

**From:** bill fawell <wwfawell@yahoo.com>  
**To:** <jbird@fcc.gov>  
**Date:** 4/4/02 7:48AM  
**Subject:** complaint on Dish Network merger

EX PARTE OR LATE FILED  
 ORIGINAL

01-348

Dear Jim,  
 Thank you for taking my complaint regarding Docket # CS 01-348 as your system would not take my complaint. NO, Do not let Echostar merge with Direct TV. I waited to follow up with you as I was waiting to see how Dish dealt with my payment which they said they did not receive. I sent it on Feb. 6th 2002. They finally got it after March 7th 2002 after they had dissed me up and down the line, refused to answer my email. It took them 30 days. They finally called to tell me that they got the payment and when I told them I had to get cable, they said I should stay as it was a cheaper service. I told them to send my money back as I wanted a refund. They kept my service off but have yet to send the refund. They did offer to waive the late fees and start up fee and offered a month free,...but I had all ready changed. So that brings you up to date,... And this touches upon their billing and communications difficiencies in their billing and customer relations. The key here is their billing which is fraudulent and is done upon such a massive scale that it cries out for a class action lawsuit. They routinely drag out their acknowledgement of payment sent so that they can charge you a late fee. They do it all the time and it runs into the millions of dollars. It screams for a class action lawsuit and cries for greater regulation. It shouts that it should not be allowed to create a monopoly of satellite service in the U.S., but should be brought to court like so many banks that have done the same thing with credit cards. They have done this to me sooooo many times and only made the offer to accomodate me because I complained so loudly recently. But they pull this illegal act every day upon millions of viewers. And what can you do? So you need to follow up on this,.... I understand that this also comes under the review of DOJ. Would you please give me a contact at DOJ that is involved in this merger. I will follow up with them.

Sincerely, Bill Fawell, po box 6272, Galena, Il.  
 61036-6272,...630.774,7200. cc: Hon. Dennis J. Hastert, A.G. Jim Ryan, J.

**RECEIVED**

APR - 4 2002

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