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I was thinking about ordering the Hughesnet satellite Internet service and decided to do a bit of research beforehand. I was looking into reviews about the service and heard that many people were getting ripped off and being billed for internet and phone service that the provider wasn't providing in the first place on top of false advertising. I thought this agency would be best equipped to look into the issue. I'm sorry if this isn't exactly a "wireless emergency" but I do feel it's urgent. Thank you for your time and consideration.