



New Customer General Information

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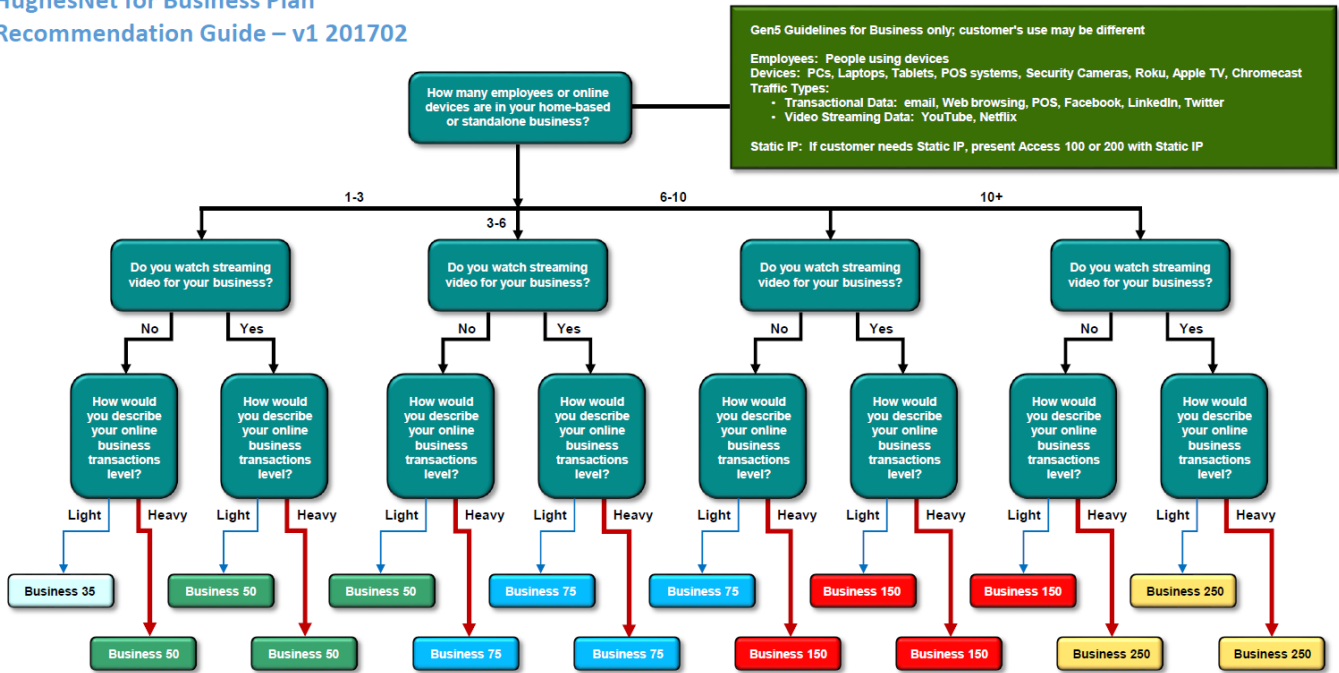
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First 20 Days Data

For new customers, your first 20 days of Internet use on Hughesnet will not count towards your service plan data. We give you this unmetered time to download software updates that can use a lot of data. Your data will automatically reset when depleted for the first 20 days only. After this grace period, you will have the full amount of your service plan data to use for the remainder of the month.

