

# Autopay Terms & Conditions

## Parties

In this Autopay authorization, (also referred as Auto Bill Pay), as defined below, the words 'DIRECTV,' 'We,' 'Us' and 'Our' mean DIRECTV LLC, and their affiliated companies, and the words 'You' and 'Your' mean the person or business providing or designating the Payment Method (as defined below) information and any other person who is authorized to make purchases from Us to be charged to the Payment Method.

## Autopay Authorization

By manually signing (including a manual signature captured electronically), checking the box or clicking the button next to the link to this Autopay authorization during Your transaction with Us today as Your electronic signature, You authorize Us to automatically charge to the Payment Method the amount of Your monthly bill due each month on the date indicated on the bill, including any late fees (this 'Autopay authorization'). Please note that Your monthly bills subject to this Autopay authorization include Your final bill if Your DIRECTV Account is canceled or terminated, and amounts on Your final bill can also include without limitation (1) any applicable Early Termination Fees or other cancellation fees and equipment non-return fees and (2) any amounts outstanding under any applicable device installment agreement associated with Your DIRECTV Account that are due upon cancelation of a service or the DIRECTV Account. Closing, canceling, or terminating a service or Your DIRECTV Account does not cancel or terminate this Autopay authorization for the remaining monthly bill or bills on Your DIRECTV Account.

If a charge to the Payment Method is declined, including for insufficient funds, We may re-submit the charge up to the number of times permitted by network rules, and We also reserve the right to undertake further collection action, including imposing costs and fees to the extent permitted by law.

## Payment Method

'Payment Method' means the bank account, credit card, debit card or other payment method information (1) You provide to Us during Your transaction today (including by swiping a credit card or debit card or scanning a voided check) for purposes of this Autopay authorization or (2) You previously provided to Us (a 'Stored Payment Method') that You designate today to be charged under this Autopay authorization.

## Payment Method Information You Provide Today

If You provide payment method information to Us today, you authorize Us to store that payment information including for purposes of this Autopay authorization. You certify that You are the owner of or have authorization to use any payment method information You provide today, and You are authorized, and have authority to authorize Us, to make charges to and permit Us to store the payment method information You provide.

You agree to keep any payment method information You provide today up to date. Residential customers, You can update (e.g., give Us a new card expiration date) or change (e.g., give Us a new bank account or card account numbers) any payment method information You provide today by logging into Your online account with DIRECTV or calling the customer care number provided with Your bill, which updated or changed information will become the Payment Method for this Autopay authorization. DIRECTV for Business customers, You can update (e.g., give Us a new card expiration date) or change (e.g., give Us a new bank account or card account numbers) any payment method information You provide today by logging into Your online account with DIRECTV (if applicable to your account) or by calling the customer care number provided with Your bill, which updated or changed information will become the Payment Method for this Autopay authorization. You acknowledge that We may obtain updated or changed information regarding any payment method information You provide today from Your financial institution (an 'Updater Service') and that any such updated or changed payment information likewise will become the Payment Method for this Autopay authorization.

Also, if You instead designate a Stored Payment Method for this Autopay authorization today (as discussed below), You can at any time thereafter provide Us with different payment method information to be used for this Autopay authorization by logging into Your online account with DIRECTV or calling the customer care number provided with Your bill, which different information will become the Payment Method for this Autopay authorization instead of the Stored Payment Method You previously designated. DIRECTV for Business customers, also, if You instead designate a Stored Payment Method for this Autopay authorization today (as discussed below), You can at any time thereafter provide Us with different payment method information to be used for this Autopay authorization by logging into Your online account with DIRECTV (if applicable to your account) or by calling the customer care number provided with Your bill 1.888.388.4249, which different information will become the Payment Method for this Autopay authorization instead of the Stored Payment Method You previously designated.

### **Stored Payment Method You Designate Today**

If instead You designate a Stored Payment Method for this Autopay authorization today, You authorize Us to make a copy of the Stored Payment Method You designate and store the copy, which copy We will use for purposes of this Autopay authorization. We also use Updater Services in connection with Stored Payment Methods, which also update or change any copy We made and stored. Please be aware that, if You update or change the Stored Payment Method You designate or We or You remove or cancel that Stored

Payment Method from Your records with Us, We will continue to retain and use the copy of the Stored Payment Method We made, as it may be updated or changed by any Updater Service from time to time, for purposes of this Autopay authorization.

## **Revocation**

This Autopay authorization and the Autopay service will remain in effect until revoked by You, Your financial institution or DIRECTV. You may revoke this Autopay authorization by logging into Your online account with DIRECTV or calling the customer care number provided with Your bill, which revocation will take effect if and when DIRECTV has had a reasonable opportunity to act on it before a payment is processed. If You revoke this Autopay authorization, or DIRECTV or Your financial institution cannot process Your automatic payment, You remain responsible for paying Your monthly payments and any amounts due upon termination of service or Your DIRECTV Account, including by making monthly payments by check or other payment method on or before the due date on each bill.

