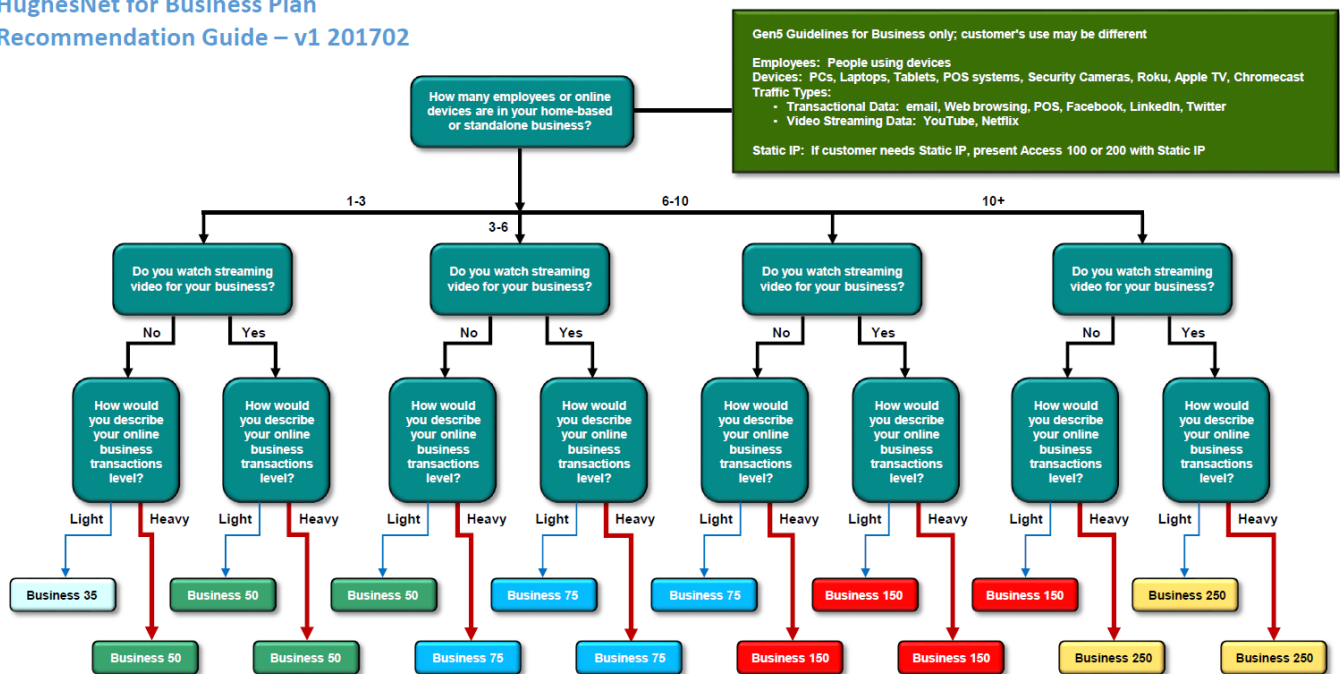


# HMS Gen5 Customer Welcome Document 3.0

## INDEX

Index & Plan Recommendation Guide-----	Page 1
Understanding Your Download Allowance-----	Page 2
Remote Hourly Data Usage Check-----	Page 3
Remote Data Available Check-----	Page 4
Adding/Requesting additional GB Tokens-----	Page 5
Upgrading/Downgrading of Service Plan-----	Page 6
Requesting Seasonal Suspension/Reactivation of Service Plan-----	Page 7
What is the Gen5 Video Data Saver? -----	Page 8-9
Warranty Program-----	Page 10

### HughesNet for Business Plan Recommendation Guide – v1 201702



G58108 P 02/24/17

**HughesNet.**

## 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 1TB per month. If/when your High-Speed data allowance has been depleted, there is no charge for continuing to use the system. At this point, the service becomes an unlimited account at slower speeds (3X1Mb). Once the monthly data has reset, upgraded, or tokens are added, you will resume usage at the higher speeds.

