

FOR IMMEDIATE RELEASE

Hughes Announces Mobile Apps for Customer Gateway Portal

New iPhone, iPad applications and smartphone web access extend self-service network monitoring to busy IT managers 'on the go'

Germantown, Md., July 11, 2011— [Hughes Network Systems](#), LLC (HUGHES) today introduced new mobile applications for their managed network service customers that let IT professionals track the health of their devices and associated trouble tickets anywhere, anytime, from the convenience of their iPhones, iPads or any smartphone.

The new apps extend the [Hughes Customer Gateway](#) to mobile devices so Hughes customers and resellers can have real-time visibility into their networks without being tethered to a PC. The Hughes Customer Gateway is an easy-to-use self-service portal that provides the tools and information IT help desks need to monitor their networks.

Hughes, the global leader in broadband satellite solutions and services and a leading provider of managed network services, has developed two versions of the mobile customer service app:

- **Hughes Customer Gateway for Apple iOS app** – enables iPhone and iPad users to view device status, create and update trouble tickets, and generate escalations.
- **Hughes Smartphone app** – runs on any smartphone with a web browser. In addition to providing the same functions as the iOS app, the smartphone app extends the full functionality of the web-based Hughes Customer Gateway to mobile users, including the ability to create notes and view device installation, and equipment photographs, among many other capabilities.

The new mobile apps are designed for busy IT and help desk staff who are responsible for large, distributed WAN networks and are constantly on the move. The apps provide a single view into network health, including tracking, and monitoring devices across all satellite, 3G wireless, cable, DSL, and other terrestrial broadband technologies in the WAN. The mobility helps Hughes customers and resellers reduce the time and effort in monitoring multiple systems, increasing uptime, application performance and device problem resolutions.

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“Keeping track of a large-scale distributed WAN can be challenging, particularly when you’re on the go,” said Mike Cook, senior vice president at Hughes. “One popular feature our customers are raving about is the ability to see photos of each installation in their networks. This has proven to be very beneficial to help desk personnel who are working with on-location employees troubleshooting simple issues that are often the root cause of network problems. The Hughes Customer Gateway mobile apps give them quick and easy views of real-time device status in the palms of their hands, wherever they may be.”

The new mobile apps are free and available immediately to Hughes Customer Gateway customers. iPhone and iPad users can download the app from the Apple iTunes store. Other smartphone users with web access can visit <https://m.cgw.hughes.com>.

About Hughes Network Systems

Hughes Network Systems, LLC (Hughes) is the world’s leading provider of satellite broadband for home and office, delivering innovative network technologies, managed services, and solutions for enterprises and governments globally. HughesNet® is the #1 high-speed satellite Internet service in the marketplace, with offerings to suit every budget. To date, Hughes has shipped more than 2.5 million systems to customers in over 100 countries, representing over 50 percent market share. Its products employ global standards approved by the TIA, ETSI and ITU organizations, including IPoS/DVB-S2, RSM-A, and GMR-1.

Headquartered outside Washington, D.C., in Germantown, Maryland, USA, Hughes operates sales and support offices worldwide, and is a wholly owned subsidiary of EchoStar Corporation (NASDAQ: SATS), a premier global provider of satellite operations and digital TV solutions. For additional information about Hughes, please visit www.hughes.com.

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