

Key DIRECWAY® benefits:

- Broadband that's available *everywhere* in the contiguous United States
 - All you need is a clear view to the southern sky
- A solution that makes ALL of your sales and marketing efforts more efficient
 - You **always** have a broadband solution for your customer
 - Broadband drives the sale of higher-performance PCs
- You sell — DIRECWAY takes care of the rest!

All DIRECWAY service plans include the following:

- HUGHES' newest DW6000 satellite modem, enabling rapid installation and activation and eliminating the need to load unique software on the subscriber's PC
- Professional installation
- Up to five e-mail accounts with 10 MB of storage per account
- 24 x 7 toll-free customer and technical support
- 15-month equipment warranty with return for replacement support for modems
 - Additional 15-month warranty extension with all promotional plans

The higher tier plans add the following enhancements:

- Professional
 - Static IP address
 - Enhanced performance (higher download threshold and recovery rate)
- Small Office
 - Faster download speed — up to 1 Mbps (up to 30 times faster than dial-up)
 - Faster uploads — up to 100 kbps (twice the speed of DIRECWAY residential services)
 - Standard commercial installation included
 - 24-month equipment warranty with return for replacement support for modems
- Business Internet
 - Up to 10 e-mail accounts with 10 MB of storage per account
 - 24-month equipment warranty with return for replacement support for modems

DIRECWAY®

www.direcway.com

HUGHES
NETWORK SYSTEMS

DIRECWAY service is available in the contiguous U.S. where there is an unobstructed view of the southern sky. It is not available in Alaska and Hawaii, and its usage is subject to the Fair Access Policy. DIRECWAY Home and Professional service plans provide speeds up to 500 kbps in the download direction and up to 50 kbps in the upload direction. DIRECWAY Small Office and Business Internet service plans provide speeds up to 1 Mbps in the download direction and up to 100 kbps in the upload direction. It is helpful to understand that all Internet technologies (satellite and land-based) "share" available bandwidth in one way or another. And as a result it is common to experience speed variations between "busy" times and "quiet" times. Actual upload speeds during "busy" times will likely be lower than the speed indicated. Speeds are not guaranteed. Visit legal.DIRECWAY.com for more information.

Home networking equipment may be required and is not included with your DIRECWAY system. For network setup, support, and configuration, contact your network hardware manufacturer and/or operating system software developer (HUGHES is not responsible for home network configuration or management).

Running a VPN client over a satellite network is not an ideal configuration. Most VPN clients will work, but your speeds will be affected significantly. While average download speeds are slightly better than dial-up, they will be reduced from typical DIRECWAY speeds by as much as 50% to 75%. Average upload speeds are comparable to dial-up performance.

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DIRECWAY®

Service and Pricing Update for DIRECWAY Resellers

May 19, 2004

DIRECWAY® Service Plan Summary

	Home	Professional	Small Office	Business Internet
Recommended For	Personal Applications at Residential Locations	Personal & Business Applications at Residential Locations	Small Office Applications at Commercial Locations	Small-Medium Business Applications at Commercial Locations
Typical No. of Concurrent Users	N/A	Up to 2	Up to 3	Up to 5
Enhanced Uploads	No	No	Yes	Yes
Upload Speed	Up to 50 kbps	Up to 50 kbps	Up to 100 kbps	Up to 100 kbps
Download Speed	Up to 500 kbps	Up to 500 kbps	Up to 1 Mbps	Up to 1 Mbps
IP Addresses	NAT	1 Static ⁽¹⁾	1 Static ⁽¹⁾	1 Static ⁽¹⁾
E-mail Accounts (includes 10 MB of storage per account)	5	5	5	10
Installation Type	Residential	Residential	Commercial	Commercial
Equipment	DW6000 with .74 m Antenna	DW6000 with .74 m Antenna	DW6000 with .98 m Antenna	DW6000 with .98 m Antenna
Dial-up Access Accounts	N/A	Optional	Optional	Optional
Max. No. of TCP Connections	22	30	30	45
Business Class Internet Service	No	No	Yes	Yes
Minimum Antenna Size Req'd	.74 m	.74 m	.98 m	.98 m
Download Threshold ⁽²⁾ (MB)	169	350	500	800
Recovery Rate ⁽³⁾ (kbps)	47	50	56	100

- Should additional public IP addressing be desired, up to 5 IP addresses are available for an additional fee (see the following Pricing Options).
- Download Threshold is the volume of data that can be downloaded continuously before the Fair Access Policy may restrict the download speed. Several variables affect this number including speed of download, duration of download, and the plan's Recovery Rate.
- Recovery Rate is the speed at which a service plan recovers the Download Threshold.

DIRECWAY® Pricing and Terms

OPTION 1: Up-Front Purchase Plan

	Home	Professional	Small Office	Business Internet
Equipment and Std. Installation	\$599.98	\$599.98	\$999.98	\$999.98
Monthly Fee	\$59.99	\$89.99	\$99.99	\$129.99
Term Commitment (months)	15	15	24	24
Hardware Warranty (months)	15	15	24	24

OPTION 2: Easy Payments Plan*

	Home	Professional	Small Office	Business Internet
Activation Fee	\$99.99	\$99.99	N/A	N/A
Monthly Fee	\$99.99	\$129.99	N/A	N/A
Term Commitment (months)	15	15	N/A	N/A
Hardware Warranty (months)	30	30	N/A	N/A

*Includes equipment and standard installation.

ADD-ON OPTIONS

Dial-up Account	\$15/Month
5 Static IP Accounts	\$30/Month
Onsite Maintenance (next business day)	\$28/Month
15-Month Warranty Extension	\$100

DIRECWAY® Early Termination Charges

Home and Home Office Service Plans

	Hardware	Service
Up-Front Plan	No Charge	No Charge
Cancel before installation	\$399 Refund for Return of Equipment	No Charge
Cancel within 30 days of activation	No Refund	\$300 Termination Fee
Cancel after 30 days from activation		

Easy Payments Plan

Cancel before installation	No Charge	No Charge
Cancel within 30 days of activation	\$400 Charge for Equipment if not returned	\$100 Termination Fee
Cancel after 30 days from activation	\$400 Charge for Equipment	\$300 Termination Fee

Small Office and Business Internet Service Plans

	Hardware	Service
Up-Front Plan	No Charge	No Charge
Cancel before installation	\$399 Refund for Return of Equipment	No Charge
Cancel within 30 days of activation	No Refund	\$300 Termination Fee
Cancel after 30 days from activation		