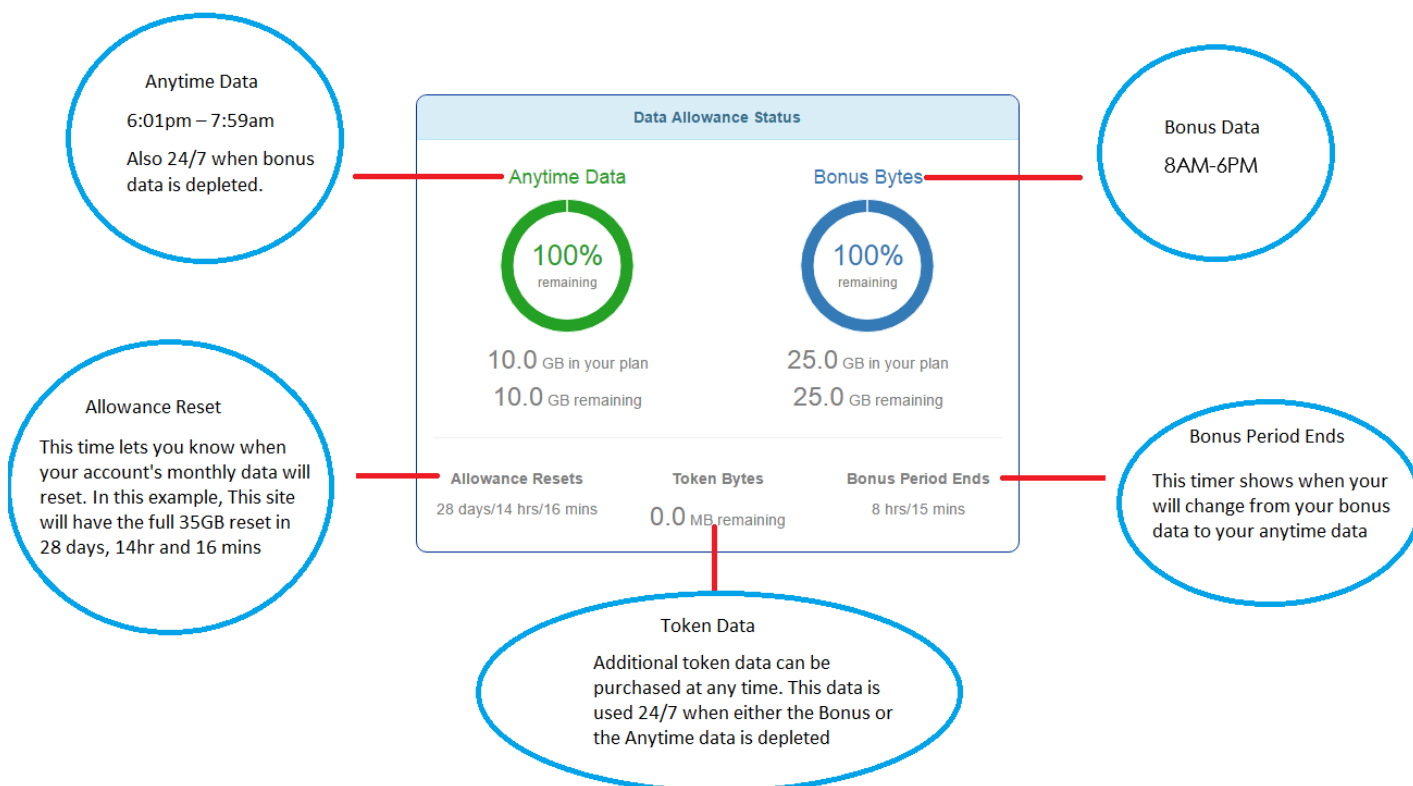
Gen5 Dealer Pricing (Business Internet)

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 \$89 <sup>99</sup> /MO	SERVICE FEE \$119 <sup>99</sup> /MO	SERVICE FEE \$169 <sup>99</sup> /MO	SERVICE FEE \$219 <sup>99</sup> /MO	SERVICE FEE \$289 <sup>99</sup> /MO	SERVICE FEE \$389 <sup>99</sup> /MO	SERVICE FEE \$489 <sup>99</sup> /MO	SERVICE FEE \$589 <sup>99</sup> /MO	SERVICE FEE \$689 <sup>99</sup> /MO	SERVICE FEE \$789 <sup>99</sup> /MO	SERVICE FEE \$889 <sup>99</sup> /MO	SERVICE FEE \$989 <sup>99</sup> /MO	SERVICE FEE \$1089 <sup>99</sup> /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
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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
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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**.

