 6X8	Tech Delivers	New				New Support Hardware

Tech Instructions:	
I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.	
Signature:	Date:
Protection Plan Agreement:	
I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.	
Signature:	Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835203	Name	DOWN, BILL	Account	76748406
Service Region	CA33	Address	553 BRISTOL AVE	Sub Area	New Install
Earliest Start	09/14/10 8:00 AM			Sub Type	New Install
Planned start	10:55 AM		SIMI VALLEY, CA 93065-543853	Order Class	New Install
Due	12:00 PM	Phone Number	(805) 217-8825	Duration	175
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-T247JV8
		Priority	3-Normal	OMS Order	141142075
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
4 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
5 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
6 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
7 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
8 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
9 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:

## WORK ORDER



I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

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Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835203	Name	HOFF, ISABELLA	Account	24655528
Service Region	CA33	Address	3348 BIG SPRINGS AVE	Sub Area	Upgrade
Earliest Start	09/14/10 12:00 PM			Sub Type	Upgrade
Planned start	2:30 PM	SIMI VALLEY, CA 93063-131648		Order Class	Upgrade
Due	4:00 PM	Phone Number	(805) 526-7930	Duration	100
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-SRD7E8U
		Priority	3-Normal	OMS Order	140457780
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		Y	N		

Resolutions/Tech

Driving Direction:

SWM Flag: Y Mode: basic

## Compatibility

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - DVR	IRD - DVR	Customer Owned	Swap Relocate				New	Installed
2 MISCELLANEOUS LABOR PRODUCTS 2	SECOND LINE DVR	Tech Delivers	New				New	Support Hardware
3 IRD - STANDARD	SAMSUNG SIR-S300W			410D965F7B	001467142244	S	Existing	No Action Taken
4 IRD - STANDARD	SAMSUNG SIR-S300W			410D965F7F	001467142285	P	Existing	No Action Taken
5 IRD - STANDARD	DIRECTV D12-300			B10AG8BB1306	001899985459	S	Existing	No Action Taken
6 IRD - DVR	DIRECTV R22-200			C23BD9BU3016	001997888639	S	Existing	No Action Taken
7 IRD - DVR	DIRECTV R16-500			D12BB9HH1108	002208645966	S	Existing	No Action Taken
8 IRD - HD/DVR COMBO	DIRECTV HR23-700			G27DJ0AN0000	002486882570	S	Existing	No Action Taken

Tech Instructions:

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Signature:

Date:

Protection Plan Agreement:

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Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835208	Name	GUDURU, VIKRAMREDD	Account	58730477
Service Region	CA33	Address	1710 W HILLCREST DR	Sub Area	New Install
Earliest Start	09/14/10 8:00 AM			Sub Type	New Install
Planned start	8:30 AM		NEWBURY PARK, CA 91320-	Order Class	New Install
Due	12:00 PM		231446	Duration	135
Dwelling Type	Residential	Phone Number	(262) 506-8528	Status	Scheduled
Property Id		Secondary Phone		Activity#	1-T28HDZM
		MAS Programming	N		
		Priority	3-Normal	OMS Order	141147539
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N	VIP3	

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: basic

## Compatibility

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - KA/KU	DIRECTV H20-999	Tech Delivers	New				New	Installed
2 MISCELLANEOUS LABOR PRODUCTS 2	CUSTOM WORK	Tech Delivers	New				New	Support Hardware
3 KA/KU LNB	KA/KU LNB 3	Tech Delivers	New				New	Support Hardware
4 MISCELLANEOUS HARDWARE	ODU HARDWARE	Tech Delivers	New				New	Support Hardware
5 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:

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Signature:

Date:

Protection Plan Agreement:

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Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES		Customer Information	IV Retest Enforced	N
Tech ID	DVCA835208	Name	GEORGEFF, MILAN	Account	70729297
Service Region	CA33	Address	3891 BLACKWOOD ST	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	12:40 PM		NEWBURY PARK, CA 91320-490191	Order Class	New Install
Due	4:00 PM			Duration	135
Dwelling Type	Residential	Phone Number	(805) 376-1935	Status	Scheduled
Property Id		Secondary Phone		Activity#	1-T2VJIRW
		MAS Programming	N		
		Priority	3-Normal	OMS Order	141188227
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: lyn and reno

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				Deleted	Installed
4 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
5 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				Deleted	Support Hardware
6 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				Deleted	Support Hardware
7 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				Deleted	Support Hardware
8 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				Added	Support Hardware
9 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
10 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:

