



DISH Intern Welcome Packet

We are excited you'll be joining us this summer and we're looking forward to seeing your hard work and project results. DISH takes a great deal of pride in recruiting top talent from Undergraduate, Master's and MBA programs across the country. During your time with us, you will interact with individuals at every level of the company, including our Co-Founder, Chairman, President and CEO Charlie Ergen and Co-Founder and Senior Advisor Candy Ergen – this is your chance to make an impact. Get ready to begin a challenging and rewarding career at DISH!

Table of Contents

What to Bring On Your First Day.....	2
Additional Items to Bring	2
Appropriate Attire	3
Drug Free Workplace	3
Core Hours.....	3
Introduction to DISH Operations	4
Customer Service Center (CSC).....	4
Manufacturing.....	5
DishOne	5
In Home Services (IHS)	6
14er Hike	7
Items to Bring (all optional but suggested).....	7
The Denver Experience	8
Living at High Altitude	11
SuperShuttle Service	12

What to Bring On Your First Day

1. A photo ID to properly clear security
2. Proof that you are eligible to work in the United States (see I-9 Acceptable Documents attachment for details). Only original, unexpired documents are acceptable – photo copies or faxes will not be accepted.

Students on international visas should bring appropriate documentation. Please contact your school's international student office with questions.

IMPORTANT: If you fail to bring proper documentation, you will be unable to start until these documents have been reviewed by DISH Human Resources. This is a federal guideline, and no exceptions can be made.

Additional Items to Bring

In addition to items you will need for your first day at DISH, you will also need the following:

- Credit card for The Staybridge Suites to have on file for any incidentals
NOTE: Your card will only be charged in the case you bill something to the room or the room is damaged. Please review the Staybridge Invitation and Housing attachment and Damage Waiver (which you will receive at Orientation) for more information.
- **At least** one business suit to wear for your final presentation and interactions with executives that will take place throughout the summer
- Outdoor gear (see "14er Hike" section on page 7 for a detailed packing list)
- Clothing displaying your college's name for our College Pride Day barbeque!

Appropriate Attire

DISH maintains a business casual environment Monday through Thursday with denim allowed on Fridays.

Appropriate attire Monday-Thursday includes:

- Dress shirts, collared shirts, and blouses
- Men must wear tucked-in, collared shirts
- Casual dress pants, skirts that do not exceed 4 inches above the knee and mid-calf capri pants
- Dress shoes must be worn during the work week except on casual days. Open toed shoes are allowed, as long as they are dress shoes.

Inappropriate attire includes:

- Body/face piercings and visible tattoos
- Hats
- Shorts
- Flip flops
- Dresses, skirts, or other similar clothing shorter than mid-thigh length or higher than 4 inches above the knee
- Sweatpants, t-shirts, worn/torn clothing and athletic wear
- See through/revealing clothing
- Clothing with offensive language that refers to drugs, tobacco, alcohol, weapons and sex, as well as clothing that is obscene, profane, vulgar, lewd and poses a threat to the safety and welfare of any person is similarly prohibited.

On Fridays you are welcome to wear:

- Denim (neat & without excessive wear)
- Athletic footwear
 - As a general guideline, what you would typically wear on the top along with nice jeans is appropriate attire

In addition, grooming, jewelry, and accessories must endorse the professionalism of the corporate offices and are monitored according to the expectations of the individual DISH departments.

Drug Free Workplace

DISH is committed to providing a healthy and safe environment for all employees. We are a Drug Free and Tobacco Free Workplace. Employees may not smoke on campus.

Core Hours

We are all part of the Customer Experience, even at corporate, and internal and external customers expect us to be available during business hours. Because of that, employee shifts should span Meridian's business hours of 9:00am – 4:00pm (minimum of 8 hours). Please check with your manager to see if your team has different expectations.

