

# SEE WHY DISH IS THE BEST

## TECHNOLOGY

### HOPPER 3™ ULTRA HD WHOLE-HOME DVR



- Watch and record 16 programs at once
- Built-in 4K Ultra HD resolution
- Integrated search including Netflix, channel lineup, recorded programs and On Demand shows
- Easily Control TV with your voice. Only DISH + Amazon Alexa gives you hands-free control of the Hopper
- Take your TV anywhere with DISH Anywhere  
Watching live and recorded TV anywhere requires an Internet-connected, Sling enabled DVR and compatible mobile device.

Monthly fees apply: Hopper \$10; Joey: \$5; Super Joey: \$10 Netflix streaming membership required. Watching 4K programming requires 4K TV. Hopper Upgrade Fee may apply. Alexa Integration requires internet-connected Hopper® or Wally™ and Amazon Echo, Echo Dot, or Amazon Tap with Amazon account.

## PROGRAMMING

- DISH has premier programming that allows customers to choose packages such as America's Top 120, America's Top 120+, America's Top 200, or America's Top 250 to get the best in programming and HD content.
- DishLATINO packages such as DishLATINO Clásico, DishLATINO Plus, DishLATINO Dos, and DishLATINO Max offer the best mix of Spanish and English programming for the whole family.
- DISH also offers over 270 international channels in 28 languages, the widest selection of television for almost any nationality.
- DISH Business products and services are specifically tailored and priced to suit the needs of most businesses. DISH Business offers programming solutions for Public (*Bars, Restaurants, etc.*) and Private (*Lobby, Office, Retail, etc.*) locations.



## 2-YEAR TV PRICE GUARANTEE

- ✓ Over 40 Free Premium Channels for 3 months  
After 3 months, you will be billed \$55/mo, unless you call to cancel
- ✓ FREE HD FOR LIFE®
- ✓ DISH Protect Silver Free for 6 months
- ✓ DISH ANYWHERE® Watch all your live and recorded shows anywhere  
Not included with the Hopper Duo
- ✓ Free Standard Professional Installation  
Up to 6 rooms



DISH is ranked #1 in **Customer Service nationally** by J.D. Power and our customers.

DISH Network received the highest numerical score for customer service and second highest score for overall customer satisfaction among national TV providers in the J.D. Power 2017 U.S. Television Service Provider Satisfaction Study, based on 18,685 total responses, measuring the experiences and perceptions of customers with their TV service provider, surveyed November 2016- July 2017. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

# ORDER NOW

When signing up a new DISH customer, keep these simple tips in mind for the best possible order experience:

## ORDER BY PHONE

- › Call the ACN Sales Center:  
800-222-5368 (USA) or 866-974-0491 (Puerto Rico)
- › Choose your language, then choose Option 2 for all sales to receive ACN credit
- › Make sure the customer provides the IBO Business ID# during the order process
- › The call should be placed from the customer's phone, not the IBO's phone
- › If the call originates from a phone number attached to an existing DISH account (even on a 3-way call), it will bypass the ACN Sales Center and neither ACN nor the IBO will receive credit for the order. Please ensure your customer calls from a phone number not attached to an existing DISH account
- › If the agent is unaware of ACN or the term IBO Business ID#, your customer was likely redirected to an agent outside of the ACN sales center. In this case, they will need to call the dedicated ACN phone number

## ORDER ONLINE

- › Your customers can take advantage of the new, user-friendly DISH Online Shopping Cart:  
<https://www.dish.com/redirects/partners/acn/>
- › Direct your customers to your IBO Storefront. In your Storefront, they need to select Television, and then click Shop Now
- › Your ACN Business ID# is automatically carried over to the online order
- › Customers can browse packages, equipment upgrades, monthly add-ons and more
- › Once they have selected their desired options, they may proceed with secure online checkout
- › During the checkout process, make sure they do not navigate away from the shopping cart to other DISH websites
- › If additional verification is required during the ordering process, they should ONLY call the ACN DISH sales line at: 800-222-5368 (USA) or 866-974-0491 (Puerto Rico)

