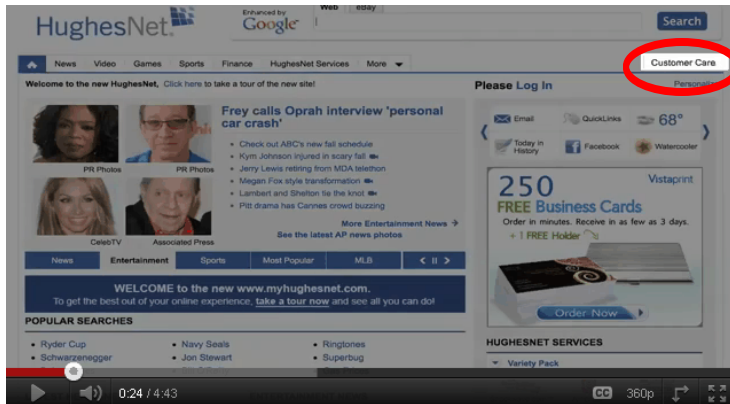


Welcome to HughesNet!

At Hughes we are constantly working to make your experience the best it can be. This video will quickly walk you through the elements on your monthly statement.

Hughes will provide you an online monthly invoice. Your invoice can be accessed online at www.myHughesNet.com, by logging in and clicking the Hughes Net Customer Care link.

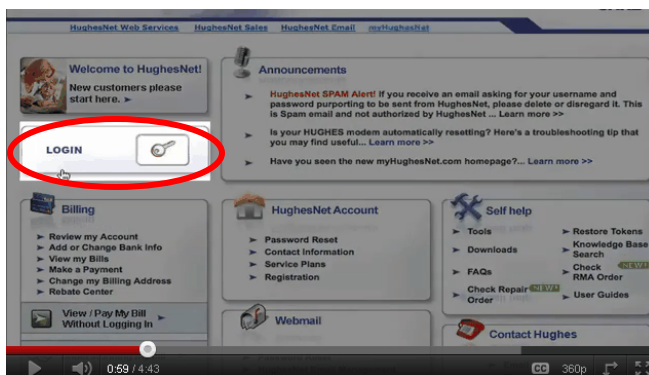


For a small fee you also have the option to receive invoices in the mail.

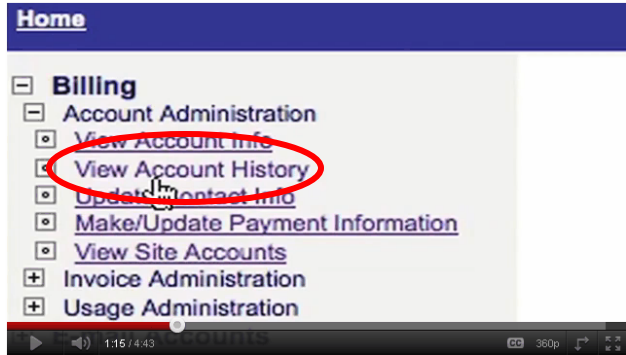
Now that you understand where to access your invoice, let's get started!

Before you can view your invoices online, you'll first need to log in using your HughesNet Account. If you haven't already created your HughesNet Account, see our email set up tutorial video located on our customer care website.

You can find your bill online. Simply go to myHughesNet.com and click on Customer Care. Click on the log in button in the top left hand corner and Log in using your username and password.



On the Customer Care page, you'll find the Billing section on the left side of your screen. Click on it, then select account administration and click on "View Account History"



An administration screen will open. All your invoices are listed right there.

View Account History			SAN: TAH		Showing 1-39 of 39	
Printer Friendly						
Site ID: TAH						
Amount Due (Last Statement + Payments + Adjustments)		Unbilled Activity		Current Balance		
\$373.26		\$0.00		\$373.26		
Date	Remarks	Transaction Type	Amount	Account Balance		
04/01/2011	Account Balance - APR 2011 - B1-228717292	balance		\$373.26		
04/01/2011	Billing - APR 2011 - B1-228717292	bill	\$122.57			
03/30/2011	Adjustment [prooect Service Plan]	adjustment	(\$1.29)			
03/15/2011	Adjustment [prooect Service Plan]	adjustment	(\$3.87)			
03/01/2011	Account Balance - MAR 2011 - B1-227234647	balance		\$250.00		
03/01/2011	Billing - MAR 2011 - B1-227234647	bill	\$130.70			
02/01/2011	Account Balance - FEB 2011 - B1-225924711	balance		\$119.99		
02/01/2011	Billing - FEB 2011 - B1-225924711	bill	\$119.99			
01/11/2011	Adjustment [prooect Service Plan] exp 29	adjustment	(\$27.58)			
01/07/2011	Reversal (Direct Debit) issued - Rejected Payment (R033202748660)	other	\$182.41			
01/03/2011	Adjustment [Complimentary/Restorion] (Credit B1-224571422, \$154.83, lestor billing)	adjustment	(\$154.83)			
01/01/2011	Payment - By Direct Debit	payment	(\$182.41)			
01/01/2011	Account Balance - JAN 2011 - B1-224571422	balance		\$182.41		
01/01/2011	Billing - JAN 2011 - B1-224571422	bill	\$182.41			
12/01/2010	Account Balance - DEC 2010 - B1-223231369	balance		\$0.00		
12/01/2010	Billing - DEC 2010 - B1-223231369	bill	\$0.00			