Introduction to DISH Operations

As part of your internship experience, you will be exposed to different areas of our business. These experiences will allow you to gain a sense for the size and scope of the organization and, more importantly, how your team fits into the larger picture. Throughout the summer, you will learn more about the departments we highlight below by engaging in preplanned field experiences and/or site visits. Brief introductions to each of these crucial groups have been included below for your benefit.

Customer Service Center (CSC)

DISH has 11 owned and operated and 14 outsourced customer service centers (CSCs) employing over 10,000 customer care representatives. These agents provide award winning, world-class customer service to more than 14 million customers 24 hours a day, 7 days a week. Each intern will have the opportunity to experience the interaction between DISH's customer care specialists and our customers at the local Riverfront Call Center.

The customer service organization is composed of various groups who manage:

- handling over 8 million calls a month to over 10,000 telephone numbers
- forecasting volume and staffing necessary to answer these calls
- numerous tools needed to assist customers with any issues ranging from general customer education to billing questions and technical issues
- training agents for specialization in specific combinations of skills
- communication of business processes and changes to the enterprise
- call monitoring and quality assurance
- performance metrics and incentive programs
- strategy and analysis for continuous process improvement

The customer service centers' mission is to "strive to provide world class service to our customers through continuous improvements in all aspects of our service operations while increasing operational efficiencies and profitability."

As an enterprise, we offer the most technologically advanced entertainment products at the best value. We offer the largest HD (High Definition) programming package with the most channels in high definition compared to any other paid provider. We are the leader in International Programming, offering over 200 foreign-language channels (Arabic, South Asian, Hindi, Russian, Chinese, Greek and many others). As for the call centers, we own the entire customer service experience - we are vertically-integrated as a company.

The Riverfront Call Center is located just west of downtown Littleton, Colorado, on 32 acres along the South Platte River. The campus provides approximately 200,000 square feet for office use.



Manufacturing

The DISH Manufacturing team plays a critical role in ensuring the millions of set-top boxes and remote controls we use across our large customer base are in top condition and managed in an environmentally conscious way. The goal of Manufacturing is to flawlessly recover, repair, and redeploy as much DISH electronic hardware as possible, executing high speed, high quality remanufacturing events millions of times each year at the lowest cost possible. Manufacturing manages outsource repair vendors to perform more complex, board-level repairs in Mexico.

There are over 3,000 employees and contractors in the organization. The Production and Warehousing teams are the heart of the operation, performing tasks varying from diagnostic testing to repair to receiving and shipping of DISH product. This operation is further supported by the Forecasting, Inventory Management, and Logistics teams, which plan and procure supplies and materials to support the repair operations. Engineering teams support the operation by developing automated test equipment, fixtures, tooling, and production floor capacity optimization. Analytics teams mine data and model business changes that improve DISH's operational economics. Finally, the Quality Assurance team ensures compliance with DISH's desired levels of quality and service, using advanced statistical sampling and other techniques to validate DISH hardware streams before sale to customers.

DISH has five Manufacturing facilities that handle the recovery, repair, and redeployment operations for DISH's electronic equipment and materials. The Inverness Manufacturing Center is located in Englewood, CO, approximately five miles north of DISH's Meridian headquarters. Some interns will have an opportunity to visit one of the high volume Manufacturing Centers in either Spartanburg, South Carolina or El Paso, Texas.

DishOne

In August 2013, DISH Network purchased a controlling interest of DishOne in an effort to grow the former retailer into one of the most prominent face-to-face sales organizations in the country. DishOne is headquartered in Provo, UT and will operate over 30 sales offices with over 400 representatives across the country this summer. DishOne Sales Representatives seek out potential customers and current customers who need upgrades to their service.

You can only explain so much to the average consumer in a 30-second television commercial. Because door-to-door sales gives DISH an opportunity to explain all of the benefits of our technology and products to the consumer as well as help them overcome their concerns and objections, DishOne brings in some of the stickiest and most profitable customers to DISH.

The door-to-door sales representatives work hard during the busy summer selling season. For four months, they work 6 days a week knocking on doors 8 hours a day, attending training meetings, and traveling to and from their sales areas. It is an incredible opportunity to build a universal skill set that helps them in all facets of their lives.

