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Computers Computer Networking Dish Network is one of the largest satellite broadcasters in the United States, behind DirecTV. Dish Network is in approximately 14 million residential and commercial homes in the United States Dish Network has a corporate office in Meridian, Colorado with over 24,000 employees and staff members. Dish Network provides digital cable, HD television, "ON Demand" video from Blockbuster Video and other features. Sometimes a customer will have to contact network dish if he has a problem with one of the services. You can contact network dish in several ways. Most people find it more convenient to contact network dish via telephone, but network dish has other ways you can contact them. Register an online account on Dish Network's official website. Go to Dish.com and then go to the upper-right of the webpage and then click "Register." You need your account information, so gather all of your documents you received when you subscribed to Dish Network. You need to enter 16-digit Dish Network account number or a 10-digit receiver number. If you are not sure where to find these numbers, refer to your Dish Network account statement. Look under the date, e.g. April 30, 2009 on your account statement. The 10-digit account number will be right by "Account Number" on your account statement. Find your remote control for your network dish box. You will see the system information about your network dish box. The 10-digit number is by "Receiver CA ID." Call the Dish Network customer service line at 1-800-333-3474. You will speak to a customer service agent about your account. Make sure you have all of your information on hand because you have all of your information on hand because you have all of your information on hand because you have to give that information to the network dish customer representative, so she can look up your account information. In addition, you can chat with a customer representative live at Email Dish Network at the following link: If you have problems with your network dish, just email the company and they will resolve your program. Scroll down the page to find the section where you email network dish. Make sure that your email has proper spelling and grammar. No one wants to read grammatical errors. If you have an issue, you want the support team to understand what you are trying to say in your message. Make sure you spell check and read over your email message, so you can get whatever your issue resolved quickly. Instant message Dish Network at Instant message network dish about a technical problem you have with your subscription or other questions. Tweet a message to Dish Network at can use your Twitter account or make a Twitter account to interact with network dish about your inquiries. Making a Twitter account is simple and it only takes a few seconds to complete. By Phoenix Sosa, published at 02/16/2012 How To Contact Dish Network. 4 of 5 based on 10 votes. Dish Network Corp. 9601 South Meridian Boulevard Englewood, CO 80112 USA Corporate Phone Number: 1-303-723-1000 Fax Number: 1-303-723-1999 Customer Service Number: 1-800-333-3474 Labels: Address, Colorado, Contact, Corporate Headquarters, Corporate Office, customer service, Dish, Dish Network, Englewood, phone number, Review, Reviews 😭 Home Science ÷ Math and Arithmetic 🕓 History 🚊 Literature and Language 🗎 Health 愚痴 Law & Legal Issues finance Mearly an hour trying to return my equipment. On the eve of opening day, but just spent nearly an hour trying to return my equipment. On the eve of opening day, DISH notified me that the could not come to terms with MLB and stopped providing regional sports coverage. I signed up with and had service installed by Comcast after a number of years with DISH. After speaking to Customer Service, I was transferred to another department to get a return label and boxes. I've sat through a couple of Timeshare presentations, but they have nothing on the high-pressure tactics employed by the woman who I worked with. Time after time, she kept talking over me with various offers of service. After losing my temper, she finally demurred, only to tell me there was a termination fee of \$137.00! I've been paying more than \$100.00 a month for DISH for a number of years and would think the company would appreciate my business. However, I feel like I've been savaged, having to stay on the phone for nearly 50 minutes listening to a high-pressure sales presentation. The final insult came when I was notified of the Termination Fee. I never realized I would need to pay for a service I am not using. As a conciliatory gesture, the rep waived the \$10.00 Return Box Fee. Page 2 We live in rural NH and are both senior citizens. After a mild snow last night, some snow accumulated on our roof. I tried to reset, but we are not getting a signal. when I called, the tech said we needed to get the snow off the would indicate we are not able to get a signal unless we climb the roof and clean the dish. Why would I pay for something I can't watch, and why can't someone come out to clean the dish for us. Page 3 Both of my September and Octobers Dish payments, each for 100.64 from my CitiCards Acct, which was previously cancelled, were not deposited into My Dish Acct and have not been posted. I have forwarded to dish on 1/5/21 copies of these checks stamped, for deposit only, and in addition I have forwarded copies of my checking account with two additional payments made from my checking account for the same months of September and October. At this time, Dish has decided to chargeback these amounts, and since to be due of 201.28. All of the detail was mailed to Dish, PO Box 94063, Palantine, IL 60094 per Customer Service. After numerous calls, Customer service and Supervisors, five in total could not or refused to help. Please help, Sincerely, Joseph Henrich Page 4 Today is November 23, 2020. I called last week about needing a replacement for my joey. After a 28 minute wait, I got to speak to a representative. After an hour of explaining that the problem was the picture was like a mosaic or thermal image, they refused to replace the joey, spoke to a supervisor, the same problem. I had done everything to seeing if the problem could be corrected with the exception of replacing the HDMI cable. I should NOT have to pay to buy another cable just to see if that was the problem. I was told they could not replace the joey until I had completed all of their correction measures. Problem NOT resolved! 