

# USADISH / Global Edge Technologies

'OUR SOLUTION IS GOING GLOBAL'

To Our Valued Subscribers:

In recent meetings with your management, USADISH & Global Edge agreed to up-grade Dish Network Television, Broadband, and Phone services to the property. These improvements will be made in three phases—starting with Television. In the past, USADISH is limited to the technical mandates and network equipment of ECHOSTAR (Dish Network). I sincerely apologize for inconveniences created by this protocol; periods of outage, or poor service.

Each call is important; service requests are acknowledged and permanently logged for a prompt service response. Service requests are reviewed by the dispatch manager. Technicians are sent to the property by the dispatcher. USADISH often receives calls after the technician left the property. The confusion over what telephone number to call seems to a major problem. We often hear—"I have been calling you for weeks." Unfortunately, the report went to an incorrect service number. Please follow the written instructions on the reverse side of this letter and we'll make an extra effort to respond on time—every time. Customer relationships can be learning experiences for everyone; Help improve USADISH services. I need feed-back to do better.

So that you can contact me; I've established an Email address to my office. We will keep you informed about the up-grades and new build-out progress. USADISH and Global Edge look forward to complete this mission promptly. Expect new low cost features and value-added products in the near future. Thank you for choosing USADISH—BIGSKYz Internet—and Global Edge.

Best regards to all, R. Bryce Glenn, Board Chairman and Founder  
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