

From Kirk Kirkpatrick
To



9,12024181918

Wed, Jul 11, 2001

11:43

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/M/D/S/
MDS AMERICA

**• BRINGING WIRELESS
BROADBAND TO EARTH •**

Wednesday, July 11, 2001

Jim Burtle
Experimental License Bureau
Office of Engineering and Technology
Federal Communications Commission

Dear Jim,

I want to notify you of three more complaints we received from DirecTV subscribers in Florida. Comments are from the person taking to calls. All of these calls have been logged.

Called 7/9/01 @4:25pm

Fidelia Rivera 863-696-1950

3536 Evelyn Road, Lake Wales, FL 33853

Box not turning on since yesterday, storm went through. Customer has 2 STB boxes, 1 works other does not, called DirecTV and was given MDSA # She called back again and wants to know what the procedure will be and who will pay for it...

Called 7/9/01 @4:00

Rits Kolassa - 904-268-0644

3721 Fox Croft Rd. Jacksonville, FL

DirecTV higher channels usually the problem. Picture has been breaking. TV making sounds of clicking and there is a blue screen. check stations and breaks apart into a puzzle. She is looking into getting better service and wanted to know if we knew of a better company.

7/9/01 2:37 and again today @ 2:00...

Shirley Williams, Near Penniscola, FL

119 Erudtion Ave, Milton, FL 32583

No reception, searching the channels for 5 days and there is nothing. missing channels and regular channels are the only thing that comes in. When working only works in the LR not the Bedroom. DirecTV kept giving her an access card and that did not work. When she called and called DirecTV she was informed after getting the run around, DirecTV told her to call MDSA

As discussed before these subscribers are well beyond the reach of our transmitter at 28meters AGL. I called the DirecTV customer service supervisor again to coordinate a response for the customer.

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Regards,

Kirk Kirkpatrick
CEO
MDS America