You can view your Data Allowance Status while connected to your modem by visiting:

[192.168.0.1](http://192.168.0.1) OR <http://www.systemcontrolcenter.com>



## Remote Hourly 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>

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:  




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This will also show you any hours you were possibly subject to FAP (Fair Access Policy) and will be noted with a YES in the FAP column.

NOTE: When in FAP service still remains unlimited just at much slower speeds.

Enter your SAN and the date you would like to see the history of usage then click submit.

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

\* FAP - Fair Access Policy



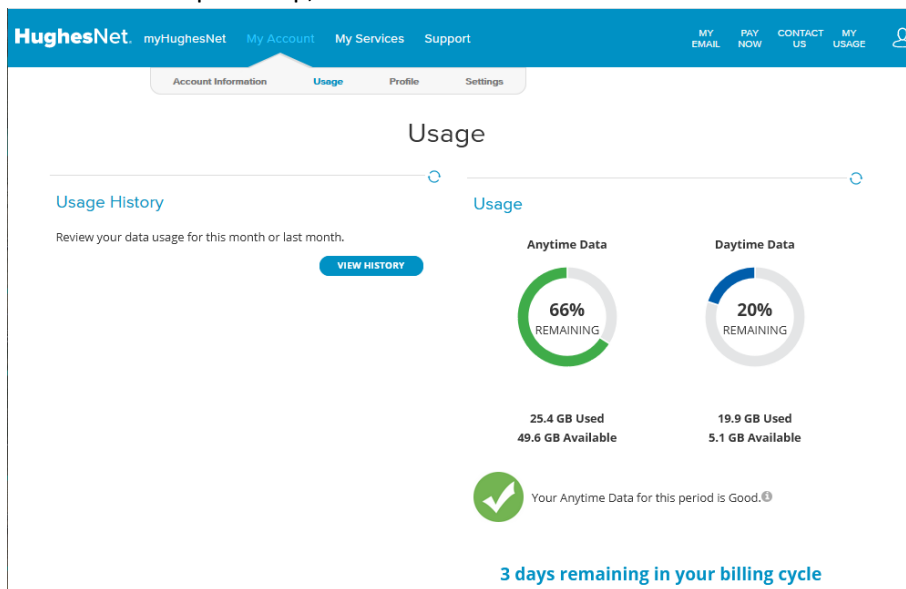
## Remote Data Available Check

**ATTENTION!!!** Your Log In info for [myhughesnet.com](http://myhughesnet.com) should be requested from Houston Media Systems.  
713 464 0101 or [hughes@txdish.com](mailto:hughes@txdish.com).

If prompted to verify a SAN and phone number you will need to enter our help desk phone number (7134640101 or 2814640101). Not only is this login good for looking up your account information and monitoring your data/usage remotely, it is also good for turning the Video Data Saver feature remotely ON/OFF/4 HOUR SNOOZE.

