

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

Dear Chairman Powell:

As a customer of DIRECTV, I am writing to urge you NOT to support the pending merger of EchoStar and HUGHES, the parent company of DIRECTV. I believe the merger will increase video and broadband choices for consumers like me. Because DirectTV is a profitable corporation and thereby seek the approval of legislature I feel it only fitting to advise that a structure with a smaller market NOT able to meet the needs of the customer.. customer service wide should NOT be allowed to grow stronger. It is my opinion and that of several in the Georgia market that Direct Tv's customer service division is by far in comparison to other providers the most unprofessional, most rude, and most inefficient I have ever encountered. I recently had the opportunity to have a conversation with a representative of DTV identifying himself only as 'Brent, Special Handling Supervisor' This person not only belittled me as a customer; but made no attempt to appear to me concerned regarding my family's misfortune and refused to provide any assistance regarding my complaint. Further to add insult to injury ate potato chips while on line with me the entire conversation. When I communicated my opinion as to how I felt as a 'supervisor' his manner and tone unbecoming..I was curtly told that he was not asking me to wait 21 days, but was telling me to wait 21 me to wait 21 days or else double pay my account! I feel that should this company be allowed to provide a 'relaxation' type of service for the world for a nominal fee of \$100 per month (what I pay)a service expense of \$1200 per year to the consumer; then they should be held accountable to higher customer service satisfaction! I am appalled at the treatment I received over the telephone today and do not support this merger. I will rally against and seek the support of any entity who will listen to my one voice.

The combined company will be a much stronger competitor to cable operators by being able to offer me a substantial number of local TV channels via satellite in my market area; however clearly they are not equipped to handle the various needs of the market especially to families who have fallen due to September 11 as well as the WorldComm fiasco.

I currently have broadband access to the Internet, but the combination of EchoStar and HUGHES will result in increased competition in the broadband market by providing an affordable high-speed Internet service nationwide via satellite at risk of customer satisfaction.

I appreciate your consideration of my views.

Sincerely,

DENEE SMITH
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SNELLVILLE, GA 30039