

# **DIRECTV PUERTO RICO / USVI TERMS AND CONDITIONS OF SERVICES**

**Rev. 4.2025**

Applies to residential customers

DIRECTV PUERTO RICO LTD.



### *Contents*

- *Terms and conditions of services for residential customers in PUERTO RICO Territory* [\[PAGES 3 TO 7\]](#)
- *Terms and conditions of services for residential customers in USVI Territory* [\[PAGES 7 TO 11\]](#)
- *Terms and Conditions for Automatic Payment Authorization and Payment Method Storage* [\[PAGE 11 TO 12\]](#)



*DIRECTV PUERTO RICO*

*TERMS AND CONDITIONS SERVICE AGREEMENT FOR RESIDENTIAL CUSTOMERS IN PUERTO RICO TERRITORY*

*EFFECTIVE AS OF MARCH 28TH, 2025 UNTIL REPLACED*

*Thank you for choosing DIRECTV™ as your pay TV programming service. This is your copy of the Customer Agreement between DIRECTV Puerto Rico, LTD. (hereafter DTV), your program provider, and you as a DIRECTV subscriber. Please keep this for your records.*

*Definitions:*

*As used in this Agreement "DIRECTV™", "DIRECTV", stands for DIRECTV Puerto Rico;*

*"Subscriber ", "Customer" stands for DIRECTV customer; "Applicable Fees and Charges" stands for the fees and charges identified below; "Access Card" or "Smart Card" stands for the conditional access card inserted into the IRD Receiver Unit and used in the reception of programming services; "IRD" stands for IRD Receiver Unit or Integrated Receiver Decoder*

*"IRD Equipment" stands for the equipment (e.g. an IRD Receiver Unit/IRD, Access Card, and infrared remote control unit) that is used to receive DIRECTV programming services. IRD Equipment for the purposes of this contract does not include the receiving antenna; "LNB" stands for low noise amplifier; "Service(s) or service(s)" stands for DIRECTV programming service, but not limited to, Pay-Per-View services, and any other service that we may provide to you from time to time.*

*1. Agreement to Terms and Conditions:*

*Subscriber promises to pay amounts billed by DIRECTV for programming services and related fees, taxes and charges. Subscriber's receipt of services constitutes subscriber's acceptance of and agreement to all terms and conditions of this Agreement. DIRECTV reserves the right to change the terms and conditions of this Agreement, including any applicable fees and charges. Changes may be notified at DIRECTV's discretion. However, if a change is not acceptable, subscriber may cancel programming service. If subscriber does not cancel the service, continued receipt of any service will be considered acceptance of the change. In addition, individual terms and conditions in this Agreement, whether or not modified, shall survive the cancellation of the service.*

*2. Billing Procedure, Payments, and Late Payment Fees:*

*Billing will occur monthly for programming and/or any other services requested and received and/or any applicable fees, taxes, and charges. DIRECTV's payment option are (1) Pre-authorized direct-debit from a checking or savings account, or (2) Pre-authorized credit charge to a major credit card or (3) mail in paper invoice.*

*Subscriber may or may not choose billing cycle according to preference, if available and/or applicable. Charges will be processed immediately after the closing date as well as electronic processing (direct debit / credit cards) and the invoice mailing. Regardless of payment method chosen if, for any reason, DIRECTV is unable to process payments before the next billing cycle and/or or if subscriber fails to timely pay any other obligation(s) of whatever kind or nature, DIRECTV reserves the right to deactivate the service upon the expiration of any applicable grace period with respect to the amount(s) due. Any partial payments will be applied to the oldest outstanding amounts. Administrative late fees may be assessed monthly until the total outstanding account balance, including administrative late fees and all other charges, are paid in full.*

*3. Services subject to payment:*

- *Initial fees, which are not refundable after installation.*

- All DIRECTV service subscription, pay-per-view programming and/or other services ordered by the subscriber or anyone who uses subscriber's IRD system, whether with or without permission, through all periods until the subscription and other services are cancelled.
- Administrative fees (e.g. Administrative Late Fees, Reactivating Fees) and any other fees as provided for in this Agreement or by applicable law. All taxes or other governmental fees, and other charges which are imposed or may in the future be imposed by the Commonwealth of Puerto Rico or USVI (depending on the Territory where the service is provided), any of its municipalities, agencies, corporations or instrumentalities.
- Monthly subscriptions which are not refundable.