DishOne sales representatives learn the art of persuasion, negotiation skills, leadership, and develop their integrity and work ethic. They also learn the ins and outs of the pay TV industry, DISH products and services, and our competitors. Many college students are drawn to it because it also enables them to earn an incredible amount of money in a short amount of time.

DishOne prides itself on its results-driven and fun culture. To counterbalance the high-stress nature of a commission-only sales position, DishOne frequently provides extra incentives to the sales representatives in the form of free dinners, NBA/NFL tickets, free all-expense paid vacations, and an annual company cruise for the most successful sales representatives.



In Home Services (IHS)

DISH provides programming content to our consumers via satellite. Installing and servicing customers' home satellite systems, broadband, and Smart Home Services¹ is the core function of the DISH In Home Services (IHS) group. While other departments are vital in maintaining operations, DISH would be unable to meet the needs of our customers without IHS.

IHS has significantly grown since its inception in 1999. IHS has nearly 7,000 employees and more than 5,000 are DISH Techs, who are our installation technicians. This group of outstanding technicians completes over 55,000 appointments every week. IHS also maintains a fleet of over 4,000 vans and trucks.

Each intern will have the opportunity to spend a day on a ride-along with an IHS technician to experience their world first-hand. Our technicians are the only employees with whom the customer will have face-to-face interaction. The ride-along is an important opportunity to get a hands-on experience with the core business.

What do technicians do?

A day in the life of a technician begins early. First, technicians arrive at their respective offices and load their vans with equipment based on their scheduled appointments for that day. Before leaving, there is usually a team meeting to address different topics including announcements, safety instructions, and training.

Technicians arrive at their first appointment before 8:00am and must be prepared for all types of customer needs. Technicians install systems, broadband, and Smart Home Services for new and relocated customers, complete receiver upgrades for existing customers, and solve technical issues for customers with outages. IHS Technicians do their jobs 365 days a year in all weather conditions in an effort to provide the best possible service to our customers.

Technicians are supported by many individuals. There are over 150 IHS offices across the country. Each office has a management team comprised of a General Manager, Operations Manager and Field Service Managers that support day-to-day office operations and individual technicians' needs. The Resource Planning and Coordination team keeps in touch with technicians throughout the day and helps ensure work is assigned correctly. Inventory Specialists help technicians get the correct equipment and tools to complete their work. In addition to this support in the field, there are over 70 individuals that support the technicians from the corporate office.

Overall, the IHS organization can be thought of as the division "where the rubber meets the road" and acts as the backbone of DISH. Each day, IHS strives to reach company goals one customer appointment at a time.

¹ Through Smart Home Services, technicians help consumers enjoy tv from every point of view by installing wall brackets, connecting and configuring audio and video components, neatly tying or concealing wires, and even setting up remote control programming. The team also sells accessories, such as screen cleaner and soundbars, directly to customers. Because these services cost an additional fee, this has been a significant source of revenue for the company.

14er Hike

The centerpieces of Colorado's dramatic Rocky Mountains are the 54 peaks over 14,000 feet, or "14ers." Along with company leaders, you will scale one of Colorado's famous 14er peaks. Known every summer as one of the highlights of the 10-week adventure, this is a trip to prepare for and eagerly anticipate. After the hike you will come to truly understand and personally experience what we refer to as the PAW: Pride, Adventure, and Winning!

Start Preparing Early

- Get accustomed to Denver's altitude of 5,280 ft. by walking, running, biking, and doing other exercise
- Try a few shorter hikes in the Front Range of the Rocky Mountains prior to the 14er hike as well, in order to get used to climbing at a higher altitude

Items to Bring (all optional but suggested)

We have included a list of suggested items to bring with you for the hike. If you already own any of these items, we encourage you to bring them with you to Denver. You may also want to consider borrowing these items or purchasing them used beforehand. However, keep in mind that you can purchase equipment once you arrive in Denver and may even be able to rent some equipment. Please contact the UR Team if you have any questions.

