

## **What is HughesNet®?**

HughesNet® encompasses all broadband solutions and managed services from Hughes Network Systems (HUGHES), the leading provider of broadband satellite networks and services worldwide. HughesNet broadband services are available to every business in the contiguous US with a clear view of the southern sky.

## **How fast are HughesNet services for my business?**

Built for growing businesses like yours, there are five HughesNet Business Internet plans to choose from, depending upon your business needs, with download speeds up to 5 Mbps. Whether you need high-speed Internet access for your intranet and Web-based applications, or reliable connectivity for POS and back-office applications-HughesNet is the solution!

## **I need high-speed Internet service for my small business that I run out of my house. Should I purchase a residential or an SMB service?**

HughesNet Business solutions offers more benefits - faster downloads and uploads, more simultaneous users, maintenance options, and a larger, more powerful dish that provides faster and more reliable service. Please speak with a sales representative to evaluate your Internet requirements and provide you a recommendation for service.

## **How can I/where can I purchase HughesNet services?**

You can request a quote for services online from this site or you can speak with a HughesNet® sales representative to place your order.

## **What are my computer system requirements for HughesNet?**

HughesNet® lets you connect your computer to the Internet whether you are running a Windows® or Macintosh® operating system. In order to ensure you get the most out of your Internet experience, HughesNet has developed these minimum requirements:

- Windows 2000 PE or higher (including Windows XP and VISTA) or Mac OS 10.1 or higher, and
- Network capability (10/100 Ethernet pre-equipped)

## **Is HughesNet compatible with Mac computers?**

Yes, HughesNet® is compatible with Mac OS 10.1 or higher. 10/100 Ethernet connectivity is also required.

## **Can I use a single HughesNet connection to run a small office network?**

Yes, you can connect multiple desktop computers and laptops to a single HughesNet<sup>®</sup> Internet connection. Networking equipment may be required and is not included with your HughesNet system. For network setup, support, and configuration, contact your network hardware manufacturer and/or operating system software developer (HUGHES is not responsible for network configuration or management).

Please understand that all computers on this network will be sharing a single connection. Uninterrupted service and stated speeds not guaranteed. Simultaneous use of high-bandwidth applications by multiple users may result in degradation of speed and is subject to the HughesNet Fair Access Policy.

### **Can I use a PCMCIA card adapter for my laptop?**

Yes. All you need to connect your computer to the HughesNet<sup>®</sup> modem is either a 10/100 Ethernet Network Interface Card or a PCMCIA adapter with an Ethernet connector. The HughesNet system includes an Ethernet cable to connect your computer to the HughesNet modem.

### **With HughesNet, do I still need a dial-up modem and telephone line?**

No. There is no phone line or dial-up data modem required to use your HughesNet<sup>®</sup> service.

### **If I already have DIRECTV or DISH network service, do I need to get a new dish for HughesNet?**

Yes, the HughesNet<sup>®</sup> system requires a unique dish in order to send and receive information via satellite. You cannot use your DIRECTV or DISH network dish for HughesNet high-speed Internet service.

### **Why is there a requirement that the HughesNet system be professionally installed?**

The Federal Communications Commission (FCC) requires that trained professionals install any satellite system that both sends and receives signals.

### **What is transmission latency?**

Latency refers to the amount of time it takes a packet of data to travel across a network. With satellite service, that data must travel up to the satellite and back (about 45,000 miles). This round trip adds about a half-second delay to the total time your computer takes to communicate with a Website or host server. Therefore, time-sensitive applications that require fractions-of-a-second user inputs (such as real-time equities trading) are not recommended with HughesNet<sup>®</sup>.

### **Can I run a VPN (Virtual Private Network) on my HughesNet service?**

HughesNet Connect and Express Business Internet plans have limited compatibility with VPN clients/services. Some VPN clients may function over HughesNet, but HughesNet cannot guarantee minimum service levels and does not provide technical support for VPN application set-up, troubleshooting or performance issues. Standard VPN clients may reduce actual data throughput on your HughesNet service by as much as 60-80%. SSL or other non-IPSEC-based VPN clients may perform better than IPSEC-based VPN clients, but are still subject to limitations and reduced performance. Excessive use of VPN clients may cause users to exceed their Download Allowance and incur penalties under the Fair Access Policy.

### **What about VoIP, Skype, Netflix, streaming movies, P2P file sharing, and other high-bandwidth applications?**

HughesNet Business Internet service plans are not designed to support VoIP, Skype or streaming video services. Depending on the Download Allowance established for your Business Internet service plan, some activities may exceed the Download Allowance and trigger the application of the Fair Access Policy. Several examples are listed below:

- Full-length movie or video downloads (e.g., Netflix streaming movies)
- Downloading very large files (i.e., file sizes that are close in size to the Download Allowance of your service plan)
- Peer-to-peer (P2P) file sharing programs such as Napster, Kazaa, or LimeWire
- Continuous downloading or viewing streaming media content such as audio or video programming
- Hosting of server devices such as email, FTP, or Web servers
- Hosting computer applications such as Web-cam feeds
- Internet-based PC backup services that archive your data on a central server
- Extensive downloading of attachments from Usenet Newsgroups (NNTP)
- Use of BitTorrent applications

Excessive downloading or use of the services described above may cause subscribers to exceed their Download Allowance and have their download speed reduced under the Fair Access Policy.

Note that all data downloaded to your PC or PCs will count against your Download Allowance. We encourage you to take a close look at the software you install and understand how it will use your Internet connection.

### **Can I engage in online gaming and online trading with my HughesNet service?**

All satellite Internet services involve a small degree of latency due to the fact that information makes a 44,000-mile round trip to the satellite and back. While this latency is measured in microseconds and does not impact most services, it may reduce the responsiveness of sensitive real-time applications such as online gaming and online trading where timing is critical.