HughesNet for Business Plan Recommendation Guide – v1 201702



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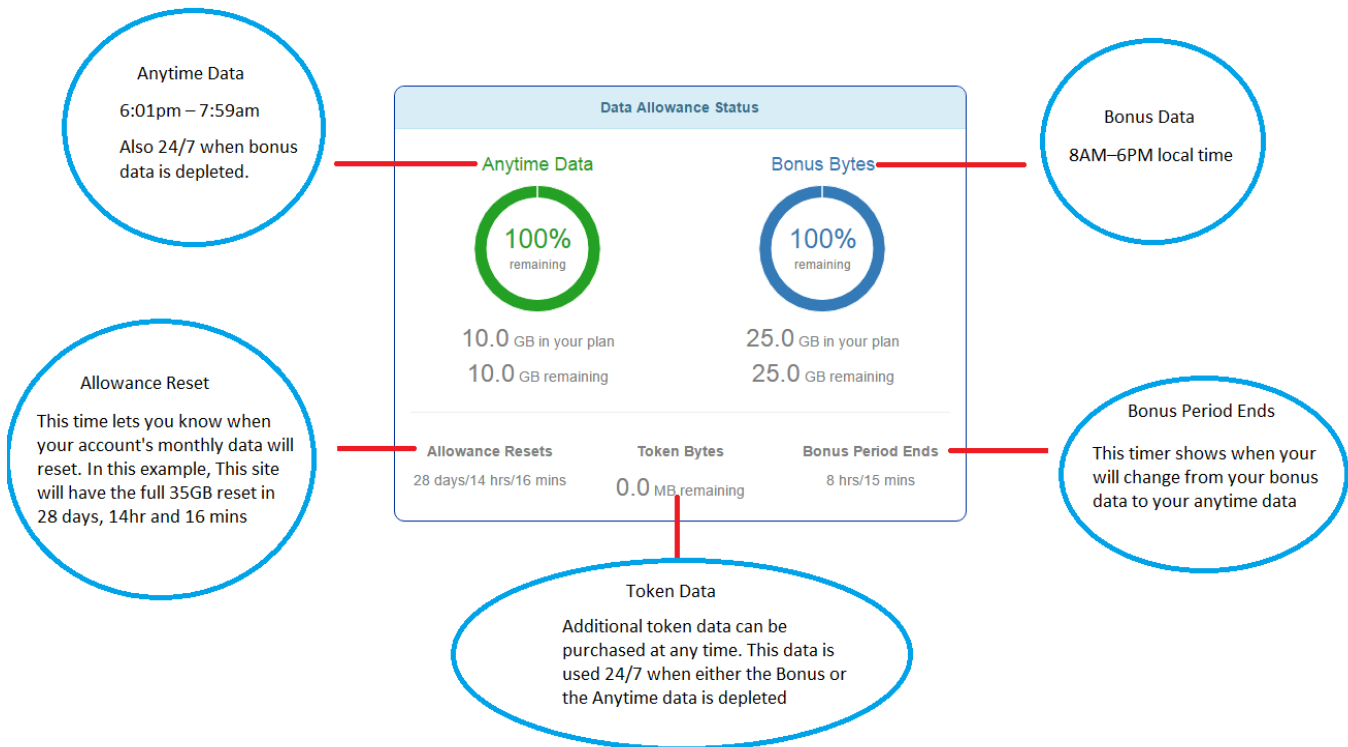
Understanding Your Download Allowance

Every Hughes BI service plan resold by Houston Media Systems has a High-Speed download allowance. There are 13 data plans available ranging from 35GB to 550GB per month. If/when your data allowance has been depleted, there is no charge for continuing to use the system. At this point, the service is unlimited at the slower speeds. Once the monthly data has reset, you will resume usage at the higher speeds.

Gen5 Dealer Pricing (Business Internet)

BUSINESS 35	BUSINESS 50	BUSINESS 75	BUSINESS 100	BUSINESS 150	BUSINESS 200	BUSINESS 250	BUSINESS 300	BUSINESS 350	BUSINESS 400	BUSINESS 450	BUSINESS 500	BUSINESS 550
SERVICE FEE \$89⁹⁹ /MO	SERVICE FEE \$119⁹⁹ /MO	SERVICE FEE \$169⁹⁹ /MO	SERVICE FEE \$219⁹⁹ /MO	SERVICE FEE \$289⁹⁹ /MO	SERVICE FEE \$389⁹⁹ /MO	SERVICE FEE \$489⁹⁹ /MO	SERVICE FEE \$589⁹⁹ /MO	SERVICE FEE \$689⁹⁹ /MO	SERVICE FEE \$789⁹⁹ /MO	SERVICE FEE \$889⁹⁹ /MO	SERVICE FEE \$989⁹⁹ /MO	SERVICE FEE \$1089⁹⁹ /MO
Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload	Plan Speeds 25 Mbps Download 3 Mbps Upload
Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W	Modem HT2000W
Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka	Antenna Size & Radio 30m & 1W Ka
Download Threshold Business Period 25 Gb Anytime Allowance 10 Gb Total per Month 35 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 25 Gb Total per Month 50 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 50 Gb Total per Month 75 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 75 Gb Total per Month 100 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 100 Gb Total per Month 150 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 150 Gb Total per Month 200 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 200 Gb Total per Month 250 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 250 Gb Total per Month 300 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 300 Gb Total per Month 350 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 350 Gb Total per Month 400 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 400 Gb Total per Month 450 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 450 Gb Total per Month 500 Gb	Download Threshold Business Period 25 Gb Anytime Allowance 500 Gb Total per Month 550 Gb
Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included	Dynamic IP Address Included
Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month	Static IP Address \$20/month

