

**exede**  
COMICS

PRESENTS



#1

# THE ULTIMATE

## WELCOME GUIDE



IMPORTANT  
INFORMATION  
INSIDE!

**exede**  
INTERNET

HIGH SPEED  
SATELLITE INTERNET

# THE ULTIMATE WELCOME GUIDE

LOG INTO  
**MY.EXEDE.NET**  
FOR USAGE & TOOLS



## What Does It All Mean?

### A GUIDE TO SOME OF THE TERMS RELATED TO SATELLITE INTERNET

#### Dish (antenna)

An antenna, often referred to as "the dish," is a device used to send and receive data from a satellite.

#### Data

Everything you do online uses data. Some things, like email or browsing, use a little bit of data. Other activities, especially video, use more.

#### Data Allowance

This is the amount of data your plan provides during your monthly billing cycle. For example, the Classic 15 plan gives you 15 GB of data per month.

#### Ethernet Cable

The kind of cable (provided) used to carry the internet signal between your modem and computer.

#### The Free Zone

For Exede Classic and Evolution plans: a nightly 5-hour period during which data usage is unmetered and does not count toward your data allowance.

#### GB

Gigabytes: the unit in which data usage is commonly measured. 1 GB = 1,024 MB.

#### Mbps

Short for megabits per second. It's a measurement of your internet speed. Exede12 service has a download speed of 12 Mbps and an upload speed of 3 Mbps.

#### Modem

The device that connects your computer to the internet. The Exede modem (provided) is in the middle between your dish outside and your computer (or router) inside.

#### Router

A device (not provided) that connects computers, smartphones, and tablets to the internet, often wirelessly.

#### Usage

Refers to the amount of data you use with your Exede service.

**exede**  
INTERNET

#### NEED HELP?

Call 1-855-463-9333

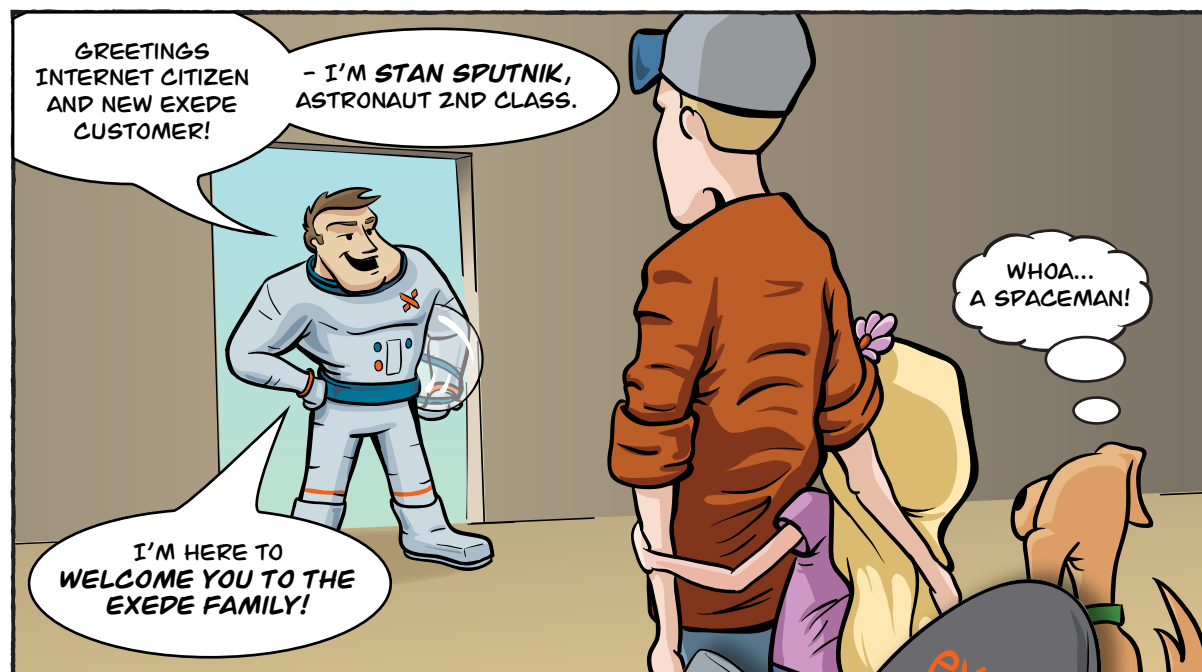
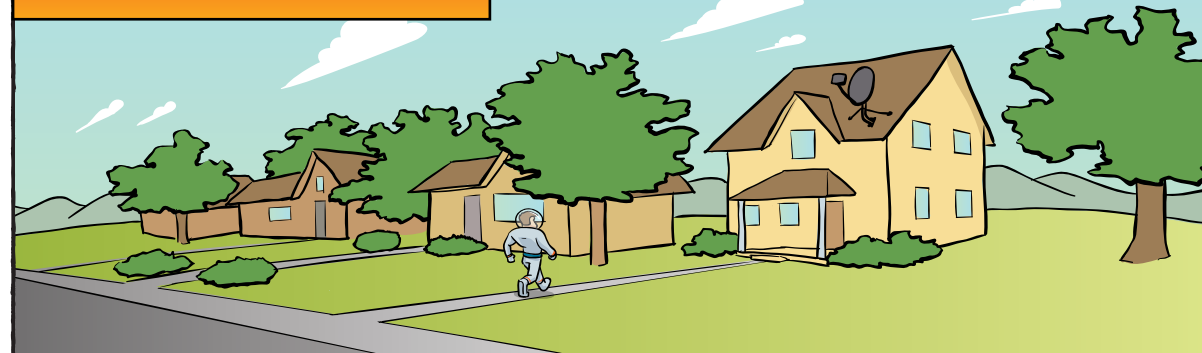
Chat: [help.exede.net/chat](http://help.exede.net/chat)

Help Center: [help.exede.net](http://help.exede.net)

High speed internet brought to you by

**ViaSat**

Somewhere in America...



