



Dear HughesNet Customer,

We value your relationship with us and want to provide a safe communications environment for all of our customers. Within the past 48 hours, we've received notification of spam activity originating from your HughesNet email account. This unusual account activity has caused your account to be escalated to **Severity Level II status**.

The consequences of having these Severity Levels invoked are set forth below:

Severity Level Actions

Severity Level I:	1 <sup>st</sup> offense	Email Account Locked – Reset passwords
Severity Level II:	2 <sup>nd</sup> offense	Email Account Temporary Suspension – Assurance Letter signature required
Severity Level III:	3 <sup>rd</sup> offense	Permanent Email Account Suspension

The unusual account activity giving rise to these actions often includes the wide distribution of unsolicited email or “spamming.” It may also include one or more of the following:

- Malicious activities (hacking, virus distribution, distribution of sexually-explicit spam)
- Complaints from other network service providers that certain activities may impact HughesNet privileges on that network or could affect all users
- Reselling HughesNet services – or any other similar violations listed in the subscriber agreement

Please perform the following tasks; sign this document and fax to 1-585-419-3727 or mail to:

**Hughes AUP Violations Office B1A  
11717 Exploration Lane  
Germantown MD 20876**

Please include your HughesNet service account number (SAN) and your current suspended HughesNet email address.

SAN \_\_\_\_\_ Email address in violation. \_\_\_\_\_

In addition please:

- ✓ Update your antiviral software
- ✓ Run a complete system virus scan to detect any viruses that may be present
- ✓ Change your email password
- ✓ Change your DSS password

In the event that we do not receive your signature on this AUP (Acceptable Use Policy) document, your account will not be restored to its full operational status and will remain as is. This requirement is reflected in our Subscriber Terms of Service Agreement.

Thank you for your cooperation and for keeping our network safe,

HughesNet Customer Support

Customer Acknowledgement and Agreement

I hereby certify that I have not used my HughesNet system to knowingly (a) distribute unsolicited email or “spam;” (b) engage in any malicious activities, such as hacking or virus distribution; or (c) engage in any other activity in violation of the HughesNet Subscriber Agreement. I further certify and agree that I have taken all reasonable steps to ensure that my HughesNet system is not used by others for any of these purposes. These steps include updating my antiviral software, running a complete system virus scan to detect any viruses that may be present, and changing my various passwords.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Printed name:** \_\_\_\_\_