

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

Dear Chairman Powell:

Dear Sirs:

I wish I could come out in support of the merger of EchoStar and Direct TV, but I simply can not.

Having been a Dish Network customer for many years, I expected better customer service than what I have received. They have inherent problems with their Web TV system. I have been 'On hold' for their customer service department more times than I care to remember. Each time it is because my system will automatically shut off when I change channels. The worst was 5 times in one evening. I no longer need to call, as I have memorized the codes to reset my unit, but each time requires approximately 10 minutes to download new information from their satellite.

Several of the Dish Network customer service representatives have stated this is a very poor system with technical problems. This is my second Web TV unit, as the first one was returned to Dish Network because it was defective. Instead of replacing my unit with a new unit, I was delivered a unit that was used. It had not even been re-set to factory specifications, as I had to delete the favorite channels of the previous owner.

After several months of trying to work with Dish Network to have them help me, I uttered that I would be better off with Direct TV. Their response was 'that is alright, because we will own them soon'.

If is this callous attitude is prevalent now, what will it be when a merger is approved, and no other satellite provider is available as an alternative?

Please understand that I enjoy my system and look forward to the many enhancements the merger may bring, but my concern is in the attitude of the larger more powerful company. It would take a lot to make me go back to cable TV, but if the attitude does not change, cable will be my only option.

Sincerely,

John Eden
1813 Copper Creek Dr.
Plano, TX 75075