

STAY CONNECTED

WELCOME TO HIGH-SPEED INTERNET



dish **NET**™

WELCOME TO DISHNET SATELLITE INTERNET!

Congratulations on your new high-speed Internet service.

This guide contains useful tips and information about your service, along with troubleshooting solutions.

Please keep this document for future reference and questions.



TABLE OF CONTENTS

- What to expect with your dishNET service 1
- Understanding data capacity 2–4
- Setting up your MyDISH.com account 5–6
- Checking your data usage 7–8
- Internet basics 9
- Wireless router information 10
- Troubleshooting steps 11–12
- For more information and additional support ... 13



WHAT TO EXPECT WITH YOUR DISHNET SERVICE

dishNET Satellite is ideal for:

- Web browsing (reading the news, shopping, and planning travel)
- Checking and sending email
- Social media (Facebook, Twitter, and Instagram)

dishNET Satellite is NOT ideal for:

- Streaming or downloading videos (YouTube, Netflix, or Hulu)
- On demand movies accessed online through DISH receivers (including the Hopper)
- Video chat (Skype)
- Gaming (PlayStation or Xbox Live)

UNDERSTANDING DATA CAPACITY

WHAT IS DATA CAPACITY?

The amount of data available for use during your billing cycle. This amount varies depending on your dishNET data plan.

WHAT IF I GO OVER MY DATA CAPACITY?

Your Internet speeds may be reduced significantly once your data capacity has been exhausted. Your speeds will be restored the day after your monthly billing cycle date. You can restore speeds sooner by purchasing additional capacity or upgrading your plan (if available). There is no financial penalty for exceeding your data capacity.

UNDERSTANDING DATA CAPACITY



dishNET Internet brings the information superhighway right to you – almost anywhere. But before you take it for a spin, here are a few things to keep in mind.

WHAT'S YOUR DRIVING STYLE?

You get the choice of several data plans. Each comes with a different amount of data to use every month. How much data you need depends on how you plan to use the Internet.



DO YOU SIP OR GULP?

Think of your data capacity, measured in gigabytes (GB's), like a tank of gas. Everything you do online burns gas until your tank runs out. Different activities use up different amounts of gas.

SIPPING



General Browsing
Online Shopping
(eBay, Amazon)
Blogging
Sending and
Receiving Emails

CRUISING



Uploading and
Downloading Photos
(Flickr)
Streaming Music
(Pandora, Spotify)
Social Media
(Facebook, Twitter, LinkedIn,
Instagram, Pinterest)

GULPING



Streaming or
Downloading Movies
and TV Shows
(Hopper, Hulu, Netflix)
Streaming Videos
(YouTube, Vimeo)
Video Chatting
(Google+, Skype)



KEEP AN EYE ON YOUR TANK



dishNET isn't made for gulping. It is recommended that you regularly check your available data capacity by logging into MyDISH.com. Instructions to do so are contained later.



If you burn through all your data for the month, you may notice a big drop in your Internet speed. To get more data (and restore your speed) you can either wait until the end of your billing cycle, or fill'er up by purchasing additional capacity or upgrading plans (if available).

RUNNING ON EMPTY

WHAT IS LATENCY?

As your Internet signal is sent to and from a satellite thousands of miles away, there is a short delay. This delay is known as latency. Latency disrupts the performance of online gaming, VPNs, video chat and other real-time services. For this reason, these services are not recommended utilizing dishNET Satellite.

UNDERSTANDING YOUR GB'S

Web browsing, sending emails and most social media activities consume low amounts of gigabytes (GB's). The table can help explain how much data various Internet activities typically consume. Combining any of these activities will increase your data usage. For example, streaming 1 hour of a SD movie and 6 hours of music will consume 2GB of data.

DATA CAPACITY USAGE (by the hour)*

	1GB	3GB	5GB
Streaming Music	6hr	18hr	30hr
Streaming SD Movies	1hr	4hr	7hr
Streaming HD Movies	1/2hr	1 1/2hr	2 1/2hr
Video Chat	1hr	4hr	7hr

* Usage rates are estimates not actual.

All packages, features, functionality and offers subject to change without notice. Available services (Speeds and data allowances) depend on geographic location of subscribers residence. Infographic for educational purposes only. © 2015 DISH Network L.L.C. All rights reserved.



SETTING UP YOUR MyDISH.com ACCOUNT

(If you already have a MyDISH.com account, skip to step 2. Otherwise, go to www.MyDISH.com in your browser.)

1 Create a MyDISH.com Account

New to MyDISH.com? Create an account to pay your bill online, make changes to your account, view resources that will help you manage your data, and much more!