2 days later I got on chat and spent about another hour going over the same detailes, I want reimbursement t for the time I am without the use of that joey. instead, I ended up being given a free one month of in-home service so as they could send a technician out to my home. So now I have to expose myself to the virus, by having a technician come to my home. Until the problem with my service, understanding about disruption because of the weather, and had planned on renewing my contract when it came time. Now, if I could cancel my service I would. I have gone over a week trying to resolve this, hours wasted on the phone and with chat, and I was informed there would have been a shipping charge if they had just sent me a replacement. I pay \$5 per month for that joey, and if it is defective, you should replace it at NO charge. I wonder how the FCC would rule on this. I know that if the dish had charged me I would have filed a complaint with our NH State Attorney Generals' office, Division of Consumers Affairs. As I am retired, I have plenty of time now for filing complaints about being defrauded or ripped off. So as I wait for the technician to arrive tomorrow, this is why you lose customers. I was paying about \$72 per month or \$865 per year of which \$60 per year for the joey, a cheap \$20 unit made in China, is now going to cost you my account. I will however NOT be renewing. My son's contract with direct is expiring and he did like my voice remote but after me telling him about your customer service he is renewing with direct. My daughter and granddaughter also liked that voice remote but their contract is sometime next year, but again after I told them about all the trouble I am having getting a simple joey box replaced you can be sure they won't be considering dish for there service. All of this because of a simple defect in a joey and your policy about replacements. Page 5 I am on new Hopper w/Sling box number 2, both are only downloading OnDemand content at less than 1 kbps. Then the download fails altogether, because it is too slow. CS agreed both boxes are bad, and are insisting I send them back, my cost; and pay a \$125.00 tech service fee to hook up another new one. I got the first Hopper only 4 weeks ago, the second one today, 04/18/2020; yet even though my internet provider is giveing me 45.5 MBPS in tesymy.net website; DISH Hopper saying I have to pay for their faulty equipment return; and their Tech. The first 2 techs did not obviously know what the heck they are doing. I give up, and am going to quit DISH altogether. Page 6 When I signed up in September 2019 with Dish, I find out that they have a contract dispute with Fox Sports Florida and Sun networks. Supposedly they are in "negotitations" with these networks. When I went to the Dish Community website, I found out from other subscribers from around the country that they are also not getting their regional sports channels: Fox Sports Arizona and Fox Sports Midwest, due to contract disputes. I understand that there are contract disputes from time to time. But, Dish is still listing these channels on there website as part of their Regional Coverage packages. This is false and misleading advertising. Also, I do not believe that any negotiations are actually taking place. This is false and misleading advertising. Also, I do not believe that any negotiations are actually taking place. This is false and misleading advertising. Also, I do not believe that any negotiations
are actually taking place. Heat, or Magic games on Dish as they are all on Fox Sports Florida or Sun networks. Page 7 I purchased a Bundle package (Play Maker antenna & a Walley receiver on one order ([protected]). On an another order, I order an additional Walley Receiver for a second TV ([protected]). I did not receive a Walley receiver with the bundle, I have talked to 4 of your Outdoor specialist and sales people and they all assured me that it is on its way. It has been over a month now still no receiver. I have rejected the payment made by American Express to get this resolved. The last outdoor sales person I talked to was Wayne on 10-28-19 and he said I would get it within 3-5 days, I still don't have it. Sally Thiessen 546 Geissler rd Montesano, WA [protected] or [protected] or [protected] Page 8 I can't watch all the channels I'm paying for because a tree is causing a partial signal block. We've had at least two technicians out for this issue and I even suggested to the most recent technician about moving the satellite to a different location and he had "reasons" why this could not be done. No according to him I must remove a perfectly healthy tree. So I looked into removing the tree and that it'll be easier not to mention cheaper to change TV providers. But because before all this started I liked DISH I tried contacting them (I'm starting to hate them now) - even mailed an actual letter to their headquarters over a week ago with no response. Conclusion - DISH doesn't care they'd rather lose a customer instead of making their technicians do their job! I can't watch the MLB playoff games because of this. Honestly, I'm going back to cable (was gonna wait until spring, but now I'm thinking "why wait?"). At this point I expect no help/resolution I just wanted to post this as a warning to others considering DISH to rethink that because DISH doesn't care and won't help, but will not only expect you to pay them a for channels you