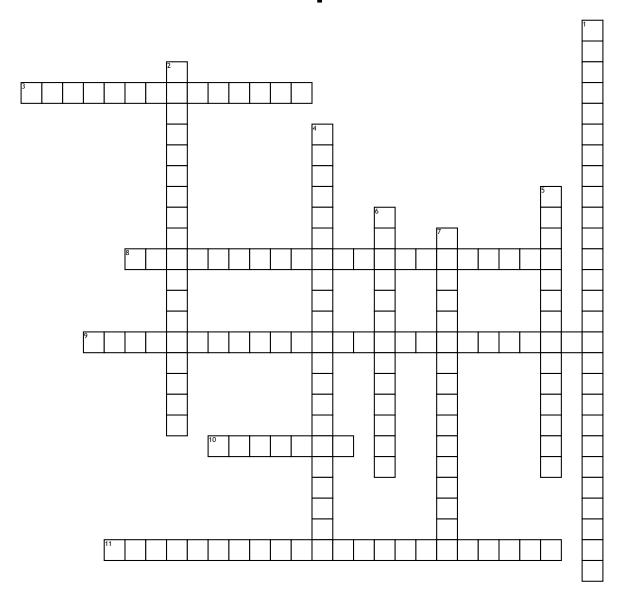
Name:	Date:
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## Compass



## 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"