

DEALER SUPPORT

Who Do You Call...



DIRECTV

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 ET
 Phone: 800.323.1994
 Fax: 303.712.4966

DIRECTV CUSTOMER SERVICE

Handles residential customer inquiries only

- 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

INSTALLER ACTIVATION LINE

Automation/Activation IVR line @ (877) 235.6139

AD BUILDER

Phone: 866.241.7690

Ext 1 for Media & Events
 Ext 2 for Ad Builder Support

CO-OP PROGRAM CONTACT INFO

Contact your DIRECTV Co-Op Account Manager for support with online access, claims, balance, reimbursement and general guideline questions.

- **DIRECTV Co-Op Program Administration:**
 - **Website:** www.directvcoop.com
 - **Phone:** 602.438.2320 ext 2276 or 866.631.9761
 - **Email:** DIRECTVcoopsupport@acbcoop.com

MARKETING SUPPORT

Co-Op claim submission, ad resizing, and media support

Phone: 800.205.8620 ext 2611

All the Dealer Support You Need to Succeed