can't watch, but will expect you to pay a fortune for keeping their service. Page 9 We contacted Dish over two weeks ago to have our services moved as we have moved. We were told we would have to wait until today October 5, 2019 for someone to come out between the hours of 8:00 and 12:00. I immediately questioned this as your company advertises someone will come out within 24 hours. With much frustration, we have waited for our installation day to have no technician arrive without our window. After calling to check the status of the technician I was informed by the representative that they could give me a credit of 40 dollars for us not having services thus far and \$20 for the inconvenience of the technician not showing up. This absolutely infuriates me being I've had to take off work today - cancel plans - and miss a benefit that cost me over \$400 for tickets because your company is clueless and doesn't know what's going on or where your technicians is. I let this supervisor know I would be contacting the Better Business Bureau and also speaking with my attorney if install didn't happen today as I was advised being you've cost me money and TIME! This guy sent me over to a woman named Rose with ID JZH. She is rude and should be fired as she has no clue what is going on either and quite frankly is a smart [censored] to your customers. This is not appreciated! She informed me that "oh someone will be out now between 3 and 5". Yet again, now we are missing other events due to this inconvenience Bottom line is - your customer service is TERRIBLE, and your TV service is just as bad. I want a supervisor or your legal department to contact me regarding getting out of my contract because guite frankly I don't do business with rude people and unreliable peop Page 10 If Dish doesn't work something out with fox regarding Fox Sports Wi and BTN ASAP, I will be looking for a new service, you have so many channels that few watch, but we have to pay for them, then you and Fox play games with your consumers as leverage against each other. I've been a customer for over 15 years, but that may come to an end if this negotiation is not working together is the consumer, Sincerely a previously satisfied customer, also Fox has been notified of my dissatisfaction Page 11 I cancelled Dish network after finding the sales person lied about a feature, which was substantiated, so they waived the early termination fee. I was sent a box and return shipping label, which I packaged up, complete with the label, and brought to the UPS Store. I handed the employee the box and watched it being scanned as received. My mistake was not getting a receipt that had tracking information. Move forward a month and I receive a bill for \$350 for "unreturned equipment". I contacted Dish and was told sometimes it takes some time for the equipment to be processed, and if I see a charge on my credit card, it would be reversed when they get the equipment processed. I never saw a charge, but around a month later, I receive text messages and an email from Dish stating I was being billed \$374.50 for unreturned equipment. Once again, I contact Dish and explain the situation, and I'm told I need to go to UPS and get them to track the package. I asked for the tracking number, and am told they do not have it, that I should have it since I returned the equipment. After being told the same thing several times, and explaining that I an't just go to UPS and have them tell me where a box is with no tracking number, I ask to speak to a supervisor, or to be given a contact number for someone who is involved in equipment returns. I was shocked. I was also told there was no number to call for equipment returns, and advised to contact UPS several times before I just gave up and decided to do some online searches for contact information, which is apparently very well hidden. Beware of Dish Network. Do not believe anything their sales people tell you, and if you need to return equipment, be sure to save the tracking number and shipping receipt. They WILL tell you it is not something they can obtain, even though the label is used to process the equipment when they receive it. I will never consider using Dish Network again, and recommend others avoid the company as well. Page 12 See below all the emails I sent to Mr. McPhail. I do not know whether or not I will have you TV service upon my return from vacation. cPhaul, John Tue 5/14/2019 3:37 PM The DISH Pause will be in effect on May 29. Please let me know if that needs to be changed. John McPhaul Corporate Case Manager|Executive Escalation Team Direct: 720.514.7262|P.O. Box 9040, Littleton, CO 80160|john.[protected]@dish.com From: Guido Suter Sent: Tuesday, May 14, 2019 4:28 PM To: McPhaul, John Subject: Re: Your DISH account - [protected] This message originated outside of DISH and was sent by: [protected]@hotmail.com Thank you, Mr. McPhaul. Please make sure that my pause is starting either on 5/28 or 29, 2019. I am no longer sure with all this back and forth chatting as to which date starting date was set. Either date will be OK. As suggested by you I will contact you via email regarding the re-instatement date. Kind regards, Guido Suter 37866 South Spoon Drive Tucson, AZ 85739 [protected] From: McPhaul, John Sent: Tuesday, May 14, 2019 3:22 PM To: '[protected]@hotmail.com' Subject: Your DISH account -[protected] Mr. Suter, Thank you for taking the time to discuss your account with me. Per our conversation, I will request that the new customer promotional pricing is restored to your account when your DISH Pause ends. As discussed, please contact me a few days prior to your return home so I can make sure everything is taken care of Please feel free to contact me at [protected] with any questions or concerns, or simply reply to this email. May your trip bring you joy and relaxation! Sincerely, John McPhaul Corporate Case Manager|Executive Escalation Team Direct: 720.514.7262|P.O. Box 9040, Littleton, CO 80160|john.