Your monthly invoice covers your service for the upcoming month. Your first month's invoice will also show your initial setup charges. If you purchased your HughesNet equipment, there's a standard installation charge of \$199.99, a one-time charge for the equipment itself, as well as a charge for your first month of HughesNet service. If you're leasing your HughesNet equipment, there will be a one-time \$99 up front lease fee, your monthly equipment lease fee charge, as well as the cost of your first month of HughesNet service. Whether you're purchasing or leasing your equipment, your first month's bill will also include all relevant taxes, as well as any premium services you may have ordered, such as Express Repair.

A word about rebates: Rebates won't appear on your first invoice, but you can get started on redeeming your HughesNet rebate by going to rebate.hughesnet.com.

Whether you're a residential or a business user, follow the prompts. Some HughesNet rebates will appear on your next invoice, while others are mailed to you. Your rebate form will tell you how and when it will be provided.

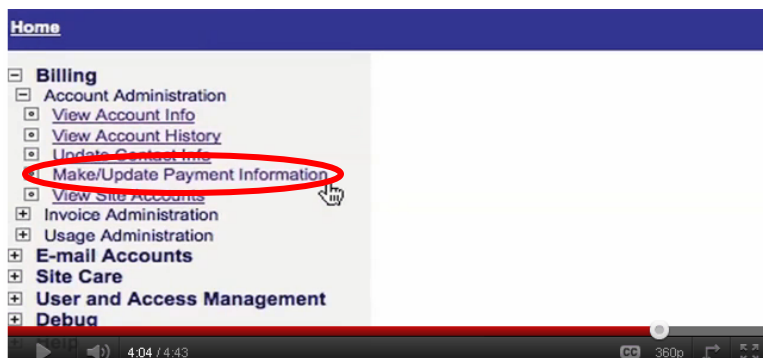
Remember, if your installer or dealer offered you additional rebates, please follow up with them on how to redeem those rebates as they will come from the installer or dealer, not Hughes.

Most customers have their accounts set up for automatic monthly billing, using credit cards, debit cards or electronic check. This means that you'll automatically be charged on the date your bill is due, making it more convenient for you.

If your account was initially set up under automatic payment, the initial bill would be due on the bill date. You don't have to do anything - Hughes will automatically charge your payment method of choice each month on your due date. Remember, your due date will always be the same as your billing date.

If you prefer, you can switch your account to "invoice billing", for a \$5 monthly processing charge. With invoice billing, you'll receive a paper copy of your bill in the mail every month, roughly one month before the due date. For example, if you activated your account on October 1st, your invoice will arrive shortly after with the due date of November 1st, which will cover the period of October 1st to October 31st. You will then be responsible for making a manual payment on or before November 1st.

You can make a one-time electronic payment through the Customer Care website using credit card, debit card or e-check. Once logged in to your HughesNet account, click on Billing. Then account Administration. From there, click on the option Make or Update Payment information.



Then select the option under Make Payment Now.

You can save money by switching from receiving a monthly invoice from HNS to paying your recurring bill with a credit/debit card. [Click here](#), to set up your credit/debit card payments.

Pay Automatically using E-Check

You can save money by switching from receiving a monthly invoice from HNS to paying your recurring bill with an E-check. Overdraft charges may apply. [Click here](#), to set up your recurring E-check payments.

Make Payment Now



If Credit/Debit Card is used, the amount of payment specified will be charged immediately.
If Electronic check is used, the amount of payment specified will be withdrawn from the bank within three business days.
To make a one-time, non recurring payment now, [click here](#).

[Contact Us](#) | [Privacy Policy](#)

If you have further questions regarding your statement, contact us at 1-866-347-3292 or visit us online at myHughesNet.com

Remember to visit the HughesNet Customer Care site frequently for updates on new programs and service announcements. Hughes appreciates your business and we're always happy to help you get the most out of your service experience.

Thank you for choosing Hughes as your broadband internet provider!