

How to Cancel Dish Network Service

At first glance, canceling Dish Network satellite TV service is easy, just call 888-283-2309 (if in the US) and tell them you want to stop using it. However, in reality, like any company in the same industry, Dish will do its best to retain customers. This means you'll get a better deal, or face trouble if you really want to end your service. However, we can minimize the problem if you take some time to prepare before calling, maintain a firm but calm demeanor throughout the call and closely follow the instructions for returning the equipment.

Prepare before calling



Make sure you want to cancel. The customer retention manager's job relies on the caller's uncertain attitude and ramblings. They are trained to focus on any hesitation you have about canceling, and use this to steer you back. If you're sure you want to cancel your service, stay calm by telling yourself, 'I'm going to stop using it no matter what they say.'

If you think you want to cancel but aren't completely sure, that's okay. In fact, you can take advantage of this desire to negotiate a better deal by telling the representative, 'I may have to stop using the service because there are too many expenses to take care of' and wait and see. How do they respond?



Prepare account information with paper and pen. Find a copy of your most recent invoice or even your original service contract. Mark the account number, address, contact number and service start date. Write the date and time of the call on paper and be ready to take notes throughout the call (starting with the name of each person you will talk to).



Read the fine print if you don't want to incur early termination fees. This type of penalty fee is common in two-year contracts from Dish Network and virtually all of its competitors. If you're trying to cancel your service before the end of your contract, be prepared to pay an average of \$20 for each remaining month (e.g. \$120 if you have 6 months left), not to mention various administrative fees other.

Theoretically, you can still avoid penalty fees by proving a breach of contract on their part. For example, you experience unexplained disconnections or poor service. However, the small print in the contract you signed gives

Dish Network almost every advantage. Read carefully and be patient if you hope to avoid paying a fine or at least get a reduced fee.

If your contract is about to expire, it's best to try to wait until then to stop using it.

Dominate the customer retention team



Dial 888-283-2309 (in the US) to reach Dish Network customer service. Select English or Spanish to continue. Follow the automated instructions so the call is routed to the correct department.

In theory, we can cancel service by emailing Dish at care@dish.com. But sooner or later you will have to call to complete this process.

If you would like to temporarily suspend service instead of canceling completely, call 888-876-7918.



Clearly and concisely state your desire to cancel the service. Ask for and write down the name of the person who answers the call as well as the name of anyone who follows up on the incident. Say something simple like: 'Hi John. I want to cancel Dish Network service. Can you assist me in completing the process?'

Customer retention representatives will try to ask for more information to find weaknesses in your resolve that they can exploit. For example, they will ask: 'How would you like it if we reduced your service fees while increasing the number of channels for you?' or 'What can we do to improve your Dish viewing experience?.'



Stick to the script until they get frustrated. No matter what Dish asks or says, no matter which supervisor they transfer the phone to, you just need to repeat over and over: 'Thank you, but I have decided to stop using the service. Please help me along' or 'Thanks, but I still stand by it. I hope you will support me in completing this process'.

Representatives will certainly be persistent because the company pays a commission for each cancellation they get back, but they also won't tolerate being pressured or treated rudely. You need to stay calm and ask to speak to a supervisor. Don't forget to record the handler's name and other details throughout the call.

Return the equipment and complete the process



Verbally confirm that the equipment box will be returned. If the call to cancel service is successful, before hanging up, ask the representative to confirm that Dish will send you a device recovery box within the next few days. You have 10 days from the date of your cancellation call to return all equipment requested by Dish, so keep an eye on your mailbox to make sure you don't miss the take-back box (which looks like any regular cardboard box).

If after 5-6 days you still haven't received your return box, call customer service and ask to make sure you get it soon. Compare your notes from the previous cancellation call if necessary.



Box the device carefully and send it back. The take-back box has multiple compartments, packing materials, instructions, a prepaid return postage label, and a list of equipment to be returned. It's easy to pack your equipment into the box according to the instructions, but it's important to pack it so everything doesn't get damaged when it returns to Dish.

Affix the return postage label to the outside of the box and arrange for the delivery service listed on it (e.g., UPS) to pick it up.

You need to make sure the box is picked up within 10 days of the cancellation call, or Dish will charge a penalty fee to your account.



Monitor your account closely. We need to make sure that there are no charges or penalties incurred on your account. If you cancel your contract early, check that the termination fee matches the amount mentioned in the call. In addition, if the device is returned in good condition and on time, you need to pay attention to whether there are any late fees or damages incurred.

If you have any questions or concerns, please call Dish Network customer service and calmly request a satisfactory response. Use notes from previous calls if necessary.

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