DIRECTV. CUSTOMER PROMISE

We strive to deliver the best television experience for you every day. Committed to the principles of honesty and integrity, our employees are determined to provide you with prompt, courteous and excellent service. We promise to do our best to resolve any issues that might arise as quickly as possible. And we will continue to develop the unique, innovative programming and services that you have come to expect and enjoy from DIRECTV.

This is our promise to you.

NEED TO CONTACT US? WE'RE HERE:

Feel free to contact us but please don't send payment here (BILL PAYMENT CONTACTS ARE LISTED NEXT.)

Snail mail: send to DIRECTV, P.O. Box 6550, Greenwood Village, CO 80155-6550
Email: go to directv.com/email

NEED TO PAY YOUR BILL? GO AHEAD, DO IT NOW:

(AND PLEASE INCLUDE YOUR ACCOUNT NUMBER):

Snail mail: DIRECTV, Inc., Payment Center, P.O. Box 78626, Phoenix, AZ 85062-8626
Online: go to directv.com/signin
Call: 1-800-531-5000 (FOLLOW THE PROMPTS OR SAY **"PAY MY BILL"**)

OUR AGREEMENT

You received your DIRECTV Customer Agreement with your first bill. Updates may be mailed periodically. Your Customer Agreement describes the terms and conditions upon which you accept our service. Please consult your Customer Agreement, which is also available at directv.com/agreement, for complete information about billing and payment on your account. **FOR YOUR CONVENIENCE, WE WILL AUTOMATICALLY CHARGE YOUR CREDIT CARD OR DEBIT CARD ON FILE FOR ANY BILL AMOUNT LEFT UNPAID, PLUS ANY CANCELLATION FEES POSTED TO YOUR ACCOUNT, AND ANY APPLICABLE CANCELLATION AND EQUIPMENT NON-RETURN FEES IF YOU CANCEL YOUR DIRECTV SERVICE. IF WE ARE UNABLE TO RECOVER THE FULL BALANCE, WE WILL ATTEMPT TO RECOVER A PORTION OF THE MONIES DUE. YOU ARE STILL RESPONSIBLE FOR ANY UNPAID BALANCE.**

BILL QUESTIONS? BILL ANSWERS...

WHEN IS MY BILL DUE?

Every month. Your current balance needs to be paid no later than your "Due Date." You'll find this date on your bill - it's usually 19 days after the "Statement Date", but may vary in accordance with your state law. Any past due balance must be paid immediately no matter which state you live in.

WHAT ARE PARTIAL MONTH CHARGES AND CREDITS?

DIRECTV bills for one month of service at the start of your bill cycle. Any changes you make during the month show as charges or credits on your bill. If you add a service, you'll see a partial month charge added to your regular month charge as payment for the part of the month you have new service. If you cancel a service, you will see a partial month credit for what you were already billed. If you change your subscription package, you'll see a partial month credit for the previous package and a partial month charge for the new package. Then the next month your bill is back to normal...unless you make changes again.

COULD IT BE ANY EASIER TO PAY MY BILL?

With so many payment options, it couldn't be any easier. Really.
Your payment will post immediately to your account using one of these options:

- Auto Pay (USE THE FORM BELOW)
- **"PAY TODAY"** at directv.com/signin
- Automated Phone System (1-800-531-5000)
- Credit card or check payment made with a phone representative (WILL POST IMMEDIATELY BUT CARRIES A PHONE ASSISTANCE FEE OF UP TO $10.00)

You can also pay using one of these ways:

- Mailed Personal Check – allow 5 business days for mail delivery
- Cash Payments using PreCash cards
- MoneyGram (USE RECEIVER CODE **"1602"**)
- Western Union (USE CITY AND STATE CODE **"DIRECTV UT"**) - please have your account number or bill with you at time of payment.

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 make every effort to resolve claims informally and will not report your account as delinquent while your claim or dispute is under investigation. Any claims not so resolved may be resolved only through binding arbitration, as provided in the Customer Agreement. We reserve the right to process checks electronically and we may issue a draft against your account for the amount of the check if we cannot collect the funds at first presentment.

For immediate closed-captioning issues, call 1-800-DIRECTV, fax 303-483-6266, or email ClosedCaptions@directv.com. For formal inquiries, contact C.Schrum, Sr. Manager: ClosedCaptions@directv.com; fax 303-483-6266 or mail to ClosedCaptions@directv.com, P.O. Box 6550 Greenwood Village, CO 80155-6550

Programming, pricing, terms and conditions subject to change at any time. Hardware and programming available separately. Pricing is residential. Taxes not included. Receipt of DIRECTV programming subject to terms of DIRECTV Customer Agreement; copy provided at directv.com/legal and in your first bill. DIRECTV services not provided outside the U.S. ©2009 DIRECTV, Inc. DIRECTV and the Cyclone Design logo are registered trademarks of DIRECTV, Inc. All other trademarks and service marks are the property of their respective owners. 06/09 29942-01

DIRECTV.

Sign up for one of these Auto Pay Options & Sign your name below:
Processing takes up to 30 days, so please pay this month's bill and retain a copy of this completed form for your records.

☐ **Checking Account Auto Pay** ***(Don't forget to sign your name)***
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.

☐ **Credit Card Auto Pay** ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover Card

Credit Card Number _____ Exp. Date (MM/YYYY) _____

I authorize DIRECTV to automatically charge my credit card for my bill each month on the bill statement date and **understand that I will not receive a paper bill unless I check this box:**
☐ Please send me a paper bill. (I may cancel this request by contacting DIRECTV.)

Signature: _____ **Date:** _____

Change My Billing Address to:
(If you are moving your service location call 1-800-531-5000.)

Street Address: _____

_____

City: _____

State: _____ ZIP: _____

New home phone: ( ) _____

Change of e-mail address:
Sign in at directv.com and click on "Update Profile" and then go to view your bill.