Please note - DISH will provide every candidate with a backpack and a quick-dry t-shirt to wear during the hike.

Item	Purpose	Additional Advice
Good hiking/walking shoes or boots	To help prevent blisters and rolled ankles	Break them in for at least two weeks before the climb
Hiking socks	To help prevent blisters	Wool socks that cover your ankles are ideal
Layers of clothes that you can easily add/remove as we climb the mountain	1) To prepare for various weather conditions you may experience throughout the hike; 2) Sun protection	Lightweight materials that easily fold up and fit into a backpack are ideal
Water repellant jacket, pants or shorts	1) Rain protection; 2) You will be more comfortable when you sweat if your clothes are water resistant!	Lightweight materials that easily fold up and fit into a backpack are ideal
Sunglasses	Sun protection	A cheap pair should be sufficient (you don't want to lose your expensive sunglasses on a mountain!)
Hat and gloves	Believe it or not, even on a warm day, it can be 20 or 30 degrees on a 14er	
Back packing tent & sleeping bag	Convenient for camping prior to the hike	These items will be available for rent – since these are large purchases, please do not feel obligated to purchase this equipment if you do not already own it

Further Information

The hike is NOT required; however, it is a part of the internship program and we encourage all interns to strongly consider attending. If you have concerns about the hike, we are more than happy to discuss these with you.

The Denver Experience

Colorado Rockies at Coors Field

- 2001 Blake St. Denver, CO 80205
- 303-762-5437
- www.coloradorockies.com

Coors Field seats more than 50,000 and is regarded as one of the most fan-friendly parks in the country. For a few dollars you can take a guided walking tour and learn about the history of the field while taking in all the sights, including the Colorado Rockies dugout and the visiting team's club house. Note: As part of our internship program, tickets to the June 23rd Rockies game have been pre-purchased for all interns!

Denver Museum of Nature and Science

- 2001 Colorado Blvd. Denver, CO 80205
- 303-322-7009
- www.dmns.org
- Open every day from 9am-5pm

This museum is one of the city's most popular attractions, drawing almost two million visitors a year. The museum hosts traveling exhibits and has permanent displays on North American Indians, Egyptian mummies, dinosaurs, and minerals, all stunningly detailed and vast. An IMAX Theatre, gift shop and café are also on-site.

Cherry Creek Shopping Center

- 3000 East Third Ave. Denver, CO 80206
- 303-388-3900
- www.shopcherrycreek.com

The Cherry Creek mall includes 160+ shops, as well as many restaurants and a movie theater. The mall also features valet parking, in addition to 5,000 covered spaces in the adjoining free parking garage.

Denver Botanic Gardens

- 1005 York St. Denver, CO 80206
- 720-865-3500
- www.botanicgardens.org

These gardens encompass an impressive 21 acres and, in all, there are more than 30 gardens to explore. Evening concerts take place here in the summer and more information can be found on their website.

Denver Center for Performing Arts

- 1245 Champa St. Denver, CO 80201
- 303-893-4100
- www.denvercenter.org
- Box Office Open Mon-Sat 10am-8pm; Sun 10am-6pm

The center has been a hotbed of culture since 1972. The complex consists of two producing divisions, the Denver Center Theatre Company and Denver Center Productions. Denver Center Attractions hosts Broadway's top hits and produces cabaret in the Temple Hoyne Buell Theatre, the Auditorium Theatre, and the Garner Galleria Theatre. Colorado Symphony Orchestra concerts swell the walls of the Boettcher Concert Hall.

Denver Zoo

- 2300 Steele St. Denver CO, 80205
- 303-376-4800
- www.denverzoo.org

Where else can you visit polar ice caps, a tropical forest, the African savanna and a jungle all in one day? The zoo is a state of the art habitat featuring more than 4,000 animals representing over 600 species. It is open 365 days a year.

