

## **LiveOak Support:**

- Call 888-454-8362 and select option 2 (Billing & Technical Support) and then option 4 (Business & Condos).
- They will ask you for your phone number to pull up your account.
- They will then ask you to provide your name and to verify your address and unit#.

## **When to call LiveOak**

- Internet service is out (Router is not showing a green light)
- Internet speed is very intermittent
- Account or Billing issues

## **DirectTV Support:**

- Please call 866-258-8766 and select option 2.
- They will ask if you are calling to make a payment, which you can answer Yes or No
- If not calling to make a payment, when asked what you are calling about, you can say “Technical Support.”
- It will then ask you for your phone number, followed by your zip code
  - They are currently experiencing problems with the zip code.
  - If they say they cannot verify the zip code, enter it again, and then on the 3rd try, the system will automatically put you through.
- You should not need it, but please have your account number handy, should they ask for it. It can be found in the upper right corner in Account Overview.

## **When to call DirectTV:**

- Gemini box is not working
- Individual channels are not working
- DirectTV seems to be down, but your internet is working
- Billing or Account issues