#### 4. Subscriber Questions About Billing:

Questions and/or additional information or special requests may be obtained by contacting DIRECTV's Customer Service Center by phone at 787-776-5252, in writing at the address indicated above, or email DIRECTV at [servicio@directvpr.com](mailto:servicio@directvpr.com).

#### 5. Closing Your Account:

Subscriber may deactivate or modify the services received and/or cancel the account by contacting the DIRECTV Customer Service Center. The cancellation will be effective at the end of the billing cycle. In spite of the cancellation of the services, any amount owed and accumulated at the cancellation date will be payable immediately including, but not limited to, charges, taxes and / or penalties imposed by early cancellation of the contract. DIRECTV will charge the amounts according to the payment method chosen.

Administrative Late Fees and other charges will continue to accrue, as permitted by law, if amounts due are not paid in full. Subscriber understands and accepts that if amounts due are not paid in full, DIRECTV may notify the appropriate credit reporting agencies of delinquency and the amounts unpaid for by subscriber, including all applicable fees.

DIRECTV could debit the account of any deposit, if any was made, for unpaid balances, at DIRECTV's full discretion. A new customer agreement will not be entered with an ex-subscriber with outstanding balances with DIRECTV, unless certain criteria are met, at DIRECTV's full discretion.

#### 6. Fees and Charges:

DIRECTV does not extend credit to subscribers; therefore, any charges or fees assessed for late payments, returned payments, and reconnection are not interest charges. All such fees are reasonably related to the actual expense incurred or are required to expend therefore of late or unsatisfied payment. In the case of late payment or non-payment for any of the programming service ordered or any of the charges stated below, DIRECTV may report such late payment or non-payment to the appropriate credit reporting agencies.

In addition to the amounts due for DIRECTV programming service, the charges listed below must be paid, if applicable:

##### IRD Receiver Unit Replacement Fee:

Purchased equipment under warranty will be replaced so long as such does not reveal unauthorized tampering or modification. Subscriber will be responsible for any repair or replacement charges of purchased equipment not meeting the above criteria. Lost, stolen or subject to unauthorized tampering or modification, or damage not related to defect in manufacture is the subscriber's sole responsibility as is such charges to repair or to replace units. Special delivery may be available and such costs related to this service are the subscriber's sole responsibility to pay.

##### Access Card Replacement Fee:

Access cards under warranty will be replaced so long as such does not reveal unauthorized tampering or modification. Subscriber will be responsible for any repair or replacement charges of access cards not meeting the above criteria. Lost, stolen or subject to unauthorized tampering or modification, or damage not related to defect in manufacture is the subscriber's sole responsibility as is such charges to repair or to replace units. Special delivery may be available and such costs related to this service are the subscriber's sole responsibility to pay. Access cards are non-transferrable.

*Administrative Late Fee:*

*Untimely payments are subject to Administrative Late Fees which may be revised from time to time at DIRECTV's sole discretion.*

*Deposit:*

*Disconnected services due to lack of payment, untimely payments or any other reason, in addition to payment of past due amounts, DIRECTV may require a deposit before reactivating the programming service. Amounts received as deposits shall not earn or accrue interest. Deposits may or may not be returned at DIRECTV's sole discretion.*

*Pay-Per-View Order:*

*Pay per views may be ordered by means of the remote control or via a phone call to DIRECTV's Customer Service Center. To use the remote control your IRD receiver unit must be connected to a phone line. To call DIRECTV's Customer Service carries an additional administrative charge.*

*Reactivating Fee:*

*A Reactivating Fee may be charged if a reactivation is requested after a disconnection due to failure to pay any past due amounts (see Section 2 above). If programming service is disconnected upon request; and such service is reactivated DIRECTV reserves the right to charge, and subscriber agrees to pay, a Reactivating Fee and/or any other charge or fee at such cost as DIRECTV may determine at the time of reactivation of the service.*

*Returned Payment Fee:*

*A Returned Payment Fee and/or any other charge or fee at such cost as DIRECTV may determine will be charged, and subscriber agrees to pay, upon bank notification of such default in payment.*

