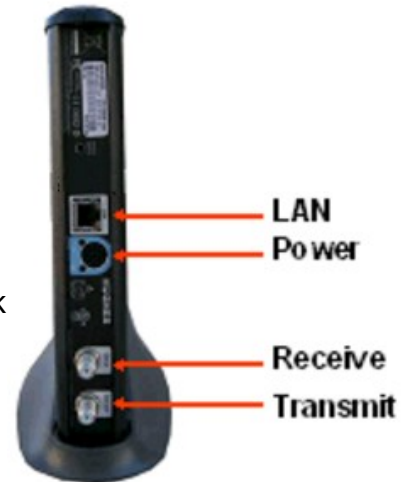


## False Usage Reporting Instructions

We have received reports that some of our HughesNet Gen2 Consumer (HN7000s) systems have a “false usage” bug where data seems to be draining or not refilling properly. HughesNet has provided us some instructions for testing and reporting this problem:

1. At the top of the hour, write down the current date and time in your local time.
2. Immediately check the MB usage remaining and record the current value.
3. Then, immediately disconnect the LAN cable from the back of the modem (see picture), but do not disconnect Power, Receive, or Transmit cables.
4. Leave the LAN cable disconnected for at least five hours.
5. At the top of the hour, reconnect the LAN cable to the back of the modem.
6. Immediately record the current date and time in your local time.
7. Immediately check the MB usage remaining and record the current value.
8. Email the above information to [communitysupport@hughes.com](mailto:communitysupport@hughes.com), along with your Site Account Number (SAN), which usually starts with “DSS”.



Community support may not respond to your email if they have sufficient information. If there are no changes within a reasonable amount of time, or you wish to seek reimbursement, please contact your dealer and get the current phone number for HughesNet Customer Care. Whenever communicating with Customer Care support, be certain to request a “case number”, which uniquely tracks your issue.

Thank you,

Your friendly support staff at

Alaska Satellite Internet  
3239 La Ree Way  
Fairbanks, Alaska 99709  
1-888-396-5623