



## HughesNet Residential Upgrades

A certified HughesNet technician is needed for any upgrade that requires new antenna hardware or pointing the existing antenna to a new satellite or satellite transponder.

An upgrade includes new antenna hardware (if required), repointing of the new or existing antenna, and activation of the upgraded service by a certified HughesNet technician.

Relocation of the new or existing antenna hardware and mount may be required to obtain a line of sight to a different satellite that offers the upgraded service. If so, Hughes will do so at no additional charge. However, those items not included in a standard installation are also not included in a standard upgrade, and additional charges may apply.

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

All upgrade programs require the reuse of the existing mount, reflector assembly (i.e. “dish”), and cable. Technicians will replace only the unusable equipment.

### **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. Installation instructions are included with the new modem.