

The following is a description of a **Standard HughesNet Residential Installation**:

An independent certified HughesNet technician will install your HughesNet system. The technician will provide the following equipment to complete your installation:

- HughesNet indoor modem with built-in Wi-Fi router
- HughesNet outdoor antenna system, including mount, reflector, and radio receiver/transmitter
- Up to 125 feet of RG6 coaxial cable
- Compression connectors
- Ground block
- Indoor faceplate
- Outdoor bushing or silicone

To perform the installation, the technician will:

- Determine if the customer has a line of sight to the satellite from a roof or wall mount location. If not, the technician will look for a pole mount option. If no line of sight exists, the installation cannot be completed.
- Detail the installation to the customer and ask for approval before beginning installation.
- Install the HughesNet antenna and mount. The antenna (i.e. “dish”) is mounted on the outside of the house on either a roof, wall, deck, or on a pole in the ground. If a pole mount is installed, 25 feet of soft ground cable trenching is included.
- Install RG6 coaxial cable from the outdoor radio to a ground block, then from the ground block to a point of entry into the home.
- Drill a hole through the exterior and interior walls, into the room where the indoor modem will be located.
- Install a faceplate on the interior wall and weather-seal the exterior point of entry.
- Install the HughesNet modem.
- Precisely point the antenna to the satellite and peak the signal strength to HughesNet’s specifications.
- Commission and test the HughesNet system.
- Assist the customer with service activation. The customer must agree to the terms and conditions to activate their service, setup their account, and initiate billing.
- Connect up to 2 customer devices to the HughesNet modem’s WiFi or LAN.
- Collect their tools, boxes, and any other debris left from the installation.
- Ask you to review and confirm your satisfaction with the installation.

Installation Requirements:

- All mounting surfaces must be able to securely support the antenna.
- The antenna cannot be mounted to slate, metal roofs or walls, decorative brick, brick chimneys, or metal or vinyl siding.
- If a flat roof, a non-penetrating (non-pen) mount may be used. This requires a pad and cement blocks as ballast.

- The antenna must be accessible with a 25 foot ladder and located so that a repair technician can safely reach it.
- The bottom of the antenna reflector must be at least 4 feet 5 inches off the ground and out of the reach of children.
- A ground block will be installed to remove the static electricity that naturally builds up on the reflector and can cause interference with the outdoor radio receiver/transmitter. The system will be grounded to an NEC approved ground point.
- Water-resistant compression fittings are used on all outdoor cable connections.
- All roof and wall penetrations are thoroughly weather-sealed.

Non-Standard Installation

The following items are not considered part of a standard HughesNet residential installation. They may or may not be completed by the technician and may result in additional charges:

- Removing, installing, or repairing any non-HughesNet mounts or equipment.
- Multiple site surveys beyond the installation visit to determine possible HughesNet antenna locations.
- Anything that requires the technician to spend excessive time onsite to meet customer-requested requirements.
- Special materials such as molding, conduit, or other cosmetic materials to hide exposed cables.
- Anything that requires the technician to lease equipment for a specialized installation requirement.
- Hard ground trenching or use of special equipment (e.g. jackhammer) to install a pole mount or cable.
- Soft ground cable trenching beyond 25 feet.
- Coaxial cable beyond 125 feet.
- Setup and configuration of more than 2 customer devices to the HughesNet modem's WiFi or LAN.
- Setup and configuration of specialty network devices. Such devices may include a Wi-Fi booster/repeater/extender, Wi-Fi streaming device (e.g. Roku, Fire Stick, Chromecast, etc.), television, home automation or security system, or additional network router.

Regardless of the non-standard work requested, all costs for the work are to be itemized by the independent HughesNet technician on the installation order and require a signature from the customer confirming acceptance.