

5. Kelly stated that Pegasus is in bankruptcy and will only be offering their service until the end of summer. I asked when is the end of summer. Kelly said August 31st. She said that I would have to find a new provider at that time. Kelly said that she could send a "waiver" to my address to convert the service to DIRECTV.

6. I asked Kelly what address she had for my account. She was able to tell me the account address, "3630 Lincoln Drive, Frisco, Texas, 75034." She said that I could fax or mail the waiver to DIRECTV.

7. I asked if I would have to call DIRECTV or if the transition would just happen. She said that someone from DIRECTV would call me as soon as they received the waiver.

8. I told Kelly that I was concerned if I transitioned to DIRECTV that I would have to pay an early termination fee for the time remaining on my Pegasus contract. She told me that I would not have to pay the fee.

9. I asked Kelly when my account was activated with Pegasus. She was again able to tell me, "your account was activated July 28, 2003." She said that I would still have a month and a half left on my Pegasus contract at the time of transition to DIRECTV.

10. Kelly told me that she would put me in the system for the transition and placed me on hold. I waited about two minutes. Kelly came back on the phone and told me that I was all set.

11. I then told Kelly that I did not think that I was receiving all of the channels that I should be receiving. I asked if she could tell me what package I had with Pegasus. She

said that I had the "Total Choice Premier." I told her that was the package I thought I had, but I was not receiving the sports channels.

12. I asked Kelly when I would receive the waiver. She said that it would arrive within the next week or so. I then confirmed that I should fax or mail it back to DIRECTV and someone would contact me. She said yes.

13. I said thank you and hung up the phone.

I declare under penalty of perjury that the foregoing is true and correct. Executed on the 13th day of June, 2004.



CHRISTOPHER M. THOMAS