Alaska Satellite Internet

High Speed Internet for Remote Alaska Locations **HughesNet.**

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HUGHESNET INFORMATION SUMMARY

HughesNet offers fast, dependable, and economical Internet access for customers in remote Alaska locations. If cable, DSL, or wireless Internet services are not available, or are performing poorly, HughesNet should be given serious consideration as an option to improve communications at your rural Alaska site. Slow and erratic Internet is not enjoyable to use. HughesNet provides a good connection that is fun to use, and lets you get your work done quickly without waiting long periods for web pages to load.

HughesNet uses a small satellite antenna or dish to reflect signals to and from a radio unit mounted in front of the reflector (dish). It is a complete 2-way system that uses a transmitter to uplink to the Internet instead of a phone line as was first used. HughesNet is the premium provider of satellite Internet for consumers and small business that provides satellite communications services worldwide and furnishes enterprise level services to large commercial customers. In Alaska, Ku band equipment and the HN7000s modem.

HughesNet offers two antenna diameters in Alaska, a .98-meter (39") and a .74-meter (30"). Larger antennas are available for fringe areas of the State that are on the edge of the satellite footprint. Three levels of service are offered on Ku band in Alaska, The customer can choose service levels to meet their needs, and select the corresponding antenna sizes. For best results, the .98-meter antenna should be used in SE Alaska, the North Slope, and toward the end of the Alaska Peninsula, regardless of service level selected. The .74-meter antenna uses a 1 Watt transmitter, and the .98M antenna uses a 2W transmitter for increased upload capability. The HughesNet system is not designed to receive Dish TV or DirecTV signals

HUGHESNET SERVICES AVAILABLE IN ALASKA (Ku BAND)

A static IP address is available for the Power 150 and Power 250 services in Alaska for $15/mo extra.

Go faster with HughesNet	Basic	Power 150	Power 250
Monthly Fee	59.98	79.98	199.98
Speeds	1.0 Mbps Download 200 Kbps Upload	1.5 Mbps Download 250 Kbps Upload	2.0 Mbps Download 300 Kbps Upload .98 only
Daily Data Allowance	250 MB	350 MB	800 MB

COMMERCIAL HX HUGHESNET SERVICES AVAILABLE IN ALASKA (Ku BAND) * *Please contact us for more information.*

For a complete system using the .74M Antenna (dish) size with a 1-Watt transmitter, the cost is $399.98. It is oval shaped, all metal, and approximately 30" in diameter. HughesNet has a standard mail-in factory rebate and frequently other additional rebates are offered for this system. The .74M antennas are cheaper to buy, are not as easily moved by high winds, and can be somewhat less expense to ship and install. The .74-meter antenna does not work with the top two levels of service. The .74M system comes with a tri-mast (tripod) mount for wall or roof mounting.

For a HughesNet system with the .98-meter antenna and 2-Watt transmitter, the cost is $699.98. It has a very strong fiberglass dish, allows access to the all three levels of service, and provides for more signal strength in heavy precipitation.

The above prices do not include Bush shipping, if required. ASI has flat rate Bush shipping of $80 for the .74M systems and $130 for the .98M systems to locations with US Post Offices. In some cases equipment is pre-shipped to the installers at certain Bush locations so that equipment is immediately available for installation. Shipping charges still apply for pre-shipped equipment. Alaska Satellite Internet can also provide special shipping arrangements upon customer request. In some cases, there will be no shipping charges, depending on the situation (particularly on the road system) or if the customer makes shipping arrangements themselves.

HughesNet requires a 24 month commitment, much like a cell phone contract, wherein the service helps pay for the equipment to reduce its cost. If service is terminated early, the customer will be required to pay an early termination fee, typically $400. If service is no longer needed, we recommend that the customer contact us to see if we have another customer who is looking for used equipment. The service can then be sold and the service and commitment can be transferred to the new owner.

Alaska Satellite Internet is unable to provide a free installation in Alaska. The installers are typically local independent contractors, certified by HughesNet, and are paid separately by the customer since they do not work for Alaska Satellite Internet. The equipment is considerably more complex to set up than satellite TV, because the HughesNet system is a complete two-way communications service with a radio transmitter uplink to the satellite, and the FCC has strict installation requirements to avoid satellite interference, which would result in degradation of service to everyone. Safety and performance are important concerns with these installations also. We partner with over 300 installers across much of Alaska, and are always looking for additional good installers to work with in the rural villages where an installer is not already established or available. Training is available to certify installers. HughesNet requires a certified installer, otherwise, we are not allowed to sell the equipment .