MY.EXEDE.NET

FIRST, YOU'LL WANT TO SIGN IN TO YOUR ACCOUNT AT **MY.EXEDE.NET**. THIS IS AN IMPORTANT PLACE, SINCE IT CONTAINS ALL YOUR **BILLING**, **DATA USAGE**, AND **CUSTOMER INFORMATION**.

**Username**  
[Field]

**Password**  
[Field]

[New User](#)

**Account Number**  
e.g. 300123123

**Modem**  
SN 283712093541  
MAC 00 A0 BC 36 F6 EE

TO GET STARTED, GO TO **MY.EXEDE.NET** AND CLICK ON "NEW USER"

ENTER EITHER YOUR **ACCOUNT NUMBER...**

...OR THE **MAC ADDRESS** FOUND ON THE BOTTOM OF YOUR EXEDE MODEM

## QUICK TIP:

### EMAIL

Make sure we have a *good email address* on file for you, so you can get important usage alerts.

You won't hear from us often... but when you do, you won't want to miss it!



COOL! I CAN SEE ALL OF MY BILLING INFO ON HERE.

UM... WHAT'S THE **USAGE METER** ALL ABOUT?

EXCELLENT QUESTION!

MOST EXEDE PLANS HAVE A **MONTHLY DATA ALLOWANCE**.

IT'S A GOOD IDEA TO KEEP TRACK OF HOW MUCH DATA YOU'RE USING WITH THE **USAGE METER** AT **MY.EXEDE.NET**.

**7.5 GB**  
75% used of 10 GB allowance  
7 days remaining in the current billing period

[View Usage and Buy Data](#)

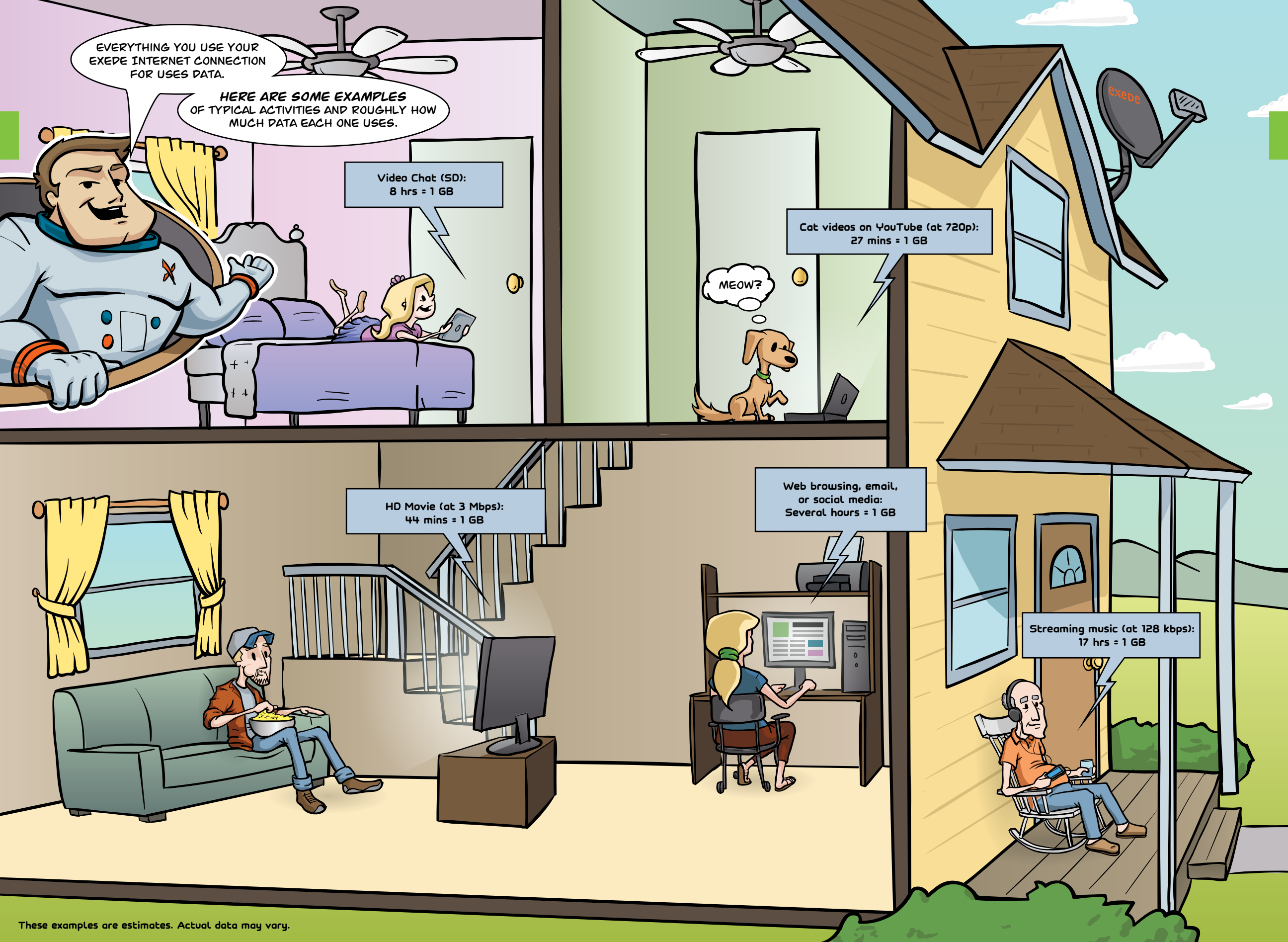
ESPECIALLY IF YOU WATCH A LOT OF **ONLINE VIDEO OR TV**.