Each plans' data allowance is broken up into two categories, **Anytime** and **Bonus**.



Important Document Links about HT2000w Modem

[HT2000W Satellite Modem User Sheet](#)

[HT2000W User Guide](#)

[HT2000W Installation Guide](#)

Daily data usage check

To check your data usage for your site, you will only need to know your SAN (Site Account Number, will begin with: HMSBI)

Copy and paste the following address into any web browser:

https://customercare.myhughesnet.com/frmUsage.cfm?https://customercare.myhughesnet.com/select_modem.html

Once the site is pulled up, it should look like this:



Check my usage

"Check my usage" is intended to provide HughesNet subscribers with an approximation of their online download and upload usage data and Fair Access Policy information. Please note that certain software applications will take advantage of an 'Always On' connection, and this activity may result in additional usage data even when you are not active at your HughesNet-enabled PC. The information provided on this site is for reference only. Actual usage may vary.

'Check my usage' provides the following information:


- Date - The date usage data was recorded.
- Download in Megabytes - Amount of data downloaded in Megabytes.
- Upload in Megabytes - Amount of data uploaded in Megabytes.
- Subject to FAP - Indicates whether usage was subjected to FAP during the period monitored.

Typically the number of Megabytes transmitted is much smaller than the number of Megabytes received. When you select a link or type in a URL (ex: www.myHughesNet.com), the information you send is very small to request that Web page. The content that you receive when that Web page appears includes a large amount of information such as text, graphics, animation, etc. However, when you send emails with large attachments, or perform other types of bulk upload activities, the transmit usage may be much greater.

Even when you are not using the HughesNet system, you may see very small amounts of usage. This is normal, and represents signals from the HughesNet system to the Network Operations Center indicating that it is operating properly. A typical transmit usage value when the HughesNet system is not being used could be 0.02 to 0.10 MB.



When your transmit usage is very high (say 20 MB per hour or more) and continuous over many hours or days even when you are not using your system, it is strongly recommended that each of your PCs connected to the HughesNet system be checked for a virus or worm. A worm typically causes a PC connected to the Internet to transmit 'useless' information continuously. When this happens, the performance of your HughesNet system will be degraded and may be completely disrupted. To restore the integrity of your system and the performance of your HughesNet service, please follow these instructions to identify and remove harmful viruses and worms.

SAN:

Date: 

Then, enter your SAN and the date you would like to see the history of usage.

Here is an example of the history for this site for the date I requested (01/31/2018)

Results for Site ID: HMSBI00

Note: The information on this page is listed in prevailing Eastern time only. Usage statistics will only be shown for a SAN if usage for a given hour is greater than 500KB, the site is subject to the Fair Access Policy or the reported time is between 2 AM ET and 8 AM ET.

