

10 Facts About HughesNet

1. HughesNet is America's #1 choice for high-speed Internet by satellite service.
2. HUGHES® has over 30 years of industry experience and provides HughesNet® service to many of America's Fortune 500 companies.
3. Save Time on the Internet—Downloading music or software files takes hours with dial-up, but only minutes or seconds with HughesNet.
4. Customer Satisfaction—Hughes offers a 24-month limited equipment warranty and a 30-day satisfaction guarantee.
5. For the Family—Offering service plans with download speeds up to 5 Mbps, HughesNet makes it easy to forget what it was like with dial-up and it doesn't use your phone line.
6. For the Home Office—Faster upload and download speeds are now available, giving you instant access to the information you need, when you need it!
7. Up to 10 Email Accounts—Access your HughesNet email accounts online from anywhere and enjoy 2 GB of storage per account.
8. Secure—HughesNet uses Triple DES encryption to secure every transmission, protecting your sensitive and personal data. And now get 6 months of FREE Identity Theft Protection.
9. Easy to Use—A simple ethernet connection makes it easy to share your HughesNet high-speed access with the family or the office.
10. Easy to Get Started—The new Lease plan gets you started for as little as \$99 down and only \$9.99/month!

The HughesNet service is NOT recommended for some time-sensitive types of Internet uses because of the subsecond delay (latency) of satellite Internet access. The delay is usually not noticeable in general Web browsing, but may have a significant impact on uses that are subsecond and/or time-sensitive. Examples include online gaming ("twitch" and RPG games), VoIP (Voice over Internet Protocol), Internet phone service, and day trading.

Running a VPN client over a satellite network is not an ideal configuration. Most VPN clients will work, but speeds will be affected significantly by as much as 50% to 75%. Average upload speeds are comparable to dial-up performance.

Home networking equipment may be required and is not included with the HughesNet system. For network setup, support, and configuration, contact your network hardware manufacturer and/or operating system software developer (Hughes Network Systems, LLC is not responsible for home network configuration or management).

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‡ Stock photo used. Antenna system actually delivered may differ slightly in appearance.

HughesNet[®]

FREE Standard Installation!

With the new Lease option, get online for only \$99 down and \$9.99/mo. equipment rental fee!

Service and Pricing Guide

For HughesNet[®] Resellers

www.partners.HughesNet.com



Visit www.partners.HughesNet.com to:

- Order HughesNet brochures, posters, banners, and other marketing material
- Get HughesNet logos, images, and pre-approved advertising
- Access HughesNet Sales Training

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HUGHES

HughesNet Service Plans

Available with an HN9000 modem. All HughesNet service plans require a 24-month service commitment.

	Home	Pro	ProPlus	Elite	ElitePlus	ElitePremium
Max Download Speeds ¹	1 Mbps	1.2 Mbps	1.6 Mbps	2.0 Mbps	3.0 Mbps	5.0 Mbps
Max Upload Speeds ¹	128 kbps	200 kbps	250 kbps	300 kbps	300 kbps	300 kbps
Outdoor Equipment	.74 m Antenna & Radio	.74 m Antenna & Radio	.74 m Antenna & Radio	.74 m Antenna & Radio	.74 m Antenna & Radio	.74 m Antenna & Radio
Download Threshold ²	200 MB	300 MB	425 MB	500 MB	500 MB	500 MB
Email Accounts	5	5	5	10	10	10
Monthly Service Fee	\$59.99	\$69.99	\$79.99	\$119.99	\$189.99	\$349.99

Equipment and Installation Pricing

Pricing shown is before current offers are applied.

	Purchase	Lease
Equipment	\$199.99	\$9.99/mo.
Standard Installation	\$199.99	\$199.99
Upfront Fee	\$0	\$99.00

Current Offers

FREE Standard Installation — Available to new HughesNet subscribers with the Lease option only (\$199.99 value). Not valid with the upfront Purchase option.

\$100 Mail-in Rebate — Available to new HughesNet subscribers with the Purchase option between 07/01/09 to 09/30/09. Customer must submit mail-in rebate form by 12/31/09 to receive the rebate. Go to <http://rebate.HughesNet.com> for details. Not valid with the Lease option.

All Plans Include

- Email accounts with 2 GB of storage each
- Antivirus and spam filtering
- 30-day Satisfaction Guarantee
- HN9000 modem
- Download Zone 2 a.m. to 7 a.m. ET
- 24/7 live technical support
- Identity theft protection for 6 months
- PC Security Suite for 3 months
- Dynamic IP Address (NAT)

HughesNet Service Options

	N/A	N/A	1 Static IP for \$10/month	1 Static IP for \$10/month	5 Static IPs for \$20/month	5 Static IPs for \$20/month
Static IP Address(es)	N/A	N/A	1 Static IP for \$10/month	1 Static IP for \$10/month	5 Static IPs for \$20/month	5 Static IPs for \$20/month
Express Repair - Basic ³	\$5.95/month	\$5.95/month	\$5.95/month	\$5.95/month	\$5.95/month	\$5.95/month
Express Repair - Premium ⁴	\$10.95/month	\$10.95/month	\$10.95/month	\$10.95/month	\$10.95/month	\$10.95/month

HughesNet Early Termination Fees

No termination fee if order is cancelled before installation.

	Cancel within 30 days	Cancel AFTER 30 days	Cancel AFTER 24 month service commitment
Purchase	\$200 refund for returned equipment. No service termination fee. No refund of installation fee.	\$400 service termination fee. \$200 refund for returned equipment. ⁵	
Lease	\$99 Upfront Fee is forfeited. \$300 Unreturned Equipment Fee if equipment is not returned within 45 days of cancellation date.	\$400 service termination fee. \$99 Upfront Fee is forfeited. \$300 Unreturned Equipment Fee is charged if equipment is not returned within 45 days of cancellation date.	\$300 Unreturned Equipment Fee is charged if equipment is not returned within 45 days of cancellation date.

- Listed speeds are available only through Hughes' new satellite. The majority of subscribers will have access to these faster speeds. However, approximately 3% will not be able to receive these speeds as a result of trees or other obstacles that block the signal from the satellite to the home. In these cases, Hughes can offer slightly slower Internet access via another satellite with download speeds up to 700 kbps, 1.0 Mbps, and 1.5 Mbps; and upload speeds up to 128 kbps, 200 kbps, and 200 kbps for Home, Pro, and ProPlus service plans, respectively.
- Based on an analysis of customer usage data, Hughes has established a download threshold for each of the HughesNet service plans that is well above the typical usage rates. Subscribers who exceed that threshold will experience reduced download speeds for approximately 24 hours. During this recovery period, the HughesNet service may still be used, but speeds will be slower.

- Express Repair-Basic includes 2nd business day coverage, 8am-5pm, Monday through Friday. \$29.95 per on-site repair incident in addition to monthly fee. Requires 12-month commitment. \$25 administrative fee applies if Express Repair is cancelled before the end of the commitment term.
- Express Repair-Premium includes next business day coverage, 8am-5pm, Monday through Friday. \$29.95 per on-site repair incident in addition to monthly fee. Requires 12-month commitment. \$25 administrative fee applies if Express Repair is cancelled before the end of the commitment term.
- If the customer cancels service before the end of the initial 24-month service commitment and returns the required equipment in good condition within 45 days of terminating, the customer will qualify for the \$200 equipment refund.