MY DOG AND I LOVE TO **WATCH VIDEOS ONLINE**!

ARF!

EXEDE WORKS GREAT FOR THAT, **YOUNG LADY**!





EVERYTHING YOU USE YOUR EXEDE INTERNET CONNECTION FOR USES DATA.

HERE ARE SOME EXAMPLES OF TYPICAL ACTIVITIES AND ROUGHLY HOW MUCH DATA EACH ONE USES.

Video Chat (SD):  
8 hrs = 1 GB

Cat videos on YouTube (at 720p):  
27 mins = 1 GB

MEOW?

HD Movie (at 3 Mbps):  
44 mins = 1 GB

Web browsing, email,  
or social media:  
Several hours = 1 GB

Streaming music (at 128 kbps):  
17 hrs = 1 GB

These examples are estimates. Actual data may vary.



WHAT HAPPENS IF WE USE UP ALL OUR DATA ALLOWANCE?

YOUR SERVICE WILL BE TEMPORARILY SLOWED OR RESTRICTED. BUT YOU HAVE SOME OPTIONS...

- YOU CAN BUY MORE DATA ON [MY.EXEDE.NET](http://MY.EXEDE.NET).
- YOU CAN UPGRADE TO A HIGHER DATA PLAN.
- OR YOU CAN WAIT FOR YOUR NEW BILLING PERIOD TO START. AT THAT TIME YOUR USAGE RESETS TO ZERO.

AND DON'T FORGET ABOUT THE **FREE ZONE**: EVERY NIGHT YOU GET FIVE HOURS TO DO WHATEVER YOU WANT, **COMPLETELY UNMETERED** SO IT DOESN'T COUNT TOWARD YOUR MONTHLY DATA ALLOWANCE!

IT'S A GREAT TIME TO DOWNLOAD SOFTWARE UPDATES, STREAM VIDEO, UPLOAD PHOTOS, OR ANYTHING ELSE!

**THE FREE ZONE**

**CLASSIC PLANS:**  
MIDNIGHT - 5 A.M. DAILY

**EVOLUTION PLANS:**  
3 A.M. - 8 A.M. DAILY

**QUICK TIP:**

**DATA** For tips on how to keep track of your data, visit our help center at [help.exede.net](http://help.exede.net). If you're on one of our Evolution plans, web page speed and email are never slowed!

USING A **WIRELESS ROUTER** IS A GREAT IDEA...

...IF YOU HAVE ONE, YOU CAN CREATE A **HOME NETWORK** TO CONNECT YOUR COMPUTERS, PHONES, TABLETS, AND OTHER INTERNET DEVICES.

A ROUTER GIVES YOU **ADDED SECURITY**, PLUS THEY'RE INEXPENSIVE AND EASY TO SET UP!

DAISY?

EXEDE WORKS GREAT WITH:

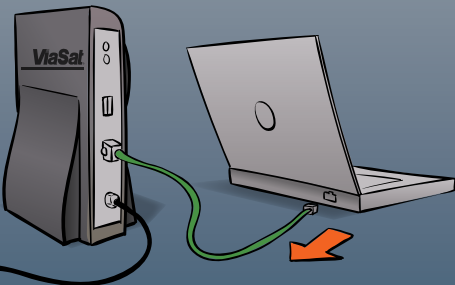
- TABLETS!
- SMART PHONES!
- COMPUTERS!

JUST KEEP IN MIND, EVERY DEVICE THAT YOU CONNECT TO YOUR NETWORK USES DATA, SO YOU MAY WANT TO BE AWARE OF HOW MANY DEVICES YOU CONNECT.

COOL!

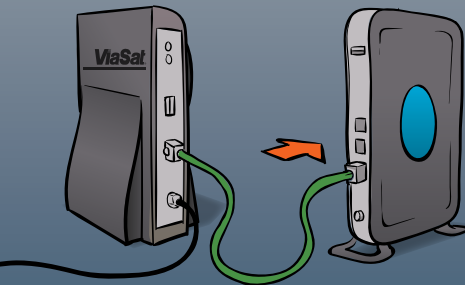
Here's how to connect a wireless router to create your home network.

1



UNPLUG THE ETHERNET CORD FROM YOUR COMPUTER. THE OTHER END REMAINS CONNECTED TO YOUR EXEDE MODEM.

2



PLUG THE ETHERNET CORD INTO YOUR ROUTER. USE A SECOND ETHERNET CORD (USUALLY PROVIDED WITH YOUR ROUTER) TO CONNECT YOUR COMPUTER TO THE ROUTER.

