

## **Plaza Rental Units - How-To for Cable TV – Internet – Phone Service – Renters**

For Plaza Condo units *only*, included in your monthly rent (paid by property owner) is the choice of either:

- (1) Cable TV/Internet combo (or)
- (2) Cable TV/Phone (landline) combo

### **Upgrades:**

If you would like additional services, upgrade options are available to you at an upgrade fee, and you are responsible for directly paying for any additional upgrade fees/charges that vary from the standard package options above.

The cost for any upgrade you choose are paid by you directly to NexGen or DirectTV. You are responsible for setting up your account directly with NexGen or DirectTV. The property owner does not set up your account.

### **To Set Up Service:**

- Call NexGen at 515-369-9000 to set up service and obtain a receiver box in your name. The receiver box must be returned at move-out.
- Installation fee: You as renter are responsible for the install fee. The amount of this fee varies based on whether you choose to use a personally-owned router or lease a router from NexGen. If you use a personal router, the install fee is \$65.00. If you lease a router from NexGen, the install fee is \$45.00. NexGen techs are trained to support/maintain only NexGen routers.
- The Plaza front desk management will provide you with a NexGen form in your move-in packet to set up your DirectTV account once you have a signed/approved lease. If you choose to upgrade programming, you will pay DirectTV directly for those upgrades.

NexGen provides maintenance, supplies, and support. Direct TV handles billing. Upon move-out, you must return the receiver box to NexGen.