## WORK ORDER



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Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835213	Name	SORIANO, IVAN	Account	40366552
Service Region	CA33	Address	12485 FOOTHILL RD, APT- 27	Sub Area	Former Install
Earliest Start	09/14/10 8:00 AM			Sub Type	Former Install
Planned start	8:30 AM		SANTA PAULA, CA 93060-	Order Class	Movers
Due	12:00 PM		971485	Duration	130
Dwelling Type	Residential	Phone Number	(805) 525-2192	Status	Scheduled
Property Id		Secondary Phone		Activity#	1-T3EWWAC
		MAS Programming	Y		
		Priority	3-Normal	OMS Order	75792635
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		Y	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: basic

## Compatibility

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - STANDARD	IRD - STANDARD	Customer Owned	New				New	Installed
2 IRD - STANDARD	IRD - STANDARD	Customer Owned	New				New	Installed
3 ODU	ODU - 18 X 20	Tech Delivers	New				New	Support Hardware
4 IRD - STANDARD	DIRECTV D12-100			A10LD9LU1207	001712381381	P	Existing	No Action Taken
5 IRD - STANDARD	DIRECTV D12-100			A10LD9LW1200	001848697627	S	Existing	No Action Taken

Tech Instructions: call first

I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature: Date:

Protection Plan Agreement:

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Signature: Date:



# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information	IV Retest Enforced	N	
Tech ID	DVCA835213	Name	LOPEZ, CATALINA	Account	70730049
Service Region	CA33	Address	214 1/2 BRETT WAY	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	12:00 PM		SANTA PAULA, CA 93060-	Order Class	New Install
Due	4:00 PM		379399	Duration	150
Dwelling Type	Residential	Phone Number	(805) 525-8742	Status	Scheduled
Property Id		Secondary Phone	(805) 231-6987	Activity#	1-T37QTRR
		MAS Programming	Y		
		Priority	3-Normal	OMS Order	141210140
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: basic

## Compatibility

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - DVR	IRD - DVR	Tech Delivers	New				New	Installed
2 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
4 ODU	ODU - 18 X 20	Tech Delivers	New				New	Support Hardware

Tech Instructions: spanish please ... call before

I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835213	Name	TANGO, JOANNE	Account	28260543
Service Region	CA33	Address	161 CINNAMON OAK AVE	Sub Area	Upgrade
Earliest Start	09/14/10 4:00 PM			Sub Type	Upgrade
Planned start	4:00 PM		VENTURA, CA 93004-138961	Order Class	Upgrade
Due	8:00 PM	Phone Number	(805) 647-4067	Duration	105
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-SRQZWMP
		Priority	3-Normal	OMS Order	75342464
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: basic

Compatibility								
Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - DVR	IRD - DVR	Tech Delivers	Swap Replace				New	Receiver Swap
2 MISCELLANEOUS LABOR PRODUCTS 2	SECOND LINE DVR	Tech Delivers	New				New	Support Hardware
3 IRD - STANDARD	HNS GAEB0A			GA5D6A2C2857	000848545117	S	Existing	No Action Taken
4 IRD - STANDARD	HNS GAEB0A			GA5D6A2621D6	000865083075	P	Existing	No Action Taken
5 IRD - KA/KU	DIRECTV H20-100			A03BG7DW121	001857845919	S	Existing	No Action Taken

Tech Instructions:	
I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.	
Signature:	Date:
Protection Plan Agreement: I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.	
Signature:	Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835214	Name	VILLEGAS, KIMBERLY	Account	58712395
Service Region	CA33	Address	301 MCNAB CT	Sub Area	New Install
Earliest Start	09/14/10 8:00 AM			Sub Type	New Install
Planned start	8:40 AM		FILLMORE, CA 93015	Order Class	New Install
Due	12:00 PM	Phone Number	(805) 524-1274	Duration	195
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-SXEW794
		Priority	3-Normal	OMS Order	140843401
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
2 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
3 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
4 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
5 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
6 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
7 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
8 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
9 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:

## WORK ORDER



I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835214	Name	AYOTE, DANIEL	Account	58730040
Service Region	CA33	Address	51 MAJESTIC CT	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	1:20 PM		MOORPARK, CA 93021-218385	Order Class	New Install
Due	4:00 PM	Phone Number	(805) 906-1721	Duration	135
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-T23ZHDC
		Priority	3-Normal	OMS Order	141141614
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: programming

Compatibility	
MRV =	programming
SWiM =	true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
3 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
4 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
5 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

Tech Instructions:	
I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.	
Signature:	Date:
Protection Plan Agreement:	
I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.	
Signature:	Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835215	Name	ADRIANZEN, RICHARD	Account	23879540
Service Region	CA33	Address	2664 FITZGERALD RD	Sub Area	Former Install
Earliest Start	09/14/10 8:00 AM			Sub Type	Former Install
Planned start	8:20 AM	SIMI VALLEY, CA 93065-504664		Order Class	Movers
Due	12:00 PM	Phone Number	(805) 578-4501	Duration	325
Dwelling Type	Residential	Secondary Phone	(805) 915-8711	Status	Scheduled
Property Id		MAS Programming	Y	Activity#	1-T2GHE0C
		Priority	3-Normal	OMS Order	75761088
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		Y	N		