3

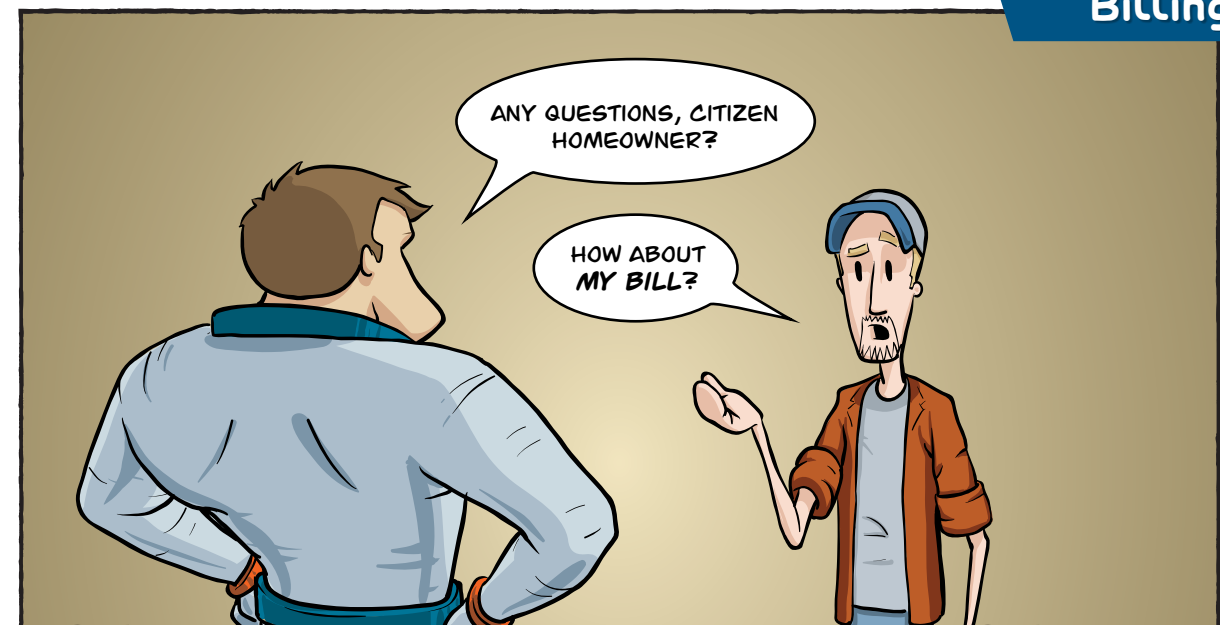
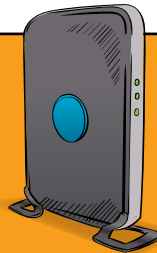


CONNECT YOUR WIFI-ENABLED DEVICES WITH THE ROUTER USING THE INSTRUCTIONS PROVIDED. MAKE SURE TO SET A PASSWORD ON YOUR HOME NETWORK FOR SECURITY.

## QUICK TIP:

### ROUTER CONNECTION

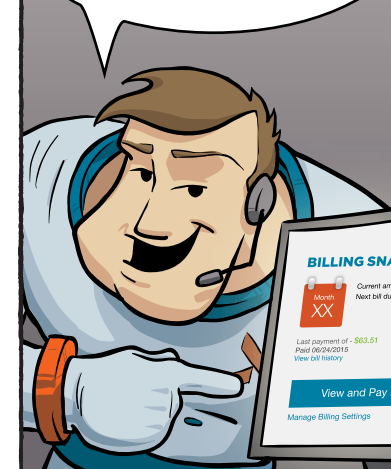
We don't provide a router, but they are highly recommended and easy to get. For router set-up tips and a list of recommended routers, visit [exede.com/routers](http://exede.com/routers).



EASY, WE AUTOMATICALLY CHARGE YOUR PAYMENT METHOD ON FILE EVERY MONTH. THAT'S EITHER A BANK ACCOUNT OR A CREDIT CARD.

EVERY MONTH, YOU'LL GET AN EMAIL ON THE DAY YOUR ACCOUNT IS CHARGED, WITH A LINK TO YOUR BILL.

ON [MY.EXEDE.NET](http://MY.EXEDE.NET), YOU CAN VIEW YOUR BILL, CHANGE YOUR PAYMENT METHOD, SEE PAST BILLS AND MORE.



### BILLING SNAPSHOT



Current amount due: **\$63.51**  
Next bill due on: 07/23/2015

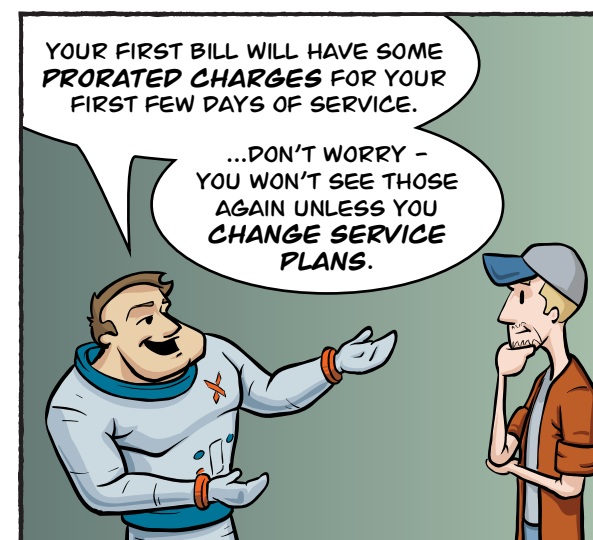
Last payment of - \$63.51  
Paid 06/24/2015  
[View bill history](#)

[View and Pay Bill](#)

[Manage Billing Settings](#)

YOUR FIRST BILL WILL HAVE SOME PRORATED CHARGES FOR YOUR FIRST FEW DAYS OF SERVICE.

...DON'T WORRY - YOU WON'T SEE THOSE AGAIN UNLESS YOU CHANGE SERVICE PLANS.



## QUICK TIP:

### YOUR BILL

You can use the online tools on [my.exede.net](http://my.exede.net) to easily change your credit card or bank account on file, so your monthly bill gets charged to the payment method you prefer.





