

# Consumers Rank DISH Highest in Overall Customer Satisfaction in J.D. Power Study

*Four years running: DISH ranks highest in West region*

*Four years running: DISH improves score year over year across all regions nationwide*

ENGLEWOOD, Colo., Sept. 25, 2015 – For the fourth year running, DISH ranked highest in overall customer satisfaction in the West region as rated by consumers participating in the J.D. Power U.S. Residential Television Service Provider Satisfaction Study<sup>SM</sup>.

“Customer service is about trust, and we work to earn the trust of consumers every day,” said Erik Carlson, DISH executive vice president of operations. “As a national provider, we strive to continually improve the customer experience and to consistently deliver great service to our 14 million customers nationwide.”

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In all regions nationwide, DISH’s score has increased year over year each of the past four years as rated by consumers on performance and reliability, customer service, cost, billing, programming and communications.

“Our score continues to top the cable companies because we are always looking for new ways to better serve consumers by focusing on delivering the best customer service, best technology and best value,” added Carlson.

Over the past year, [DISH has introduced new customer service features like “My Tech,”](#) an online appointment tool available on [mydish.com](#) in which customers receive personalized information about their service appointment including the picture, name and even the location of a DISH technician on the way to their home. The company also [expanded the availability of DISH Smart Home Services](#) home entertainment installation to Amazon customers, installing TV, audio and in-home wireless networks for DISH customers as well as general consumers, available through Amazon.

DISH has also continued to update its Hopper Whole-Home HD DVR platform by [adding streaming apps like Netflix and Vevo](#), and [family-friendly features like partnering with Common Sense Media](#) to provide age-appropriate ratings and reviews of programming.

DISH is also serving customers with its DISH Anywhere app, which has added profiles for personalized recommendations so users can easily find shows they might like and watch them at home or on-the-go.

## About DISH

DISH Network Corporation (NASDAQ: DISH), through its subsidiaries, provides approximately 13.932 million pay-TV subscribers, as of June 30, 2015, with the highest-quality programming and technology with the most choices at the best value. Subscribers enjoy a high definition lineup with more than 200 national HD channels, the most International channels, and award-winning HD and DVR technology. DISH Network Corporation is a Fortune 250 company. Visit [www.dish.com](#).

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