#### *7. Changes In Programming Service and Fees:*

*DIRECTV reserves the right to change programming packages, programming services, and/or other services offered, and/or prices or fees at any time. DIRECTV may also rearrange, delete, add to, or otherwise change the service provided on all programming packages. For any changes to the programming packages, prices or fees which are controllable, a notification will be sent notifying subscribers of changes and its effective date. In most cases, programming service may be cancelled in completely or in part if change is not acceptable to subscriber. Continued receipt of any DIRECTV™ programming service after the effective date of the change will be deemed to be accepted, and subscriber is responsible for payment. Early cancellation may be subject to penalties charged directly to the account.*

#### *8. Service Renewal:*

*DIRECTV programming services are renewed automatically on a periodic basis (i.e., payments are made either monthly or annually) unless a written communication is received and/or a direct communication is received by DIRECTV Customer Service Center to cancel the services prior the expiration date.*

#### *9. Provision Of Service:*

*Subscriber acknowledges that there may be interruptions of service due to reasons which are out of DIRECTV's control. DIRECTV is not responsible for any of those interruptions of service beyond its control, including, without limitation, acts of God, weather conditions, power failure, or any other causes. Subscriber acknowledges lack of privacy with any program service provider and has no direct contractual rights against any provider*

#### *10. Subscriber's Responsibility As To Equipment And Program Content:*

*Subscriber is responsible for any incidental and/or consequential damages related to the IRD equipment. In addition, it is the subscriber's responsibility to impose any restrictions on viewing by subscriber, other members of subscriber's household, or subscriber's invitees. Furthermore, DIRECTV™ shall have no liability to anyone due to or based on the content of any of the programming or other services provided.*

**11. IRD ACCESS CARDS:**

*Tampering or other unauthorized modification to the Access Card may result in, and subject you to, legal action.*

**12. Liability For Unauthorized Use:**

*Stolen IRD equipment or otherwise removed from premises without authorization must be notified to DIRECTV Customer Service Center, but in any event not more than three (3) days after such removal. Subscriber may be liable for payment to DIRECTV for unauthorized use for said IRD system. Subscriber will not be liable for unauthorized use after notification is received.*

**13. Private Viewing:**

*DIRECTV provides programming and other services for private use, enjoyment, and home viewing only. Subscriber agrees programming services will not be viewed in areas open to the public. Subscriber also agrees the programming services may not be rebroadcasted, transmitted, or performed, nor may admission be charged for its viewing.*

**14. Programming Availability – Blackouts – Commercial guidelines:**

*All programming services transmitted by DIRECTV, including some subscription services, sport events and/or the broadcast network services, may be blacked out in the local reception area. Circumvention or attempt to circumvent any of these blackouts may be subject to legal action by DTV or the owners of such intellectual properties. Customer understands and agrees that DIRECTV Puerto Rico programming guidelines may contain commercial and promotional material designed by affiliated companies that may not be applicable to the service and products of DIRECTV Puerto Rico and that this does not imply an obligation directly or indirectly from DIRECTV Puerto Rico to grant such offers or products in Puerto Rico.*

**15. Assignment of Account:**

*DIRECTV reserves the right to sell, assign or transfer subscriber's account to a third party without notice.*

**16. No Transfer of IRD Equipment/DIRECTV Programming Service:**

*Under no circumstances may subscriber sell, lease, or otherwise transfer the possession of IRD equipment assigned under subscriber's name, social security, and address. Subscriber agrees not to relocate the receiving and smart card equipment without prior notification or to use it in any location apart from the one authorized. IRD equipment may be sold or transferred to another potential subscriber only, and only when, proper notification and documentation has been filled out by subscriber and DIRECTV has approved such a sale or transfer. DIRECTV reserves the absolute right to approve or disapprove such sale or transfer as may deem necessary. New potential subscriber will assume de-installation and re-installation charges and/or any other costs incurred by DIRECTV to reestablish the programming service.*

**17. Applicable Law:**

*The terms and conditions in this Agreement include all matters relating to their validity, construction, performance and enforcement and shall be governed by applicable laws of the Commonwealth of Puerto Rico. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws.*

**18. Severability:**

*If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other provisions.*

**19. Notice:**

*Notices to subscriber shall be deemed given four (4) days after it is deposited in the mail and addressed to subscriber at subscriber's last known address or hand-delivered to subscriber or subscriber's place of residence. DIRECTV reserves the right to provide notice electronically or by telephone and such notice shall be deemed given immediately upon processing. Subscriber's notice shall be deemed given when received by DIRECTV Corporate Offices and/or DIRECTV's Customer Service Center.*

**20. Programming Required Telephone Connection:**

DIRECTV may require that the IRD Receiver Unit(s) be directly and continuously connected to a telephone line as a condition of its provision of certain service. If the IRD Receiver Unit(s) are not so connected, or if the unit(s) are connected to a telephone line other than that which have identified, or if the telephone line is not performing in accordance with DIRECTV's requirements, DIRECTV may in its discretion, inactivate such service. If such services are inactivated, subscriber is still responsible for payment of all outstanding balances for such services accrued up to the date of inactivation. Information regarding certain programming services is transmitted via the telephone line.

