

QUESTIONS?

Get Your Answers Here

Why am I asked for my social security number?

DIRECTV conducts a basic credit check for new customers. This will not adversely affect your credit.

What is your standard installation time frame?

Once the equipment has been shipped and received onsite, a technician designated to your area will contact you to arrange a convenient time for installation. On average, it takes 7-10 business days for your order to be processed and installed.

Why am I charged for installation?

In order to best serve our customers in a timely manner, Allbridge utilizes a network of certified installers nationwide and in your local area. As a company, we incur cost to send the installer onsite, which in-turn, adds a charge for the resident.

What happens if I move?

Taking your DIRECTV service with you to your new home is easy. For more information visit directv.com/move or call **888-777-2454**.

What if I have technical problems with my programming and/or equipment?

Please contact Allbridge at **1-800-954-1804**, then select *option 2*.

What If I get a new TV and already have upgraded my service?

You can make adjustments to your service at anytime. Additional receivers can be added for an additional equipment fee.

When can I reach customer service?

Our customer service representatives are available Monday thru Friday from 9 am-6 pm EST.

When do I start getting billed for my programming?

You will receive your first bill the month following your activation date.

What if I want to change my programming?

Prior to upgrading your programming, please contact Allbridge at **888-970-1988**. For a service change after installation, please contact DIRECTV at **888-777-2454**.