



HughesNet Residential Installation

Customer-facing description of standard installation – January 2, 2013

An independent certified HughesNet installer will install your HughesNet system when it is convenient for you. The installer will provide the following equipment to complete your installation:

- HughesNet indoor modem
- HughesNet outdoor radio receiver and transmitter
- 125 feet of single or dual RG6 coaxial cable.
- Compression connectors
- Ground block
- Indoor faceplate

A **standard residential installation** includes everything you need to browse the internet, including:

- Commissioning the HughesNet service.
- Connecting the indoor modem to your PC and assisting you with activating the service (service activation initiates billing and must be done by the customer).
- Installing the HughesNet modem, antenna, and mount.
 - An antenna (or dish) is mounted on the outside of the home. The antenna has an “arm” sticking out that holds the outdoor radio transmitter / receiver.
 - A dual or single (depending on the available service) RG6 coaxial cable runs from the outdoor radio to a ground block, then from the ground block to a point of entry into the home.
 - The installer will drill a hole through the exterior and interior walls, into the room where the indoor modem will be located.
 - A faceplate will be installed on the interior wall, and the exterior hole will be weather-sealed.
 - The outdoor cable and the indoor cable running to the indoor modem are both connected to the interior wall faceplate.
 - The antenna must have a line of sight to the satellite from a roof or wall mount location. If a line of sight cannot be obtained with the roof or wall mount, the installer is then authorized to look for possible ground mount options.

- Roof and wall mounting surfaces must be able to support the antenna. The antenna cannot be mounted to slate, metal roofs, decorative brick, brick chimneys, or aluminum or vinyl siding where the mounting surface will chip or break over time or the holes created by the mounting bolts cannot be easily patched or repaired should the mount be moved.
- 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 off the ground and out of the reach of small 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 transmitter / receiver.
- Water-resistant compression fittings are used on all cable connections.
- All roof and wall penetrations are thoroughly weather-sealed.
- Should the installer determine that either the standard installation wall or roof mount is not possible due to line of sight issues, the technician will erect a pole mount on the property at no additional charge. The pole mount will be within 25 feet of the residence and cannot be less than 4.5 feet above the ground; 25 feet of soft ground cable trenching is also included. If the pole mount is required to be farther than 25 feet from the residence, additional charges will apply.
- After installing the antenna and indoor modem the installer will use their laptop or “smart” device to:
 - Precisely point the antenna to the satellite
 - Peak the system’s signal strength so that it meets a variety of HughesNet-specified quality tests.
 - Commission your system on HughesNet’s network.
- The installer will then assist you in activating your personal HughesNet account using your computer.
- While you’re setting up your email account and selecting other personal options to enhance your browsing experience, the installer will collect their tools, boxes, and any other debris left from the installation.
- Finally, the installer will ask you to review and sign off the installation, confirming your satisfaction with the installation.

Non-Standard Installations

- Customers sometimes want to enhance or customize their installations to specific requirements. Some of the more common enhancements are mentioned below:
 - Wireless or hard-wired network routers
 - Network routers are required to allow more than one computer to connect to the HughesNet indoor modem, and through it, our service.
 - Network routers are available from a wide range of manufacturers and at a wide range of prices at almost any electronics store.
 - Many of our independent HughesNet installers also carry and sell network routers, so you may be able to purchase one directly from your installer at the time of installation.

- Networking
 - Configuration of the network router and the computer that connects to it is required to establish the local area network or LAN.
 - Our independent HughesNet installers normally charge extra for this service but sometimes include it with the purchase of the network router.
- Removing or repairing previously mounted HughesNet satellite systems.
- Multiple site surveys requiring more than the installation visit to determine possible HughesNet antenna locations.
- Anything that requires the installer to spend excessive time onsite to meet customer- requested requirements.
- Anything that requires the installer to purchase special materials such as molding or other cosmetic materials to hide exposed cables.
- Anything that requires the installer to lease equipment for a specialized installation requirement.
- Regardless of the non-standard work requested, all costs for the work are to be itemized by the independent HughesNet installer on the HughesNet installation order and require a signature from the customer confirming acceptance.