- Select LOG IN / OUT
- Select Create Online ID

The screenshot shows the MyDISH.com website header with navigation links: MyDISH, DISH, DISH ANYWHERE™, and BUSINESSES. A search bar and a call number (1-800-333-DISH) are also present. Below the header is a navigation bar with icons for MY ACCOUNT, PERKS, UPGRADES, PAY-PER-VIEW, DISH ANYWHERE™, and SUPPORT. The 'MY ACCOUNT' section is expanded, showing 'LOG IN' and 'Create Online ID' (highlighted with a yellow box). Other links include 'Forgot Online ID' and 'Forgot Password'.

- You will need to enter one form of identification and one form of verification to create an account.

The screenshot shows the account creation form with two main sections: 'IDENTIFY' and 'VERIFY', separated by an 'AND' connector. The 'IDENTIFY' section asks for one of the following to identify the account: Phone # (with three input boxes), 16-Digit Account #, or 10-Digit Receiver #. The 'VERIFY' section asks for one of the following to verify authorization: 4-Digit Security Code (with one input box and a question mark), Last 4-Digits of Social Security #, or Send Email to Address on File (with a question mark). At the bottom are 'CONTINUE' and 'CANCEL' buttons.

To identify yourself, you can enter ONE of the following:

- 10-digit phone number
- 16-digit DISH account number
- 10-digit DISH receiver number
(DISH video customers only)

To verify your identity, you can do ONE of the following:

- Enter the 4-digit security code associated with your DISH account
- Enter the last 4-digits of your Social Security number
- Have DISH send a message to the email address on file

When you have entered BOTH identification AND verification information, select CONTINUE

- d. Create an Online ID and Password for your MyDISH.com account and select SUBMIT

2 Logging In to MyDISH.com

- a. Starting from the MyDISH.com home page select Log In/Out from the upper right
- b. Enter your username and password in the fields
- c. Select LOG IN to log in to your account

3 Managing Your Data

- a. Once you're logged in to MyDISH.com, select My Internet from the left hand menu.

Pay My Bill

My Payment History

My Bill History

My Profile

My Preferences

My Programming

My Internet

My Equipment

My Appointments

My Shipments

My Pay-Per-View Certificates

My Referrals

MOST RECENT BILL

Bill Total

\$ 154.43

Bill Creation Date

Sat, 04/04/15

Bill Due Date

Fri, 04/24/15 To enroll in AutoPay, visit [My Preferences](#).

Service Period

Sun, 04/19/15 - Mon, 05/18/15

Payments made on or after the Bill Creation Date will not be reflected under Most Recent Bill until your next bill is created.

PAYMENT AMOUNT

☐ Current Balance

\$ 159.42

☐ Past Due Balance

\$ 0.00

☒ Most Recent Bill Total

\$ 154.43

☐ Other

CONTINUE

You can view and manage your data usage on the My Internet section of MyDISH.com.

CHECKING YOUR DATA USAGE WITH MyDISH.com

Service Period

This displays the start and end of your billing cycle. Your data resets the day after your current billing cycle ends.

My Data Plan

Here you can view your current data plan and your monthly data capacity.

Remaining Capacity

These bars show how much of your monthly data capacity is remaining in your current service period. This is your main tool to monitor how much data you have used, and how much data you have remaining until the start of your next billing cycle. Typically, anytime data is used the most so please make sure to keep a close eye on this.

- Off-Peak will show your data remaining between the hours of 2:00 AM and 8:00 AM local time. If you use all your off-peak data, you will begin to use your anytime data.
- Anytime shows your remaining data for use between 8:00 AM and 2:00 AM local time.
- Additional anytime capacity is extra data that you have purchased for use within your current service period.

Policies

Follow these links to read important policies regarding your Internet service.

Purchase Additional Capacity

You can purchase additional capacity for your current billing cycle and choose to pay now or add the cost to your next bill. This additional capacity does not roll over and will expire at the end of your current billing cycle.

MyDISHDISHDISH ANYWHERE™BUSINESSES

CALL US 1-800-333-DISHLOG IN / OUT

MYdishMY ACCOUNTPERKSUPGRADESPLAY-PER-VIEWDISH ANYWHERE™SUPPORT

MY ACCOUNT > MY INTERNET

Pay My Bill

My Payment History

My Bill History

My Profile

My Preferences

My Programming

My Internet

My Equipment

My Appointments

My Shipments

My Pay-Per-View Certificates

My Referrals

My Offers

My Locks

Game Finder

Refer a Friend

Order Pay-Per-View

Order On Demand

Order From Store

Service PeriodThu, 03/19/15 - Sat, 04/18/15

MY DATA PLAN

Data PlandishNET Sat C3 15/15 GB

Monthly Capacity

Off-Peak (2am - 8am)15.0 GB

Anytime15.0 GB

Remaining Capacity

15.0 GB Off-Peak (2am - 8am)

6.9 GB Anytime

0.0 GB Additional Anytime Capacity

Acceptable Use Policy

Data Allowance Policy

PURCHASE ADDITIONAL CAPACITY

Purchasing additional capacity increases your usage allowance by 1GB. Additional capacity will only be used when you have exhausted your Monthly Anytime Usage Allowance included with your Data Plan and expires at the end of your current Service Period.

