

New Customer General Information

**for HughesNet Gen5 VAR Business Internet Customers of
Montana Satellite Services**

INDEX

New Customer - First 20 Days Data.....	Page 2
Upgrading Service Plans.....	Page 2
Signing Up For www.myHughesNet.com	Page 3
Daily Data Usage Summary.....	Pages 4,5
Monthly Data Usage Summary.....	Pages 6,7
Adding Token Data.....	Page 7
Warranty Program.....	Page 8

First 20 Days of Data Usage

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.

Upgraded service plans:

Customers that upgrade their service plan enjoy the first 10 days of their new HughesNet service plan unmetered. Your data usage will automatically reset daily for the first 10 days after the initial upgrade. After this grace period, you will have the full amount of your service plan data to use for the remainder of the month.

Signing Up For www.myHughesNet.com

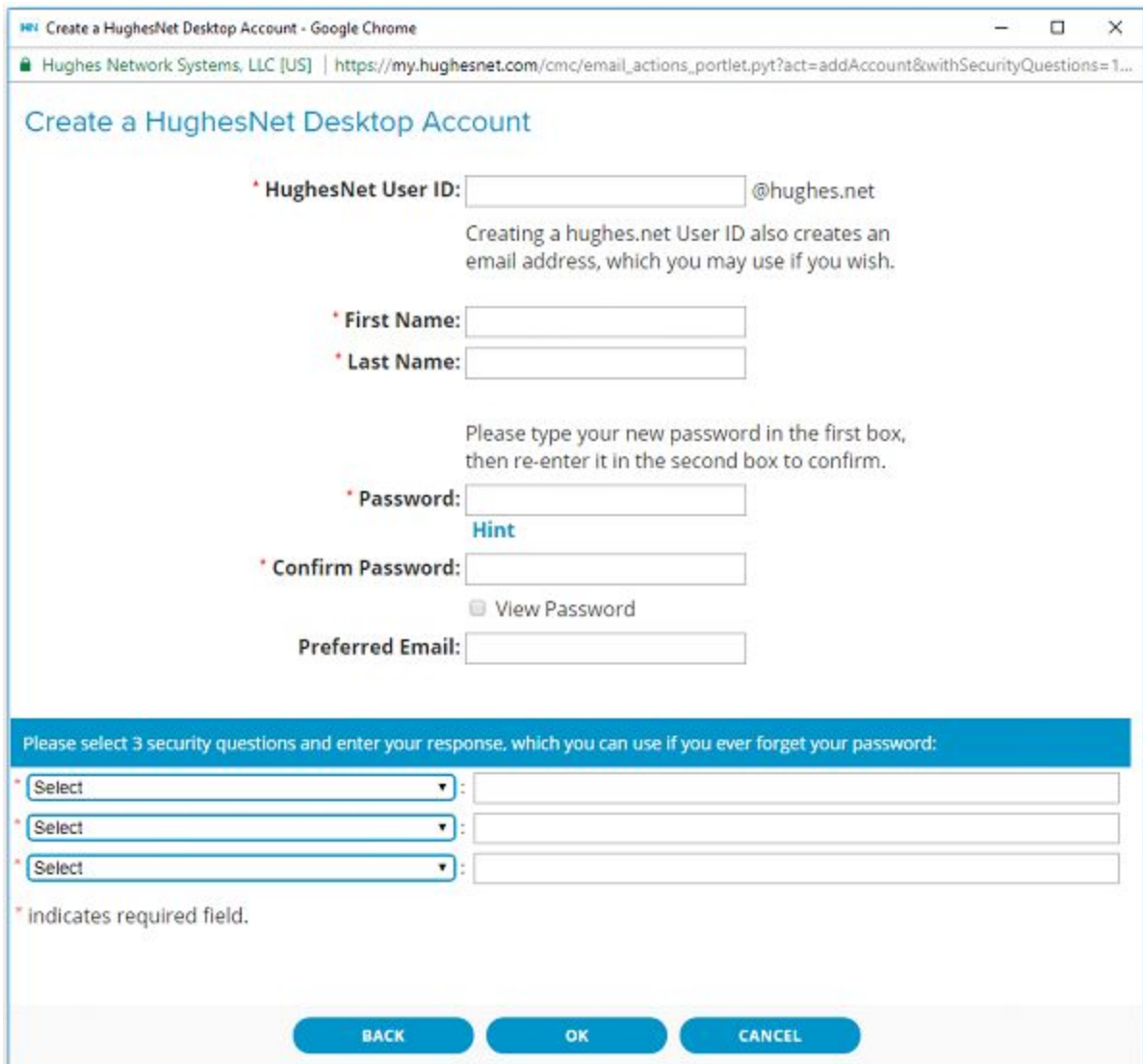
Creating a username on www.myhughesnet.com is easy and essential for tracking data usage. In this site, you will be able to see summaries of your data usage broken down by day, week, 1 month and 2 months.