Elitch Gardens Theme & Water Park

- 2000 Elitch Circle Denver, CO 80204
- 303-595-4386
- <http://elitchgardens.com>

Elitch Gardens is America's only downtown theme and water park! After spending 104 years tucked away in northwest Denver, Elitch Gardens abandoned its home for a more spacious downtown site, which allowed it to add state of the art rides. Besides the more than 100 rides, there are numerous shows, shopping outlets and eateries to keep the family entertained. In addition, in the summer you can alternate between the numerous roller coasters and the neighboring mammoth water park. Hours fluctuate so call ahead for the schedule.

Garden of the Gods

- 1805 N. 30th St. Colorado Springs, CO 80904
- 719-634-6666
- Open daily 9am- 5pm
- www.gardenofthegods.com

This remarkable 1,360 acre park is so full of weird and surreal red sandstone rock formations that it looks like Mother Nature teamed with Salvador Dali in forming it. Numerous well-maintained nature trails, some of which are paved, fan throughout the park and offer great photo opportunities. Educational markers are numerous and enhance your understanding of the who, what, where, and why of these one-of-a-kind formations. Admission to the park is free.

Red Rocks Amphitheater

- Morrison, CO 80465
- 303-640-2637
- www.redrocksonline.com

Nestled in the Rocky Mountain Foothills 15 miles west of Denver, Red Rocks is a geologically formed, open-air Amphitheatre that is not duplicated anywhere in the world. With Mother Nature as the architect, the design of the Amphitheatre consists of two, 300-foot monoliths (Ship Rock and Creation Rock) that provide acoustic perfection for any performance. The area of Red Rocks has attracted the attention of musical performers since before the turn of the century. The majestic setting of the Amphitheatre, along with the panoramic view of Denver, makes for a breathtaking scene. During the summer, movies are shown here on the big screen ("Film on the Rocks"), many concerts are performed here, and it is a great day trip to hike around the trails at Red Rocks.

Sixteenth (16th) Street Mall

- 16th Street Denver, CO 80202
- 303-534-8500

The mall is a mile long, tree-lined promenade stretching through the heart of downtown. Bustling with street vendors, souvenir shops, clothing and jewelry stores, and a plethora of bars and restaurants, this energetic strip offers plenty of variety. Free shuttles provide transportation up and down the mall, allowing for convenient cross-town sightseeing.

Sports Authority Field

- 1701 Bryant St. Denver, CO 80204
- 720-258-3333

Sports Authority field is home to the Denver Broncos. It is a world-class stadium built by the owner of the Broncos team. Tours of the stadium are offered.

Thrillseekers

- 1912 South Broadway Denver, CO 80210
- 303-733-8810
- <http://www.thrillseekers.cc/>

This former movie theatre is recognized as one of the best climbing gyms in Denver. It is perfect for beginners looking to learn the basics of climbing in a safe, supervised environment. Advanced climbers can practice new techniques on the gym's varied climbing walls, or use the free weights or stair steppers to build stamina.

Washington Park (Wash Park)

- South Downing St. & East Kentucky Ave. Denver, CO 80209
- 303-964-2522
- Open Hours 5am-11pm daily
- www.washpark.com

This 155 acre park is home to two formal gardens – one of which is a replica of George Washington's garden at Mount Vernon. The park is full of walkers, joggers, and bicyclists taking advantage of the trails and roads that encompass and dissect the entire grounds. There are tennis, volleyball and basketball courts, and a recreation center with an indoor pool.

Water World

- 1800 West 89th Ave. Denver, CO 80260
- 303-427-7873
- www.waterworldcolorado.com

This amusement park offers rides that range from steep slippery slides to raft rides down the "Lazy River." It also offers a wave pool ideal for wading. Although an array of food is available here, personal picnics are allowed in the park.

