

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

I am writing to express my support in the merger of Echostar and DirectTv.

I used to be a cable subscriber, but their virtual monopoly on multichannel packaging have made them indifferent to their customers. As a case in point, when I requested my cable disconnected, their 'customer service representative' didn't even request a reason why I was disconnecting. Further amplifying their lack of customer focus, when I decided to try them again not only did they not provide what they were supposed to, but the person they sent out cut my connection to my dish. And after complaining, the person they sent to correct the problem, simply handed me the hardware for me to fix on my own.

On the other hand, I have had nothing but a great experience with Echostar. They have provided a great service with great customer service. I firmly believe that this merger will strengthen the satellite television market, providing me event better service. I also believe that the strong satellite tv business will also provide stronger competition to cable companies, which should in turn force them to address their problems with customer service.

So I request that you strongly support this merger as it truly is better for the industry as a whole.

Thank You

Douglas R. Betsinger

Sincerely,

Doug Betsinger
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