DEALER SUPPORT

Who Do You Call...

DIRECTV FOR BUSINESS

DIRECTV RETAIL SERVICES

The Dealer Center is a great resource for product and program information, dealer policies and the portal to marketing tools and online training. When you have questions about your dealer account follow these guidelines:

- For **Commission** related inquiries complete the Commissions Escalations Form located under Processes and Forms and email it to **CommissionsEscalations@DIRECTV.com**
- For **Access Card** requests email **Access@DIRECTV.com**
- For **General Questions** of a non-urgent nature email **RetailServices@DIRECTV.com**
- For all other inquiries contact **Retail Services**

Mon - Fri:	9:30am - 7:30pm EST
Phone:	800.323.1994
Fax:	303.712.4966

DIRECTV CUSTOMER SERVICE

- New Subscribers Phone: 800.DIRECTV (800.347.3288)
- Existing Customers Phone: 800.531.5000
- Business Hours: 24 hours a day, 7 days a week

DIRECTV CUSTOMER SERVICE EN ESPAÑOL

- General Support Available: 8am - 1am EST, 7 days a week
- Customer Service: 800.531.5000
- Technical Support Available: 24 hours a day, 7 days a week

MARKETING SUPPORT

- **Brand Muscle**

Mon - Fri:	9:30am - 7:30pm EST
Phone:	866.241.7690
	Ext. 1 - English
	Ext. 2 - Spanish

PERFECT 10

All the Dealer Support You Need to Succeed

INSTALLER ACTIVATION LINE

DIRECTV Commercial

- Phone: 800.323.1994 - Press #3 then #1

PERFECT 10 SUPPORT

DIRECTV Commercial / L&I Sales Managers

- Mike Braden (West) 303.829.1158
- Niles Ross (Southeast) 501.351.8279
- Chris Barnhill (Northeast) 574.532.9363

MDU Sales Managers

- Brandon Hightower (Southeast) 214.608.7895
- Javier Hidalgo (Northeast) 678.876.4177
- Kevin Cooper (West) 720-275-2636

MSO Operations Support

- Account Resources 800.205.8620 ext. 2654

MARKETING SUPPORT

Commercial, MDU and L&I

Ad resizing, media support, DIRECTV Marketing Center assistance, Dealer Merchandise Center assistance and general marketing assistance.

Monday-Friday, 8am - 5pm CST 800.205.8620 ext 2611