

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

Dear Chairman Powell:

This is NO way a letter of support. I am having a lot of trouble with Dish Network. Please help.

Dish Network Problems

4-23-02 Called Dish Network about getting a 4 receiver package. Spoke to sales woman and agreed to have the system installed. I asked her about extended local channels. She told me I would need a 2nd dish for that. I agreed to have the 2nd dish installed at no extra charge. Total cost was \$49.00. I upgraded 1 of the receivers to a PVR receiver (TIVO) for an additional \$99.00. Total cost 148.00 we set up a date for Friday April 26, 2002. She explained that if I was to cancel I had to do it 24 hours in advance. I agreed. She said someone would be here between 8:00 AM and Noon. I was then transferred to the billing department for credit card info, billing name, address etc& I was also reminded about the 24 hour cancellation period.

4-25-02 I received a call from Frank from Prime Services Center 888-420-7746 confirming my installation for 4-26-02 between 8:00 AM and noon. He said his company would be handling any non programming problems that I had.

4-26-02 I received a phone call from the installers saying =1Cthe person who was going to put in your system called in sick. I can reschedule you for tomorrow between Noon and 5:00 PM=1D I told her I was not happy with that. She made the offer to cancel the install altogether. I said that =1CSaturday would have to be ok=1D.

4-27-02 Installer showed up about 2:00 PM (Ryan C.). He spoke to my wife and started assembling dishes. I returned home about 15 =13 20 minutes later. He showed me where he thought the receivers should go. I asked him to run the wires to the West side of the house so the wire would not be visible when someone pulls in the driveway. I asked him to run them next to the downspouts for the gutters. When I went outside he had run the cables along the downspouts in the driveway. When he left he told me if I had any problems to call his company. Prime Service Center 888-420-7746

5-5-02 5:30pm Called Dish Network about no reception on channels 101 - 110 & other channels (about 20 total). Called and spoke to Jake (1st level help desk). The problem was above his level so he went to transfer me to 2nd level support. I got disconnected in the transfer. Called back and got 2nd level support and spoke to Justin (Operator ID 54X). He had me change transponders, which did not work. He had me shut off all receivers & unplug the power inverter for 5 seconds so everything will reset. I plugged in the inverter and turned on the receivers like he told me to do. After doing this I was unable to get any channels. He said the power inverter went bad and he could get someone out here on Thursday. I told him that was not acceptable. I

also told him that if I did not have TV tonight I did not want this dish anymore. He said he would put it in for national repair to get it fixed sooner, maybe. I asked to speak to his supervisor. He gave me his supervisor's voice mail. I left a message for him to call me today. It is now Monday at 1:30 pm and I have not heard from anyone from dish network.

5-9-02 10:00 Called Dish Network to see what time tech was going to be here. Spoke to a tech operator and she said she did not see anything scheduled for me. I asked to speak to her supervisor. I was connected to Linda. She said there was nothing scheduled and there was nothing she could do about it. I asked to speak to her supervisor. I was connected to Greg. I explained to him that I have had enough of dish network and I wanted some one there to either fix it or take it out. He told me neither one was going to happen today. He said that I had cancelled the service call on Sunday when I told the tech to remove the equipment. I asked him where the uninstillers were then. I explained that something should have been scheduled for today either a fix or uninstall. I asked him to get OP 54X on the line so we could see what happened to this call. At first he said he was out

Sincerely,

Bill Yakimetz
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