

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

Dear Chairman Powell:

I just want you to know that if a merge comes about with direct tv and dish network we will no longer be connected with either of the above. Direct TV has no and I mean no customer service. They lie to you and they do not care one bit about customer service. I cannot tell how much time & effort I have put into trying to get them (DirectTV) to address a very important issue. They seem to think that there is only one side to a contract. And that is their's.

Sincerely,

Sharon Hines
8046 S. Octavia
Bridgeview, IL 60455