

 **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.