Add'l Capacity - 1 GB\$ 10.00

Payment Method

Bill My DISH Account

Make Payment

SUBMIT

8

DNET_15237 dishNET Welcome Kit_FINALUpdate060215.indd 8

6/2/15 11:49 AM

Navigation Buttons: These allow you to go back and forth between web pages you have visited since opening the browser.

Address Bar: Web browsers, such as Internet Explorer, have an address bar that shows the web address (or URL) of the page you are on. To go to a different page, type a web address in the address bar and press enter or return on your keyboard.



Free Email Services

DISH doesn't offer email addresses. There are several free email services that you can use to send and receive emails. To sign up for email, search for free email providers and select the one you like. Follow the instructions specific to their service to create an account and start using your email.

WIRELESS ROUTER INFORMATION

For the best router experience we recommend the DISH Smart Home Services Router. We have not tested other routers and therefore cannot guarantee the success of other routers with dishNET Internet.

If you have the DISH Smart Home Services Router:

- An Ethernet cable should be plugged into the “LAN” port at the back of your modem¹ and connected to the yellow “INTERNET” port on your router.²
- Another Ethernet cable should go from any available “LAN” port at the back of the router, and connect to any devices that do not have a wireless connection, such as a desktop computer.



TROUBLESHOOTING STEPS

Below are a few tips to resolve the majority of dishNET technical issues.

- 1 Reboot your modem and router (if you have one)**
 - a. Disconnect power from both the modem and router (if you have one) and wait 15 seconds.
 - b. Reconnect the modem power supply and wait three minutes for it to reboot.
 - c. Reconnect the router power supply and wait three minutes for it to reboot.
 - d. Try visiting MyDISH.com to verify that your Internet is working.
 - e. If the issue is still not resolved and you have a router, continue to step two. Otherwise, skip to step three.

2 Connect your computer directly to the modem

- Unplug all Ethernet cables from the back of your modem and router.
- Plug an Ethernet cable from your modem directly into the Ethernet port on your computer.
- Wait for one minute, and then try visiting MyDISH.com to verify that your Internet is working.
- If this resolves the issue, then this means there is a problem with your router. If you received your router from DISH, call the technical support number listed below. Otherwise, if you did not receive your router from DISH, you will need to contact the router manufacturer for support.

3 Contact technical support

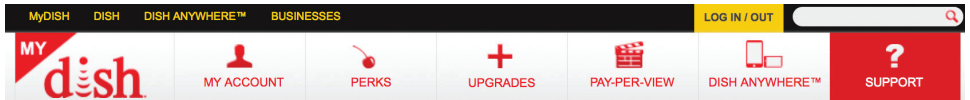
- If the issue is still not resolved, you will need to speak with a Technical representative by calling 1-800-333-DISH.



FOR MORE INFORMATION AND ADDITIONAL SUPPORT

Technical Support: Call 1-800-333-DISH or
Visit www.MyDISH.com and click on “SUPPORT”

To view the customer data plan agreement and usage
policies documents, visit www.dish.com/legal.



MYDISH INFORMATION

DISH Account Number: _____

MyDISH.com online ID: _____

MyDISH.com password: _____

Wireless network name: _____

Wireless password: _____

[illegible]





Important Terms and Conditions: Data Usage: Anytime Data is used between the hours of 8 AM and 2 AM local time. Off-peak Data is used between the hours of 2 AM and 8 AM local time. (Off-peak time period subject to change.) If you use all of your Off-peak Data you will begin to use your Anytime Data between 2 AM and 8 AM. Once you use your data allotments your service speed will be reduced to 150 kbps or less for that data allotment period for the remainder of the billing cycle. With Plus packages with extended web and email, service speed will be reduced to 150 kbps or less or 768 kbps or less, depending on type of data usage. Data does not roll over to the next billing cycle.

All prices, fees, charges, packages and offers subject to change without notice. Use of dishNET High-Speed Internet service is subject to Fair Access Policies, Acceptable Use Policies and Network Management Policies.
© 2015 DISH Network L.L.C. All rights reserved.