

February 17, 2016

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## HughesNet Voice for VARs

# HughesNet Voice

- ❑ **Optimized QoS performance over HughesNet Service**
- ❑ **Usage does not consume monthly data allowance**
- ❑ **Feature-Rich**
- ❑ **Save up to 45% over traditional landline**
- ❑ **Unlimited calling within US, Puerto Rico & Canada**
- ❑ **Optional unlimited international calling**
- ❑ **Local Number Porting available**
- ❑ **Easy installation and activation**
- ❑ **2 Year Commitment**

# Voice Features

Local Number  
Portability

911

Call Waiting

Call Forwarding

Anonymous or  
Selective Call  
Blocking

Outbound Caller  
ID

Caller ID Name

Enhanced  
Voicemail

Unlimited  
Domestic Minutes

*Unlimited  
International  
Minutes (Optional)*

Simultaneous Ring

Web Self-Care  
Portal

# Hardware & Service Pricing



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# HughesNet Voice Pricing – Self-Installing VAR

Hardware	P/N	One-Time Price
1-port Innomedia ATA	1506096-0002	\$80 each

Hughes Voice Service (Requires Business Internet Service)	Domestic Unlimited Monthly Price Per Site		International Unlimited Monthly Price Per Site (Incremental to Domestic Plan)
	w/24 Month Commitment	No Commitment	w/24 Month Commitment
Retail Price	\$29.95	\$39.95	+\$22.95

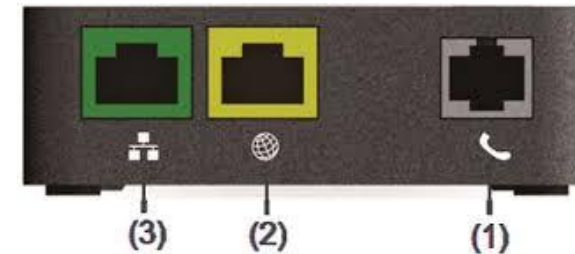
# Voice Analog Telephone Adapter (ATA)

## ❑ Hughes only supports 1 configuration:

- Innomedia Model MTA8328

## ❑ Supports 1 physical analog phone

- Hughes does not provide analog phones
- Can be supplied by customer or reseller



# Ordering, Activation & Installation



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# Voice Ordering

- ❑ Reseller uses the standard Hughes ordering GUI: <http://admin.myhughesnet.com>
- ❑ A Business Internet Service must be purchased for the site
- ❑ Voice ordering comes in 4 options (*Note: Prices shown are MSRP*)

VAR VOIP Plans	<a href="#">more info</a>		
<input checked="" type="radio"/> NONE		-	\$0.00
<input type="radio"/> Business Domestic(C) <b>Business Voice with Commitment</b>		-	\$29.95
<input type="radio"/> Business Domestic(NC) <b>Business Voice no commitment</b>		-	\$39.95
<input type="radio"/> Business International(C UNL) <b>Business Voice with Commitment and International Unlimited</b>		-	\$52.90
<input type="radio"/> Business International(NC UNL) <b>Business Voice no Commitment and International Unlimited</b>		-	\$62.90

- ❑ Cancellations and Upgrades can be made via the Hughes ordering GUI



# Voice Service Relocation or Reassignment

- ❑ **The Monthly Voice Service is associated to the ATA, which is associated with the modem SAN**
- ❑ **For security reasons, Hughes only wants the end-customer, not the reseller, to have the username/password to access voicemail and call records**
  - Accessing the Hughes Voice Portal to see voicemail or call records requires a username and password.
  - Accessing the voicemail via the phone prompts only requires a 4-number pin
- ❑ **Thus, moving an ATA from one end-customer to another could be expose call records or voicemail to others.**

## Hughes makes the following two suggestions:

- 1. If a customer is willing to pay for an ATA, they should.**
  - Moving an ATA will force a reset of security credentials to the Hughes Voice Portal, which will have to be done by Hughes Customer Service
- 2. If a reseller intends to move a modem and ATA from one end-customer to another, and has no option but to “rent” the modem & ATA, Hughes recommends only providing phone access to voicemail:**
  - The reseller should activate the ATA and set the default password the last 4 digits of the phone number, and place a sticker on the ATA indicating so.
  - Keep it simple - The reseller should not activate the Hughes Voice Portal
  - If the end-customer does not clear the password before returning the ATA to the reseller, the reseller should charge the previous customer the purchase price of the ATA, and purchase a new ATA for the modem

