



## Important Information

Our electronic payment processing system does not read comments enclosed with your payment. Please do not write comments on the bottom of your bill or enclose correspondence with your payment.

## Explore the Self-Service Portal

DIRECTV FOR BUSINESS<sup>SM</sup> has rolled out the new self-service portal to help business owners save time and money. Need to pay a bill or download a statement? Access your account online at [directv.com/myaccount](http://directv.com/myaccount).

### Ways to Pay

**Online:** To pay online, visit [directv.com/billpay](http://directv.com/billpay)

**Phone:** Call 1.888.388.4249 say, "Pay my bill" and follow prompts

**Mail:** Make check payable to DIRECTV and send with remittance to: DIRECTV, LLC, Commercial Account Payments, P.O. Box 5006, Carol Stream, IL 60197-5006

### How to Contact Us

**Phone:** 1.888.388.4249

**Email:** [CommercialCustSat@mydirectv.com](mailto:CommercialCustSat@mydirectv.com)

**Mail:** DIRECTV, LLC., ATTN.: Commercial Accounts, 2260 E. Imperial Highway, El Segundo, CA 90245

### Online Support

Scan the code or visit [directv.com/BusinessSupport](http://directv.com/BusinessSupport) to find answers to common questions and get helpful resources and solutions.



## Commercial Customer Agreement

You received your Commercial Customer Agreement with your first bill and/or order confirmation. The Commercial Customer Agreement describes the terms and conditions upon which you accept our service and upon which we provide our service. Please consult the Commercial Customer Agreement for complete information about billing and payment on your account. The Commercial Customer Agreement is available at [directv.com/legal](http://directv.com/legal).

**Your Bill:** Undisputed portions of the statement must be paid by the due date to avoid a late fee and possible reduction or deactivation of service. If you have a question about your bill, please call or write within 60 days of receiving it to avoid administrative late fees and possible disconnection of your service. We will not report your account as delinquent or take any action to collect the disputed amount while your dispute is under investigation. We will make every effort to resolve claims informally. Any claims not so resolved may be resolved only through binding arbitration, as provided in the Commercial Customer Agreement.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. We may issue a draft against your account for the amount of the check if we cannot collect the funds at first presentment.

**Taxes and Fees:** Customers pay all state and local taxes or other government fees and applicable charges, including any such taxes or fees assessed against discounted fees or service credits.

**Late Payment Fee:** A late payment fee of up to \$12.00 will be assessed if payment is not received on or before the due date.

**Returned Payment Fee:** If your bank or other financial institution refuses to honor the payment, draft, order, item or instrument you submit to pay this bill, including electronic debits to debit cards and bank accounts, you may be assessed a returned payment fee of the lesser of \$30.00 or the maximum amount permitted by applicable law, which may be in addition to fees imposed by your bank or financial institution.

**For closed-captioning issues,** you may contact us immediately at [ClosedCaptioning@directv.com](mailto:ClosedCaptioning@directv.com) or 1.800.347.3288, or in writing to DIRECTV Closed-Captioning, ATTN.: Mr. Peterson, Assoc. Dir., 2260 E. Imperial Highway, El Segundo, CA 90245.

**Moving?** Call us. We'll help you stay connected to your DIRECTV FOR BUSINESS<sup>SM</sup> entertainment when you move.

## Thank you for choosing DIRECTV.

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**DIRECTV**  
FOR BUSINESS

**Sign up for Auto Bill Pay.** By signing up for Auto Bill Pay, your DIRECTV bill will be automatically deducted from your checking account, credit card or debit card every month. To enroll, call 1.888.388.4249 or sign and return the form below with your payment. Processing may take up to 6 weeks, so please pay this month's bill and retain a copy of this completed form for your records.

### ☐ Checking Account Auto Bill Pay (signature required below)

I authorize DIRECTV and my financial institution to automatically deduct from the checking account, as shown on my enclosed check, all future payments for my DIRECTV bills. I may cancel this request by contacting DIRECTV. I understand the monthly amount may vary, and I will receive notification of the date my checking account will be debited.

## Change My Billing Address to:

(If you are moving your service location, call 1.888.388.4249.)

Street Address:

\_\_\_\_\_

City:

\_\_\_\_\_

State:

ZIP:

\_\_\_\_\_

New Business Phone: (       ) \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

