

Liberty FAQs

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| 1. Is Hughes PCI-compliant? | Yes! Hughes was one of the first managed service providers in North America to be PCI 3.2 certified. We are committed to ensuring that your customers' data is protected. |
| 2. Can I use my existing broadband connection from another provider? | Yes. Hughes requires that you provide a broadband connection, with Hughes provided router. |
| 3. Can I use this service at non-Liberty locations? | Yes. While this service is specifically designed for use in Liberty locations, please ask your sales representative about similar offering for additional locations. |
| 4. How do I sign up, upgrade or re-enroll? | It's very simple. Call Hughes 844-639-7243, and a representative will walk you through the process. |
| 5. Can I run my entire store over the Hughes offering? | Typically, yes. Please discuss your specific store needs with your Hughes sales representative at 844-639-7243 |
| 6. Once I have placed my order, how long will it be before my sites get installed? | Installation completion can take anywhere from 10-60 days. Time to install is often based on service type. |
| 7. Who do I call if one of my locations is having a problem? | Call the Hughes Help Desk 844-639-7243 Option 3. |
| 8. How can I see my order status? | All you need to do is go to the HughesON Portal. To set up your login and password for your accounts please call Hughes Customer Care at: 844-639-7243 - Option 5. Use this portal to track your installations, submit billing questions, and follow any open service issues. |
| 9. How quickly will the backup work in the event the primary connection goes offline? | The transition to backup is automatic seamless. Customers and employees rarely know the system is working on backup. The 4G wireless backup service will automatically turn on within seconds to support your transactions on the rare occasion that your primary broadband connection is not available. When the primary connection is restored, the Hughes system will automatically move transactions back to the primary connection. It does not require any action by your staff. The switch to the backup service will likely be transparent to your end users. |
| 10. What equipment is included with the service? | The equipment is a state-of-the-art router and managed switch from Hughes or one of our partners. |
| 11. Why Hughes? | Hughes has been providing network services for over 40 years. Our world class network, knowledgeable and friendly customer service, and affordable pricing make the decision clear. |