

<i>DIRECWAY Service Plans, 4/1/2004</i>	Home	Professional	Small Office	Business Internet
Typical Number of Concurrent Users	One	Up to Two	Up to Three	Up to Five
Installation Type	Residential	Residential	Commercial	Commercial
Average Download Speed	500 Kbps	500 Kbps	1000 Kbps	1000 Kbps
Average Upload Speed	75 Kbps	75 Kbps	100 Kbps	100 Kbps
IP Address	NAT (a)	1 Routable (static) Address	1 Routable (static) Address	1 Routable (static) Address
Email Accounts (includes 10MB of storage per account)	5	5	5	10
Dial-up Access Accounts	N/A	Optional	Optional	Optional
Maximum Number of TCP Connections (b)	22	30	30	45
Download Threshold (c)	169	350	500	800
Minimum Antenna Size Required	.74 m	.74 m	.98m	.98m
Recovery Rate (Kb/sec) (d)	47	50	56	100
15-Month Warranty Extension	\$100.00	\$100.00	N/A	N/A
Equipment & Standard Installation	\$579.99	\$579.99	\$979.99	\$979.99
Monthly Service Fee	\$59.99	\$89.99	\$99.99	\$129.99
Term Commitment (Months)	15	15	24	24
Hardware Warranty (Months) (f)	15	15	24	24
Dial-up Account Option	N/A	\$15/Month	\$15/Month	\$15/Month
5 Total Routable (Static) IP Addresses	N/A	N/A	\$30/Month	\$30/Month
Onsite Maintenance Option (Next Business Day, 9 am to 5 pm local time M-F coverage)	N/A	N/A	\$28/Month	\$28/Month
Direcway 15-Payment Plan (includes equipment and standard installation)				
One Time Set-Up Fee	\$49.99	\$49.99	N/A	N/A
First 15 Months Service\Equipment Payment	\$99.99	\$129.99	N/A	N/A
Term Commitment	15 months	15 months	N/A	N/A
Hardware Warranty	30 months	30 months	N/A	N/A

a - Network Address Translation (NAT) will be used. NAT enables assignment of private IPs (up to 253) to devices, keeping them private from users outside of the network.

b - Maximum number of TCP Connections is the total number of concurrent sessions available to the DIRECWAY site.

c - Download Threshold is volume of data that can be downloaded continuously before the Fair Access Policy throttles download speed. Several variables affect this number including: speed of download, duration of download, and the plan's Recovery Rate.

d - Recovery Rate is the speed at which a service plan recovers the Download Threshold.

e - Onsite Maintenance HNS will provide onsite corrective maintenance for the DIRECWAY satellite terminals in accordance with the terms provided in this Agreement. HNS will restore Customer's malfunctioning DIRECWAY Equipment to good working condition by performing corrective maintenance as required. Response Time and Service Coverage: Same Day Service Coverage (9 am to 5 pm, local time, Monday through Friday, holidays excluded).

f - Hardware Warranty – Upfront purchase plans come with an optional 15 months extended warrant. The Extended Warranty is a one-time \$100 fee.

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