There is a HughesNet warranty on the equipment for the full 2-year commitment term. If a service call is required, there can be logistics and time charges to the customer depending on how far an installer would need to travel and what costs are involved. Most service issues are related to antenna pointing. Often in areas of frost or permafrost, the ground will shift, moving buildings or the poles that the antennas are mounted on.

It is unlikely that a radio or modem will fail or that any warranty replacement will be needed. Providing stable power to the system along with maintaining proper grounding, will go a long way to prevent equipment damage. Power stability should be closely examined, especially in rural villages or when operating off-grid and using alternative energy sources. The customer may want to consider a battery back-up to connect all their computer equipment to, including the HughesNet system. Strip surge suppressors are of little value other than to furnish additional outlets to plug equipment in to.

Alaska Satellite Internet offers for an extra cost of $200 (wired), a high efficiency DC-DC power supply that can be operated directly from a battery to operate the HughesNet modem. Some wireless routers such as the Linksys models can also be directly powered from a 12 volt battery, and have very low power consumption. With a cigarette lighter power supply for the laptop computer, a complete Internet system can operate for several hours from a standard vehicle 12-volt battery. A solar panel can be used to keep the battery charged.

Up to two vacation periods each year for a total of no more than 6 months each year is allowed if requested. The length of the vacation extends the service commitment. There is no charge to place the system on or off vacation, and no monthly charges are incurred while the system is on vacation.

HughesNet has usage limitations, referred to as your Download Allowance. These limitations are designed to identify and control extra high usage, so that all users have good Internet performance during the entire day. Internet usage is measured over a rolling period, which constantly looks back to a time 24 hours earlier. If the usage threshold for the particular level of service subscribed to is exceeded, then the speeds are slowed to approximately dial-up until the same time 24 hours later. There is no automatic extra charge for high usage and HughesNet doesn't cut off the service.

There is 5-hour period between 10PM and 3AM Alaska Time where usage doesn't count against the Download Allowance, or if your Download Allowance has been reached, performance is restored during that same period. In effect, the usage is measured over 19 hours of the preceeding-24 hour period, and the slowdown is 19 hours out of the subsequent 24-hour period. The 10PM to 3AM time period is known as the "Download Zone".

HughesNet now offers a free Release Token to customers for each monthly billing cycle; use of the token mmediately restores full performance. Additional Release Tokens can be purchased, with prices depending on the customer's service level, starting out at $5.00 for the Basic service level.

Recently added is a very powerful tool, the Status Meter, with real-time information so customers can immediately determine usage status and remaining download available. This usage meter tool is available for computers running both Apple and Windows operating systems. The meter gives the customer information needed to manage their usage and avoid being inadvertently slowed down by going over on usage due to large downloads. Real-time usage information is also available in the HughesNet modem System Control Center, which is accessed through a web browser.

Typical high-usage downloads are movies and Windows operating system updates. Alaska Satellite Internet recommends that the customer go into the Windows Security Center and schedule software updates to take place during the Download Zone between 10PM and 3AM Alaska Time. The Download Zone period is also a good time to download movies, particularly from services that allow the complete download of movies so that they can be watched later. HughesNet has a very useful download manager that is easily installed and can manage large downloads so that they take place at night.

It is recommended that HughesNet customers avoid peer-to-peer file sharing programs such as Limewire, as they can generate extraordinarily large amounts of Internet traffic and will result in the customer being inconvenienced by frequent application of the Fair Access Policy with resulting speed reductions. If these programs are desired, they should only be operated during the period of 10PM to 3AM.

HughesNet is optimized for web browsing, e-mail, etc. It may not have good performance for VPN applications, VoIP (Phone), action games, or on-line trading where split second responses are required. This is due to the latency inherent in satellite connections. Windows Remote Desktop has been successfully used with HughesNet, although slow, and certain VoIP applications are known to work. Some customers lately have reported that Vonage is presently working well over HughesNet, as well as Skype and Magic Jack. Computer-to-computer results are better than when the computer or VoIP appliance is interfacing to the public phone system.

Please feel free to contact Alaska Satellite Internet if you have additional questions not answered here.

ASI sells the equipment and sets up the subscription with Hughes. A credit or debit card is required to set up the HughesNet account; other forms of payment can be accepted for the equipment purchase

* Speeds are not guaranteed.