[protected]@dish.com Here are my recent emails: Guido Suter Wed 7/24/2019 9:14 AM John, For one reason or another I did not get a confirmation from you about the re-instatement date of my Dish TV service. Did you get my two emails? The date of the requested re-instatement date is getting very close to my return date and I wish to have TV service upon my return. Please take action. Thank you. Guido Suter 37866 South Spoon Drive Tucson, AZ 85739 [protected] Guido Suter Sent: Friday, July 19, 2019 12:35 AM To: [protected]@orbitelcom.com Subject: Re: Orbitel Seasonal Suspension Please re-instate our internet and phone service as of July 28. Please confirm. Thank you. Guido Suter 37866 South Spoon Drive Tucson, AZ 85739 [protected]@orbitelcom.com Subject: Re: Orbitel Seasonal Suspension Please re-instate our internet and phone service as of July 28. Please confirm. Thank you. Guido Suter 37866 South Spoon Drive Tucson, AZ 85739 [protected] From: [protected]@orbitelcom.com Subject: Re: Orbitel Seasonal Suspension Please re-instate our internet and phone service as of July 28. Please confirm. [protected]@hotmail.com Subject: Orbitel Seasonal Suspension Per your request your services has been scheduled to be placed on a seasonal hold effect 5/30/19. The monthly rate while you're away will be 18.07 per month. Unfortunately we are unable to schedule a suspension and a restore of services at the same time. You will need to contact us when it closer to the time of your arrival, approximately a week or so in advance. All services that are on seasonal rate will I get a confirmation? Page 13 On 6-14-19, I was visiting an elderly friend in Duluth Minnesota's Lakeside neighborhood. At about 16:00 hrs the doorbell rang and it was a young man from Perdue University claiming to be an intern for Dish Network and that he was actually doing was trying to get this elderly homeowner to subscribe to Dish. As I came out the front door, he asked me if I was a Dish Network customer and how I liked the service. When I
mentioned that I had several complaints, he questioned me about them. Among the complaints was the fact that every six months, Dish automatically increases the cost of my premium movie channels and that I was not going to have to call and beg them for some phony special 6 month offers anymore and that the next time they increased the cost of these services they could just send me the boxes and Dish could have their equipment back. He also argued with me about Dish removing HBO & Cinemax. He said that you had not, when in fact you did and are still not offering them because you are in some kind of pissing contest with them. He said that it didn't matter because HBO had terrible ratings anyway. Since I believe that HBO & Cinemax are a very few of the channels that you offer worth watching, that it should be up to the customers to decide what they want to watch even if it means costing a few more bucks a month. A majority of your programming is useless junk. He told me that it doesn't work that way. He then proceeded to argue with me about signal loss during bad weather and told me that it was impossible for me to lose signal in wet, heavy snow because my dish is aimed at a 45 degree angle and that it was impossible for the snow to stick to it. Really?!!!? After several minutes of arguing, he called me an idiot, a liar, and said that I had no idea what I was talking about, among other insults too numerous to mention. He then proceeded to badger me about having AT&T for my cellphone service and that I should switch to Sprint. By this time, I had experienced way more than enough verbal abuse from this little snot nosed, preppy brat! He was lucky that I'm a non violent person or I would have tied him in a knots! As a parting shot, he pretty much chewed my [censored] for making him lose a potential customer, the elderly homeowner. I had to just turn around and walk away before something bad happened! I have been a Dish customer for 25 years, longer than that snot nosed brat has been around. I pretty much know how the system works and I'm not really happy about it. So, if this is the type of people that Dish hires as interns, it's probably time to shop around for a new service provider. I'm 66 years young and I've forgotten more than that little brat will ever know and I don't appreciate being talked to like that! I would think that some sort of discipline is in order for this person! He Dish? Are you LISTENING this time, or still not! Sent from my iPad Page 14 I was enticed to go to Dish being promised the world and I should of known, if the deal is to good to be true, it likely is. This company is a bunch of crooks! The equipment is substandard, doesn't work half the time and the SRS people who are supposed to be the final word of problem solving either lie or don't respond at all. We are on a fixed income, I am disabled and recently I noticed that Dish was taking in a \$20 dollar charge on my Bank account every two weeks and when I called I was put through hell for three hours before being transferred to Ashly, an SRS Team member. She stated that she was leaving on Vacation but if I sent here proof of the charges she would work on it the following Monday when she returned. Monday came and went and after a week I started emailing her to see what happened. After several emails I decided to call and got another SRS member, Eddie. Eddie apologized and offered to credit my bank account \$150 dollars and further give me two Dish credits for \$150 dollars each for an aggregate of \$300 in credit, \$450 in total. Mind you the charges to my bank were \$140.00 just for the \$20 dollar charges and then, they overdrew my account costing me overdrafts of \$30 dollars. All told the charges were high enough that Eddie felt the \$450 was fair as did I. One week later I looked on line and my Dish account showed two \$150 dollar credits and one refund of \$150 dollars going to my bank account. Today less than a week hence, I get a bill for \$67.58 when I should show a credit balance of \$232.42! I called and got another SRS Team member today and she gave me a story that the \$150 that is supposed to go in my bank account was one of the credits which is NOT what the statement breakdown shows and she didn't offer to investigate further. I am going back to Direct TV who I was with for 22 years before these criminals! Imagine, they take unauthorized mini payments of \$20 dollars every two weeks and I wasn't even on auto pay! Theft, plain and simple. For anyone considering this company for service, I'd go without before I'd come here again! Stay FAR AWAY FROM DISH! Dish should be investigated for fraud and should be ashamed taking advantage of seniors and disabled persons. Page 15 Hello: My name is Russ Horcher, , I have been a loyal customer of Dish for a long time. I wish to file a formal complaint. I am upset that I pay for 250 channels, and only roughly 140 of them, even less now are watchable. I combine phone, internet, and satellite. Each week I notice channels disappearing my my list. First of all, I would like an explanation for this. Secondly I would like to see this matter rectified by actually getting what I pay so much money for. It is very upsetting and disappointing to me that this is happening. I have looked at the option of pick and pay option, where I choose the channels I want I will end up paying even more than I do now. I want to work something out where I get a certain package with the basic channels plus the normal satellite channels plus the normal satellite channels of Starz, the ones we (were) getting before they were just stripped away without my knowledge. I find it very sad that I have been a steadfast customer who pays good money for a few select channels are suddenly being taken away. I have looked into various packages, and the most basic package has local channels and a few more that are good, (very few), , and in order to receive the one or two channels that most people like make you get so many channels, but in order to get just one more channel, that should be included anyway, such as nat geo wild, I would have to step up to the next bracket.. Please don't take this the wrong way, but I would like to remain a Dish customer, as I really enjoy your service as a whole. but at the same time, there are many other providers to choose from and pay far less for just as much... the thing is I really want to stay with you guys. I like the setup of how it works and great customer service.. I just ask that you work with me and maybe meet me half way on getting something more affordable, where I get the channels that SHOULD come with he amount of money I pay. Paying for 250 channels and getting barely 140 or so that are actually worth watching is an unfair deal, and slightly resembles a scam to me.. Telling someone the package includes 250 channels should mean you literally get 250 channels, not a bunch of nonsense that nobody in this world actually views. There, I have said my piece, I hope I haven't come across as brash or angry. I am only frustrated at what I pay for vs what I actually receive. Russ Horcher, [protected], privacy code is 5657. thank you for your valuable time. Page 16 Hello, I decided to cancel DISH but the customer service guy told me there would be cancelation fees, so I told him okay, don't cancel, can you reduce the bill to less than \$20 a month, he said \$29.55 is the lowest and they mailed me a box to return equipment. Since I was returning two boxes, I decided to return the third box as well and paid UPS \$7 for a larger box and shipped backed all their equipment. On receipt of their equipment they without my permission and unilaterally canceled my account and are now billing me \$320 cancellation fees. The fee should be \$300 at \$20 for the remaining 15 months they won't budge. However their contract does not state that they will unilaterally cancel your account if you return all their equipment. I am at my wits ends, our politicians do nothing to help us with these deceptive practices, they force you to pay for boxes that you don't ask for, so you pay for a service that you CANNOT use unless you rent their boxes, so in essence we are prisoners of these companies. I do hope there will be solutions to all these money making rackets. Most of us don't watch TV except for a few hours each evening, the money they charge us is ridiculous. They shove all the shopping channels, adult channels, sports channels 80% of the channels are USELESS and not desirable...so when will this racket end? Page 17 Nearly a year ago I called DISH to lower my bill for satellite TV. Dish is very expensive, over \$100 per month for me without many add on channels. They offered me two monthly credits for 12 months if I signed up for another two years. I agreed I was told the credits would not be immediate. After two months I called, went through the usual wait, and talked to someone that said there was a computer problem that did not come. Several weeks later I called again and again at the end of 45 minutes nothing was resolved. After each call I would wait to see if DISH magically fixed things and if my credit was on my bill. It never was. Several weeks later I tried a new approach, the online chat service. The person on the other end was very helpful but after about 45 minutes I was told that they could not help, someone would call me the following week No one called. Now, nearly a year later, I called to cancel my account. Dealing with DISH is very stressful and I can't do it anymore. Just the stress of being on the phone with someone that doesn't seem to want to help would keep me from calling for weeks, just hoping that credit would show up. Yesterday, Aug 26, 2018, I made the call. was on hold for about 15 minutes and then talked to someone for about 10 minutes. He said that I was under contract and could not cancel my account. I explained the last year I have had and that I just wanted to be done with DISH.
