

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

Dear Chairman Powell:

I realize that this letter will probably not be forwarded because I do not support the merge. I have used DirectTV in the past and have found that their service and commitment to the customer is lousy. I originally had Primestar. It took 3 scheduled appointments just to get someone to show up to switch my service over to DirectTV. Each appointment was a no show and no one even gave me a call.

Back in Aug/Sept, 2001, my receiver broke. I was still renting my equipment from DirectTV. At that time I was told it would be 1 month before I could get service. The 1 month period past and no one showed up to service my equipment, even though I had made numerous call. I cancel DirectTV. It took another 3-4 weeks and several phone calls to get someone to pick up their broken equipment. I do not support this merger. DirectTV customer service is lousy and all you get is a run around.

Sincerely,

Ellie Gunn  
111 Holly Springs Drive  
Louisa, VA 23093