



Overview

In order to free up bandwidth on the 61.5 orbital location, the remaining international programming on 61.5 will be migrated to the 118.7 orbital location. These migrations will occur from April, 2011 through March, 2012. Customers receiving the affected international programming from the 61.5 orbital location will be given a free dish upgrade to the 118.7 orbital location.

Some customers may require a receiver upgrade in addition to updating their dish configuration. This receiver upgrade will be at no cost to the customer.

What Changed

International programming is being migrated from the 61.5 orbital location and will only be available from the 118.7 orbital location going forward.

The international programming languages that will be migrated from 61.5 to 118.7 are:

- Arabic (April - August 2011)
- Hindi (July - November 2011)
- Greek (September 2011 - February 2012)
- Japanese (November - December 2011)
- Polish (January - March 2012)
- Portuguese/Brazilian (January - March 2012)

Why It's Important

Once all international programming has been migrated from the 61.5 orbital location, we will be able to offer our customers more HD channels on the 61.5 orbital location.

What I Need To Do

- Technicians will need to follow instructions on the work order
- Customers will be upgraded to either a single dish, or a two dish solution to receive their international programming from 118.7
 - If NLOS to the 118.7 orbital location while attempting to update the dish configuration:
 - Cancel the work order using the NLOS cancel reason
 - Contact Work Order Modification team to have the 118.7 NLOS code added to the account after the work order has been cancelled
 - Do not change the customer's current dish configuration
 - Advise the customer they will NOT lose their international channels at this time and Dish will be contacting them with other options



118.7 International Migrations

- Work orders will have the appropriate labor and equipment codes required for the dish upgrade and the receiver upgrade based on the configuration table below:

	Programming	Orbitals			Current Configuration	New Configuration
		SD	HD	Locals		
Western Arc	International only	NA	NA	NA	Dish 500	DPP500+ (110, 119, 118.7)
	International w/ SD	110/119	NA	110/119	Dish 500, Dish 500	DPP500+ (110, 119, 118.7)
	International w/ SD (129 Locals)	110/119	NA	129	1000.2, Dish 500	DPP1000+ (110, 119, 118.7, 129)
	International w/ HD from 61.5	110/119	61.5	110/119	Dish 500, Dish 500	DPP1000+ (110, 119, 118.7, 129)
Eastern Arc	International from 61.5	72.7/77	NA	61.5	1000.4	1000.4, DPP500+ (61.5, 72.7, 77, 118.7) Already MPEG-4
	International w/ HD from 61.5	110/119	61.5	110/119	Dish 500, Dish 500	1000.4, DPP500+ (61.5, 72.7, 77, 118.7) All MPEG-4 Upgrade


Discussion Questions

1. What orbital location is the International programming migrating from/to and why are they migrating?
 - a. Migrating from 61.5 to 118.7 to allow future HD launches from 61.5
2. Will the work order include the hardware and labor codes required to complete the migration?
 - a. Yes, and the work order will also include any hardware and labor codes required for a receiver upgrade
3. What are the steps to follow if a customer has NLOS to the 118.7 orbital location?
 - a. Cancel the work order using the NLOS cancel reason
 - b. Contact Work Order Modification Team to have the 118.7 NLOS code added to the account
 - c. Do not change the customer's current dish configuration
 - d. Advise the customer they will not lose their International programming at this time

