

I been with DISH for four years and the customer service is horrible. Last year they took away ESPN Classic, this year they threaten to take down ABC Family. They continue to add adult channels for profit only yet they take off family programming.

My system has broken down 4 times and then I have to deal with a rude csr. I have a warranty to cover equipment repairs but I must pay \$119 for labor every time their equipment does not work! I even own DISH stock and it has gone down from a high of \$80 to current \$26.

The Better Business Bereau says their files are full of DISH complaints and [www.planetfeedback](http://www.planetfeedback.com) rates DISH D+ for customer satisfaction. I feel DISH only wants NEW customers and is arrogant in dealing with loyal customers.

I am against the merger because DISH will become more arrogant without any satellite competition. DISH announced yesterday they won't carry NY Yankees station YES so even baseball fans suffer! How long can this go on? Keeping DIRECT TV separate will keep DISH a better company for subscribers.

Thank your for your time in reading this letter.