I no longer want any credits that I was never given, it has been too stressful to deal with DISH Customer Service. I was then transferred to another department. I waited as usual and then attempted to explain my last year and that I wanted to cancel. This person would have to go through another department. I hung up. I am not fight anymore. DISH can take my money and I will cancel DISH the second that I can. Until then I will post this message in a different forum every day to highlight my plight and to alert others. Page 18 Been a Dishnetwork customer for 16 years, happy until 2 years ago. Joeys kept loosing signal. To make it work we had to unplug and reboot everything. It became a daily, sometimes multiple times a day, routine. Had several techs out to repair, to just get updated Joey's. Finally they said it was the wiring in my house, went wireless. Same issue is happening. Several more tech, countless hours on hold with customer services, hours taken off work to fix, and a new 2 year contract to fix a problem that is still not fixed. I was literally on hold last night for an hour and a half to have the same bulls\*\*t re-regurgitated to me how that is unacceptable and needs to be fixed. I just want out of my contract, and issue is still there. Now I have to wait for it to happen again to call them and leave my TV on with that error on until a tech was 3 days out and by the time he got there it self corrected itself after 2 days. They SUCK!!! Never go with them. Direct TV may be more \$\$, but I think I've invested more time and \$\$ dealing with this issue. They have no issues taking my payment monthly, and I get no return on customer service in the mean time Page 19 I contracted with Dish in December 2016 for two years. The first year was fine and they were very accommodating when I called. However, over the past month, I have made six calls to Dish and I haven't found a competent person yet. I am currently without any service at all and they couldn't care less. The first call was to report my receiver overheating and not working. They told me it was obsolete and they would ship me a new one that I would have to set up. The new receiver was shipped to the wrong address, after a long conversation and confirmation about where to ship it, and I had to pay extra to make the change with UPS. I set up the new receiver and the remotes set up. Hung up and the remotes didn't work. Called back and was told that I had downgraded my service and this receiver didn't even have DVR. I DID NOT downgrade my service as I use the DVR regularly! They told me I needed a new VIP612, which is what the other guy said was obsolete. Then they told me I needed a new receiver I'd have to agree to a 2 year contract. I haven't even completed the first 2 -year contract and I sure am not going to agree to another one with this incompetent, greedy company. My option is to pay an early termination fee to get out of this contract. Called again and talked to a different person. They told me they would send out a tech to repair my old VIP612. No one else had mentioned REPAIRING! We set up appointment 4 days out. I called back to ask to have the old VIP612 reactivated so, maybe, my husband would be able to watch some TV until it overheated again while we await the tech's arrival. Was told that I'd have to pay \$13 to reactivate the old receiver for 3 days. When I objected to that, he asked to put me on hold while he would see what he could do, and proceeded to cut me off. Since they find your service by your telephone number, a good Customer Service Rep would call you back. No such luck with Dish! I've never had such poor service from any company in my 71 years. Obviously, they hire people and put them on the phones without sufficient training if any training at all other than to get every \$ out of the customer any way you can. You never get the same story from any two CSR's. Page 20 Today, april 2nd, I called to cancel my dish account #: [protected]. I was told that since I was such a longtime customer (13 years), there was a \$120 dollar credit that I could give to someone, or use towards something new. I was also told I could pause my account for up to 9 months, which would give me time to think who I would give the money to etc. The pause, I was told would cost me a bit more than \$5 a month, so I decided to cancel now, rather than waiting (I had already spent 35 minutes on the phone). I was subsequently told I would have to pay for the shipping costs to return the receiver etc. but that if I had waited at least 30 days. I would have been able to send the equipment back without any cost to me. Why. I asked, was I not told this information? Because, I was told, it would look like Dish would advice me to wait 30 days. (to which I add; instead of trying to get me to stay on and pause). The agents to me. Why. I asked, was I not told this information? Because in the equipment back without any cost to me. Why. I asked was I not told this information? Because in the equipment back without any cost to me. Why. I asked was I not told this information? Because in the equipment back without any cost to me. Why. I asked was I not told this information? Because in the equipment back without any cost to me. Why. I asked was I not told this information? Because in the equipment back without any cost to me. Why. I asked was I not told this information? on the phone was doing her job, but I must say I find this unacceptable. I think you should wave the return shipment fees since I was simply not adequately informed, and this is no way to treat loyal customers. There is no place on the dish site to file a complaint, everything is automated, or you must speak to a representative. Page 21 is could not pay my bill, so i was fielding THIRTEEN calls a day from everywhere in the country, plus emails, texts & also paper bills. i told them i could not pay my bill & was told there was no hardship way out of my contract, nor anything they could do. this went on for over a month. i finally got ONE decent rep that seemed to know what he was doing. He put me on a program they have called "PAUSE" which lasts for 9 months at a rate of \$5.95 per mo. he also got me credits which wiped out my existing bill. i thought everything was taken care of. Lo & behold, the calls, texts, emails, paper bills continued, each one showing a different amount i owed. when i would speak to rep, none of them knew what was going on. then i get an email thanking me for \$300 payment to break contract. i received box, mailed equipment back & still have gotten a receipt from them. I want the \$300 put back into my account, & i want something done about their backhanded, crooked business!! Page 22 I have been a customer of your cable company for the past 10 years, give or take some, (really not much of a choice here in Puerto Rico, it's either Dish or Direct T. V., which we already had and the truth, both are worthless and overpriced. So far, the services have been lousy and very costly, and since no one has bothered to come to my home as scheduled, on numerous occasions, then have the nerve to lie about it, you leave me no choice, but to post it wherever I can. Dish has some really poor customer service, I have been told I have a lot of credit, but instead of honoring it, more money has been increased and I shall explain further. I pay \$133.67 monthly, that comes out to \$1604.04 a year, that is not cheap, highly pricey for channels that way, and who really needs to watch hundreds of music channels that don't have videos to, just something to listen to or the hundreds of sports channels, I'm not interested in those, a waste for me. It's terrible we can't choose our own packages, oh but I tried to do so, but was given a price of \$150 for just 4 channels, how ridiculous. And on top of that I have been having a faulty/troubleshooting cable box that hasn't been working at all and still charged for it, every single month, for the past 7 months or more, can you believe that? Since last August I have been requesting a technician/repairman to come to my house and fix/repair or exchange a cable box that has been useless, (funny how quick they break and no one comes to replace them, no matter how many calls are made). This is way before hurricane Maria, just to clarify this, because there may be more excuses from Dish stating that there was no electricity due to the hurricane and yes there was a time we didn't have electricity and water for some time, the lousy customer service goes beyond and way before the hurricane. Puerto Rico was hit with hurricane Maria in September, I should know I had a stroke 2 days prior and was in the hospital. So, the complaints go many months prior to that. Every time someone says there sending a technician over, no one was home, I had a triple bypass heart surgery and resting home with my son caring for me, there are people in the home 24/7, is unbelievable how can all these technicians lie about "arriving at the home and no one was at the house", when clearly, they are lying and no one questions it, where is the proof, the paperwork, the customers signature? All I wish is to have some decent cable where I can watch television having to be bedridden, because I can't do much. I'll go more into details about the technicians no shows; 1. November 13- there was a no show, when there was a technician that was supposed to come and change the broken box that I've been getting charged for over 6 months. 2. November 23-24 — I spoke to Angela 3. November 25 — I spoke to Vanessa 4. November 28 — I spoke to Maria 5. November 29 — a technician was again a no show I get the same old recordings and nothing gets done, nobody comes to replace the broken cable box and today December 11, I receive a letter from Dish increasing the payment again, yes you read that right, increasing to \$140.87 and I have until the 18th of this month or it will be cut off, incredible isn't? Why the
inflation? I mean who should I sent the next complaint to, the BBB, Consumer Affairs, you tell me where the most Dish complaints are. I have always paid on time, every month and if anyone checks, they can clearly see that. I was offered a \$7.22 credit, what a load of nonsense, anyone serious, is this a joke? Do you really think that embarrassing, pathetic amount is fair? Months of a broken cable box, being charged for it, paid channels that are being blocked left and right, prices increasing, credit owed for months and this is all I'm being offered? The appointment made are always a no show. People seemed to be completely unapologetic about everything that has happened, but still overcharging for not receiving any service, and I would've changed to another cable service provider, if that was possible, but unfortunately there isn't, so I'm pretty much stuck with Dish as my cable service provider. I have had some good service in the past, but lately this incident has really left a bad impression on me. I hope that you look into the matter immediately, although I highly doubt anything will be done as in the past and refund the excessive money I have been paying for channels blocked, and extra cable box that has been broken and the credit I very well deserve. Some of the examples of blocked channels, some of my favorites and now charging for are: 1. Channel 253 soap net — GONE, now I have to pay for it, never got credit for it and it was in my package that I was paying for, now they want to charge EXTRA for it 2. Channel 17 C — GONE - (same as above) 3. Channel 199 Chiller — GONE (same as above) 4. Channel 190 Chiller — GONE - (same as above) 4. Channel 190 Chiller — GONE - (same as above) 4. Channel 190 Chiller — GONE (same as above) 4. Channel 190 Chiller — GONE - (same as above) 4. Channel 190 Chille get more packages if I want certain channels. Is unacceptable, irresponsible and down right negligent, but they get away with it because we don't have a choice and nothing can't ever be done, customers service is horrible, they are liars, cheating thieves. Page 23 Dish owes us money for an account we closed back in March 2017. We have called multiple times, spoken to many different levels of customer service to obtain that money. We been promised the money would be sent to us. These dates have come and passed without any check or refund in our account. We have now been promised another date, 19 more days to wait. Apparently that is the time it takes to generate a refund check, according to John, G3K, supervisor in the customer service dept. It is amazing to me the a company is quick to take your money, heavy handed in any grace for one late payment, and so very slow and cumbersome in it's processing of any money owed to you, the customer. We now have free tv, an antenna we purchased for \$20 at Walmart. We get all the channels we need, for free. Maybe as we all leave cable to and entertained, they will start to respect us, the ones who allow them to have a company and a job. If not, then they will join the ranks of companies who couldn't adapt to change, respect their base, and offer exceptional customer service, It's a tall order, I know, but so many companies do that I have no sympathy for Dish, who refuses. Page 24 Called