



Hey! :-)

Well, we've made huge progress in the last couple of weeks, but we've also taken a couple of steps backwards!

We commissioned and delivered our first two systems: one Spaceway and one Jupiter. And, everything went perfectly until the first setup in a different location. :-)

Although the state codes (errors in this case) were different, both reflected the same problem: An unauthorized move from the location of commissioning!

A few phone call later, I knew what the solution was: Every account that will move must include a setting that allows it.

The names for the settings are different for the two systems, but the next step is the stickler ... How do we find the right person who can make this configuration change for my customers?

One of our supporters will be at corporate next week and he will try to find the answer. There is another dealer who may also be able to help him, but at this point, we are stuck with a very unsatisfactory workaround ... I call installer support after a move and request a relocation for the account.

I hope to have better answers for you next week, but for now, anyone that can hold off for another week or two is better off doing so. However, However, anyone who cannot delay any longer should contact me and we will come up with a plan.

I almost forgot ... Hughes extended the current offers until the end of the year!

This means an instant \$150 discount from the standard system and installation costs (\$250 instead of \$400).

And, standard installation is free with the \$9.99 per month lease option.

Look for an update about our current roadblock soon! :-)

Take care,

Barb

<http://www.MobileInternetSatellite.com>