

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

Dear Chairman Powell:

Don't let this merger happen. Customer service for Dish Network is absolutely deplorable, and a merger will likely make that worse. Don't saddle us with another monopoly situation! The phone company is bad enough.

I've been struggling for six weeks to get a third receiver installed. Dish just can't get a work order transmitted to an installer that shows them what needs to be done. even though I'm paying access fees for a third receiver.

Today a third installer walked away because he didn't have a detailed work order and thus didn't have the necessary equipment with him.

I've e-mailed the executive vice president for customer service twice and I've had no answer from her. I must conclude from this either that the e-mail link from Dish's site is just for show or that she receives so much irate communication that she hasn't had time to get to my mine--in four weeks.

Sincerely,

Christy Barbee
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Carlisle, MA 01741