**21. Minimum Level of Service:**

As a condition of its provision of certain programming services including, without limitation, Pay-Per-View and a la carte programming, DIRECTV may require the purchase and maintenance of a minimum level of programming.

**22. Contact Information:**

Subscriber agrees to provide correct and updated contact information, maintain and promptly update any changes made to their contact information. The customer or authorized user consents and agrees to receive informational and business calls about your DIRECTV service at the contact telephone numbers, including mobile phones provided in the account. The subscriber understands and accepts that these calls could be prerecorded messages or automated dialing. In addition, you understand and agree that DIRECTV may send text messages about non-marketing related services or informational messages related to your account to the cell phone numbers provided in your account. Charges for messages or data usage by your provider may apply, but on some of these services you can disable such notifications by sending a "stop" code in response to this service or program (visit [directvpr.com](http://directvpr.com) for more information).

## **TERMS AND CONDITIONS SERVICE AGREEMENT FOR RESIDENTIAL CUSTOMERS IN USVI TERRITORY EFFECTIVE AS OF OCTOBER 23, 2020 UNTIL REPLACED**

Thank you for choosing DIRECTV™ as your pay TV programming service. This is your copy of the Customer Agreement between DIRECTV Puerto Rico, LTD. (hereafter DTV), your program provider, and you as a DIRECTV subscriber. Please keep this for your records.

**Definitions:**

As used in this Agreement

"DIRECTV™", "DIRECTV", stands for DIRECTV Puerto Rico;

"Subscriber", "Customer" stands for DIRECTV customer.

"Applicable Fees and Charges" stands for the fees and charges identified below.

"Access Card" or "Smart Card" stands for the conditional access card inserted into the IRD Receiver Unit and used in the reception of programming services;

"IRD" stands for IRD Receiver Unit or Integrated Receiver Decoder

"IRD Equipment" stands for the equipment (e.g. IRD Receiver Unit/IRD, Access Card, and infrared remote control unit) that is used to receive DIRECTV programming services. IRD Equipment for the purposes of this contract does not include the receiving antenna.

"LNB" stands for low noise amplifier.

"Service(s) or service(s)" stands for DIRECTV programming service, but not limited to, Pay-Per-View services, and any other service that we may provide to you from time to time.

**1. Agreement to Terms and Conditions:**

*Subscriber promises to pay amounts billed by DIRECTV for programming services and related fees, taxes, and charges. Subscriber's receipt of services constitutes subscriber's acceptance of and agreement to all terms and conditions of this Agreement. DIRECTV reserves the right to change the terms and conditions of this Agreement, including any applicable fees and charges. Changes may be notified at DIRECTV's discretion. However, if a change is not acceptable, subscriber may cancel programming service. If subscriber does not cancel the service, continued receipt of any service will be considered acceptance of the change. In addition, individual terms and conditions in this Agreement, whether or not modified, shall survive the cancellation of the service.*

**2. Billing Procedure, Payments, and Late Payment Fees:**

*Billing will occur on a monthly basis for programming and/or any other services requested and received and/or any applicable fees, taxes, and charges. DIRECTV's payment options are (1) Pre-authorized direct-debit from a checking or savings account, or (2) Pre-authorized credit charge to a major credit card. Subscriber may or may not choose billing cycle according to preference, if available and/or applicable. Charges will be processed immediately after the closing date as well as electronic processing (direct debit / credit cards). Regardless of payment method chosen if, for any reason, DIRECTV is unable to process payments before the next billing cycle and/or if subscriber fails to timely pay any other obligation(s) of whatever kind or nature, DIRECTV reserves the right to deactivate the service upon the expiration of any applicable grace period with respect to the amount(s) due. Any partial payments will be applied to the oldest outstanding amounts. Administrative late fees may be assessed monthly until the total outstanding account balance, including administrative late fees and all other charges, are paid in full.*

