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I have been a Dish Network customer since 2004. I moved to a new location a few months ago in 2008. Because of tight finances I ordered only two channels, Q-tv and Geo news. For around a month, both channels appeared perfectly on my two t.v.s. Suddenly, one of the t.v.s stopped broadcasting Q-tv, I may add that Geo news still aired perfectly. When I ordered to inquire about this problem they said that it was due to the fact that the receiver I was viewing my channel on was registered under my old account, and because this account was under my wife's name they needed to switch receivers. They asked me if I had a receiver available to use, I did. So they sent in a technician and he fixed the problem.

Only a week later, the other t.v. which previously had broadcasted Q-tv all along, also failed. When I called about this one they claimed that this receiver was also not in my account, and that I needed to use a new receiver. I had another receiver for this problem and to make sure it would work I gave the representative the receiver number. She assured me it would work fine. So once again the technician came and installed the receiver, the channels were back once more temporarily.

After another two weeks, the same event occurred. Transmission of Q-tv had stopped. So I called again, and they had given me the same reason! They now said that I'd have to open up a new account once more, as a new customer, and that they'd send me a new receiver. Once I had received the new receiver and it had been installed by a technician, but this time the problem still wasn't fixed. Q-tv still did not air.

I called Dish Network right away, technician with me. The answer this time was that I could not watch this channel without a package. This confused me, and I asked them why I could view Q-tv before without any hassles. If this was true why was it that everytime the problem was temporarily resolved and the transmission would come? So we worked something out where I only had two channels for 22.49, but when the technician tried to connect it Q-tv still didn't air!! I questioned them some more, now becoming frustrated. And then the representative hung up on me. I was shocked.

After one week the service had completely stopped. I called back and they said that it had been disconnected due to an unpaid bill of 298.68 which was apparently for the programming that I never ordered and didn't even know I have! They agreed to two channels and even with that only one of my requested channels aired. I was sick and tired, I canceled. I'd had enough of their games.

Now I'm getting threats for the bill that's unpaid, the bill for the channels I never ordered and was forced upon. They are threatening to take the money from my account. I want this bill cleared from my account, I hope the FCC can help me. I want nothing more to do with Dish Network. This company has wasted my time and frustrated me greatly. Those two channels are only broadcasted by Dishnetwork, were other companies to offer them I would have surely switched a very long time ago.

Please assist in any way you can.

Thankyou,

Mohammad Hassan

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