

## Overview

As DISH Network continues to improve our receiver technology, it becomes necessary to discontinue supporting older model receivers. The receiver models listed in the left hand column of the table below are being phased out. These receivers are our QPSK models. They are being phased out in order to free up bandwidth and allow for more HD channels to be launched in the future.

At an undetermined date in the future, the discontinued receivers will be unable to support necessary upgrades and will not function properly. Before this support change occurs, the discontinued QPSK receivers will be replaced with receivers in the right-hand column. Initially, migration work orders will be revised to include the upgrade of these QPSK receivers to the 311 or 512 receivers. This replacement is at no additional cost to the customer.

## What Changed

Customers who have an active discontinued receiver will be given an upgrade to the corresponding replacement receiver with no additional commitment and no cost. The technician will upgrade the customer while on a technician visit for a migration work order. The work order will have the hardware and tasks required to complete this upgrade.

DISCONTINUED RECEIVER MODEL	REPLACEMENT RECEIVER MODEL
301, 1000/1500, 2700/2800, 3000/3500/3700/3800/3900, 4000/4500/4700/4900	311
510	512

- Customers with an active discontinued receiver on their account who set up a migration work order will also have the proper labor and hardware service codes for the replacement receiver swap added to that work order
- A Return Authorization (RA) will be generated for these receiver swaps and the standard process for returning receivers should be followed

## Why It's Important

- It is critical that these discontinued receivers are swapped for the appropriate replacement receivers so that customers can continue to enjoy DISH programming
- You will start to see swap codes on migration work orders to replace discontinued receivers with the appropriate replacement receiver

# Discontinued Receiver Swap

## What I Need To Do

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- Follow the work order
- If an active discontinued receiver is on the account, confirm that the upgrade of the discontinued receiver is on the work order
- If the upgrade is not on the work order, follow standard procedures to modify the work order

Note: The discontinued receiver must be active to qualify for the free swap

Some QPSK receivers may have UHF Remote functionality and Digital Audio output, these are features that the replacement receiver may not provide in its standard configuration.

### UHF Remote

- If the customer is utilizing the UHF remote capability it may be necessary for the Technician to relocate the replacement receiver so that the Infrared Sensor can receive IR signals from the remote control
- If it's not possible to relocate the receiver, a replacement UHF remote may be used with the 512 receiver

### Digital Audio Output

- Installations utilizing the Digital Audio output must use the composite audio output connection on the replacement receiver for connection to TV or external audio accessories

## Related information

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### FAQ

1. If a customer owns their discontinued receiver, do they own the new replacement receiver?
  - Yes – the status will remain owned for the replacement receiver being installed.
2. How long will these swaps happen?
  - We will continue these swaps until all discontinued receivers have been upgraded to the new replacement receivers.
3. Will the customer be advised by the customer service representative that they will not be able to transfer their DVR recordings on the QPSK receivers to the new receiver?
  - a. Yes, the CSR will inform the customer that their DVR recordings will be lost once the swap has been completed.
4. If a customer wants to postpone the swap because they have recordings on their DVR that they do not want to lose, can they reschedule the swap?
  - Yes – technicians will need to call in to the Work Order Modification team to have the swap codes removed from the work order and then have the work order completed without the swap codes.
  - If the technician doesn't remove the swap codes, but completes the work order, the customer will no longer be eligible for the free swap.



# Discontinued Receiver Swap

5. What if the customer objects to the receiver swap due to losing their recordings?
  - Unfortunately, there is no way to recover the recordings because the 510 receiver does not have a USB port to connect to an external hard drive. The customer may choose to postpone the receiver swap to a later date, though the receiver will ultimately need to be replaced.
6. Can customers upgrade a different receiver other than the discontinued receiver as part of the swap?
  - If they want to upgrade a different receiver, they must set up a DIU work order.
7. Does the discontinued receiver have to be active to be eligible for the receiver swap?
  - Yes – all discontinued receivers must be active to qualify for the free swap.

Work Order example:



FIRST LAST NAME - 5 Star  
 999 / 999 - 9999  
 999 / 999 - 9999  
 1234 ADDRESS RD  
 ANYWHERE TOWN, USA 12121-1212

CSG ACCOUNT : 9999999999999999  
 Work Order : 60616290100007001  
 Rescheduled NC- NEW CONNECT  
 Original Date of Service :

CUSTOMER TV CONFIGURATION				ACCOUNT SUMMARY	
Unable to retrieve TV Requirements				One Time Charges & Credits	\$ 0.00
-----				UNKNOWN	\$ 0.00
* If you decide to change any TV and room assignments, just let your installation tech know.				Monthly Charges	\$ 105.98
-----				America's Top 200	\$ 59.99
				Arabic: Elite Super	\$ 39.99
				Service Plan (15/0)	\$ 6.00
EXISTING EQUIPMENT				Monthly Credits	\$ 0.00
MODEL #	RECEIVER	SMARTCARD	L/O	Monthly Charges & Credits	\$ 105.98
VIP211K	R00XXXXXXXXXX	SXXXXXXXXXXXX	L	Amount Due Now	\$ 0.00
301d	R00XXXXXXXXXX	SXXXXXXXXXXXX	L	Paid	\$ 0.00
RA#	XXXXXXXXXX-001				
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Antenna: DISH 1000.2; Dish 500					
Orbitals: 61.5, 129, 119/110					
CONNECTIVITY ON PREMISES :					
Wired Broadband					

Service Activities	Hardware Required
=====	=====
Tech Visit: Existing	Dish 118.7
Set Up Plus/SuperDish	LNBFP 500 Plus
Set Up Receiver	Rcvr 301/311/381 SD Solo
Remove Receiver	
Remove 61.5 Orbital, Set Up 118.7 Orbital	
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AGREEMENT REQUIRED: DNS Service Agreement	