## Here's what a typical first bill looks like:

Payments			\$ 0.00
Refunds			\$ 0.00
Current Charges and Fees			\$ 65.79
Taxes, Surcharges, and Fees			\$ 0.77
<b>Amount Due</b>			<b>\$ 66.56</b>
<b>Invoice Summary</b>			
Equipment Lease Fee	08/05/2014	08/07/2014	\$ 0.97
Equipment Lease Fee		09/07/2014	\$ 9.99
Exede12 - 10 GB			\$ 4.84
Exede12 - 10 GB	08/08/2014	09/07/2014	\$ 49.99
<b>One Time Charges</b>			
Standard Installation Fee - Lease			\$ 99.99
Standard Installation Fee Credit - Lease	08/05/2014		-\$ 99.99
<b>Total Current Charges and Fees</b>			<b>\$ 65.79</b>
Taxes, Surcharges and Fees			

WHAT IF I NEED TO CHANGE MY PAYMENT INFO...

... OR MAKE A ONE-TIME PAYMENT WITH A DIFFERENT CREDIT CARD?

YOU CAN HANDLE ALL OF THAT ON MY.EXEDE.NET AS WELL.

View and Pay Bill

Manage Billing Settings

GO HERE...

Payment Method

THEN HERE...

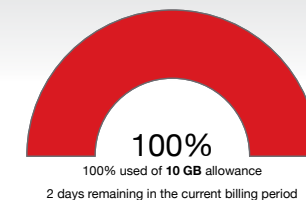
Edit Payment Method

AND CLICK HERE

## Troubleshooting

WHAT IF SOMETHING'S NOT WORKING?

**FIRST THING: CHECK THE STATUS OF YOUR ACCOUNT ON MY.EXEDE.NET TO MAKE SURE YOU HAVEN'T USED UP YOUR MONTHLY DATA ALLOWANCE.**



**Editor's note:**  
(see page 6 for details)

Shutting down...

SHUT DOWN YOUR COMPUTER (DON'T FORGET TO SAVE YOUR WORK FIRST).

ANOTHER QUICK FIX IS TO RESET YOUR MODEM. LIKE THIS....

38... 39... 40...

THEN UNPLUG YOUR ROUTER AND MODEM...

