



HughesNet Residential Upgrades

Installer Required:

A certified installer is required for any upgrade that requires new antenna hardware or pointing of existing hardware to a new satellite or satellite transponder.

A standard upgrade includes new antenna hardware (if required), repointing of the existing antenna or installation of a new antenna on the existing mount, and activation of the upgraded service by a trained and certified installer.

Relocation of the new or existing antenna hardware and mount may be required to obtain a line of site to the new satellite or satellite transponder that offers the upgraded service. If so, Hughes will do so at no additional charge. However, those items not included in a standard installation, such as soft ground cable trenching beyond 25 feet, are also not included in a standard upgrade, and additional charges may apply.

Some upgrades require the return of the original leased outdoor radio transmitter / receiver and indoor modem. The installer will collect this equipment at the time of the installation.

All upgrade programs require the reuse of the existing mount, reflector assembly (the dish), and cable. Installers will replace only the unusable equipment.

Should the upgrade require the replacement of an existing reflector assembly, the installer will leave it with the customer for disposition.

Self Installation:

Some upgrades require that only the indoor modem be replaced. No new outdoor hardware or re-pointing of the existing antenna is required. In these cases, Hughes will ship an upgraded modem to the customer directly. The customer simply replaces the old modem with the new one, using the existing cord and power supply, and turns it on. Should the original power supply be lost, stolen, or damaged, Hughes will provide a replacement at no cost.