

DNS Download

Monthly Newsletter

CES

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DISH Network featured these additional TV Everywhere products at CES.

TV Everywhere Adapter - The World's Smallest Sling box

Provides DISH Network customers with the freedom to watch their favorite TV programming anytime and anywhere on laptops and mobile phones.

HD DuoDVR ViP 922 with TV Everywhere

Allows customers to watch and control their favorite programs anytime and anywhere on their laptop or mobile device. The ViP® 922 features a 1 TB hard drive with up to 1,000 hours of recording time – the largest hard drive in the industry.

WiFi Monitor

Free-standing monitor available soon that can wirelessly transmit an HD video signal from a set-top box to anywhere in the home via a WiFi network



Manage Your TV Everywhere with the DISH Remote Access Mobile Application

Compatible with most SD and HD DISH DVR receivers. This is the first and only application that offers satellite TV customers complete control of their TV Everywhere. Users can set and delete timers on multiple receivers; browse and search nine days of shows; and manage their DVR library by setting recording priorities, resolving recording conflicts and deleting programs they have already watched. This feature can be used from an iPhone, iPod touch, or the web browser on their PC or mobile device. This application is available on dishnetwork.com today.

Stay tuned for additional information as to when these products will be available.

2/1 Programming & Price Changes

In January, we introduced some exciting new changes to packaging and pricing for 2/1. The emphasis this year, is to simplify the way we do business, which will improve customer satisfaction.

Even though we have been faced with significant price increases from our programmers, we are not changing our pricing on core programming packages.

All of our major competitors such as DirecTV, Comcast, Time Warner, Cox, AT&T U-Verse, and Verizon FiOS have already announced significant price increases this year. In 2010, as with the past several years, we have had the lowest average increases compared to our competitors.

Extensive training was delivered over the course of 4 weeks to DNS employees, so they can continue to support our valued customers. In addition, knowing our promotions, allows us to Win new customers thereby striving to achieve our goal of 15 Million.

What's New?

■ DNS Mobility

As the installation of DNS mobility is reaching it's conclusion, ongoing efforts to improve functionality continues. An upcoming release for the mobility tablets is the Flex Connect application. This is a direct result of the feedback received from technicians across the country.

Flex Connect application will replace E*Connect providing a user friendly interface to view/status work orders and provide account notes even when the technician has no connectivity. The deployment of this application will begin this month, it has already received rave reviews in the pilot offices using it today.

Your continued feedback will only make DNS mobility better.

■ New Products

DPP Triplexer - Launched in January, this new part replaces the DPP Separator and diplexer for simpler installations.

512 Receiver - Launched in January, available February 1st for customers who are looking for a SD DVR Dual Turner receiver for a single television

“Did you know, DISH Network is the third largest pay TV provider in the USA. We have tremendous opportunity for growth.”

CALENDAR OF EVENTS

EchoStar 14 Satellite Launch

Kazakhstan

Date - 3/20/10

HD DuoDVR ViP 922 with TV Everywhere Release

Date - 4/1/10

Dish-Scriber Goal

As close to 100% by

Date - 4/30/10

Connectivity Boot Incentive Time Frame

Dates - 12/25/09 - 4/30/10

Team Summit

Date - 5/11-13

Location - San Antonio, TX

Public Interest

EchoStar Bands Together to Assist In Haiti

We are proud to announce that EchoStar is offering assistance in the aftermath of the earthquake in Haiti. We are donating satellite communications services to Haiti relief agencies.

We are offering Ku-band satellite bandwidth capacity from EchoStar IX satellite located at 121 degrees W.L. This satellite beam covers the United States, including Haiti due to its close proximity.

This effort helps rebuild the communication channels that were lost due to the earthquake.

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