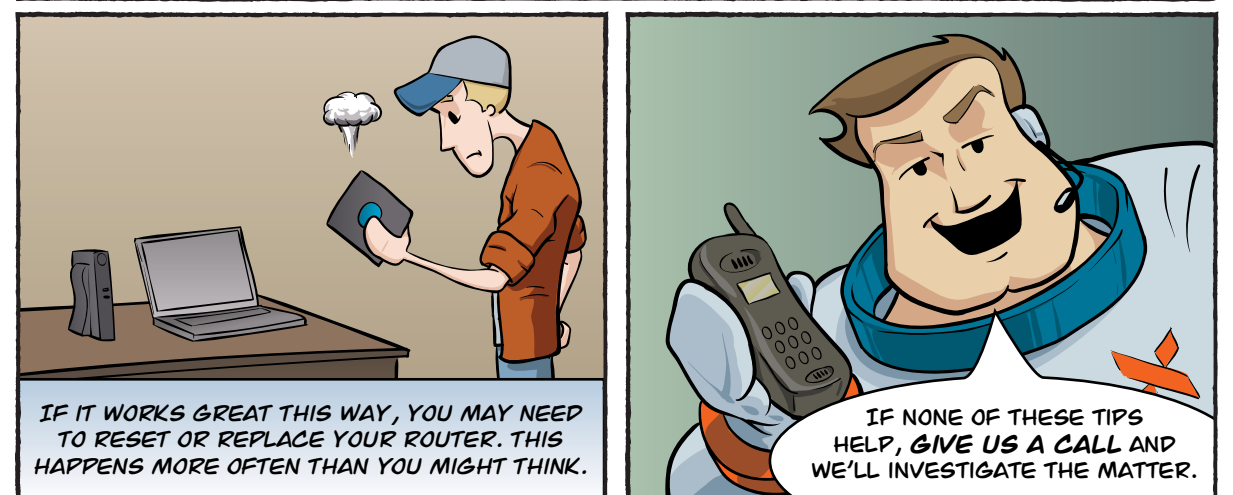
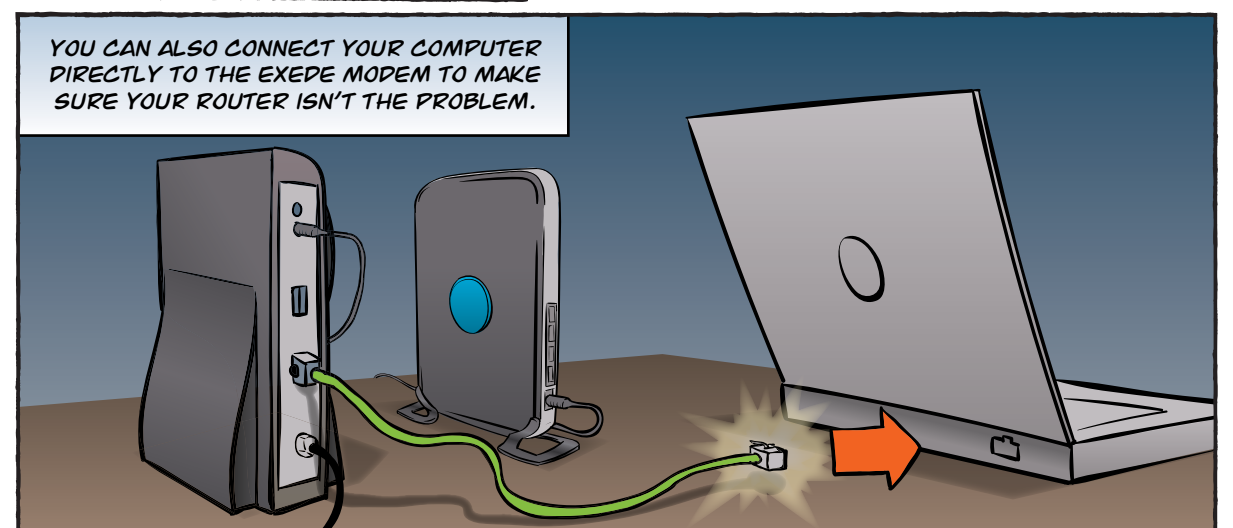
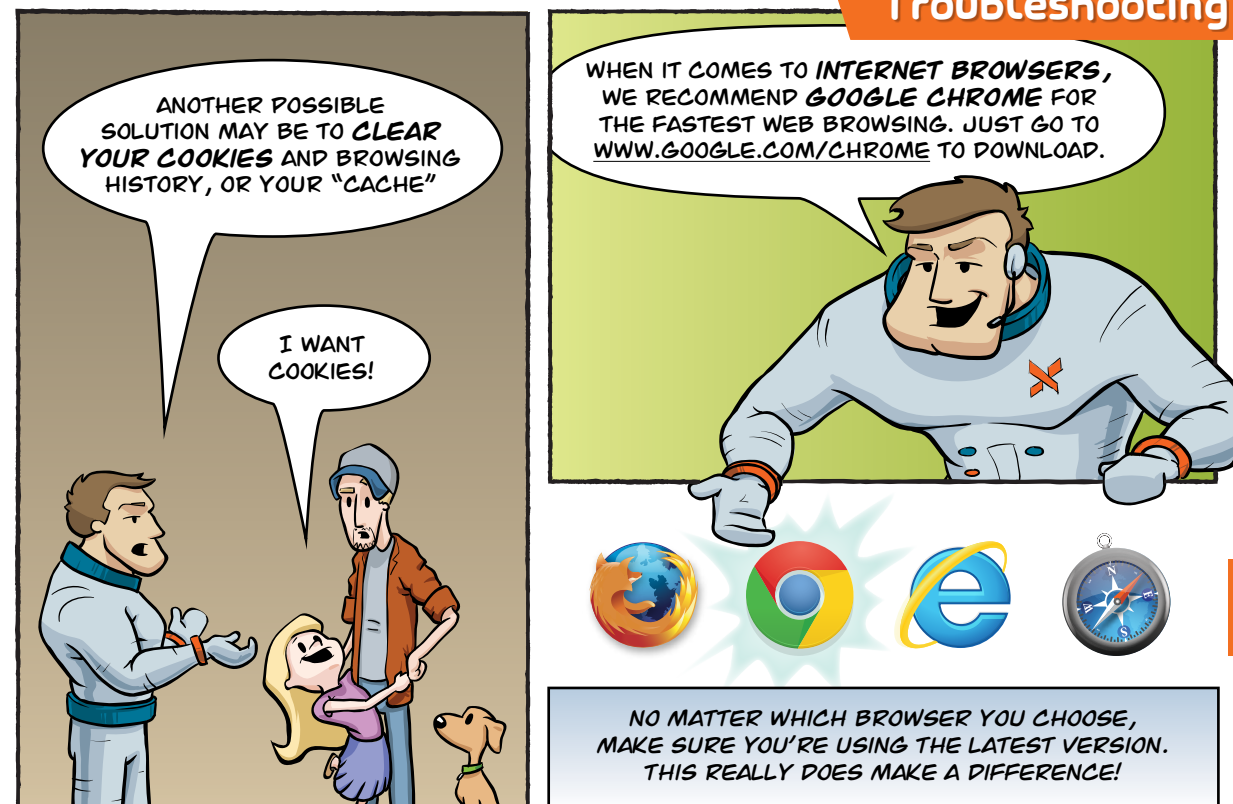
