

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

Dear Chairman Powell:

Our family has subscribed to Dish Network for several years and during the last six months we have been charged for services we did not order nor receive on our channels. Each month we have talked with Dish Network representatives who continued to insist that the programs had been ordered, but were not. This last month we were in Florida during the time the charges were shown on our bill! We hope that the merger will bring much better service to the customer and hope that there are ways to check customer's call-ins for service checks when problems arise. My family has paid over \$600.00 worth of bills of service not ordered or even accessible on our TV. We feel that at Dish Network, along with its representatives, have been totally unfair to us. We enjoy many of the channels available to us and hope to continue viewing them; however, should we not pay the unordered charges they continue to bill us for, we feel sure that Dish Network would discontinue our service altogether. We feel trapped!

Sincerely,

Pat Smithson  
1420 Beyer Lane  
Paducah, KY 42001