



CT06-006

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SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

November 27, 2006

Ms. Kara Van Bockern  
Staff Attorney  
South Dakota  
Public Utilities Commission  
500 East Capital Avenue  
Pierre, SD 57501-5070

**Re: Ms. Carole V. Ryden  
272361**

Dear Ms. Van Bockern:

On November 27, 2006, we received your correspondence, dated October 23, 2006, regarding Ms. Carole V. Ryden.

DISH Network subscribes to a database that allows us to track all of our outbound phone calls. This database also contains National, State and individual company Do Not Call list information. After researching this database, we have determined that DISH Network has not placed a solicitation call to Ms. Ryden's home. I called the phone number that Ms. Ryden provided in her complaint but the phone number is invalid.

We have researched our internal Do Not Call logs and enclosed a copy of our records pertaining to Ms. Ryden's phone number.

Per Ms. Ryden's request, we added her name to our DISH Network Do Not Call list. This will take effect no later than December 27 (thirty days from the date of submission). After this date, Ms. Ryden will not receive any solicitation calls from DISH Network.

DISH Network does not share our company Do Not Call list with retailers, sales partners or any other affiliates. Therefore, it is possible that any of these parties may have placed the call in question on its own behalf, without DISH Network's knowledge or approval.

Please be aware that we share Ms. Ryden's concern regarding these unwanted calls, and we understand what a nuisance they can be. DISH Network does not condone the practice of making solicitation phone calls to those who have indicated that they do not wish to receive them. As you can imagine, when these solicitors represent themselves as DISH Network, it has a negative impact on our public image, as well.

Our policy is to actively seek the identity of solicitors who violate the Telephone Consumer Protection Act (TCPA). If a DISH Network retailer is not in compliance with the TCPA, we will implement a process which includes written documentation and internal sanctions.



We remain eager to work together with Ms. Ryden to identify the source of these calls so that we can take action to prevent any further occurrences. Additionally, if Ms. Ryden continues to receive solicitation calls, we encourage her to add her name to the State Do Not Call list.

Please advise me if I can be of any further assistance to you by contacting me at (720) 514-8817.

Sincerely,

A handwritten signature in black ink that reads "T. Bappe".

Tim Bappe  
Dispute Resolution Specialist  
DISH Network  
Tim.Bappe@echostar.com

Enclosure

Cc: Ms. Carole V. Ryden  
011310 Tanner Ensen Bach  
125 S. Menlo  
Sioux Falls, SD 57104

Elizabeth Holcomb

# Do Not Call List

11/28/06 10:32 PM

Search Criteria

Phone No      6053321398

Account No

Contact Date      From

To

### Member Info

Phone Number	Csg Account No	First Name	Last Name	Created Date	Created By	Dnc Member Id
6053321398	Not a Customer			05/04/06 06:21 PM	DNC_NATIONAL_LIST_UPDATE	134,353,566

### No Call List

Do Not Solicit	Dnc List Name	Us State Code	Dnc List Us State Code	Effective Date	Expiration Date	Created By
6053321398	INTERNAL DO NOT TELEMARKET LIST			11/27/06 05:42 PM		CSCWEB; Tim.Bappe
6053321398	US NATIONAL DO NOT CALL REGISTRY			01/01/06 12:00 AM	12/31/06 12:00 AM	DNC_NATIONAL_LIST_UPD

### Contact Log

Contact Date	Contact System	Contact Type	Media Type	Phone/Email No	Acct No	Contact Reason Code	Contact Result Code