## **General**

Autopay cancelation or unsuccessful payment may cause an interruption of service and additional reactivation fees. Promotional discounts or incentives that require Autopay will be removed if Autopay is revoked or otherwise terminated. You release DIRECTV from any and all claims arising from Your use of Autopay. It usually takes one to two billing cycles for Autopay to start, and please continue to pay as usual until Your monthly bill states that the bill will be paid by Autopay. If You are entering into this authorization in a retail store, a copy will be printed for You. If You are entering into this authorization online, please print or save to Your computer, tablet, smartphone, or other device a copy of this Autopay authorization for Your records.

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# One-time Payment Terms & Conditions

By choosing to update your primary card on file while making a one-time payment, you authorize DIRECTV to save your credit or debit card information to make future bill payments easier. This card may also be used for any unpaid balances and fees if your DIRECTV service is disconnected. **IMPORTANT NOTICE TO CUSTOMERS ENROLLED IN AUTOPAY:** If you previously enrolled in Autopay with another credit or debit card, choosing to make this card your primary card on file revokes authorization to use the other card and authorizes DIRECTV to initiate debits or charges to the account associated with this card automatically to pay each of your monthly statements. Your Autopay date may change as a

result of this updated authorization, which will remain in full force and effect until revoked by you (and we have had a reasonable opportunity to act on your request), your financial institution, or DIRECTV or one of its affiliates. If you un-enroll from Autopay, you will still be responsible for payment in full. Please print a copy of this screen with your authorization for your records.

Residential customers, please refer to your [DIRECTV Customer Agreement](#) and [Equipment Lease Agreement](#) for full terms and conditions related to your DIRECTV service and use of equipment. DIRECTV FOR BUSINESS<sup>SM</sup> customers, please refer to the [Commercial Customer Agreement](#).

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# Paperless billing Terms & Conditions

## Effective August 2010

Please read the following Terms and Conditions carefully, and complete this registration process if you would like to register for DIRECTV's Online Billing service ('Online Billing'). Once you are enrolled in Online Billing, you will automatically stop receiving your DIRECTV paper bill.

These are the Terms and Conditions for Online Billing. Please print a copy and retain it for your records. As used in these Terms and Conditions, 'You' or 'your' refers to the person or business responsible for the DIRECTV customer account who enrolls in Online Billing. 'We,' 'us,' or 'DIRECTV' refers to DIRECTV, Inc.

## General

With Online Billing, your monthly DIRECTV statement will be available for viewing online, according to your billing date, by logging on to your account at [directv.com](#) (this 'Website'). Each month, you will receive an email containing your bill statement notice at the e-mail address that you provide in connection with your enrollment in Online Billing. To receive information electronically, including viewing your DIRECTV bill online, you will need a desktop or laptop personal computer with an Internet browser that supports 128-bit encryption. You must also have the ability to receive and read email through this computer.

By accepting these Terms and Conditions, (a) you are representing to DIRECTV that you are the person or business responsible for payment to DIRECTV under the applicable DIRECTV agreement; (b) you consent to receive your DIRECTV statement and related information electronically, as described herein, and (c) you are acknowledging that you can access

information at this Website. Once you are enrolled in Online Billing, YOU WILL NOT RECEIVE A MONTHLY DIRECTV BILLING STATEMENT THROUGH U.S. MAIL.

We reserve the right to terminate access at any time to any account(s) viewed on the Website. We also reserve the right to change, delete, or add to any of these Terms and Conditions at any time, including, but not limited to, terms related to fees for Online Billing.

## **Passwords**

If you forget your password, you may reset your password online. You understand that you have sole responsibility for the security of your password. DIRECTV is not liable for any actions, claims, costs, damages, or expenses arising from lost, misplaced, or stolen passwords.

## **Email Address**

You will notify DIRECTV immediately if your email address changes. In the event the email address on file is returned as invalid or undeliverable, and as a result your payment becomes past due, you authorize DIRECTV or its designated representative to call you at the telephone number that you provide in connection with your enrollment in Online Billing. You acknowledge that any such calls may be automated.

## **Computer Equipment and Software**

You are solely responsible for the computer, Internet browser and other software you use to access your account at directv.com and to view your DIRECTV statements.

## **DISCLAIMERS AND LIMITATION OF LIABILITY**

WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND WITH RESPECT TO THE ONLINE BILLING SERVICE. WE ASSUME NO RESPONSIBILITY WITH RESPECT TO ANY USE OF DIRECTV ONLINE BILLING. YOU AGREE THAT WE SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR FOR THE LOSS OF PROFIT, REVENUE, OR DATA ARISING OUT OF YOUR USE OF DIRECTV ONLINE BILLING.

## **Canceling Online Billing**

Residential customers, if at any time after enrolling in Online Billing, you want to cancel the service and receive paper bills through the U.S. Mail, you may go to the 'Statements' page located within the 'My Account' page, and click on 'Cancel Paperless Statements.' Follow the instructions to cancel Online Billing. Once you have canceled Online Billing, you will not be able to view your statements online each month.

DIRECTV FOR BUSINESS<sup>SM</sup> customers, please call us at 888.388.4249 to request a paper bill statement, or have any questions.

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