Whitewater Encounters Rafting

- 800-530-8362
- Located between Buena Vista and Salida at mile marker 135 on US Highway 285
- 14825 US Highway 285, Salida, CO 81201

Choose from Colorado rafting trips that range from a mild Salida West whitewater river tour that is ideal from families with young kids to a Numbers rafting adventure that tests your mind and body to a Browns Canyon rafting trip that's fun for everyone. At Whitewater Encounters, your safety and enjoyment are top priorities. They use only top quality equipment and self bailing rafts, and take pride in maintaining their gear in excellent condition. They provide free wetsuits with your trip, and you can rent waterproof jackets and rafting shoes for your comfort.

Living at High Altitude

Sun Exposure

High altitude can put your skin at risk. With less atmosphere to protect you from the UVA and UVB rays, your skin will burn more easily. It's best to apply sun block whenever you go out. Even with a higher SPF applied, you can still get plenty of sun exposure.

Altitude Sickness

Altitude sickness occurs when your body does not acclimate to air that has less oxygen. Symptoms are caused by gaining altitude too quickly. The most widely felt symptom is a headache. Other symptoms include shortness of breath, even while sleeping; tightness in the chest; marked fatigue and weakness. If you experience any of these symptoms just follow the guidelines below and let others know you're not feeling well. Symptoms often improve once your body adapts to the higher elevation.

- Drink plenty of water: Replenishing fluids helps to stabilize your body. Expect to drink quite a bit more water than you normally consume at sea level. It is recommended that you drink three to four quarts a day while staying in higher altitudes.
- Take it Easy: Don't over exert yourself. Light activity helps to establish a rhythm with your cardiovascular system. Heavy exertion can lead to failure of your body to keep up. Be mindful of how your body feels.
- The Anti-Atkins Diet: Experts recommend eating a high carbohydrate diet while at high altitude. This can help get your body up to speed.
- Tobacco and Alcohol: Keep alcohol intake and smoking to a minimum, and cut it out all together if you are feeling any symptoms of altitude sickness. You'll certainly notice the effects of alcohol faster at higher altitude, and experts have noticed that consumption of alcohol and smoking can drastically increase the intensity of symptoms.
- Remember that altitude sickness can affect anyone, even top-flight athletes. Everyone responds differently to the effects of a thinner atmosphere.
- Most importantly: If you are not feeling well, let someone know!

SuperShuttle Service

If flying into Denver, you will need to secure travel from the airport to your housing. We have found the SuperShuttle to be a reliable option if you are not bringing a car. If choosing this option, we encourage you to make a reservation from the airport. While reservations are not required, we have found that passengers prefer to make reservations in advance to avoid hassle and confusion.

Please note if you book a reservation from the airport, this does not mean a van will be waiting for you when you arrive. Due to security considerations, airports do not allow vans to be lined up at the curb. However, vans are waiting close by in a "holding lot" near the airport, just minutes away.

In Denver, you should find a SuperShuttle ticket counter inside the airport. Simply follow this process:

1. Once you have your luggage, tell a SuperShuttle representative the specific address where you are headed and provide them your confirmation number and/or last name if you have made a reservation.
2. The next available van will then be dispatched from the "holding lot" at the airport only minutes away to pick you up, along with the others who have been assigned to your van.
3. There is a short wait time while we route you and assign your van, and for your van to travel to your terminal. The actual time varies depending on the volume of passengers, the number of terminal stops, airport traffic and weather conditions. Our local representative will be able to give you an accurate estimate when you check in.
4. As soon as the van arrives at the curb, you and other passengers will be promptly boarded, and you'll be on your way!

It is highly recommended to reserve a shuttle a few days before your arrival in Denver. Below is the website where you will find directions on how to book your travel.

- www.supershuttle.com
- Email: reservations@supershuttle.net
- Phone: (800) BLUE-VAN (800-258-3826)

Rates: The SuperShuttle rates are normally much cheaper than using a cab service. The average rate per person will be around \$23.00 + tax. While estimated rates for a cab service varied, we found the average rates for a taxi/cab to range from \$59.00-\$90.00.