



As I mentioned in the last update, we discovered there is a mobility setting for an account ... one that allows the equipment to be moved and go back online without installer intervention. Since my contacts at Hughes are all on the sales side of things, they were unaware of this technical limitation to mobility.

The next two weeks were spent trying to get information about how we could get the setting enabled for an account.

The final decision from Hughes came yesterday and it definitely complicates things considerably. They will only allow this setting to be enabled for VAR customers, because VARs are solely responsible for customer and technical support. That gets Hughes off the hook support wise and liability wise.

Joe and I have been trying to figure out the best direction in which to proceed.

Here are the possible options for us to proceed:

1. Become a VAR: We are investigating this option, but it is likely more than we want to take on at this time. This option would allow full mobility for anyone buying the equipment.
2. Remain a Direct Dealer: If we decide to just continue with our current rather limited mobility options, there are a couple of categories:
  - a. Customers with Infrequent Moves: For those who won't be moving again until spring, we can get everything ready to go and ship to you or you take it after training. You will commission your system at the location, but I will do certain steps from Tucson. We will need to coordinate. When you move in the spring, there are different options, depending on your travel plans:
    - i. If you will not be using the system until fall, you can call HughesNet customer service and suspend the account.
    - ii. If you will be using it again at your summer location, you will take it to that location and get it pointed. Then when you get stopped by the "unauthorized move" error, I will call installer support and tell them you have moved and the dish has been pointed.
  - b. Customers with Frequent Moves: If you will be using it again at multiple locations and want to be able to go online wherever you want, I will have your account transferred to a VAR I trust. We will continue to be your first line of support, though for certain issues, I will need to send you to the VAR. This option requires a 32 day stay at the location where you activate, before it can be transferred to the VAR.

- c. Customers with Frequent Moves and no 32 day waiting period: In this case, I will essentially be serving as a salesperson for the VAR, who will become your dealer immediately and be responsible for all support. We can still provide all your mobility accessories. We can also provide support services.

There may be other options we come up with, but that summarizes the current situation.

Be aware that we are currently negotiating with a VAR to figure out how we can work together. We hope to finalize details on that and on the primary decision (whether to become a VAR or work with another VAR) soon.

I will again update you at that time, so you can decide what to do.

*Take care,*

*Barb*

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