**3. Automatic Payments such as direct debit from a credit card or banking account of an accredited institution (savings or checking), automated payments Line 787-776-5252 and through live agent call will have an immediate application time on the account.**

**4. Services subject to payment:**

- *Initial fees, which are not refundable after installation.*
- *All DIRECTV service subscription, pay-per-view programming and/or other services ordered by subscriber or anyone who uses subscriber's IRD system, whether with or without permission, through all periods until the subscription and other services are cancelled.*
- *Administrative fees (e.g. Administrative Late Fees, Reactivating Fees) and any other fees as provided for in this Agreement or by applicable law. All taxes or other governmental fees, and other charges which are imposed or may in the future be imposed by the Commonwealth of Puerto Rico or USVI (depending on the Territory where the service is provided), any of its municipalities, agencies, corporations, or instrumentalities.*
- *Monthly subscriptions which are not refundable.*

**5. Subscriber Questions About Billing:**

*Questions and/or additional information or special requests may be obtained by contacting DIRECTV's Customer Service Center by phone at 787-776-5252, in writing at the address indicated above, or email DIRECTV at [servicio@directvpr.com](mailto:servicio@directvpr.com).*

**6. Closing Your Account:**

*Subscriber may deactivate or modify the services received and/or cancel the account by contacting the DIRECTV Customer Service Center. The cancellation will be effective at the end of the billing cycle. In spite of the cancellation of the services, any amount owed and accumulated at the cancellation date will be payable immediately including, but not limited to, charges, taxes and / or penalties imposed by early cancellation of the contract. DIRECTV will charge the amounts according to the payment method chosen.*

*Administrative Late Fees and other charges will continue to accrue, as permitted by law, if amounts due are not paid in full. Subscriber understands and accepts that if amounts due are not paid in full, DIRECTV may notify the appropriate credit reporting agencies of delinquency and the amounts unpaid for by subscriber, including all applicable fees.*



DIRECTV could debit the account of any deposit, if any was made, for unpaid balances, at DIRECTV's full discretion. A new customer agreement will not be entered with an ex-subscriber with outstanding balances with DIRECTV, unless certain criteria are met, at DIRECTV's full discretion.

#### **7. Fees and Charges:**

DIRECTV does not extend credit to subscribers; therefore, any charges or fees assessed for late payments, returned payments, and reconnection are not interest charges. All such fees are reasonably related to the actual expense incurred or are required to expend therefore of late or unsatisfied payment. In the case of late payment or non-payment for any of the programming service ordered or any of the charges stated below, DIRECTV may report such late payment or non-payment to the appropriate credit reporting agencies.

In addition to the amounts due for DIRECTV programming service, the charges listed below must be paid, if applicable:

##### **IRD Receiver Unit Replacement Fee:**

Purchased equipment under warranty will be replaced so long as such does not reveal unauthorized tampering or modification. Subscriber will be responsible for any repair or replacement charges of purchased equipment not meeting the above criteria. Lost, stolen or subject to unauthorized tampering or modification, or damage not related to defect in manufacture is the subscriber's sole responsibility as is such charges to repair or to replace units. Special delivery may be available and such costs related to this service are the subscriber's sole responsibility to pay.

##### **Access Card Replacement Fee:**

Access cards under warranty will be replaced so long as such does not reveal unauthorized tampering or modification. Subscriber will be responsible for any repair or replacement charges of access cards not meeting the above criteria. Lost, stolen or subject to unauthorized tampering or modification, or damage not related to defect in manufacture is the subscriber's sole responsibility as is such charges to repair or to replace units. Special delivery may be available and such costs related to this service are the subscriber's sole responsibility to pay. Access cards are non-transferrable.

##### **Administrative Late Fee:**

Untimely payments are subject to Administrative Late Fees which may be revised from time to time at DIRECTV's sole discretion.

##### **Deposit:**

Disconnected services due to lack of payment, untimely payments or any other reason, in addition to payment of past due amounts, DIRECTV may require a deposit before reactivating the programming service. Amounts received as deposits shall not earn or accrue interest. Deposits may or may not be returned at DIRECTV's sole discretion.

##### **Pay-Per-View Order:**

Pay per views may be ordered by means of the remote control or via a phone call to DIRECTV's Customer Service Center. To use the remote control your IRD receiver unit must be connected to a phone line. To call DIRECTV's Customer Service carries an additional administrative charge.

