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EchoStar Debuts Dynamic-Intelligence-Powered Self-Care Platform At Call Center Week 2013

Symbi™ Combines Personal Technology Management for Consumers, Advanced Incident Management for Agents

ENGLEWOOD, Colo., June 5, 2013 /PRNewswire/ -- EchoStar Corp. (NASDAQ: SATS), the industry leader in hybrid IP/broadcast convergence technologies, is launching a cloud-based intelligent personal technology management suite, Symbi™, at the 2013 Call Center Week, June 10-14 at Caesars Palace, Las Vegas, NV.

Today, technology users are faced with an unrelenting proliferation of smart phones, computers and tablets in their homes. The Symbi software-as-a-service product suite enables True Tier Zero™ problem resolution, service provisioning and live customer/agent interactions for today's technology-dense households.

This evolutionary solution leverages EchoStar's patented Semantic Knowledge Management System™ (SKMS), a dynamic intelligence engine that delivers guided content that is filtered and prioritized based on the end user's actual technology environment.

Symbi is not just for consumers. Customer service professionals can utilize its intelligent incident management platform. Symbi provides a one-point solution where agents can manage each aspect of customer service and technical support.

With Symbi, consumers and call center professionals have a solution that:

- Proactively speeds diagnosis and resolution of common set-up, service delivery and technical support incidents
- Continuously monitors Internet connectivity and offers guided content to assist with device set-up, usage and performance maintenance
- Provides service center call deflection and helps to reduce truck rolls

Providers utilizing Symbi will be able to deliver superior customer service extending the consumer lifecycle while achieving operational savings. Symbi also enables service - provisioning and creates new revenue channels through an on-board eCommerce portal.

Symbi is the latest innovation from EchoStar, known globally for its award-winning consumer products and services. These include the popular Hopper® whole-home DVR; the Slingbox® content place-shifting device and HughesNet®, the leading high-speed satellite-delivered Internet service in North America.

www.meetsymbi.com

Visit EchoStar at Call Center Week, Booth #709

About EchoStar

EchoStar Corporation (NASDAQ: SATS) is a premier global provider of satellite operations and video delivery solutions. EchoStar's wholly-owned subsidiary, Hughes, is the world's leading provider of satellite broadband services, delivering network technologies and managed services for enterprise and government customers in more than 100 countries.

Headquartered in Englewood, CO, with additional business units world-wide, EchoStar is a multiple Emmy award-winning company that has pioneered advancements in the set-top box and satellite industries for nearly 30 years, consistently delivering value for customers, partners and investors through innovation and outstanding quality. EchoStar's contribution to video technology continues to have a major influence on the way consumers view, receive and manage TV programming.

EchoStar's consumer solutions include HughesNet®, North America's #1 high-speed satellite Internet service, Sling Media's Slingbox® products, and EchoStar's line of set-top box products for the free-to-air satellite and terrestrial markets. For more information, please visit www.EchoStar.com.

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