To start, copy and paste the following link into your web browser:

http://my.hughesnet.com/cmcc/get_san_cid.pyt

Once on that page, you will need to enter your SAN number. (If you do not know your san number, please go to page)

Along with your san number you will need to enter our help desk phone number (7134640101) as shown below. You will only need to fill in the 2 boxes below and select submit.



The screenshot shows a web browser window titled "Create a HughesNet Desktop Account - Google Chrome". The address bar shows the URL: https://my.hughesnet.com/cmcc/email_actions_portlet.pyt?act=addAccount&withSecurityQuestions=1...

The main heading is "Create a HughesNet Desktop Account".

The form contains the following fields and instructions:

- HughesNet User ID:** A text input field followed by "@hughes.net". Below it, a note states: "Creating a hughes.net User ID also creates an email address, which you may use if you wish."
- First Name:** A text input field.
- Last Name:** A text input field.
- Password:** A text input field. Below it, a note states: "Please type your new password in the first box, then re-enter it in the second box to confirm." A blue "Hint" link is present.
- Confirm Password:** A text input field. Below it is a "View Password" checkbox.
- Preferred Email:** A text input field.

A blue banner below the form reads: "Please select 3 security questions and enter your response, which you can use if you ever forget your password:". Below this banner are three rows, each consisting of a dropdown menu with "Select" and a text input field.

A note below the security questions reads: "* indicates required field."

At the bottom of the form are three buttons: "BACK", "OK", and "CANCEL".

On the following page, you will need to fill out all your information. Not only is this log in to look up your account information and take your data usage. But it is also a hughes.net email address.

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?>

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

HughesNet.

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:

©2018 Hughes Network Systems, LLC.

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)