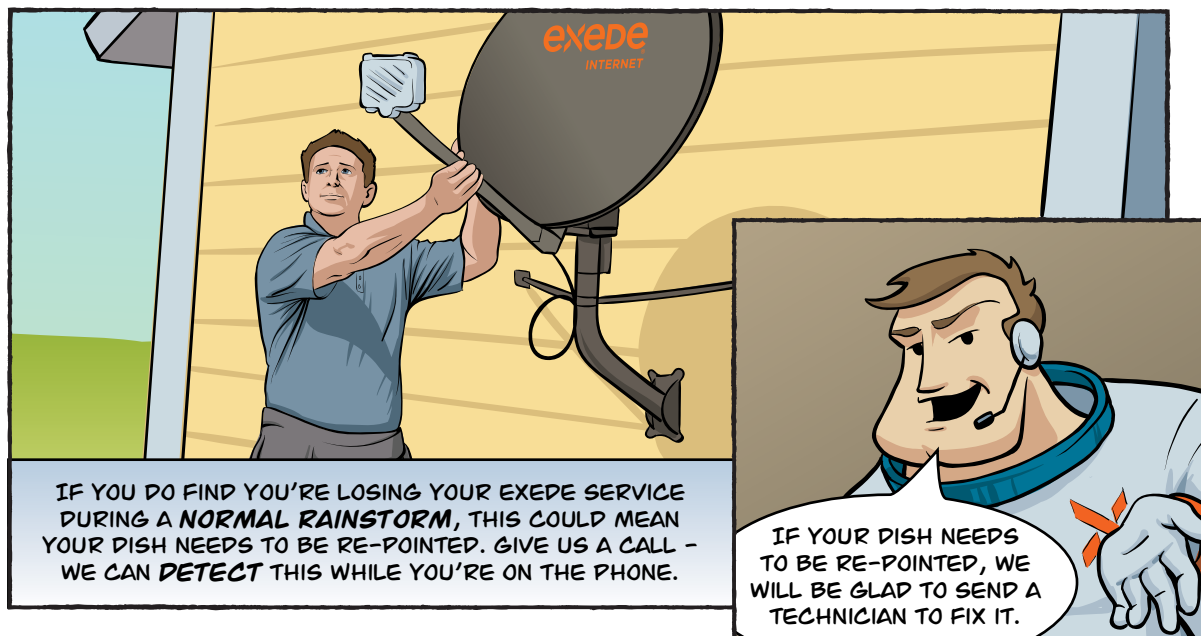
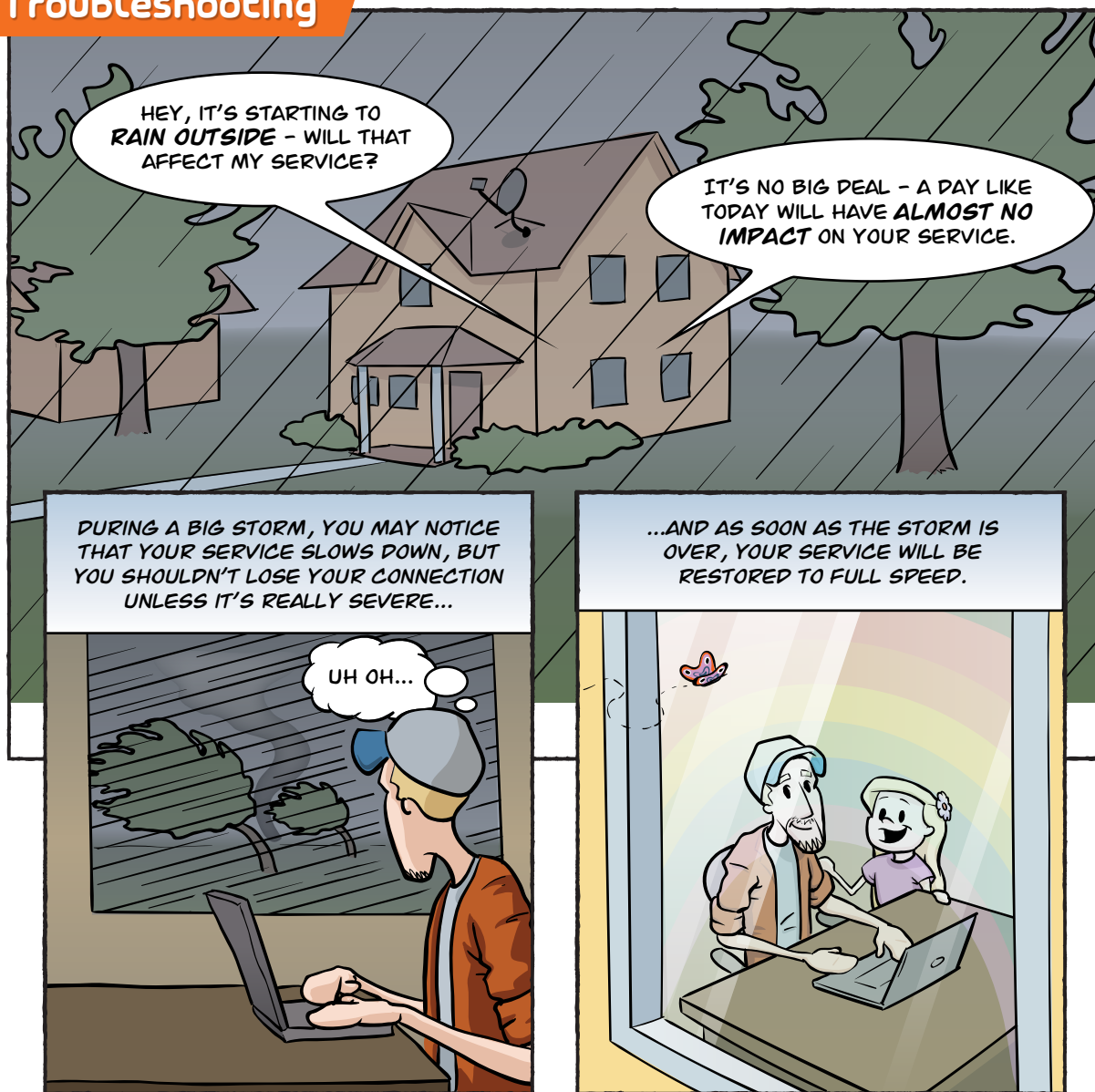
WAIT ONE MINUTE...

