

Customer-facing description of standard installation – October 19, 2010

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 modem and the cable required to connect the modem to your PC.
- Antenna assembly, which includes a HughesNet LNB, transmit radio, and mounting hardware.

A standard residential installation includes everything you need to browse the Internet including:

- Installing the HughesNet modem and connecting it to your PC.
- Mounting and grounding the antenna at your residence.
 - The location for the antenna must have a line of sight to the satellite in the southern sky.
 - The Antenna should be accessible with a 25-foot ladder should you ever require servicing.
 - Antennas must be at least 5 feet from the ground
 - Roof or wall mounting surfaces must be able to support the antenna. Antennas can't be mounted to slate or metal roofs or aluminum or vinyl siding, for example. But your installer has ground mount options should your residence not have suitable surfaces.
 - A grounding block is provided and the entire system will be grounded to an NEC-approved bonding point.
 - Water-resistant compression fittings are used for connectors throughout the installation, and all outdoor connectors are doubly weather-sealed. All roof and wall penetrations are thoroughly weather-sealed as well. Installation includes up to 125 feet of dual (transmit and receive lines) RG-6 coaxial cable.
 - The dual RG-6 cable will run from the antenna assembly through a single exterior wall to the adjacent interior wall.
 - The cable will terminate on the interior wall with a two-connector faceplate.
 - Additional cables are supplied to connect your HughesNet modem to the faceplate and to your computer.
- After connecting the equipment, the installer will use his laptop to:
 - Precisely point the antenna to the satellite.
 - Peak the system satellite signal strength.
 - Connect your system to the HughesNet Network Operations Center (NOC).
- The installer will then assist you in activating your personal HughesNet account using your computer. Your installer will collect his tools and clean up any empty boxes or debris from the installation from your residence.
- Finally the installer will ask you to review the Installation Reference Sheet. Your signature on the Reference Sheet confirms your satisfaction with the installation.

- Customers sometimes want to enhance or customize their installation to specific requirements. Some of the more common enhancements are mentioned below. **While they are not included in a HughesNet standard installation**, these enhancements may be purchased directly from our independent HughesNet installer. Major customization on your HughesNet system would:
 - Require the installer to spend excessive time onsite to meet customer-directed requirements.
 - Require the installer to purchase special materials, molding, or cosmetic hardware to hide exposed cables.

All costs for all extra non-standard work or equipment will be itemized by the independent HughesNet installer on the HughesNet Installation Reference Sheet and require your authorization signature before proceeding.

The following is a list of some of the more common customized installation options.

- Wireless or hard-wired network routers
 - Network routers are required to allow more than one computer to connect to HughesNet.
 - Network routers are available from a wide range of manufactures 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 the installation.
- Networking
 - Configuration of the network router and the computers that connect to it is required to establish the local area network (LAN).
 - Our independent HughesNet installers normally charge extra for this service but sometimes include this 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.

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