customer service on 5/16/17 to cancel my service. Had 2 months left on contract. Sales person told me \$40 to buy out contract and they would be sending boxto ship the cable box back. This person also told me that nothing would show up on my next bill, but to look for it on the following bill. I thought that this person was true to their word so, I went about my business and forgot about it. I didn't notice that the box didn't show up because I am so busy running our own small business and raising my grandchildren. When the second bill did not come, and payment was due (and I don't like to be late), I called and requested a statement and to my surprise, the sales person had re-instated my service and I was being charged for 2 months of service (\$70.69). I called to straighten it out and got no satisfaction, as a matter of fact, they told me I owed another \$2.20! I asked to speak to a supervisor was far from professional. In a defensive tone, he said that he stood by the first person who re-instated the service and there would be no refund. He aksed why I had not called and asked why no box came to me in the mail? I explained again that I had left that detail in the hands of the sales person, got busy and never gave it another thought until my bill didn't come and that is why I was inquiring now. I asked him if he was calling me a liar. He said, "No, I just stand by the sales person who re-instated your service. I am reading notes in the computer." I told him that I would contact their corporate office about this. He started chuckling. He said, "Go ahead." I aked for his name. He laughed. He said, "My name is Shadid and my ID is QAK." I asked for his last name. He said, "Go ahead." I aked for his last name. He said, "Go ahead." I aked for his last name. He said, "Go ahead." I aked for his name. He said, "Go ahead." I aked for his last name. He said, "Go ahead." I aked for his last name. He said, "Go ahead." I aked for his last name. He said, "Go ahead." I aked for his name. He said, "Go ahead." I aked for his last name. He said, "Go ahead." I aked for his name. He said his name. are tremendously overpriced for TV service. When I began service with Dish, I was comfortable with the amount. After the first two years, well really first, I had to call every few months because the monthly charge was just too high just for TV service compared to other service providers. With regards to my account balance, I am very confused how you have come to the \$134.33 amount owed. \$2.71 previous balance - why did my bill go from \$108.47 12/21/16 to 1/21/17 \$111.18. The numbers do not make sense. \$7.00 late charge - As you were informed in advance, on March 3, 2017, I was moving on March 31, 2017 and no longer required services effective as of that date. You cannot bill me 3/21/17 in advance for services I have cancelled 4/6/17 - 5/5/17 and tackle on a \$7.00 late charge. In addition to the above, I refuse to pay for the following listed on my final bill for services 3/6/17 - 3/31/17: I refuse to pay this late charge. In addition to the above, I refuse to pay for the following listed on my final bill for services 3/6/17 - 3/31/17: I refuse to pay this late charge. \$12.00 Equipment Return Box - I never received the box to return equipment. I had to call Dish once again because I did not receive it, so the agent emailed a label to me and told me to use my own box. This should be all noted on the account. \$3.99 movie charge - I did not order this movie. \$5.80 Courtesy 3 of 6 charge - I will not be paying this courtesy charge as it is obviously a boqus
charge. According to my calculations, after the deductions from the \$134.33 my total amount owed should be \$102.94 which is still a lot considering this is TV services for only 25 days, not even 31 days, especially considering my monthly bill was \$108.47. If you calculate 25 days at my regular \$108.47 it really equals \$87.50, so I think I am being generous here. I have gone back and forth via email with your customer support department Email Reference # [protected]. I have not ever seen a courtesy charge on an Optimum bill when I dealt with them previously like what is that? I feel like you are trying to rip me off to the fullest since I cancelled service with Dish because the cost is way too high in comparison with other providers for just TV service. This is not a way to treat a customer who has been a customer since 2011 especially if you are hoping they will use Dish in the future. Thank you, Angelica Click here to Reply or Forward 1.31 GB (8%) of 15 GB used Manage Terms - Privacy Last account activity: 3 minutes ago Details Related Google+ Page DISH's profile photo DISH Follow Page 26 I joined Dish Network in August, 2014 in response to a mailing. In August of 2015, I had to suspend my service because I was moving to a rental in which I could not continue the service. This required a monthly fee in order to avoid early cancellation charges. In October 2015 Dish sent me notice to return 3 of my devices, which I did. I resumed regular service in January 2016 when I purchased a new home. Since they required me to return several set-top boxes. I needed new ones in order to resume my service. Dish took this opportunity to put me on a new 2 year contract without my knowledge. I specifically paid a monthly suspension of account monthly fee to avoid changing my original contract. In July 2016 we had weather damage to our satellite dish, which required a technician. When he came out he suggested I try the new wireless setup box. I called Dish to order one. When ordering on online chat with a Dish rep, the list of agreements included adding a new 2 year contract. At that point, I told them no, and the customer support rep told me they would wave that for me because I "am a good customer." On February 3, 2017 I called Dish to cancel my service. They told me I was still under contract. I was outraged. I asked to be escalated and was told they do not take calls. She said they had no record of the rep waving my additional 2 year contract for the wireless box and seemed not to understand that they made me send back my equipment in fall of 2015 so I would need new equipment when I resumed service. This is complete fraud in my opinion. I was a good customer to Dish. I paid all my bills on time and I followed their rules. I paid a maintenance fee in order to keep my account active because I knew I was only temporarily displaced. Today I got a bill for \$240 for an early cancellation. This is outrageous behavior on the part of Dish.

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