

Your same favorite channels, shows  
and sports for less!



And many more!

Channel availability varies by package

 **Camille Rose (ID: TBL)**: Hi, my name is Camille Rose (ID: TBL). How may I help you?

 **Camille Rose (ID: TBL)**: Thank you for choosing DISH, Home of the Hopper. Are you chatting to set up satellite TV today?

 **Matthew Brown**: I will be moving soon and am considering between DirecTV and Dish, but I have some questions before I make a decision

 **Camille Rose (ID: TBL)**: We greatly appreciate your interest in getting Dish Network. Allow me to personally assist you in getting the best deals from Dish Network.

 **Camille Rose (ID: TBL)**: I will be more than glad to help you with that.

 **Camille Rose (ID: TBL)**: Here at Dish, you will get state-of-the-art and world class customer service. We won't surprise you with any hidden fees and intentionally confusing promotions. We offer straight-forward pricing that's more affordable every single day you're a customer.

 **Matthew Brown**: First, I've read that if you are watching an in-progress recording and switch channels and then come back, it doesn't remember your spot in the recording. Is that still the case, or has that been fixed?

 **Camille Rose (ID: TBL)**: Thank you for asking.

 **Camille Rose (ID: TBL)**: Let me check that for you.

 **Camille Rose (ID: TBL)**: With the Hopper you can multi tasking.

 **Camille Rose (ID: TBL)**: You can record will you are watching show.

 **Matthew Brown**: that's not what I'm asking. I'm asking about a specific situation where you are recording something (for example, a hockey game). You stop about halfway through to switch to another channel or recording, but then you go back to that recording. I've read that it will not pick up where you left off; that you have to start the recording from the beginning.

 **Camille Rose (ID: TBL)**: With the Hopper, you can watch a live show and record another.

 **Camille Rose (ID: TBL)**: As long as you have recorded the other show, you can always go back and watch the recorded show.

 **Matthew Brown**: yes I know that. But do I have to restart it from the beginning, or will it remember where I left off?

 **Camille Rose (ID: TBL)**: bmjhg

 **Matthew Brown**: bmjhg?

 **Camille Rose (ID: TBL)**: I'm sorry for the that. Please disregard that.

 **Camille Rose (ID: TBL)**: As long as you already have recorded it, you don't have to redo the recording.

 **Camille Rose (ID: TBL)**: The recorded show will be kept on the DVR. and you can watch it at any part since you can rewind and fast forward.

 **Matthew Brown**: that's not what I'm asking. I'm asking if I will have to start watching it from the beginning, or if it will remember where I left off when I stopped watching it the first time. For example, I watch a hockey game until 1 hour and 2 minutes into it, out of a 3 hour recording. I then switch to another show and go back to the hockey game. Will it remember that I was at 1

hour and 2 minutes, or do I need to start watching it from the beginning?

 **Camille Rose (ID: TBL)**: I don't have any information about that.

 **Camille Rose (ID: TBL)**: You can try to call to customer service.

 **Matthew Brown**: I thought that's who I was talking to

 **Camille Rose (ID: TBL)**: Our toll free number at 1-800-333-3474

 **Camille Rose (ID: TBL)**: You reach Sales Department.

 **Matthew Brown**: OK, another question: if I add an external hard drive, does it add to the overall pool of recording space I have, or does it just keep it as an external drive (to transfer recordings to, for example)?

 **Camille Rose (ID: TBL)**: Yes, you can do that.

 **Camille Rose (ID: TBL)**: It will be added to the total hard drive.

 **Matthew Brown**: ok thanks.

 **Camille Rose (ID: TBL)**: If you change your mind in the future, please don't hesitate to contact us back so we can assist you better with your concern. Thank you for chatting with us and have a wonderful day.

 **Matthew Brown**: Change my mind? I haven't made up my mind yet. And I have two more questions. I really want the NHL network channel, which DirecTV has as a standard part of most of their packages. Is the only way to get it on Dish through the multi sport package?

 **Camille Rose (ID: TBL)**: Alright.

 **Camille Rose (ID: TBL)**: The NHL channel is include in America's Top 200.

 **Camille Rose (ID: TBL)**: We have the promotion that you can get theMulti sports package with no extra cost.

 **Matthew Brown**: Really? I didn't see it in the channel list, only under the Multi Sport add-on pack. It does say that pack comes with Top 200 but only for 6 months, after which it is \$13 a month. But I don't care about any of the other channels in the pack, just NHL channel.

