

First let me say I have never written a letter like this before. I am writing this letter to express my strong feelings on why the FCC should NOT allow the merger between Direct TV and Dish Network. Below I will tell you my recent experience with Dish Network, and hopefully you will have a better understanding of why I feel this merger should NOT be allowed. As a consumer, I feel I need to be able to take my business elsewhere. This is the strongest statement I can make to a company, and once this is taken away- companies do not need to focus on customer service. There should NOT be a monopoly on satellite TV service. And since DirecTV and Dish Network will soon be the same company, I am very frustrated with the situation.

So here are the facts. I live in Brunswick, Ohio and moved to the area in November 1999. At that time, I ordered cable, which only had 52 channels. Cable was very poor service compared to where we had lived prior and was told by the cable provider they could not upgrade their service b/c the city of Brunswick would not approve new, higher quality cable lines being laid. So I was forced to go to Satellite TV if I wanted the History channel, ESPN 2, or the Discovery Channel to name a few. I have been an A+ customer of Dish Network's since March of 2000. I always pay my bill on time, have 2 receivers (which was the most available at the time of Installation), and purchase the HBO premium channel. Recently, I heard an advertisement over the radio regarding hooking up 4 TV's to the dish. My husband and I have always wanted this option- so I called to get the specifics and order the increased service.

When I first spoke to Dish Network customer service I was told I could NOT get this option for 4 receivers. The program was only available for New customers. I asked to speak with the supervisor and was told she was too busy, and if I had a complaint I should email the corporate service person directly, because the customer service agent co