



SCHIEVELING PLANTATION HOMEOWNER'S ASSOCIATION
3000 MACBETH CREEK DRIVE
CHARLESTON, SC 29414

July 30, 2005

Re: Installation of Satellite Dishes by Dish Network/Summerville Depot

Dear Schieveling Plantation Resident:

This is a difficult letter to write as Board Members of the Schieveling Plantation Homeowner's Association, Inc. Part of that difficulty reflects the voluminous file involving a matter that has persisted for nine months as well as all of the unfounded secondary and tertiary issues that were constantly raised by one of the parties. This greatly prolonged the process. Another difficulty is trying to consider the privacy of the individuals involved. The salient issue involved the placement of satellite dishes on a residence without following the Architectural Review Board (ARB) procedures, even though upon purchase of their home the buyers agreed to follow our governing documents.

After much time, effort, and the introduction of formal procedures, the residents finally agreed to relocate the satellite dishes to their rear roof. Two Board Members met with Dish Network/Summerville Depot and worked out an agreement regarding the area where the satellite dishes would be placed. All three of our consultant experts said the location specified would work. In short, Dish Network/Summerville Depot has not yet completed the relocation because they placed the larger satellite dish in the wrong location. To give you a little flavor of our experiences with Dish Network/Summerville Depot, here are three excerpts from a four-page letter that Glen A. Zimmerman, as President of the Schieveling Plantation Homeowner's Association, Inc., wrote at the end of April 2005 (The Board has not yet received any response):

"I told you that the whole issue boils down to Dish Network's inability to install dishes in accordance with the Schieveling Plantation Declaration of Covenants and Restrictions and other governing documents. It actually goes beyond that. Your company's approach appears to leave the location of satellite dishes up to individuals who seemingly use quality of signal/reception as the justification for dish location whether the quality of signal/reception is a bona fide justification or not. That judgment is in serious doubt as far as dish placement is concerned. I told you once again that I assumed satellite dish installers had the correct equipment to install dishes properly at the desired locations on roofs. Apparently, Dish

Network does not have the appropriate equipment. Almost all of the houses in Schieveling Plantation have steeply pitched roofs. Thus, safety, although a viable concern, cannot be a trump card if a company does not have the appropriate equipment to complete the job.”

“You told me that all we (Schieveling Plantation) wanted was to have the dish relocated to the back roof. I said that was not at all the case. [Another Member of the Board] and I know what our agreement with you was regarding the new location of the satellite dishes. Furthermore, if that is all we wanted, why would we not just leave the dishes where they were? Where you placed the larger dish affords it greater visibility from the front street than did the two dishes in their original locations. Notwithstanding the fact that we already had an agreement on location, we would hardly ask for a relocation point that had greater visibility than the original. You then reiterated the position you took April 22, 2005. If you lowered the dish, you could not safely work on it. It is ever clearer to me that this matter is and has always been an installation issue, not a technical, signal/reception issue as originally postulated by Dish Network.”

“Furthermore, you said that you will only respond to the [The Residents’] calls since they are your clients. You said that I (Schieveling Plantation) am not your client.”

Over the past few months, the Residents have asked Dish Network/Summerville Depot on at least three occasions to finish the relocation. As of this date, they have received no response. It appears that Dish Network/Summerville Depot, regardless of what they said in excerpt three is not responding to anybody. Is this good customer service, not responding to their client’s requests?

The Board leaves the answer to this question and others to the good judgment of Schieveling Plantation residents. The Board of Directors has the legal obligation to enforce our governing documents and will continue do so. We have informed Dish Network/Summerville Depot that until they finish the relocation of the satellite dish, they are not welcome in Schieveling Plantation.

The Board plans to take this matter to Dish Network’s national headquarters and to other venues.

Sincerely,

The Board of Directors
Schieveling Plantation Homeowner’s Association