

ORIGINAL

From: "Bruce Reichlen" <bar@world.std.com>
To: <mpowell@fcc.gov>
Date: Mon, Jan 7, 2002 5:32 PM
Subject: DirecTV and Echostar Merger

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I wish to voice extreme concern over allowing the DirecTV and Echostar Merger. I'm concerned this merger causes too much consolidation, limiting consumer choices. Normally I would not voice such concerns, but in the case of DirecTV I have found their customer services to be VERY poor. Although they state that services can be canceled via the phone, in my personal experience DirecTV's customer support line repeated drops calls after you get through their long menu system to drop a service. Additionally, canceling their service required multiple letters during which they continued to bill.

In summary, I believe DirecTV has business practices that are against the customer's best wishes. This merger would only encourage them to continue bad business practices, and would eliminate customer choices for alternatives. Please do not allow the merger.

Than you for your consideration.

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JAN. - 8 2002

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