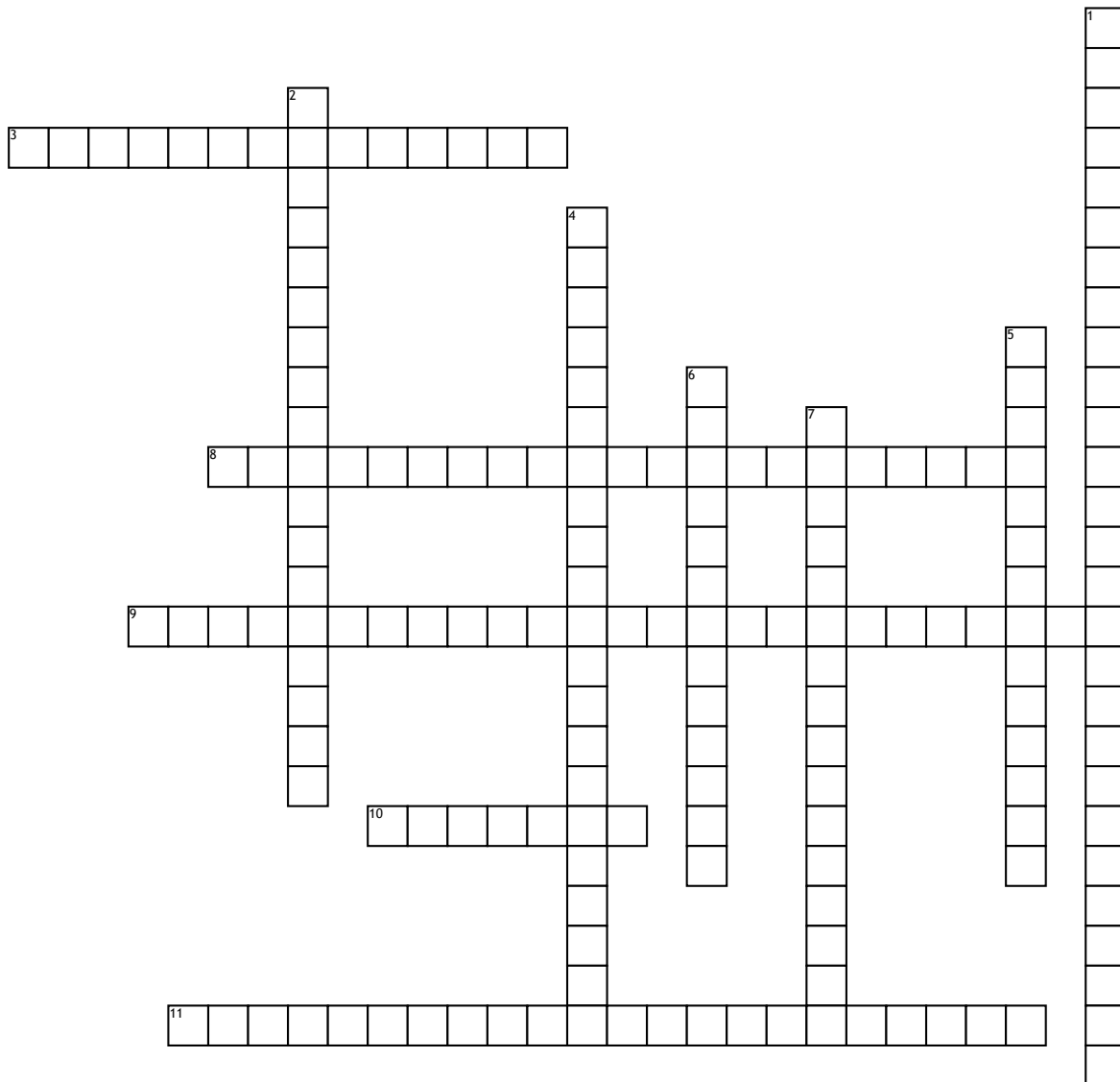


Name: _____

Date: _____

Compass



Across

3. "I just moved, I want to transfer my services to my new home"
8. "I heard you guys have a new hopper. I need it!"
9. "My buddy referred me to dish, yet I didn't get any credits for it."
10. "I shouldn't have to pay this late fee because my bill got here later than usual."
11. "I sent my receiver back 3 months ago but you guys are charging me as if I didn't."

Down

1. "How much will it cost for me to cancel my services?"
2. "I don't agree with paying the technician visit if your equipment is not working properly"
4. "I lost my job and need to cut costs." "I'm paying too much"
5. "Why am I getting double charged for the Americas Top 120 in one month? I just upgraded my programming"
6. "My bill went up by \$40 this month because you took off my credits."
7. "My bill is 39 days past due"