

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 not allow the pending merger of EchoStar and HUGHES. I just tried to get EchoStar service and encountered some miserable customer service.

The specifics of this are as follows. My installation commitment was not honored - I was given Fri, 22nd Nov 12-5, on calling after waiting the day, the response was that I was incorrect, the 'system' showed Tue, Nov 26th 8-12 as the commitment given - basically making me a liar and leaving the situation as unresolved with nothing to be done about it by EchoStar; included in this is being hung up on when asked to be transferred to a supervisor. From this experience, I have learnt the hard way to record carefully the names of Echostar employees on every conversation I have with them (lest I have no proof of what they are committing to).

The question this leaves me with is what level of service are customers going to get when this is a monopoly .. is it going to be worse than it is now ?

I would recommend that CableTV operators be allowed the same level of programming as satellite tv providers should any such merger / consolidation be approved. This at least will give consumers a choice (the only reason I was considering switching from cable tv was due to content not provided by my cable tv company - eg. asian channels).

I appreciate your consideration of my views.

Sincerely,

Milan Gupta  
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Denver, CO 80235