AND PLUG EVERYTHING BACK IN.

FINALLY, START YOUR COMPUTER UP AGAIN.

THIS FIXES A LOT OF PROBLEMS!





YIKES!

IF YOU EVER HAVE TROUBLE WITH YOUR SERVICE, WE HAVE LOTS OF FRIENDLY FOLKS READY TO HELP VIA PHONE OR CHAT. YOU CAN ALSO FIND ANSWERS ON OUR **HELP CENTER** AND ONLINE COMMUNITY.

**Customer Online Chat**

Stan S. How can I help you?

Submit

Help

## QUICK TIP:

### NEED HELP?

Help Center: [help.exede.net](http://help.exede.net)  
 Chat: [help.exede.net/chat](http://help.exede.net/chat)  
 Call Customer Care: 855-463-9333  
 Community Forum: [community.exede.com](http://community.exede.com)



OK, I'M SUPPOSED TO TELL YOU THERE'S A **24-MONTH MINIMUM SERVICE TERM**, SO IF YOU WANT TO CANCEL EARLY, THERE WILL BE SOME FEES.

AND HERE'S A NEAT FEATURE: IF YOU EVER WANT TO UPGRADE TO ANOTHER PLAN, THERE'S NO UPGRADE CHARGE FEE.

Plan	Plan	Plan
~~~~~	~~~~~	~~~~~
~~~~~	~~~~~	~~~~~
~~~~~	~~~~~	~~~~~
\$	\$\$	\$\$\$

I ORDERED HOME PHONE SERVICE TOO. HOW DO I GET STARTED WITH THAT?

EXCELLENT QUESTION!

IT'S A SIMPLE SELF-INSTALL, AND YOU CAN FIND EVERYTHING YOU NEED TO KNOW HERE: [WWW.EXEDE.COM/VOICE](http://WWW.EXEDE.COM/VOICE). YOU'LL BE ABLE TO USE THE SERVICE WITH YOUR EXISTING TELEPHONE EQUIPMENT.

Exede Modem

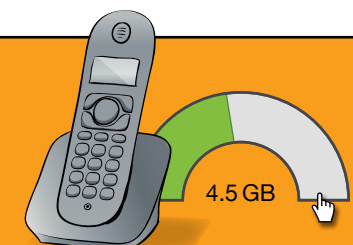
Exede Voice Adapter (ATA)

Phone

## QUICK TIP:

### EXEDE VOICE AND DATA

The data used for your home phone service does not count toward your Exede Internet data allowance.







THANK YOU!

exede  
INTERNET

MY.EXEDE.NET

# FUNHOUSE EMPORIUM

Gallery of Galactic Non-sensical Goodies

## GERBIL WHISTLE

Ever wonder where all those pet gerbils you used to have went? Our patented Gerbil Whistle will have them all come a-running as soon as you give it a toot!

**\$4.99**

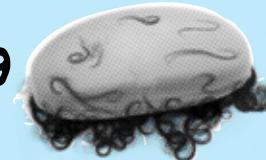
ALSO: Try our **Snake Whistle!** (50¢ additional)



## TRICK 'INSTANT BEARD' SOAP

This gag soap will produce a bushy, 3-inch beard in just seconds the moment it's applied to the face! Instant Beard Soap creates a thick, wiry set of whiskers that's nearly **IMPOSSIBLE TO SHAVE OFF!** *Hilarious!*

**\$2.99**



## ALIEN COCKTAIL NAPKINS



No office party is complete without Alien cocktail napkins! Each napkin contains mysterious characters **no one but you can decipher** – we'll give you the code! Every 5th napkin features an amazing fact about Brian the Alien!

**\$4.99**/doz



## SATELLITE GLASSES

Are you ready to behold the wonder of the many artificial satellites orbiting the Earth??? Put on these Satellite Glasses and *you can see them all!* **DO NOT** look at the **SUN** with Satellite Glasses!

**\$17.99/MONTH (FOR THREE MONTHS)**

## MAIL TO REDEEM

**SAVE 10¢**

ON SINGLE PAIR OF SATELLITE GLASSES

Only valid with purchase of \$350 or more.

## SCORPION FARM

Who wants a boring ant farm when you can have a **real, live scorpion lair** in your room? We supply only the most sinister, evil-looking and highly poisonous scorpions from the plains of Deepest Africa. These little devils will keep Mom out of your room forever!



**\$49.99**

## Learn Ancient ARAMAIC

Nothing will prepare you better for a study of 2nd Century Fertile Crescent history than a firm understanding of Ancient Aramaic. This **47-disc** set contains over **300 hours** of expert instruction by noted Aramaic scholar Howard Metz. **Amaze your friends** and **astound your teachers** as you write and speak in this ancient tongue!

**אֲרָמַיִת**  
**\$129.99**

## DARLING PET FRUITBAT

Astound your friends with a **genuine Sumatran fruitbat**. With a wingspan up to 5 feet when fully grown, your fruitbat will flap madly around your house and take care of any bothersome insects. Our special Live Delivery program ensures you'll get your baby fruitbat in good shape. Just feed it, water it and watch the fur fly — literally!

**\$99.99 +SHIPPING**

## Get the Girls: Learn the Zither

Nothing impresses the ladies more than whipping out your German zither and playing a tune. This ancient instrument is a great parlour favorite, and we'll give you the music to play modern tunes on it sure to delight and surprise your audience. Our 47-disc instructional CD set covers everything from tuning and maintenance of your zither to the techniques needed to play everything from Mozart and Led Zeppelin to One Direction, Polka, and Norwegian disco favorites.



**\$47.53**



- MYSTERIOUS -

## TRANSMOGRIFICATION CLOAK

Made of revolutionary "nano-leather," this extraordinary cloak allows you to pass through walls, doors ... **even people!** (They may experience some discomfort.) Put it on, and you're master of everything you can walk through!

**\$999.99**

\*JUST KIDDING! Hope you enjoyed this page, but products not really available for purchase.



# exede<sup>®</sup>

## INTERNET



THE ONLY INTERNET  
SERVICE THAT PROVIDES YOUR  
USER GUIDE IN THE FORM OF A  
COMIC BOOK!



**OPEN IMMEDIATELY:**  
Important information inside