

COMPLAINT

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Complainant(s) (Person(s) filing the complaint)		Respondent(s) (Person(s) or Company complained against) At a minimum, the name of the company	
		Utility Company	Dish Network
		Contact Person	
		Address	
		City, State, Zip	
		Phone	
		Fax	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below: (If Complainant is not represented by an attorney, please leave blank:)

These are the facts giving rise to my complaint:

In 2006 Mr. Ensenbach became ill & spent some time at his residence. He noted that he was getting frequent calls from telephone solicitors. On May 2, he placed his name on the DO NOT CALL list. In spite of this, Dish Network continued to make unwanted calls to Mr. Ensenbach. The latest incident occurred on June 20, 2006.

Please complete the reverse side of this document

NOTE: Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

Ask a court of competent jurisdiction to issue an injunction enjoining Dish Network from ever calling Mr. Eisenbach again. Require Dish Network to pay all legal & court costs related to obtaining this injunction. Levy a fine against Dish Network for violating Federal & South Dakota law. Ask the court to ban Dish Network from doing any further business in South Dakota.

Attached are copies of my letters to Public Utilities Comm. setting forth my complaints about violations of the DO NOT Call Law.

NOTE: Please attach any additional pages, if necessary.

AFFIRMATION STATEMENT

I hereby affirm that these statements are true and accurate to the best of my knowledge.

Cora K. Rydon
Complainant's Signature(s)

10/20/06
Date

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon

Dish Network

by facsimile at 303-723-2063

By: Kara Van Boeckern

Date: 10/23/06

Time: 11:05 A.M.

CAROLE RYDEN
O/B/O J. TANNER ENSENBACH
125 South Menlo Avenue
Sioux Falls, South Dakota 57104
June 20, 2006
605-332-1398

South Dakota Public Utilities Commission
Capitol Bldg., First Floor
500 East Capitol Avenue
Pierre, SD 57501-5070

Re: Violation of Do-Not-Call legislation
Victim - J. Tanner Ensenbach at 605-3321398

Dear Sir or Madam:

This is to notify you that a company which uses telephone solicitors has violated South Dakota's Do-Not-Call legislation by continuing to place sales calls to 332-1398 in spite of Mr. Ensenbach's request not to be called.

The telephone number of the offending party is 800-232-3232. This company left two messages on Mr. Ensenbach's answer machine on Monday, June 19, 2006. I do not know the name of the company, but they are selling TV dish systems.

Thank you for promptly prosecuting this company for flagrant disregard and violation of the Do-Not-Call legislation in South Dakota.

Respectfully yours,

Carole V. Ryden *cvr*
828-606-2678

CAROLE RYDEN
O/B/O J. TANNER ENSENBACH
125 South Menlo Avenue
Sioux Falls, South Dakota 57104

605-332-1398

South Dakota Public Utilities Commission
Capitol Bldg., First Floor
500 East Capitol Avenue
Pierre, SD 57501-5070

Re: Rude and obstructive behavior w/regard to requesting to be removed from list
Telephone Solicitors

Dear Sir or Madam:

I am Tanner's mother. Tanner suffers from schizophrenia. Since 4/17 I have been staying at his residence while he is in the hospital in Yankton. During this time I have received numerous calls from telephone solicitors and have therefore placed the above phone number on the DO NOT CALL LIST.

My complaint is against two companies with telephone solicitors who hung up on me numerous times as I was in the process of requesting that Tanner's name be removed from their lists. I obtained these numbers by using the *69 service on Tanner's telephone. The rude behavior in hanging up on me was done by persons using the following numbers:

800-741-5484 (Satellite Dish T.V. ?)
866-206-7009 (?)

Please take immediate action to discipline these companies and let me know how you have proceeded in this matter. Thank you.

Respectfully yours,

Carole V. Ryden
(828) 606-2678

CVR