




 Rosemarie (ID : JKK): Hi, my name is Rosemarie (ID : JKK). How may I help you?


 Jason Phelps: Morning


 Rosemarie (ID : JKK): Hope you're having a great day today, Jason.


 Rosemarie (ID : JKK): Good morning!


 Jason Phelps: I was an early adopter of the Hopper3 (Actually had it installed on the first day it was available) and it was supposed to come with the 50.0 voice remote as documented in early statements about it. However it came with the 52 remote instead. I was told I would be provided with a 50.0 when it was released. I would like to get the 50.0 now that it is available


 Rosemarie (ID : JKK): Thank you for letting me know your concern.


 Rosemarie (ID : JKK): Please give me a minute or two while I check on this, Jason.


 Jason Phelps: ok


 Rosemarie (ID : JKK): Thank you so much.


 Rosemarie (ID : JKK): Thank you for your patience.


 Rosemarie (ID : JKK): Upon checking here, Jason, The remote is for \$30.00 each.


 Jason Phelps: Yes I did see that.


 Rosemarie (ID : JKK): Would you like me to charge this to your account?


 Jason Phelps: However I think that it is only fair that the \$30 be waved since the remote was supposed to come with the 50.0 remote and it was advertised that way during its initial roll-out as documented here


 Jason Phelps: <http://www.dish.com/dig/technology/hopper-3-more-capabilities-fewer-conflicts/>


 Jason Phelps: <http://www.bigpicturebigsound.com/DISH-Unveils-4K-Joey-Whole-Home-Music-and-Voice-Remote-at-CES-2015.shtml>


 Rosemarie (ID : JKK): One moment, please Jason.


 Rosemarie (ID : JKK): Actually, Jason, the Hopper 3 is included by the 52.0 remote. The remote 50.0 is additional equipment launched by DISH.


 Jason Phelps: <https://www.electronichouse.com/home-theater/dish-network-hopper-3-dvr-comes-packing-16-tuners/> .

 Jason Phelps: The link clearly states that "The Hopper 3 will ship with the Hopper Voice Remote in early 2016."

 Rosemarie (ID : JKK): let me see what I can do here, Jason.

 Rosemarie (ID : JKK): I have good news for you, Jason.

 Rosemarie (ID : JKK): Since you are one of our valued customer, Jason. We are going to waived the \$30.00 charge for the 50.0 remote.

 Rosemarie (ID : JKK): How does that sound?