Resolutions/Tech

Driving Direction: near picamot St

SWM Flag: N Mode: basic

Compatibility								
Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - STANDARD	IRD - STANDARD	Customer Owned	New				New	Installed
2 IRD - STANDARD	IRD - STANDARD	Customer Owned	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Customer Owned	New				New	Installed
4 IRD - STANDARD	IRD - STANDARD	Customer Owned	New				New	Installed
5 IRD - DVR	IRD - DVR	Customer Owned	New				New	Installed
6 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Customer Owned	New				New	Installed
7 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
8 KA/KU LNB	KA/KU LNB 5	Tech Delivers	New				New	Support Hardware
9 MISCELLANEOUS HARDWARE	ODU HARDWARE	Tech Delivers	New				New	Support Hardware
10 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB LABOR	Tech Delivers	New				New	Support Hardware
11 MULTI-SWITCH	MULTI-SWITCH KA 6X8	Tech Delivers	New				New	Support Hardware
12 IRD - STANDARD	DIRECTV D10			f444pb1d0	001213520453	S	Existing	No Action Taken
13 IRD - STANDARD	DIRECTV D11-500			D01CC7DY3108	002101853741	S	Existing	No Action Taken

## WORK ORDER



14	IRD - STANDARD	DIRECTV D11-500	D01CB6JA1114	002104884602	S	Existing	No Action Taken
15	IRD - STANDARD	DIRECTV D11-500	D01CB6RU4122	002105527572	S	Existing	No Action Taken
16	IRD - HD/DVR COMBO	DIRECTV HR22-100	A20LA8JU1204	002171796838	P	Existing	No Action Taken
17	IRD - DVR	DIRECTV R16-300	B12AD9HP3109	002440578173	S	Existing	No Action Taken

Tech Instructions:      reconnect the call before arrive at home services,

I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835215	Name	STARCK, REGINA	Account	37080280
Service Region	CA33	Address	1539 PAUL ST	Sub Area	Upgrade
Earliest Start	09/14/10 12:00 PM			Sub Type	Upgrade
Planned start	2:40 PM	SIMI VALLEY, CA 93065-324339		Order Class	Upgrade
Due	4:00 PM	Phone Number	(805) 581-1888	Duration	145
Dwelling Type	Residential	Secondary Phone		Status	Scheduled
Property Id		MAS Programming	N	Activity#	1-SVSYGL3
		Priority	3-Normal	OMS Order	75506401
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		Y	N		

Resolutions/Tech

Driving Direction: 4th and ayhans

SWM Flag: N Mode: basic

Compatibility								
Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	Swap Replace				New	Receiver Swap
2 MISCELLANEOUS LABOR PRODUCTS 2	SECOND LINE DVR	Tech Delivers	New				New	Support Hardware
3 IRD - DVR	DIRECTV R16-500			D12BD0AL2109	002488867413	S	Existing	No Action Taken
4 IRD - HD/DVR COMBO	DIRECTV HR21-700			G17AC7PX7013	002708588476	P	Existing	No Action Taken
5 BROADBAND	HOMEPLUG POWER STRIP	Tech Delivers	New				Added	Support Hardware
6 BROADBAND	HOMEPLUG POWER STRIP	Tech Delivers	New				Added	Support Hardware

Tech Instructions:	
I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.	
Signature:	Date:
Protection Plan Agreement:	
I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.	
Signature:	Date:



# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835216	Name	PORTILLO, CARLOS	Account	76750524
Service Region	CA33	Address	747 MASTERSON DR	Sub Area	New Install
Earliest Start	09/14/10 8:00 AM			Sub Type	New Install
Planned start	8:30 AM		THOUSAND OAKS, CA 91360-594847	Order Class	New Install
Due	12:00 PM			Duration	225
Dwelling Type	Residential	Phone Number	(805) 630-9684	Status	Scheduled
Property Id		Secondary Phone		Activity#	1-T2PQLEU
		MAS Programming	Y		
		Priority	3-Normal	OMS Order	141177984
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction:

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
4 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
5 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
6 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
7 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
8 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
9 KA/KU LNB SWM	KA/KU LNB SWM 5	Tech Delivers	New				New	Support Hardware
10 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
11 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware

## WORK ORDER



Tech Instructions:

I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835216	Name	CHATOFF, STEVEN	Account	58733324
Service Region	CA33	Address	4172 BEACHMEADOW LN	Sub Area	New Install
Earliest Start	09/14/10 12:00 PM			Sub Type	New Install
Planned start	12:45 PM		HIDDEN VALLEY, CA 91361-	Order Class	New Install
Due	4:00 PM		360872	Duration	252
Dwelling Type	Residential	Phone Number	(818) 707-2588	Status	Scheduled
Property Id		Secondary Phone	(805) 279-5139	Activity#	1-T34HBE5
		MAS Programming	N		
		Priority	3-Normal	OMS Order	141204199
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: Lake Halboro Blvd

SWM Flag: N Mode: programming

## Compatibility

MRV = programming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - KA/KU	IRD - KA/KU	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
4 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
5 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
6 INTERNET HARDWARE	BROADBAND DECA	Tech Delivers	New				New	Support Hardware
7 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
8 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
9 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
10 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
11 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware

## WORK ORDER



12 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New	New	Support Hardware
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Tech Instructions: Friendly 2 dogs

I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835217	Name	ROBERTS, JOSHUA	Account	76379606
Service Region	CA33	Address	2506 ASHMORE CIR, APT- 16	Sub Area	Former Install
Earliest Start	09/14/10 8:00 AM			Sub Type	Former Install
Planned start	9:13 AM		THOUSAND OAKS, CA 91362-575716	Order Class	Movers
Due	12:00 PM			Duration	97
Dwelling Type	Residential	Phone Number	(509) 464-0120	Status	Scheduled
Property Id		Secondary Phone	(801) 656-7894	Activity#	1-T4347VA
		MAS Programming	N		
		Priority	3-Normal	OMS Order	75817507
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: noles apartment complex

SWM Flag: Y Mode: basic

## Compatibility

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Customer Owned	New				New	Installed
2 KA/KU LNB SWM	KA/KU LNB SWM 3	Tech Delivers	New				New	Support Hardware
3 MISCELLANEOUS HARDWARE	SWM ODU HARDWARE	Tech Delivers	New				New	Support Hardware
4 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB SWM LABOR	Tech Delivers	New				New	Support Hardware
5 IRD - HD/DVR COMBO	DIRECTV HR23-700			G27DJ9QG0026	002210170029	P	Existing	No Action Taken

Tech Instructions:	call before arrival bring tripod out please
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I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

# WORK ORDER



Company	DIRECTV HOME SERVICES	Customer Information		IV Retest Enforced	N
Tech ID	DVCA835217	Name	HURTADO, JESUS M	Account	24832835
Service Region	CA33	Address	2489 CALLE NARCISO	Sub Area	Former Install
Earliest Start	09/14/10 12:00 PM			Sub Type	Former Install
Planned start	12:00 PM		THOUSAND OAKS, CA 91360-481489	Order Class	Former Customer
Due	4:00 PM			Duration	220
Dwelling Type	Residential	Phone Number	(805) 379-9771	Status	Scheduled
Property Id		Secondary Phone		Activity#	1-T1Z13E2
		MAS Programming	N	OMS Order	141134552
		Priority	3-Normal		
		Partner	None		

Account Type	Activation	RS Count	Protection	Repeat	VIP/OOP	Comment:
REG	Y		N	N		

Resolutions/Tech

Driving Direction: between avenida de las plantas y avenida de los arboles

SWM Flag: N Mode: noProgramming

## Compatibility

MRV = noProgramming

SWiM = true

Product Line Items:	Product:	Delivery Method	Action Required	IRD Serial Number	IRD Access Card	AC Type	Category	Tech Action Taken
1 IRD - HD/DVR COMBO	IRD - HD/DVR COMBO	Tech Delivers	New				New	Installed
2 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
3 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
4 IRD - STANDARD	IRD - STANDARD	Tech Delivers	New				New	Installed
5 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
6 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
7 MRV HARDWARE	BS FILTER	Tech Delivers	New				New	Support Hardware
8 KA/KU LNB	KA/KU LNB 5	Tech Delivers	New				New	Support Hardware
9 MISCELLANEOUS HARDWARE	ODU HARDWARE	Tech Delivers	New				New	Support Hardware
10 MISCELLANEOUS LABOR PRODUCTS 2	KA/KU LNB LABOR	Tech Delivers	New				New	Support Hardware
11 MULTI-SWITCH	MULTI-SWITCH SWM 8	Tech Delivers	New				New	Support Hardware

## WORK ORDER



Tech Instructions:

I hereby acknowledge that my DIRECTV System, as ordered, has been installed to my satisfaction.

Signature:

Date:

Protection Plan Agreement:

I hereby agree to the purchase of the DIRECTV Protection Plan with the understanding that I may cancel the Protection Plan at no cost within 30 days of Program activation. Full Program terms and conditions will be provided by DIRECTV within ten days.

Signature:

Date:

**WORK ORDER**



END OF REPORT