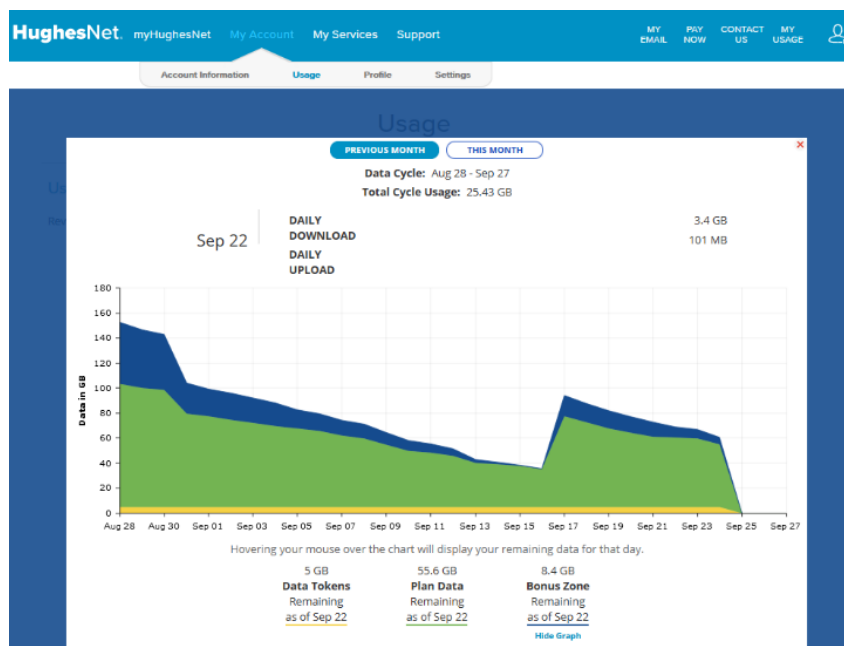
To remotely check data remaining on your account, you will need to Sign in on [myhughesnet.com](http://myhughesnet.com) then click on 'My Account'. On the second menu, click on 'Usage'.

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



On the 'Usage' page you can view the percent of your data allowance remaining, data used in the current cycle, if you have run out of High-Speed Data GB's (FAP), as well as how many days remain in your current cycle till your data refills to your current plans GB's.

**NOTE: When in FAP service still remains unlimited just at much slower speeds.**



By clicking 'Usage History' you can view your Daily Download/Upload graph for current/previous month's data cycle. Make sure to click 'Show Graph' for Bonus Zone data also. Once the site is pulled up, it should look like this:



## **Adding/Requesting additional GB 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.

**NOTE FOR MOBILE CUSTOMERS:** Mobile customers moving locations (beam hopping) might lose their Tokens (GB) when traveling to a different beam. Mobile customers that move locations in short periods of time should upgrade their service Plan instead of adding additional Tokens that could be lost from beam to beam, unless the customer believes they will use up the Tokens before they depart to a different beam.

Any request for token add-on must be sent in via email to our office email to [hughes@txdish.com](mailto: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 at [hughes@txdish.com](mailto:hughes@txdish.com), we will process the request to have the token added. After your request has been processed the tokens are added on to the account and reflect on the customer side within 5-15 minutes.

- 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. (Mobile Customers: Tokens roll over till used up, when you remain in the same beam location)
2. Any number of tokens can be purchased @ \$3.00 per Token (GB).



## **Upgrading/Downgrading Service Plan**

ATTENTION: In order to Upgrade/Downgrade your level of service, the customers HughesNet system does not need to be up and running. The customer can request or schedule their Upgrade/Downgrade anytime they need to.

Any request for Upgrade/Downgrade must be sent in via email to our office email to [hughes@txdish.com](mailto:hughes@txdish.com). In the email, you must let us know what account (SAN) needs to be Upgraded/Downgraded. Also need to know what service plan you would be selecting. So, for example:

---

HMS,

My SAN number is: HMSBI00XXXX

I would like to Upgrade the following account to Business 50 @ \$119.99

Let me know when this is processed.

---

Once the email is received at [hughes@txdish.com](mailto:hughes@txdish.com), we will process your Upgrade/Downgrade request . After your request has been processed the Upgrade/Downgrade reflects on the customer side within 10-15 minutes when system is online.

1. Upgrade/Downgrade requests cannot be processed the same day an account is reactivated from seasonal suspension.
2. Upgrade/Downgrade requests are prorated when requested/processed mid-month. You will be charged when upgrading or you will be refunded when downgrading mid-month.



