




 **Marcel (ID: R0U)**: Hi, my name is Marcel (ID: R0U). How may I help you?


 **Debra StJohn**: A friend of mine had to move out of town suddenly so I'm taking care of all his loose ends. I wonder if he has an outstanding balance with you or if he has equipment that needs to be returned. Can you check his account for me? I only have his address, name and home and cell numbers... (no dish account number)


 **Marcel (ID: R0U)**: I will be happy to assist you with your request on finding the account number.


 **Marcel (ID: R0U)**: Would you please provide me the phone number and physical address?


 **Debra StJohn**: His name is Barry Muniz and his address was 250 Fell Street #44, San Francisco. His home phone was (415) 260-3714. Thanks so much.


 **Marcel (ID: R0U)**: Thank you.


 **Marcel (ID: R0U)**: I see that account has been disconnected on 01/30.


 **Debra StJohn**: Is there a balance and is there any equipment that needs to be returned to you?


 **Marcel (ID: R0U)**: Yes, He needs to return the equipment.


 **Marcel (ID: R0U)**: We will send you the boxes with 3 days.


 **Marcel (ID: R0U)**: Please drop the receiver to the nearest dish retailer.


 **Debra StJohn**: The remotes too?


 **Marcel (ID: R0U)**: Yes, if possible.


 **Debra StJohn**: Can you tell me where the nearest dish retailer is to area code 94107?


 **Debra StJohn**: What do you mean by this: "We will send you the boxes with 3 days."


 **Marcel (ID: R0U)**: Sure, I will let you know.


 **Marcel (ID: R0U)**: We will send you the boxes and labels for the receiver you need to drop the receiver.


 **Debra StJohn**: Can you send them to me instead of to Barry (since he's moved away?).


 **Debra StJohn**: Please send the boxes to Debra St. John, 499 Carolina Street, San Francisco, CA 94107. I promised him I'd make sure to get them back to you...


 **Marcel (ID: R0U)**: Please follow the link given below to view the nearest retailer.


 **Marcel (ID: R0U)**: <http://www.dish.com/support/tools-apps/locate-retailer/results.aspx?zip=94107&bgeo=true>


 **Debra StJohn**: Okay, thank you. I will get it back to you as soon as I receive the boxes. I appreciate your help.


 **Marcel (ID: R0U)**: Thank you.

 **Marcel (ID: R0U)**: It was my pleasure assisting you!

 **Marcel (ID: R0U)**: Thank you for using DISH Chat and have a great night!

 **Marcel (ID: R0U)**: Take care Debra, b ye.

 **Marcel (ID: R0U)**: Bye.

 **Marcel (ID: R0U)** has disconnected.