

From Kirk Kirkpatrick
To Jim Burtle Experimental License

 9,2024181918

Thu, Jul 12, 2001

11:04

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/M/D/S/
MDS AMERICA

• BRINGING WIRELESS
BROADBAND TO EARTH •

Thursday, July 12, 2001

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

Dear Jim,

I want to notify you of two 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 7/11/01 @8:25am
Len Weinman 561-995-9521
255 N.W 64th Blvd, Boca Raton, FL
Has DirecTV and Adelphia cable and complains that neither is working, Customer is outside of our transmission zone and reports problem is continuing prior to our transmitter operation, Referred to us by DirecTV. Referred client back to DirecTV and notified DirecTV.

Called 7/11/01 @1:30 pm
Tom Jones - 561-697-2452
1406 Summit Run Circle West Palm Beach Fl.
Customer totally lost signal. West Palm Beach was experiencing a thunderstorm as was Clewiston. For this reason we were not transmitting at the time. Referred to us by DirecTV. Referred client back to DirecTV and notified DirecTV.

Again these subscribers are well beyond the reach of our transmitter at 28meters AGL. Again MDS America called the DirecTV customer service supervisor again to coordinate a response for the customer.

Regards,



Kirk Kirkpatrick
CEO
MDS America