# Hughes Voice Portal

Voice activation and management occurs via a separate Hughes Voice Portal

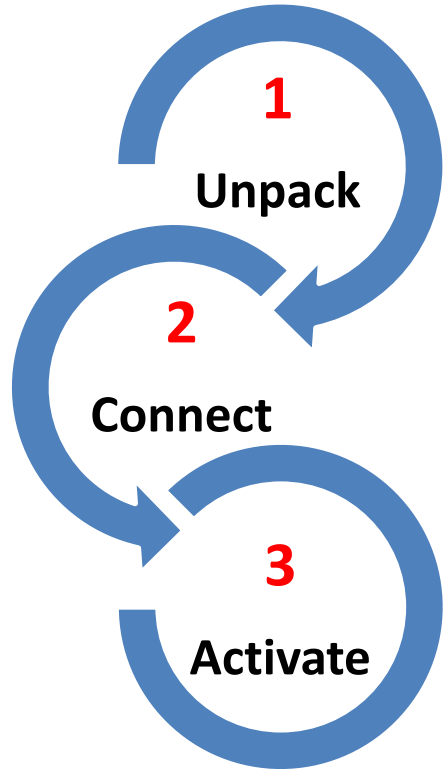
- Details are in upcoming slides

This Hughes Voce Portal has a unique username/password

- The End Customer will create their own username/password
- This ensures private access to voicemail and call records
- **Even Hughes cannot access the Hughes Voice Portal data**
- Customer will need to able to manage features without Reseller assistance

# Activating Voice in 3 Easy Steps:

The process starts at <http://voice.hughesnet.com>



The screenshot shows the HughesNet Voice Activation page. At the top left is the HughesNet logo, and at the top right is the text 'HughesNet Voice Activation'. Below this is a message: 'You're just a few steps away from activating your new HughesNet Voice service!'. A blue banner contains the text 'Complete these 3 steps to get started.'. Below the banner are three steps, each with an icon and a button: 1) Unpack (truck icon), 2) Connect (wrench icon), and 3) Power up (power button icon). Below each step is a link to a quick start guide: 'Cisco Quick Start Guide', 'Innomedia MTA6328 Quick Start Guide', and 'Innomedia MTA8328 Quick Start Guide'. At the bottom is a 'Continue' button.

# 1 - Unpack

## □ What's included:

- 1 port ATA
- Power supply
- Ethernet cable
- Standard telephone cable
- Quick-Start Set-Up Guide



## 2 – Connect

- ❑ The Gen5 service must be active first!
- ❑ Customer can self-connect and self-install
- ❑ See the installation video:  
<https://vimeo.com/212313288>



Installing Your HughesNet Voice Equipment: Innomedia MTA8328

Close Window and Start Over

Go To Next Step

# 3- Activate the SAN

- ❑ Register the SAN
  - ❑ <http://voice.hughesnet.com/activation/information.cfm>
- ❑ Installer/Customer must input the :
  - Customer SAN
  - MAC of the ATA
  - ZIP code where the phone is
- ❑ Customer reads and agrees to legal terms and conditions.
- ❑ ATA activates.
- ❑ Hughes assigns a telephone number based on the zipcode
  - Porting is handled after activation
- ❑ Service is established

Please enter or verify the information below to begin activation

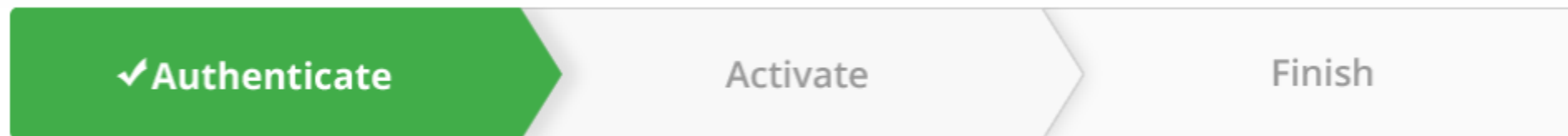
SAN: ?

MAC Address: ?

Re-enter MAC Address:

Zip Code:

By proceeding you agree to the [terms and conditions](#)



# Success!

- ❑ Phone number is provided:
- ❑ Caller ID information is displayed
- ❑ You can now make and receive phone calls

✓ Authenticate    ✓ Activate    ✓ Finish

Congratulations First Name,  
Your HughesNet voice service is now active. You can start making calls right away!

