

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

Dear Chairman Powell:

I am in support of having to 2 companies merge, but not without some reservation. If you read all the good stuff, sure, it is a giant plus. But, let me inject some negative stuff only for the purpose of rectifying what I believe is a problem and could cause severe negative customer outcry. I was once a DirecTv customer. They had the worst customer support of any company I ever dealt with. It has been fixed, but my God what a nightmare. I switched to DishNetwork which was much better. But, I am very displeased with the way the company handles its customers in the area of supplying us good equipment to receiver their signal with. DirecTv allows third party companies to receive their signal, hence there is some competition in the electronics end of things. Although DishNetwork is trying, try as they might, they have been coming out with this new receiver for over a year. The one that allows recording of 2 separate programs at a time, or record one and watch another. Tivo and Ultimate TV have had this for over a year. They are still dragging their feet. What happens when there is no competitive edge and we are at the mercy of only one company. I would suggest that if you do decide that the companies merge, which I think is a good thing, that you make it an open market as far as the hardware. I do not see any harm since DishNetwork can't seem to build a proper receiver to do all anyway. Let the home electronics people do that, they are good at it. Let this company(s) do the sending of the signals which they are both good at. I am high tech all the way, the more the better. Just want a quality high tech solution, not a service that the only option I have is to go back to cable which is an extremely inferior way of home entertainment. Besides, its the phone company, nothing else need be said.

Sincerely,

Charles Martin
1299 Lost Acre Drive
Felton, CA 95018