HughesNet. | Gen4

HUGHES

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

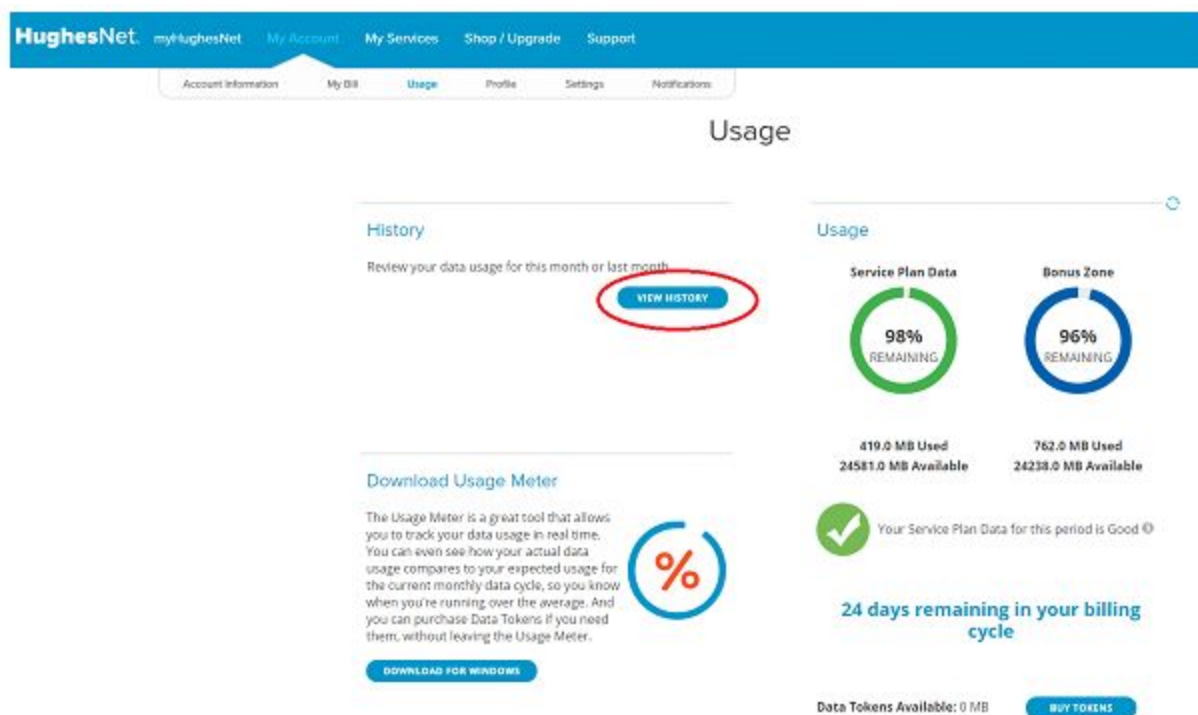
Monthly Data using Myhughesnet.com

To check your data usage for your account. Log into your account by going to <http://www.myhughesnet.com>, then by using your username and password created, log into your account.

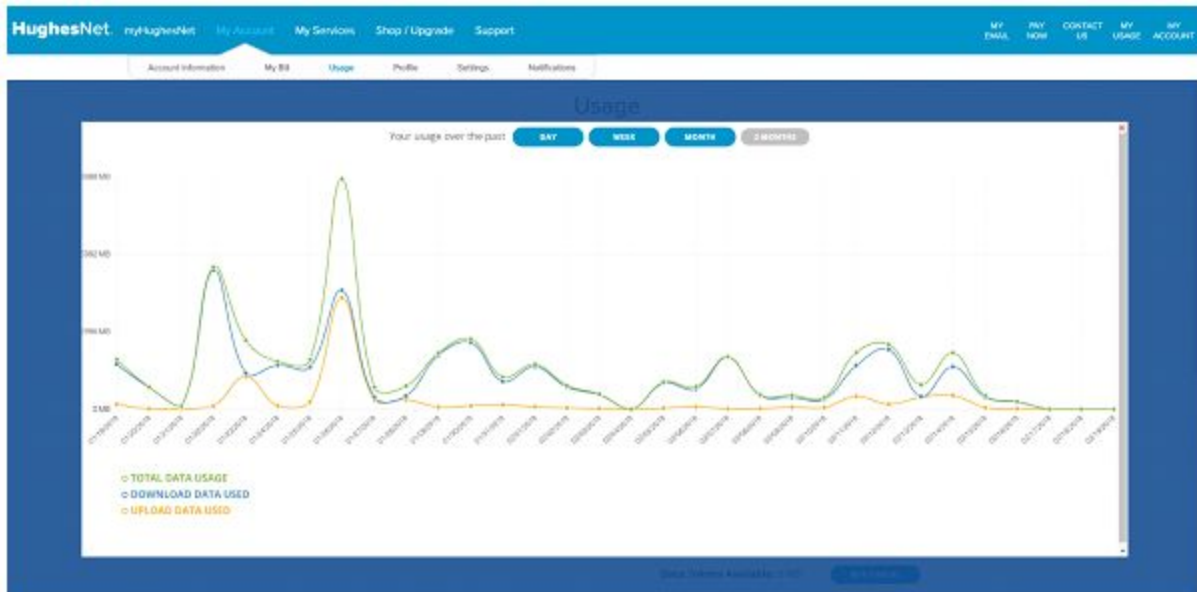
Once logged in, hover over “My Account” then click on “Usage” as shown below.



After selecting usage, it will take you to the page below. Once on this page, click on “View History”



Once on the usage page, as shown below, you will be able to look at the summary of the usage. You can change your setting to show either the day, week, month or 2 months.



Adding Tokens

Any request for token add-on must be sent in via email to our office email sales@montanasatellite.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.
 At this time, it can take up to 24 hours for the token to be added on to the account.

Tokens 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.

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 back to you.

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:

- Non-professional 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

If you have any questions about this document, please contact Montana Satellite Services at (888) 608-2299 or on their International Direct Line at (818) 459-9388 or via email to support@montanasatellite.com!