Your new telephone number: (123) 456-7890

Your Caller ID Display: Master Account

### Manage your voice features

Get Started To:

- Set up voicemail
- Turn on Simul-ring
- Transfer your existing telephone number
- And more

# Features & Management



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# Hughes Voice Portal – Manage Features

- ❑ Access via <http://hcwsc.bigrivertelephone.com/Account/Login>
- ❑ **For end-customer only**

## Features:

- All Call Forwarding
- Voicemail
- Incoming Call Features
- Sim Ring
- Call Records
- Port My Number

## Account details are shown:

- SAN
- Voice Plan
- Email Address
- ATA MAC
- Plan Minutes

## HughesNet. | Voice

### Web Self-Care Administration

[Home](#) | [All Call Forwarding](#) | [Voicemail](#) | [Incoming Call Features](#) | [Sim Ring](#) | [Call Records](#) | [Port My Number](#)

Managing account for Patrick Alejandro - TN 2406865946

[Logout](#)

SAN: DSS10115400

HughesNet Voice Service Plan: Home Voice - No Commitment Intl 200

Login Email address: dss10115400@hughes.net

ATA MAC Address: 001099130079

Remaining Minutes - International 200 Plan: 200.0

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# Call Forwarding

## Forward All Calls

Below you may activate or deactivate your call forwarding for all incoming calls.

- Yes
- No

To what number would you like your calls forwarded?

Please confirm the forwarding number.

SUBMIT

# Voicemail

## Voicemail Messages

From	Date/Time Received	Checked	
UPR MARLBORO MD (3014948159)	2018-05-15 14:26:28.431	No	<a href="#">Download</a> <a href="#">Delete</a>

## Voicemail Settings

Activate voicemail and set the number of rings before the call goes to voicemail.

Voicemail Enabled

On

Off

Number of Rings

6 ▼

SUBMIT

## Forward Voicemail to Email

Activate

On

Off

Email Address

## Send Notification to Email

Activate

On

Off

Email Address

## Notification Message Contents

- |                                                     |                                                      |
|-----------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Caller ID Name             | <input checked="" type="checkbox"/> Caller ID Number |
| <input checked="" type="checkbox"/> Message Length  | <input checked="" type="checkbox"/> Time of Message  |
| <input checked="" type="checkbox"/> Date of Message | <input type="checkbox"/> Your Mailbox Number         |

SUBMIT

- Can Download/Delete Emails
- Set # Rings
- Forward to Email
- Voicemail Notification:
  - Caller ID Name/Number
  - Message Length
  - Date
  - Time

# Call Rejection Settings

## Anonymous Call Rejection On/Off

- Below you may turn on or off the automatic rejection of anonymous calls (calls from a caller with no available caller ID)

## Selective Call Rejection

- Select phone numbers from which you do not wish to receive calls

### Anonymous Call Rejection

Below you may turn on or off the automatic rejection of anonymous calls (calls from a caller with no available caller ID)

Off ▾

SUBMIT

### Selective Call Rejection

Here you may select phone numbers from which you do not wish to receive calls.

Yes

No

SUBMIT

Add rejection number

ADD

# Simultaneous Ring & Viewing Call Records

## ❑ Simultaneous Ring On/Off

- Will ring up to four different phone numbers of your choice, simultaneously, whenever your home phone number receives an incoming call.

### Sim Ring

**Simultaneous Ring** will ring up to four different phone numbers of your choice, simultaneously, whenever your home phone number receives an incoming call.

#### Enabled

Yes

No

SUBMIT

### Call Records

Date	Time	From	To	Duration	Type
06152018	09:57:23 AM	3014287185	2404493070	1.8	Inbound
06152018	09:56:07 AM	3014287185	2404493070	1.2	Inbound
06152018	09:55:08 AM	3014287185	2404493070	0.8	Inbound
06152018	09:50:32 AM	3014287185	2404493070	4.5	Inbound
06062018	08:44:59 AM	2028736954	2404493070	0.8	Inbound
05152018	03:25:25 PM	3014948159	2404493070	1.1	Inbound

## ❑ View Call Records:

# Alternate Voicemail Setup and Access

- ❑ Customer can call their phone number to setup and access voicemail
- ❑ Default password is **1234**

1. To access the voice messaging system, dial your phone number (plus sub-mail box number with Enhanced VM), then press \* and follow prompts.

