

CT06-007



RECEIVED

NOV 27 2006

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

November 3, 2006

South Dakota
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Re: Ms. Pam Lutter
269363

To Whom It May Concern:

On October 27, 2006, we received your correspondence, dated October 26, 2006, regarding Ms. Pam Lutter. My attempt to reach Ms. Lutter by phone was unsuccessful; however, I did leave a voice message.

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. Lutter's home.

Unfortunately, in spite of our research efforts, we were unable to determine the origin of the solicitation call Ms. Lutter received.

Ms. Lutter's name will be added to our DISH Network Do Not Call list no later than December 3, 2006 (thirty days from her initial request). After this date, she will not receive any solicitation calls from DISH Network.

Ms. Lutter's request to receiver free service for life has been denied.

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. Lutter's and your 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. Lutter and you to identify the source of these calls so that we can take action to prevent any further occurrences. Additionally, if Ms. Lutter continues to receive solicitation calls, we encourage her to add her name to the State Do Not Call lists.

Please advise me if I can be of any further assistance to you by contacting me at (720) 514-7312.

Sincerely,

Handwritten initials "SD" in black ink.

K. Scott Diaz
Dispute Resolution Specialist
DISH Network
E-Mail: Kenneth.diaz@echostar.com

Enclosure

Cc: Ms. Pam Lutter



Elizabeth Holcomb

DO NOT CONTACT/DISTRIBUTE RECORD

Do Not Contact record is found!

DO NOT CONTACT/DISTRIBUTE RECORD	
CSG ACCOUNT : <input type="text"/>	<input type="checkbox"/> Do Not Distribute
PHONE NUMBER : <input type="text"/>	<input checked="" type="checkbox"/> Do Not Solicit
PHONE NUMBER : <input type="text"/>	<input checked="" type="checkbox"/> NATIONAL DNC LIST
<input type="text"/>	
FIRST NAME : <input type="text"/>	<input type="checkbox"/> Do Not Solicit
LAST NAME : <input type="text"/>	
ADDRESS LINE1 : <input type="text"/>	
ADDRESS LINE2 : <input type="text"/>	
CITY, STATE, ZIP : <input type="text"/> , <input type="text"/> <input type="checkbox"/> <input type="text"/>	
SEND DO NOT CALL POLICY LITERATURE : <input type="checkbox"/>	
EMAIL ADDRESS : <input type="text"/>	<input type="checkbox"/> Do Not Solicit
<input type="text"/>	
<input type="text"/>	

Do Not Call List

11/03/06 12:05 PM

Phone No		Search Criteria	
Account No			
Contact Date	From		To

Member Info

Phone Number	Csg Account No	First Name	Last Name	Created Date	Created By	Dnc Member Id
	Not a Customer			02/08/06 06:15 PM	CSCWEB; Laura.Rios	130,624,355

No Call List

Do Not Solicit	Dnc List Name	Us State Code	Dnc List Us State Code	Effective Date	Expiration Date	Created By
	INTERNAL DO NOT TELEMARKET LIST			02/08/06 06:15 PM		CSCWEB; Laura.Rios
	US NATIONAL DO NOT CALL REGISTRY			01/01/06 12:00 AM	12/31/06 12:00 AM	DNC_NATIONAL_LIST_UPC

Contact Log

Contact Date	Contact System	Contact Type	Media Type	Phone/Email No	Acct No	Contact Reason Code	Contact Result Code
08/18/04 09:01 AM	PDIALER	PHONE	INTERNAL TELEMARKETING				SV
09/21/04 04:20 PM	PDIALER	PHONE	INTERNAL TELEMARKETING				DPV
10/01/04 11:43 AM	PDIALER	PHONE	INTERNAL TELEMARKETING				DPV
10/19/04 11:19 AM	PDIALER	PHONE	INTERNAL TELEMARKETING				DPV
07/27/05 12:02 PM	PDIALER	PHONE	INTERNAL TELEMARKETING				DC
12/15/05 10:49 AM	PDIALER	PHONE	INTERNAL TELEMARKETING				WN
02/14/06 02:59 PM	PDIALER	PHONE	INTERNAL TELEMARKETING				SP