



DISH Network Store Support Information

Now that you have received your DISH Network Display, please keep this information available for any issues that you may encounter.

LIVE FEED/ BROADCAST SUPPORT: 1-888-317-7173

If you experience any issues with the below items, please contact **888-317-7173**. *Important Note - this number is to be utilized for store live feed/broadcast support only. Please see below for any customer related issues.*

- Assist with all signal issues
- Assist with receiver issues
- Assist with DVR issues, will assist with programming DishPass for scheduling of broadcasts
- Request service/trouble calls for sites that cannot be corrected through phone-troubleshooting

Hours of operation: (5:30am-5:30pm mountain time)

Items needed for the call

- Must be in present and in front of the receiver to troubleshoot
- Store information (Name, Address, Phone)
- Receiver information (Receiver #, Smart Card #, Model #)
- Overview of the issue
- Related error messages/codes
- Duration/Frequency of issue
- Time available for service call (if needed)

SALES AND CUSTOMER SUPPORT: 1-888-699-0020

For Customer Support and Account Set-Up, Refund Authorization, and Promotional questions please contact the DISH Network store support line @ 1-888-699-0020 or you can email Purina.Support@Echostar.com

Hours of operation: (7:00am-6:00pm mountain time)

Phone #: 1-888-699-0020

- Option 1 – To activate/setup customer
- Option 2 – Check a customer's eligibility for refund
- Option 3 – Customer Installation issues
- Option 4 – Store support line (promotional questions)
- Option 5 – Activate your Showroom Account

Items needed for the call

Option 1 – To activate/setup customer

- Activation card number
- Customer Name, Address, Phone
- Credit Card and SSN information
- Desired receivers (DVR, HD, etc) and programming packages
- Times available for installation
- Customer available to confirm and accept disclosures

Option 2 – Check a customer’s eligibility for refund

- Activation card number
- Customer Name, Address, Phone
- DISH Network account number

Option 3 – Customer Installation issues

- Customer Name, Address, Phone
- Current installation status
- Schedule timeframe for installation
- Overview of the issue

Option 4 – Store support line (promotional questions, escalated customer issues not related to installation)

- Store information (Name, Address, Phone)
- Related information to the call

Option 5 – Activate your Showroom Account

- Store information (Name, Address, Phone)
- Receiver information (Receiver #, Smart Card #, Model)
- Confirm that the receiver has a locked signal strength of at least 80%

LITERATURE & ACTIVATION CARD SUPPORT:

For Literature and Activation Card reorder needs, please call **1-888-628-5683**

SALES TRAINING SUPPORT:

DISH Network’s team of Field Sales Development Representatives (FSDRs) provides ongoing sales support for your locations. Each store should have been visited and provided with their FSDR’s contact information for any future needs. If you are unaware who your representative is or would like to request a store visit, please contact **1-888-699-0020 option 4.**

Items needed for the call

- Store information (Name, Address, Phone)
- Overview of the issue/request
- Requested timeframe for training

Important Note: Due to the remote location of some stores, please allow up to a 2-3 week lead time for a requested store visit.