 **Camille Rose (ID: TBL)**: That's includes in America's Top 200.

 **Matthew Brown**: even without the multi sport pack?

 **Matthew Brown**: it's not shown under the channels listed for Top 200

 **Matthew Brown**: at least, I couldn't find it in the list

 **Camille Rose (ID: TBL)**: Let me check that again.

 **Camille Rose (ID: TBL)**:  <http://www.mydish.com/programmingguides/>

 **Camille Rose (ID: TBL)**: You can check this link for the channel line up.

 **Matthew Brown**: ah, yes I do see it. That's great. Is it the hi definition version?

 **Matthew Brown**: ah yes, I see the symbol

 **Matthew Brown**: great.

 **Camille Rose (ID: TBL)**: Yes, that is correct.

 **Camille Rose (ID: TBL)**: Let go ahead and set up the TV service for you.

 **Camille Rose (ID: TBL)**: Let's talk right away about your equipment needs.

 **Matthew Brown**: OK, last question. I want to initially get service in three rooms (maybe add 1-2 more later). It looks like it defaults to a hopper and 2 joeys for 3 rooms. Can I make one of the joeys a super joey with a 3 room setup? (I.e., one hopper, one super joey, and one joey)?

 **Camille Rose (ID: TBL)**: Yes, you can make the other a Super Joey.

 **Matthew Brown**: ok. I'm not quite ready to order yet (I don't move to the new place until the end of next month), but you've helped me answer these questions. I'm still not sold that Dish will save that much money over DirecTV, but I'll try to call later to see if there's any way to make the packages more comparable.

 **Camille Rose (ID: TBL)**: May I ask what stopping you in getting the service?

 **Matthew Brown**: right now, it's mostly that I don't live in the new house yet. But the main hesitation is that when I factor in the channels that I care about, and the equipment/services I care about, Dish looks to be about the exact same price as DirecTV, so I just have to decide which can give me a better deal.

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 **Matthew Brown**: yes, you said that already. DirecTV says the same thing. I'm more interested in what it will actually cost me, over the course of a 24-month contract

 **Camille Rose (ID: TBL)**: Though their offers may seem to be enticing, you should still be aware of DirecTV's advertised price. Their prices skyrocket quickly. It does not include their exorbitant equipment fees and hidden nuisance fees.

 **Camille Rose (ID: TBL)**: If you change your mind in the future, please don't hesitate to contact us back so we can assist you better with your concern. Thank you for chatting with us and have a wonderful day.

 **Matthew Brown**: I've had DirecTV before, and I agree about the nuisance fees. But the equipment costs are actually cheaper with DirecTV (\$10/month for their mini genie receivers vs. \$12/month for the joeys)

 **Matthew Brown**: also, directv's customer service was terrible. But the service was pretty good. So for me it will come down to cost

 **Camille Rose (ID: TBL)**: The monthly price of Joey is \$7 per month.

 **Matthew Brown**: sorry, I meant DVR service

 **Camille Rose (ID: TBL)**: The super Joey is \$10 per month.

 **Camille Rose (ID: TBL)**: Dish still lower price compare with Direct TV.

 **Matthew Brown**: ok, but I did the math, and it's just not. They're actually pretty darn close to each other

 **Matthew Brown**: Dish is a bit cheaper (especially now that I know NHL channel is included and I don't have that \$13/month sports fee), but DirecTV has NFL package

 **Camille Rose (ID: TBL)**: I see.

 **Matthew Brown**: ends up being pretty much a wash

 **Matthew Brown**: over the 24 months, I mean.

 **Matthew Brown**: so for me it's going to come down to whichever company is willing to offer me a better deal

 **Camille Rose (ID: TBL)**: Alright. You can keep your provider if the offer will not work for you.

 **Camille Rose (ID: TBL)**: If you change your mind in the future, please don't hesitate to contact us back so we can assist you better with your concern. Thank you for chatting with us and have a wonderful day.

 **Camille Rose (ID: TBL)**: Bye for now.,

 **Camille Rose (ID: TBL)** has disconnected.

