

## **FAQ: USING THE HUGHES 9202 BGAN TERMINAL**

**Q:** What is a PSTN?

**A:** PSTN is just the technical abbreviation for a “landline.”

**Q:** Which plan is right for me?

**A:** Every customer has his/her own set of needs and priorities, but the following are some rules of thumb to keep in mind:

1. Postpaid plans will work anywhere in the world. The Basic plan costs the least in terms of monthly commitment, and requires a 12 month contract. As you go higher in plan levels, the monthly cost is higher but your per/MB and per/min. rate goes down and more airtime is bundled into the monthly rate. Also, the plan may have a shorter contract period. For example, the Entry plan is only a 3 month contract and the Mid-Level plan is only a 6 month contract. Keep in mind that you can always upgrade to a higher level plan during your contract period, but you can't downgrade until you've completed the contract period.
2. Prepaid plans are a great option for use outside of the U.S. because they work everywhere except in the U.S. The advantage with prepaid is you don't have a monthly fee and the units you purchase are valid for 2 years. You also receive preferential rates when using these plans within South America (a little less than half the normal rate) as well as Russia, China, and the southern African countries (about a third less than the normal rate). You can add units to a prepaid plan at any time.
3. Advance payment plans will work within the U.S. and elsewhere. The advantage of these plans is you pay for 12 months of service up front and all of your airtime is pooled so it can be used at any time throughout the 12 month period. You can also add on additional airtime at any time within the 12 month period.

**Q:** Can I use the BGAN to send text messages with my cell phone and how much data does each message use?

**A:** You can't actually send a SMS (text) message directly from a cell phone via the BGAN terminal. You can, however, send and receive SMS messages directly from the BGAN terminal since it is a built in feature. The cost to send a SMS message is a flat fee per outgoing message which varies depending on your plan. There is no charge to receive a SMS message.

**Q:** What will it cost to use Facetime?

**A:** We don't have an exact data consumption ratio for Facetime or other messaging applications, because there are many variables involved and vary from application to application. Generally, any peer to peer type of application (such as Skype) will use a continuous stream of data as long as you are logged into the service. We advise exercising caution when using these types of services and to consider using the standard voice channel for voice calls and email or a non peer to peer service for instant messaging to avoid excessive data consumption.

**Q:** Are there charges for idle time?

**A:** There is no charge for idle time assuming that you are not connected to service with a continuous data feed, such as a peer to peer service or a website that has a continuous content stream. The best practice is when you are not actively using the internet, to simply close the IP session or disconnect the computer/device from the terminal. You can leave the terminal registered to the network which would allow you to make and receive phone calls, but with the IP session closed, you wouldn't be inadvertently passing any data.

**Q:** What is streaming IP?

**A:** The streaming IP service is simply a dedicated bandwidth connection whereas the standard IP connection is a background (shared) connection. Standard IP is charged per MB. With the streaming service on, you are guaranteed a continuous “stream” of bandwidth at the service speed level you select and this service is charged at a per/min. rate. For typical use, you generally wouldn’t need to use streaming service. This service gets used more with media broadcasters to conduct a live broadcast because they need the dedicated bandwidth to stream the broadcast or to simply transfer a very large file, such as video footage.

**Q:** Can I connect to the BGAN terminal with my smartphone or tablet via WiFi?

**A:** Any device that is WiFi enabled connects to the Hughes 9202 terminal in the same way. The quick start guide or user’s manual provides all of the instructions for connecting to the terminal, and it is a relatively quick and easy process.