## **Requesting Seasonal Suspension/Reactivation of your Service Plan**

Any request for placing your service on seasonal suspension (\$20.00/month) or reactivation must be sent in via email to our office email to [hughes@txdish.com](mailto:hughes@txdish.com). In the email, you must let us know what account (SAN) needs to be Suspended.

You can also schedule your Suspension/Reactivation for a future date if you'd like. So, for example:

---

HMS,

My SAN number is: HMSBI00XXXX

I would like to place my account under seasonal suspension on 9/30/20.

Please reactivate on 1/1/21 unless I notify on any changes for the reactivation date.

Let me know when this is processed.

---

Once the email is received at [hughes@txdish.com](mailto:hughes@txdish.com), we will process/schedule your Suspension/Reactivation request. After your request has been processed you will receive email confirmation that your suspension has been processed/scheduled and your billing has been set to charge \$20.00/monthly while suspended.

You can still reactivate your service at any time you choose by sending email or calling to request. Reactivation takes 15-20 minutes once processed by HMS.

1. Upgrade/Downgrade requests cannot be processed the same day an account is reactivated from seasonal suspension. The Upgrade/Downgrade request will be processed the day following reactivation.
2. You can however Upgrade/Downgrade before or on same day you suspend service in order to be reactivated on the desired Upgraded/Downgraded service plan.
3. Suspended partial months/months do not count toward fulfilling your contract.
4. Suspension usually reactivates automatically after six thirty-day months unless advised/requested to continue on extended suspension which exceeds this six month suspension period.





## What is the Gen5 Video Data Saver?

Video Data Saver automatically adjust streaming video for great picture quality while using less data.

How it works: - HughesNet automatically adjusts data rates for streaming video to deliver great picture quality while using less of your data. Speeds will adjust to deliver a DVD quality experience - allowing you to watch the shows you love and use less of your data. Streaming is optimized with video streams at DVD quality (up to 480p). For best performance, leave any video streaming applications at their default automatic resolution setting. Most video services are supported.

**Not all video sources are identifiable.**

Can I watch movies in HD with HughesNet? - Yes! Your service is automatically set to stream videos at DVD Quality (480p). If at any time you want to turn this feature off – to watch a movie in High-Definition, you can do so [myhughesnet.com](http://myhughesnet.com). You can also choose to turn OFF or temporarily disable the Video Data Saver for up to 4 hours using the Snooze button. It's easy to switch to HD - simply visit [myhughesnet.com](http://myhughesnet.com).

Where can I manage my video settings? - Hughes provides an easy method for you to manage data usage of streaming video via [myhughesnet.com](http://myhughesnet.com).

**ATTENTION!!!** Your Log In info for [myhughesnet.com](http://myhughesnet.com) should be requested from Houston Media Systems.  
**713 464 0101** or [hughes@txdish.com](mailto:hughes@txdish.com).

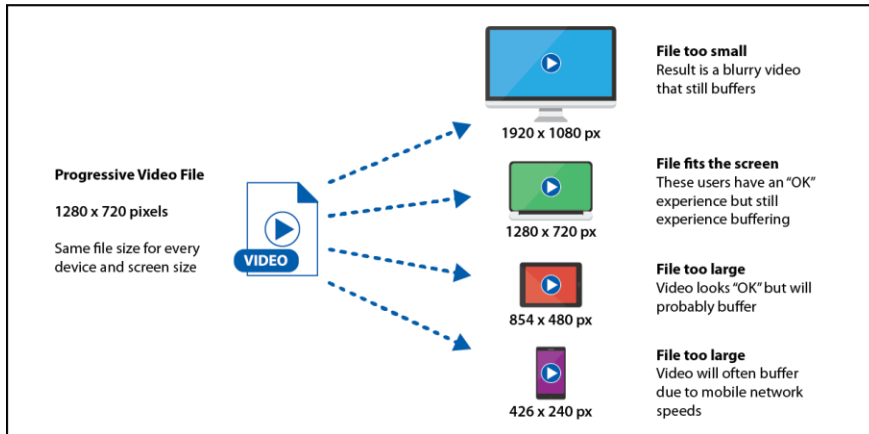
Sign in on [myhughesnet.com](http://myhughesnet.com) then click on 'My Account'. On the second menu, click on 'Settings'.

