

2025-11-18

Notes from Telephone conversation with Jesse Brosnan – DirecTV Bulk Stream Representative

1. Do you get local channels when taking home?
 - a. Yes – based on IP address of your internet provider
 - b. Are you limited in how many times you can move back and forth in one year? No
2. Why do we only get two devices – many have more than two TV's either at VO or at home?
 - a. You do not need to use their device to access the streaming service – you can use Amazon Fire Stick, Roku, Apple TV or the Apps on your smart TV. They like their remote control over these others. Plus their device connected to TV has USB port which they can connect a keyboard to make entering passwords easier.
 - b. What if you want more devices – what is the cost? \$120 per device beyond the two included. (updated 11/19/2025)
 - c. Boxes are Not IR so do not need line of sight to work.
 - d. NOTE: these are small boxes not dongles like Amazon FireStick or Roku – the size of the boxes are 6" wide, 6 ¼" deep, ¾" tall.
3. Unlimited Cloud based DVR – how long are recordings stored?
 - a. 9 months
4. Channel 17 community Channel – can you see this even when out of state?
 - a. Yes, this is being handled by a separate App that VO IT staff have agreed will work here.
5. If VO goes with the Base subscription costing \$29.27 can individuals upgrade to premium packages to get special channels?
 - a. Yes, Base to Choice is \$32, Base to Ultimate is \$48 and Base to Premier is \$95 – these are all additional to the Base cost included in the HOA fee. These would be billed individually to residents.
 - b. See attached spreadsheet for cost comparisons with other streaming services.
6. Share with Family or friends – how does this work?
 - a. There can be two concurrent streams including your homebase. So one stream can be your home address and one can be at another address.
7. No smart TV needed but do they need a TV with an HDMI port?
 - a. Yes – HDMI port is required.
8. Length of Contract and cost increases limit included?
 - a. 5-year contract, annual increase up to 5%, recent two years were 1 and 1.5%.
9. Prices quoted are as of July 1, 2026. What happens if Dish contract stops March 26? What happens as HOA fee increases start July 1st?
 - a. Steve will be getting an email outlining a plan in which residents would get 3 months free – April, May and June and the fees for new contract start July 1, 2026.
 - b. Equipment would be handed out before end of March so owners could take them home.

