

**DISH NETWORK L.L.C.**

**DO-NOT-CALL POLICY**

**IN COMPLIANCE WITH THE  
THE TELEMARKEING SALES RULE OF 2003**

**AND**

**TELEPHONE CONSUMER PROTECTION ACT OF 1991  
("T.C.P.A.")**

**AND**

**THE TELEMARKEING AND CONSUMER FRAUD  
AND ABUSE PREVENTION ACT OF 1994**

**AND**

**ACCOMPANYING REGULATIONS**

**(Revised May 7, 2009)**

I. **INTRODUCTION**

DISH Network L.L.C. (“DISH”) has implemented this Do-Not-Call Policy in order to protect the privacy rights of consumers and to promote compliance with applicable laws and regulations. DISH intends to honor the request of any person who opts not to receive telephone solicitations.

II. **DO NOT CALL POLICY**

DISH maintains a list of phone numbers of persons who have indicated that they do not wish to receive solicitation calls from DISH. The phone number of any person who informs DISH that he or she does not wish to receive solicitation calls is placed on DISH’s internal Do-Not-Call list. A request may be communicated by means of: 1) advising a DISH Customer Service Representative by phone; 2) advising DISH in writing; or 3) submitting a request via DISH’s website. Oral requests should be made by calling DISH’s Customer Service Center at 1-800-333-DISH or by stating the wish to be placed on DISH’s internal Do-Not-Call list while on a phone call initiated by DISH. Written requests should be sent to: DISH Network L.L.C., Attention: Do Not Call, P.O. Box 9008, Littleton, Colorado 80120. Submit a request via DISH’s website at the following URL: [http://www.dishnetwork.com/legal/do\\_not\\_call/Default.aspx](http://www.dishnetwork.com/legal/do_not_call/Default.aspx). All DISH employees who conduct outbound solicitation calls will be instructed on company policy and provided with guidance on how to add numbers to DISH’s Do-Not-Call list.

A. **GOVERNMENT CONTROLLED DO-NOT-CALL LISTS**

It is DISH’s policy to obtain state and federal Do-Not-Call list(s), and fully comply with legislation regarding the calling of phone numbers on these lists. DISH’s Do-Not-Call list will be updated within 30 days of receipt of the state Do-Not-Call list, or such shorter time if required by state law.

B. **COMMUNICATION**

**WHAT TO SAY WHEN A PERSON REQUESTS TO BE ADDED TO DISH’S DO-NOT-CALL LIST:**

“Mr./Ms. \_\_\_\_\_, I will have your phone number removed from our calling list immediately.”

## **WHAT TO SAY IF A PERSON REQUESTS A COPY OF OUR DO-NOT-CALL POLICY:**

“Mr./Ms. \_\_\_\_\_, we will be happy to send a copy of our Do-Not-Call policy to you. Please let me confirm your address and we will mail you a copy. Thank you for your interest.”

### **C. UPDATING THE DO-NOT-CALL LIST**

If a non-customer or existing DISH Network® subscriber calls in to request exclusion from solicitations, the inbound Customer Service Representative will submit the request to DISH’s Do-Not-Call database via an internal web page or mark the DISH Network® account as Do-Not-Call. If an outbound Customer Service Representative receives a Do-Not-Call request from a non-customer or existing DISH Network® subscriber, the Customer Service Representative will mark the phone number as Do-Not-Call in the computerized dialing system or mark the DISH Network® account as Do-Not-Call. All Do-Not-Call requests are downloaded, updating DISH’s Do-Not-Call database each morning, and the phone numbers of those who have submitted a Do-Not-Call request are excluded from any future telemarketing solicitations by DISH.

### **III. OTHER CALLING REQUIREMENTS**

In addition to any specific training, instruction or other requirements, all DISH employees placing outbound solicitation calls must comply with the following:

- 1) Calls may only be placed between the hours of 8:00 a.m. and 9:00 p.m., local time of the called party or as specific state law regulates.
- 2) Use of an artificial or prerecorded voice to deliver a solicitation to any residential phone line is prohibited. Thus said, we do deliver automated messages to only our existing subscribers for the purpose of customer service reminders such as when a credit card expires.
- 3) When making a telemarketing call, provide the potential customer with your name and that you are calling on behalf of DISH Network.
- 4) Advertisements may not be transmitted by any device to a telephone facsimile machine unless the person receiving the facsimile has given prior express invitation or permission to receive it.