Date	Time From	Time To	Min Used	Download In MB	Subject To FAP*	Upload In MB
01/31/18	12:00 AM	1:00 AM	60	0.08	No	0.08
01/31/18	1:00 AM	2:00 AM	60	0.08	No	0.08
01/31/18	2:00 AM	3:00 AM	57	1.34	No	0.52
01/31/18	3:00 AM	4:00 AM	58	0.10	No	0.09
01/31/18	4:00 AM	5:00 AM	60	0.12	No	0.10
01/31/18	5:00 AM	6:00 AM	60	0.06	No	0.07
01/31/18	6:00 AM	7:00 AM	60	75.91	No	7.38
01/31/18	7:00 AM	8:00 AM	60	5.94	No	0.70
01/31/18	8:00 AM	9:00 AM	60	0.08	No	0.08
01/31/18	9:00 AM	10:00 AM	60	0.08	No	0.08
01/31/18	10:00 AM	11:00 AM	60	40.32	No	2.25
01/31/18	11:00 AM	12:00 PM	60	0.15	No	0.19
01/31/18	12:00 PM	1:00 PM	60	0.15	No	0.10
01/31/18	1:00 PM	2:00 PM	60	0.20	No	0.10
01/31/18	2:00 PM	3:00 PM	60	0.18	No	0.11
01/31/18	3:00 PM	4:00 PM	60	952.32	No	2.67
01/31/18	4:00 PM	5:00 PM	60	403.52	No	2.15
01/31/18	5:00 PM	6:00 PM	60	26.77	No	1.03
01/31/18	6:00 PM	7:00 PM	60	830.31	No	2.26
01/31/18	7:00 PM	8:00 PM	60	57.80	No	3.78
01/31/18	8:00 PM	9:00 PM	60	59.48	No	3.41
01/31/18	9:00 PM	10:00 PM	60	64.09	No	4.20
01/31/18	10:00 PM	11:00 PM	60	148.75	No	7.65
01/31/18	11:00 PM	12:00 AM	60	0.31	No	2.09

* FAP – Fair Access Policy

Adding Tokens

Attention!!! In order for extra Tokens (GB) to be added to an account, the customers HughesNet system must be up and running.

If the customer is on the go, as soon as they reach their location and are online again they can let us know to add their Tokens.

Any request for token add-on must be sent in via email to our office email. Hughes@txdish.com. In the email, you must let us know what account (SAN) needs to have a token added to it. Also need to know how much data you would like to add. So, for example:

HMS,

My SAN number is: HMSBI00XXXX

I would like to add 30GB to the following account.

Let me know when this is processed.

Once the email is received, we will process the request to have the token added. It can take up to 1 hours for the tokens to be added on to the account and reflect on the customer side.

- 1.Token can always be purchased in advance before you need them. Any unused token data rolls over to the next month until the data is completely used
2. Any amount of tokens can be purchased up to 500GB in one request @ \$3.00 per Token(GB)

Warranty

HUGHES® warrants to the original buyer that under normal use and wear the Equipment, which includes the Indoor Unit (satellite modem), Power Supply, and Outdoor Unit (Antenna and Radio Assembly), will be free from defects in material and workmanship for the warranty 1 year from initial activation. Any Equipment replaced or repaired under this warranty will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. This warranty is not transferable.

Repair or replace the defective Equipment within thirty (30) days of the date the defective Equipment was returned to Houston Media Systems, 5713 2nd St, Katy, TX 77493. at your expense. Houston Media Systems will then inspect the unit and repair or replace the unit at no cost to you. Customer is only responsible for shipping cost back also.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR DEFECTS DURING THE WARRANTY PERIOD IN ANY EQUIPMENT COVERED BY THE LIMITED WARRANTY. To request Limited Warranty service, you must contact Houston Media Systems Customer Service, 713-464-0101 within the Limited Warranty period.

This Limited Warranty will be void in its entirety if the Hardware is serviced by anyone other than Hughes or a Hughes-Authorized Service Center. Hughes neither assumes nor authorizes any Authorized Service Center or any other person or entity to assume any other obligation or liability beyond that which is provided for in this Limited Warranty.

This Limited Warranty does not cover damage or affected operation of the above referenced Equipment resulting from:

- Nonprofessional installation; repointing of the Antenna; removal, repair or disassembly of Equipment by anyone other than a Hughes-Authorized Service Technician
- Failure to follow instructions
- Fire, flood, wind, lightning, earthquake or other acts of God
- Spills of food or liquids
- Problems with electrical power
- Misuse, abuse, accident, vandalism, alteration, or neglect
- Use in combination with other external devices not manufactured or provided by Hughes This Limited Warranty does not cover items in the following categories:
 - Software provided by any party other than Hughes
 - External devices not manufactured or provided by Hughes
 - Any payments for labor or service to representatives or service centers not authorized by Hughes