

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

Dear Chairman Powell:

I am writing to urge you to support the pending merger of EchoStar and HUGHES, the parent company of DIRECTV. I receive DIRECTV services, but due to where I live, I have to go through Pegasus Satellite TV. I have to pay about \$6.00 more a month to get the same DirectTV programming that other DirectTV customers in other locations pay. THIS IS NOT FAIR!!!

Moreover, I am not allowed by DirectTV to use the DirectTV services offered on the DirectTV website (such as online bill paying, etc.) What makes me the angriest is that the Pegasus Satellite website is not properly maintained, nor are customer complaints given proper consideration by Pegasus.

A case in point is the availability of an online program guide, which shows what is currently playing on DirectTV channels. I am prohibited from viewing the channel listings on the DirectTV website (<http://www.directv.com/>) because I have the misfortune to be a NRTC customer. The online program guide on the Pegasus website (<http://www.pegsttv.com>) has never worked since I have tried to use it. I have stated my dissatisfaction to Pegasus several times for many months, but have not received a valid reply and the program guide still is not functional! THIS ALSO IS NOT FAIR!!!

To have my satellite TV system installed, I also had to pay a lot more money and had to endure a lot more hassle because I had to go through NRTC.

PLEASE consider the proposed merger if it will help solve these problems. I know that the current situation severely stifles FAIR COMPETITION and unfairly costs certain people MUCH MORE MONEY and provides MUCH LESS SERVICE. The current situation is JUST NOT FAIR!!!

Is being fair to all citizens regardless of where they live unfair competition? Is charging the same amount of money to all people for the same services unfair competition? Is providing an acceptable level of customer service unfair competition?

I appreciate your consideration of my views.

Sincerely,

Julia Clements  
200 Church St.  
Eatonton, GA 31024