##### **Reactivating Fee:**

A Reactivating Fee may be charged if a reactivation is requested after a disconnection due to failure to pay any past due amounts (see Section 2 above). If programming service is disconnected upon request; and such service is reactivated DIRECTV reserves the right to charge, and subscriber agrees to pay, a Reactivating Fee and/or any other charge or fee at such cost as DIRECTV may determine at the time of reactivation of the service.

##### **Returned Payment Fee:**

A Returned Payment Fee and/or any other charge or fee at such cost as DIRECTV may determine will be charged, and subscriber agrees to pay, upon bank notification of such default in payment.

#### 8. *Changes In Programming Service and Fees:*

*DIRECTV reserves the right to change programming packages, programming services, and/or other services offered, and/or prices or fees at any time. DIRECTV may also rearrange, delete, add to, or otherwise change the service provided on all programming packages. For any changes to the programming packages, prices or fees which are controllable, a notification will be sent notifying subscribers of changes and its effective date. In most cases, programming service may be cancelled in completely or in part if change is not acceptable to subscriber. Continued receipt of any DIRECTV™ programming service after the effective date of the change will be deemed to be accepted, and subscriber is responsible for payment. Early cancellation may be subject to penalties charged directly to the account.*

#### 9. *Service Renewal:*

*DIRECTV programming services are renewed automatically on a periodic basis (i.e., payments are made either monthly or annually) unless a written communication is received and/or a direct communication is received by DIRECTV Customer Service Center to cancel the services prior the expiration date.*

#### 10. *Provision Of Service:*

*Subscriber acknowledges that there may be interruptions of service due to reasons which are out of DIRECTV's control. DIRECTV is not responsible for any of those interruptions of service beyond its control, including, without limitation, acts of God, weather conditions, power failure, or any other causes. Subscriber acknowledges lack of privacy with any program service provider and has no direct contractual rights against any provider*

#### 11. *Subscriber's Responsibility as To Equipment And Program Content:*

*Subscriber is responsible for any incidental and/or consequential damages related to the IRD equipment. In addition, it is the subscriber's responsibility to impose any restrictions on viewing by subscriber, other members of subscriber's household, or subscriber's invitees. Furthermore, DIRECTV™ shall have no liability to anyone due to or based on the content of any of the programming or other services provided.*

#### 12. *IRD ACCESS CARDS:*

*Tampering or other unauthorized modification to the Access Card may result in, and subject you to, legal action.*

#### 13. *Liability For Unauthorized Use:*

*Stolen IRD equipment or otherwise removed from premises without authorization must be notified to DIRECTV Customer Service Center, but in any event not more than three (3) days after such removal. Subscriber may be liable for payment to DIRECTV for unauthorized use for said IRD system. Subscriber will not be liable for unauthorized use after notification is received.*

#### 14. *Private Viewing:*

*DIRECTV provides programming and other services for private use, enjoyment, and home viewing only. Subscriber agrees programming services will not be viewed in areas open to the public. Subscriber also agrees the programming services may not be rebroadcasted, transmitted, or performed, nor may admission be charged for its viewing.*

#### 15. *Programming Availability – Blackouts – Commercial guidelines:*

*All programming services transmitted by DIRECTV, including some subscription services, sport events and/or the broadcast network services, may be blacked out in the local reception area. Circumvention or attempt to circumvent any of these blackouts may be subject to legal action by DTV or the owners of such intellectual properties. Customer understands and agrees that DIRECTV Puerto Rico programming guidelines may contain commercial and promotional material designed by affiliated companies that may not be applicable to the service and products of DIRECTV Puerto Rico and that this does not imply an obligation directly or indirectly from DIRECTV Puerto Rico to grant such offers or products in Puerto Rico.*

#### 16. *Assignment of Account:*

*DIRECTV reserves the right to sell, assign or transfer subscriber's account to a third party without notice.*

**17. No Transfer of IRD Equipment/DIRECTV Programming Service:**

*Under no circumstances may subscriber sell, lease, or otherwise transfer the possession of IRD equipment assigned under subscriber's name, social security, and address. Subscriber agrees not to relocate the receiving and smart card equipment without prior notification or to use it in any location apart from the one authorized. IRD equipment may be sold or transferred to another potential subscriber only, and only when, proper notification and documentation has been filled out by subscriber and DIRECTV has approved such a sale or transfer. DIRECTV reserves the absolute right to approve or disapprove such sale or transfer as may deem necessary. New potential subscriber will assume de-installation and re-installation charges and/or any other costs incurred by DIRECTV to reestablish the programming service.*

