

## 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 <sup>1</sup> | 1 Mbps                | 1.2 Mbps              | 1.6 Mbps              | 2.0 Mbps              | 3.0 Mbps              | 5.0 Mbps              |
| Max Upload Speeds <sup>1</sup>   | 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 <sup>2</sup>  | 200 MB                | 300 MB                | 425 MB                | 500 MB                | 500 MB                | 500 MB                |
| Email Accounts                   | 5                     | 5                     | 5                     | 10                    | 10                    | 10                    |
| Monthly Service Fee              | <b>\$59.99</b>        | <b>\$69.99</b>        | <b>\$79.99</b>        | <b>\$119.99</b>       | <b>\$189.99</b>       | <b>\$349.99</b>       |

## 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** — Only valid with the Lease option. Available to any new HughesNet service order with the Lease option (\$199.99 value) through 03/31/09.

**\$100 Mail-in Rebate** — Not valid with the Lease option. Applies to purchase of any new HughesNet system between 01/01/09 to 03/31/09. Customer must submit mail-in rebate form by 03/31/09 to receive the rebate. Go to <http://rebate.HughesNet.com> for details.

## All Plans Include

- Email accounts with 2 GB of storage each
- Antivirus and spam filtering
- 30-day Satisfaction Guarantee
- HN9000 modem
- Ku Download Zone 2 a.m.–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)
- Ka Download Zone 3 a.m.–6 a.m. ET

## 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 - Home <sup>3</sup>     | \$5.95/month  | \$5.95/month  | \$5.95/month               | \$5.95/month               | \$5.95/month                | \$5.95/month                |
| Express Repair - Business <sup>4</sup> | \$12.95/month | \$12.95/month | \$12.95/month              | \$12.95/month              | \$12.95/month               | \$12.95/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. <sup>5</sup>  |   |
| 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–Home 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–Business 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.