

### Service comparison: HughesNet and StarBand KU Band Consumer Level Plans

> More speed, bandwidth, and features are available from both providers at higher monthly subscription rates and possible additional monthly charges <

Name of plan	HughesNet			StarBand	
	Home	Pro	Pro Plus	Nova 1000	Nova 1500
Monthly subscription fee	\$59.99	\$69.99	\$79.99	\$69.99 (or \$79.00 for 12 months)	\$99.99 (or \$109.00 for 12 months)
Length of supscription obligation	24 months	24 months	24 months	24 months	24 months
Bandwidth offered "Up to" DOWN/UP	700 kbps/128 kbps	1 Mbps/200 kbps	1.5 Mbps/256 kbps	1 Mbps/128 kbps	1.5 Mbps/256 kbps
Standard outdoor equipment	.74 m Antenna & 1W radio	.74 m Antenna & 1W radio	.74 m Antenna & 1W radio	.74 m Antenna & 1W radio	.74 m Antenna & 2W radio
Number of email addresses included	5	5	5	10 w/10MB storage each	10 w/10MB storage each
Web space	Additional charge	Additional charge	Additional charge	10 MB Included	10 MB Included
Dial-up service as back-up	\$15 per month	\$15 per month	\$15 per month	10 hours per month Included	10 hours per month Included
Access to Newsgroups	Not offered	Not offered	Not offered	Included	Included
Installer certification	Through dealer (\$100-\$500)	Through dealer (\$100-\$500)	Through dealer (\$100-\$500)	Offered free on-line	Offered free on-line
First line of tech support	Dealer for manual mobile systems	Dealer for manual mobile systems	Dealer for manual mobile systems	Dealer for manual mobile systems	Dealer for manual mobile systems
Next level of tech support	Located in New Delhi	Located in New Delhi	Located in New Delhi	Located in USA	Located in USA
Modem	Sits vertically with supplied stand	Sits vertically with supplied stand	Sits vertically with supplied stand	Supplied bracket provides for horizontal, vertical, or wall mounting	Supplied bracket provides for horizontal, vertical, or wall mounting
Modem size <small>(Not including stand, mounting bracket, power supply or cables)</small>	9.5" X 1.75" X 10.5" long	9.5" X 1.75" X 10.5" long	9.5" X 1.75" X 10.5" long	7" X 2" X 7.5" long	7" X 2" X 7.5" long
Power supply type / output	External, supplies multiple DC voltages via DIN Plug	External, supplies multiple DC voltages via DIN Plug	External, supplies multiple DC voltages via DIN Plug	External, supplies 24VDC to the modem	External, supplies 24VDC to the modem
Power supply input	45W: 100-120VAC 50-60Hz 2A (Max) 64W: 120-240VAC 50-60Hz 2A (Max)	45W: 100-120VAC 50-60Hz 2A (Max) 64W: 120-240VAC 50-60Hz 2A (Max)	45W: 100-120VAC 50-60Hz 2A (Max) 64W: 120-240VAC 50-60Hz 2A (Max)	50W: 100-240VAC 50-60Hz 1.8A (Max)	50W: 100-240VAC 50-60Hz 1.8A (Max)
Antenna reflector	Metal*	Metal*	Metal*	Rust-proof, bend-proof, fiberglass	Rust-proof, bend-proof, fiberglass
Bandwidth limitiaions	<a href="http://tinyurl.com/ygcbzm">http://tinyurl.com/ygcbzm</a>	<a href="http://tinyurl.com/ygcbzm">http://tinyurl.com/ygcbzm</a>	<a href="http://tinyurl.com/ygcbzm">http://tinyurl.com/ygcbzm</a>	<a href="http://www.starband.com/acceptableuse.html">http://www.starband.com/acceptableuse.html</a>	<a href="http://www.starband.com/acceptableuse.html">http://www.starband.com/acceptableuse.html</a>
Time of day when bandwidth limitations are not in effect	2AM-7AM Eastern Time	2AM-7AM Eastern Time	2AM-7AM Eastern Time	Midnight-6AM Eastern Time	Midnight-6AM Eastern Time
Vacation "hold" on account available?	Up to 6 months per year, 2 months at a time per call.	Up to 6 months per year, 2 months at a time per call.	Up to 6 months per year, 2 months at a time per call.	Up to 6 months per year with one call after initial contract period.	Up to 6 months per year with one call after initial contract period.
Static IP available?	Not offered with this plan	Not offered with this plan	\$10 additional per month	\$5 additional per month	Included
VPN**	No official support	No official support	No official support	No official support	No official support
PC Professional Support Services***	Not offered	Not offered	Not offered	3 Free hours per year included	3 Free hours per year included

\* Older fiberglass models available used

\*\* VPN may work in spite of not being supported. It is highly recommended that you test your VPN on the service plan you're considering before your purchase.

\*\*\* PC and router configuration for home networking, setting up e-mail clients and web browsers and support launching firewalls and anti virus software