2. To listen, delete and save messages, press the following keys:

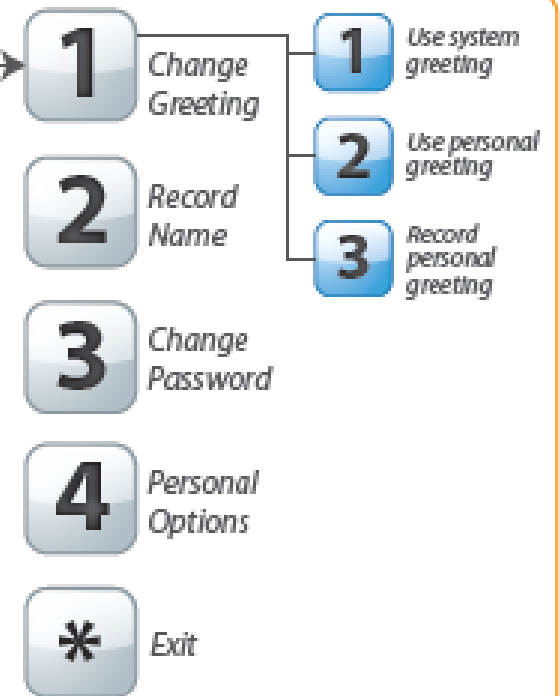
- |                                                      |                                 |
|------------------------------------------------------|---------------------------------|
| <b>1</b> Replay current message                      | <b>7</b> Delete current message |
| <b>2</b> Skip current message                        | <b>9</b> E-mail message*        |
| <b>4</b> Skips back 5 seconds while playing message  | <b>*</b> Exit                   |
| <b>5</b> Skips ahead 5 seconds while playing message |                                 |
- \* User must have e-mail address defined for this command to work.

## CHECKING YOUR MESSAGES

# VOICE MESSAGING QUICK GUIDE

## PHONE ACCESS INSTRUCTIONS

1. Call your phone number (plus sub-mail box number with Enhanced VM)
2. Press \*
3. Enter passcode (last 4 digits of phone number)
4. Change your passcode
5. Press 1 to change personal greeting
6. Press 3 to record personal greeting
7. Press 1 if you are satisfied with the greeting
8. Press \* to exit



## SETTING UP YOUR MAILBOX

# Porting



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## First, determine Voice Qualification

Depending on where you live, you **may** qualify for a local number.

If you **do** qualify for a local number:

1. Keep the telephone number to be provided by Hughes.
2. “Port” an existing business telephone number to your HughesNet Voice account **at no charge.**

If you **do not** qualify for a local number:

You can choose a new non-local telephone number across the continental United States.



# Phone # Port Process

## FAQ:

- <http://voice.hughesnet.com/porting>

## Video:

- <https://player.vimeo.com/video/245249245>

## Can you convert a mobile number to a landline number?

- Yes.

## Can I port a disconnected phone number?

- No. The phone number has to be up and working for it to be ported from the existing telephone company.

## Porting will take 10 Business Days to complete

- The customer can check the status on the Hughes Voice Portal

# FAQs



## Other Voice FAQ

### Q: If I exceed my plan Data, can I still make calls?

- Yes. The Data you receive through your HughesNet Internet plan does not impact calls using the HughesNet Voice service.

### Q: What if I have multiple phones in my house, how do I connect my phones to the Voice ATA?

- You cannot connect existing multiple phones which are connected to your house phone wiring to the ATA.
- You can only connect one phone unit to the ATA directly (not through your existing house phone wiring).
- If you want to use multiple phones, you will need a cordless phone system, and connect the base station to the ATA.

### Q: Can I call a 900 telephone number?

- No. This is an additional service and is not allowed on Hughes' network. HughesNet Voice service does not supply 900 numbers or provide 900 service.

# 911 Service

Please visit <http://legal.hughesnet.com> for full details

The HughesNet voice service does not support traditional wireline e-911 capability.

- The 911 call may be routed to a different dispatcher than that used for traditional wireline 911 dialing.
- The dispatcher will be located at either a public safety answering point (“PSAP”) or other PSAP or local or regional emergency service personnel designated for wireline or wireless services for the address you have listed at the time you registered for the HughesNet voice service or other backup emergency answering services.
- The dispatcher may not know the phone number or physical location of the person who is making the 911 call

**Each subscriber must:**

- Provide Hughes with an accurate service address, meaning the actual physical location where the HughesNet voice service will be used
- The subscriber will not attempt to use the HughesNet voice service at any location other than at its designated service address.

**Please note::**

- Hughes reserves the right to terminate service in the event you do not provide and maintain an accurate service address and/or if you attempt to use HughesNet voice service at any location other than its designated service address.

**How long does it take a number to be ready for 911 when they switch to our service?**

- 911 calls can be made immediately upon activation of service.