118.7 International Migrations

Related information

Western Arc DPP500+ Install


 MARIA KYPRIANOY - 5 Star 917/531-5013 917/617-4025 22211 41ST RD BAYSIDE, NY 11361-2449		CSG ACCOUNT: 8255909338702613 Work Order: 11370112705144032 Open CH- SERVICE CHANGE 04/02/2011 AM Original Date of Service: 08/31/2005																																																							
CUSTOMER TV CONFIGURATION Unable to retrieve TV Requirements ----- *If you decide to change any TV and room assignments, just let your installation tech know. ----- EXISTING EQUIPMENT <table border="1"><thead><tr><th>MODEL#</th><th>RECEIVER</th><th>SMARTCARD</th><th>L/O</th></tr></thead><tbody><tr><td>=====</td><td>=====</td><td>=====</td><td>=====</td></tr><tr><td>311</td><td>R0070172421</td><td>S1936435078</td><td>L</td></tr><tr><td>311</td><td>R0070317635</td><td>S1936433515</td><td>L</td></tr><tr><td>VIP622</td><td>R0081512442</td><td>S1924823002</td><td>L</td></tr></tbody></table> Antenna: DISH 1000.4 Orbitals: 77, 72.7, 61.5, 118.7 CONNECTIVITY ON PREMISES:		MODEL#	RECEIVER	SMARTCARD	L/O	=====	=====	=====	=====	311	R0070172421	S1936435078	L	311	R0070317635	S1936433515	L	VIP622	R0081512442	S1924823002	L	ACCOUNT SUMMARY <table border="1"><tbody><tr><td>One Time Charges & Credits</td><td>\$ 0.00</td></tr><tr><td>UNKNOWN</td><td>\$ 0.00</td></tr><tr><td>Monthly Charges</td><td>\$ 145.98</td></tr><tr><td>America's Top 250</td><td>\$ 69.99</td></tr><tr><td>HD 250</td><td>\$ 10.00</td></tr><tr><td>Solo Receiver</td><td>\$ 7.00</td></tr><tr><td>Solo Receiver</td><td>\$ 7.00</td></tr><tr><td>DVR Service</td><td>\$ 6.00</td></tr><tr><td>Service Plan (15)</td><td>\$ 6.00</td></tr><tr><td>TV2 Receiver Connection</td><td>\$ 5.00</td></tr><tr><td>Greek: Elite</td><td>\$ 24.99</td></tr><tr><td>Dish Platinum</td><td>\$ 10.00</td></tr><tr><td>Starz - 30th Anniv</td><td>\$ 0.00</td></tr><tr><td>Monthly Credits</td><td>\$ 0.00</td></tr><tr><td>Monthly Charges & Credits</td><td>\$ 145.98</td></tr><tr><td>Amount Due Now</td><td>\$ 0.00</td></tr><tr><td>Paid</td><td>\$ 0.00</td></tr></tbody></table>		One Time Charges & Credits	\$ 0.00	UNKNOWN	\$ 0.00	Monthly Charges	\$ 145.98	America's Top 250	\$ 69.99	HD 250	\$ 10.00	Solo Receiver	\$ 7.00	Solo Receiver	\$ 7.00	DVR Service	\$ 6.00	Service Plan (15)	\$ 6.00	TV2 Receiver Connection	\$ 5.00	Greek: Elite	\$ 24.99	Dish Platinum	\$ 10.00	Starz - 30th Anniv	\$ 0.00	Monthly Credits	\$ 0.00	Monthly Charges & Credits	\$ 145.98	Amount Due Now	\$ 0.00	Paid	\$ 0.00
MODEL#	RECEIVER	SMARTCARD	L/O																																																						
=====	=====	=====	=====																																																						
311	R0070172421	S1936435078	L																																																						
311	R0070317635	S1936433515	L																																																						
VIP622	R0081512442	S1924823002	L																																																						
One Time Charges & Credits	\$ 0.00																																																								
UNKNOWN	\$ 0.00																																																								
Monthly Charges	\$ 145.98																																																								
America's Top 250	\$ 69.99																																																								
HD 250	\$ 10.00																																																								
Solo Receiver	\$ 7.00																																																								
Solo Receiver	\$ 7.00																																																								
DVR Service	\$ 6.00																																																								
Service Plan (15)	\$ 6.00																																																								
TV2 Receiver Connection	\$ 5.00																																																								
Greek: Elite	\$ 24.99																																																								
Dish Platinum	\$ 10.00																																																								
Starz - 30th Anniv	\$ 0.00																																																								
Monthly Credits	\$ 0.00																																																								
Monthly Charges & Credits	\$ 145.98																																																								
Amount Due Now	\$ 0.00																																																								
Paid	\$ 0.00																																																								
Service Activities ----- Tech Visit: Existing Set Up Plus/Superdish Set Up Dish: Additional Dish Set Up Receiver Set Up Dual Tuner to TV2 Set Up 118.7 Orbital, Set Up 72.7 Orbital Set Up 77 Orbital ----- AGREEMENT REQUIRED: DNS Service Agreement		Hardware Required =====																																																							
TECH:022033410 collegepoint.office09		ROUTE SEQ: RESCHED COUNT:0																																																							
CUSTOMER LAST EVENT: N/A																																																									
WORK ORDER REASON: DISH NETWORK INSTALL S-SERVICE CHNGE																																																									
DISPATCHER NOTES: N/A																																																									
STANDARD NOTES:																																																									
WORK ORDER NOTES: Sales Partner- UNKNOWN. 7502-EPC. NORTHERN BLVD AND 221ST ST,																																																									
CALL ALT # 1ST --																																																									

Account can be activated via 866-688-DASH (3274). Call using customer phone whenever possible.																																																									
Connect! Every Customer. Every Time.																																																									
College Point		ZERO in on SAFETY MANAGEMENT AREA:S9																																																							



118.7 International Migrations

Eastern Arc 1000.4 and DPP500+ Install (Upgrade to MPEG-4)

 KATARZYNA RUSIN - Star Alert 718/471-6424 347/693-4300 328 BEACH 43RD ST FL 2 FAR ROCKAWAY, NY 11691-1210		CSG ACCOUNT: 8255909660978120 Work Order: 11691121000064014 Open CH- SERVICE CHANGE 03/25/2011 AM Original Date of Service: 04/21/2007	
CUSTOMER TV CONFIGURATION Unable to retrieve TV Requirements ----- *If you decide to change any TV and room assignments, just let your installation tech know. ----- EXISTING EQUIPMENT MODEL# RECEIVER SMARTCARD L/O ===== VIP622 R0082768553 S1943023105 L ----- Antenna: DISH 1000.4 Orbitals: 77, 72.7, 61.5, 118.7 CONNECTIVITY ON PREMISES:		ACCOUNT SUMMARY	
Service Activities ===== Tech Visit: Existing Set Up Plus/Superdish Set Up 118.7 Orbital ----- AGREEMENT REQUIRED: DNS Service Agreement		Hardware Required ===== Dish 118.7 LNB DP 500 Plus -----	
TECH:022033410 collegepoint.office09 ROUTE SEQ: RESCHED COUNT:0 CUSTOMER LAST EVENT: 03/02/2011 CH 022038027 borisd.collegepoint WORK ORDER REASON: DISH NETWORK INSTALL S-SERVICE CHNGE DISPATCHER NOTES: N/A STANDARD NOTES: WORK ORDER NOTES: Sales Partner- UNKNOWN. PA -- ----- Account can be activated via 866-688-DASH (3274). Call using customer phone			