**18. Applicable Law:**

*The terms and conditions in this Agreement include all matters relating to their validity, construction, performance and enforcement and shall be governed by applicable laws of the Commonwealth of Puerto Rico. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws.*

**19. Severability:**

*If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other provisions.*

**20. Notice:**

*Notices to subscriber shall be deemed given four (4) days after it is deposited in the mail and addressed to subscriber at subscriber's last known address or hand-delivered to subscriber or subscriber's place of residence. DIRECTV reserves the right to provide notice electronically or by telephone and such notice shall be deemed given immediately upon processing. Subscriber's notice shall be deemed given when received by DIRECTV Corporate Offices and/or DIRECTV's Customer Service Center.*

**21. Programming Required Telephone Connection:**

*DIRECTV may require that the IRD Receiver Unit(s) be directly and continuously connected to a telephone line as a condition of its provision of certain service. If the IRD Receiver Unit(s) are not so connected, or if the unit(s) are connected to a telephone line other than that which have identified, or if the telephone line is not performing in accordance with DIRECTV's requirements, DIRECTV may in its discretion, inactivate such service. If such services are inactivated, subscriber is still responsible for payment of all outstanding balances for such services accrued up to the date of inactivation. Information regarding certain programming services are transmitted via the telephone line.*

**22. Minimum Level of Service:**

*As a condition of its provision of certain programming services including, without limitation, Pay-Per-View and a la carte programming, DIRECTV may require the purchase and maintenance of a minimum level of programming.*

**23. Contact Information:**

*Subscriber agrees to provide correct and updated contact information, maintain and promptly update any changes made to their contact information. The customer or authorized user consents and agrees to receive informational and business calls about your DIRECTV service at the contact telephone numbers, including mobile phones provided in the account. The subscriber understands and accepts that these calls could be prerecorded messages or automated dialing. In addition, you understand and agree that DIRECTV may send text messages about non-marketing related services or informational messages related to your account to the cell phone numbers provided in your account. Charges for messages or data usage by your provider may apply, but on some of these services you can disable such notifications by sending a "stop" code in response to this service or program (visit [directvpr.com](http://directvpr.com) for more information).*

## AutoPay Authorization Terms and Conditions

*Parties.* In this AutoPay authorization (as defined below), the words "DIRECTV PUERTO RICO, LTD.," "We," "Us" and "Our" mean DIRECTV PUERTO RICO, LTD. LLC, and their affiliated companies, and the words "You" and "Your" mean the person 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, 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 PUERTO RICO, LTD. Account is cancelled 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 PUERTO RICO, LTD. Account that are due upon cancellation of a service or the DIRECTV PUERTO RICO, LTD. Account. Closing, cancelling or terminating a service or Your DIRECTV PUERTO RICO, LTD. Account does not cancel or terminate this AutoPay authorization for the remaining monthly bill on Your DIRECTV PUERTO RICO, LTD. 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 provided to Us during Your transaction today (including by scanning a voided check) for purposes of this AutoPay authorization or (2) You previously provided to Us (a "Stored Payment Method") that You designated today to be charged under this AutoPay authorization.

*Payment Method Information Provided Today.* If You provided 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 provided 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 provided.

You agree to keep any payment method information You provided today up to date. 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 provided today by logging into Your online account with DIRECTV PUERTO RICO, LTD. or 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 provided 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.

*Revocation.* This AutoPay authorization and the AutoPay service will remain in effect until revoked by You, Your financial institution or DIRECTV PUERTO RICO, LTD. You may revoke this AutoPay authorization by logging into Your online account with DIRECTV PUERTO RICO, LTD. or calling the customer care number provided with Your bill, which revocation will take effect if and when DIRECTV PUERTO RICO, LTD. has had a reasonable opportunity to act on it before a payment is processed. If You revoke this AutoPay authorization, or DIRECTV PUERTO RICO, LTD. 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 PUERTO RICO, LTD. Account, including by making monthly payments by check or other payment method on or before the due date on each bill.

*General. AutoPay cancellation 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 PUERTO RICO, LTD. 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 provided to You for Your records. 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.*