



## Thousands of Wisconsin DISH Network Customers to Receive Credit

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MADISON – An investigation of consumer complaints by the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) has been resolved through a stipulation with DISH Network LLC. (DISH). The settlement includes \$225,000 in civil forfeitures and assessments and a \$4.25 bill credit to thousands of eligible customers.

“Wisconsin satellite and cable consumers must be made aware of the option to cancel without penalty when there is a material change to contracted services,” said Frank Frassetto, Division Administrator for Trade and Consumer Protection. “The steps DISH will take moving forward will go a long way toward keeping their Wisconsin customers informed of their rights upon any change in their service.”

The settlement requires DISH to make changes to its communications with Wisconsin customers whenever DISH increases prices on satellite television offerings that are subject to an early termination fee. The written notice must state:

- all satellite television programming offerings that will be affected by the price increase;
- the effective date of the increase;
- the new price for each offering; and
- the cancellation procedures for customers who wish to end services without paying an early termination fee.

The \$4.25 bill credit will be applied within sixty days of the entry of the consent judgment to current DISH subscribers who:

- were affected by one or more price increases to their satellite television core programming packages that went into effect from January 2010 to February 2013; or
- were subject to an early termination fee at the time of the price increase.

DISH customers who are eligible for the credit will likely see it listed on an upcoming bill as “WI Settlement Credit.”

By entering into the stipulation for entry of consent judgment, DISH does not admit that it has violated any laws or regulations of the State of Wisconsin.

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