

## FOR IMMEDIATE RELEASE

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## **New Business Rating Puts Hughes Tops in Customer Responsiveness**

### *Hughes Earns Better Business Bureau's Highest A+ Rating*

**Germantown, Md., July 20, 2010**—[Hughes Network Systems, LLC](#) (HUGHES), the world's leading provider of broadband satellite networks and services, is pleased to announce that it has earned an A+ rating from the Better Business Bureau (BBB) for its [HughesNet](#)<sup>®</sup> high-speed satellite Internet service, available to anyone in the contiguous U.S. with a clear view of the southern sky.

The BBB ranking is based on a company's business practices and responsiveness to customer concerns, factoring in elements such as company longevity, size, and commitment to BBB standards. It shows consumers how forthright and effective the company has been in resolving customer issues. By using satellite technology instead of landlines, HughesNet gives customers—even in the most remote locations—a super-fast, always-on Internet connection.

According to BBB research, Hughes met all BBB accreditation standards, addressing any customer issue in good faith and to the best of its ability.

“The Better Business Bureau does recognize and appreciate the commitment a company and its staff must make in order to maintain the timely response and resolution of complaints. Hughes and its staff have made that on-going commitment to its customers through the BBB complaint process, and those efforts are reflected in the BBB rating earned and maintained by (the) company,” said Edward Johnson, president of BBB of Metro Washington, D.C.

The BBB A+ rating follows deep investments Hughes has made in bolstering its customer care capabilities. These efforts include new customer welcome support calls, new user tutorial videos, auto-repair troubleshooting services, and establishing customer-driven advocacy and advisory support services, among many other initiatives for resolving customer issues quickly and thoroughly.

“Trust in the marketplace is hard earned,” said Mike Cook, senior vice president, North America, at Hughes. “Hughes believes it's not enough to offer a great product; you need to solve customers' problems fast and thoroughly whenever they arise. The BBB A+ rating validates that credo.”

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### **About Hughes Network Systems**

Hughes Network Systems, LLC (HUGHES) is the global leader in providing broadband satellite networks and services for large enterprises, governments, small businesses, and consumers. HughesNet encompasses all broadband solutions and managed services from Hughes, bridging the best of satellite and terrestrial technologies. Its broadband satellite products are based on global standards approved by the TIA, ETSI and ITU standards organizations, including IPoS/DVB-S2, RSM-A and GMR-1. To date, Hughes has shipped more than 2.2 million systems to customers in over 100 countries.

Headquartered outside Washington, D.C., in Germantown, Maryland, USA, Hughes maintains sales and support offices worldwide. Hughes is a wholly owned subsidiary of Hughes Communications, Inc. (NASDAQ: HUGH). For additional information, please visit [www.hughes.com](http://www.hughes.com).

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