The screenshot displays the HughesNet user interface. At the top is a blue navigation bar with links: HughesNet, myHughesNet, My Account, My Services, Shop / Upgrade, Support, and MY EMAIL. Below this is a sub-menu with links: Account Information, My Bill, Usage, Profile, Settings (highlighted), and Notifications. The main heading is 'Settings'. Under 'Video Settings', there are two toggle switches: 'Video Data Saver' and 'Snooze (4 hours)', both of which are turned on. In the center, a large green circle contains the text 'Time remaining 03:59:49'. Below the circle is a blue link that says 'Restart snooze'. At the bottom, a text box explains: 'This is the remaining time left in your 4 hour snooze. At any time you can tap "Restart Snooze" to reset your temporary Video Setting to opt back to the full 4 hours.'

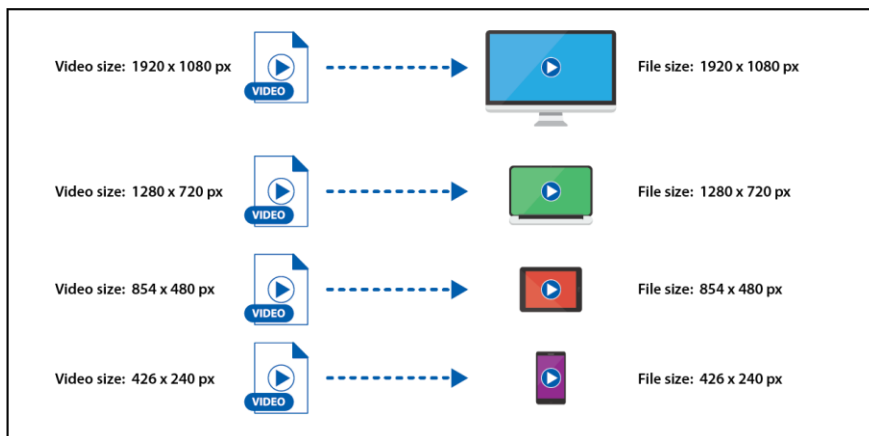
**Streaming providers may use progressive or adaptive video streaming. The format in which they deliver video can affect your streaming experience.**



## Progressive and Adaptive Streaming



What is progressive video streaming? - A progressive video stream is a single video file being streamed over the internet. The progressive video will automatically expand or contract to fit the screen you are playing it on, but regardless of the device, the video file size will always be the same. If there is a poor Internet signal and the video stream cannot process quickly, a progressive video will pause and buffer.



What is adaptive video streaming? - Adaptive streaming is designed to deliver video in the most efficient way possible and in the highest usable quality. This means that your streaming service has multiple videos of the same movie or TV show and is ready to display it to you in the perfect size for the screen in which you are viewing. In addition, adaptive streaming will adapt to your Internet connection speed, minimizing buffering time.

For example, if there is a slow internet connection, the adaptive video stream will switch to a smaller video files size to keep the video playing – instead of pausing and buffering. The video quality might be reduced at times to avoid buffering, but it will continue to play without interruption.

Who uses adaptive video? - Adaptive versus Progressive video is determined by the video provider and is not a settings adjustment that can be made on an individual device.

How do I adjust my streaming settings? - Each provider offers a way to change your stream quality. To get the most out of your service plan data leave any video streaming applications at their default automatic resolution setting or select a medium quality resolution.



## **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.

After requesting return authorization by emailing [hughes@txdish.com](mailto:hughes@txdish.com), faulty equipment then needs to be returned to the address below at your expense:

**Houston Media Systems**  
**5713 Second St, Katy, TX 77493**  
**713 464 0101**

[hughes@txdish.com](mailto:hughes@txdish.com)

Houston Media Systems will then inspect the unit and/or repair/replace the unit at no cost to you. Customer is also responsible for the shipping cost of repaired/replaced unit shipped 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 or Email, [hughes@txdish.com](mailto:hughes@txdish.com) 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