IMPORTANT NUMBERS TO KEEP.

Write in the important numbers below and then keep this brochure in a safe place. You will find your SAN and SAN PIN numbers in the order confirmation email that you received from HughesNet™, and your Serial Number is on the back panel of your unit. Your IP Address, Subnet Mask and Site ID can be found by going to www.SystemControlCenter.com and clicking on the System Info button at the top of the screen. Your Username and Password is used to log on to your account in Customer Care. Remember, you can always return to www.SystemControlCenter.com any time to check your system status and other important system information.

SAN (Site Account Number):

SAN PIN #:

HN7000S IP Address:

Subnet Mask:

Serial Number:

Site ID#:

HughesNet Username:

HughesNet Password:

NOTE: This information provides access to your personal account information. You should never disclose it to anyone. Please store this in a secure location.

HughesNet
Broadband Unbound™

Welcome to HughesNet™

BROADBAND UNBOUND™

HughesNet™

Welcome to a world without waiting, without hang-ups, without stress.

As a new HughesNet™ subscriber, you are opening the door to a high-quality service—and an online experience that brings high-speed, interactive entertainment and information directly into your home. It's easier and faster to access everything the Internet has to offer including your favorite websites, video, software downloads, email, news reports, and more, whenever you want.

Your "Always On" Advantage.

What's "always on"? It's how HughesNet changes the way you use the Internet. Because your HughesNet connection is *always on,* you can click and go any time of the day or night. So, say goodbye to dial-up busy signals, logon crashes, timed-out connections, tied-up phone lines, and sluggish downloads—with HughesNet, they're history. Of course, with an "always on" connection comes certain responsibility. So, as with any online connection, we strongly recommend that you maintain protective antivirus and firewall software and regularly maintain your system for optimum performance.

The world of high-speed internet is waiting—so let's get started.

START HERE.

YOUR LAUNCH PAD TO THE WEB:
www.myHughesNet.com

It's easy to get started with HughesNet.™ Simply go directly to your homepage, **www.myHughesNet.com.** This is your custom space for things you access frequently on the Internet, as well as information on your HughesNet system. You'll find Search Engines, HughesNet Customer Care, Email, News, Announcements and more.

SUPPORT AROUND THE CLOCK.

Located on www.myHughesNet.com is **Customer Care.** If you need information on your HughesNet system, this is the place to go! Initially, go to the New Customers section for information on setting up your account, your username and password, email and more.

Next, become familiar with one of the most important features, HughesNet's Knowledge Base. It is very helpful in solving your everyday support issues and directing you to the right information. The Knowledge Base is always available by selecting Knowledge Base Support in the Help Center.

Visit Customer Care regularly to keep you and your system information up to date.

If you ever need help with your HughesNet service, choose from the following resources for immediate support:

1 First, launch HughesNet Tools from your computer's System Tray. HughesNet Tools can assist you in solving common issues with email and browser settings, as well as your service, with the click of a button.

2 You can also consult Knowledge Base Support 24 hours a day, or download the HN7000S Users Manual in the Help Center of Customer Care.

3 Chat and email support are also available under the Customer Support section in the Help Center.

4 If you still need immediate help, you can also speak with a customer support representative. Call 1-866-347-3292 and follow the directions to reach the appropriate agent.