

The 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 commercial installation **includes:**

- Mounting the antenna on a roof or pole mount:
 - Ground pole mount (9 ft. total length) or non-penetrating roof mount (3 x 3 ft. or 4 x 4 ft.)
 - All antennas must be mounted a minimum of 5 ft. off the ground and out of reach of small children; minimum total length of pole must be 9 ft. – 3 ft. below ground, 6 ft. above ground.
- Drilling one exterior point of entry, one interior point of entry, and installing one wall jack at the IDU and PC location.
- Installing and routing two exterior RG-6 coaxial cables or one dual cable from the antenna assembly, through the exterior point of entry, through the interior point of entry, to the wall jack. A standard commercial installation includes 150 ft. of cable for each cable run.
- Connecting ground wire from the ground block to a NEC-approved bonding point.
- Installing and weather-sealing appropriate cable bushing, wall penetrations, and mounting locations.
- Using an installer laptop to obtain pointing parameters and conduct a cross-polarization test of the HughesNet system to verify receipt of satellite signal.
- Activating and commissioning your HughesNet system with your permission.
- Connecting the modem to one computer. Connecting the modem to a network on networking appliances is not standard and may require an additional on-site bid.
- Demonstrating your HughesNet system is operational by browsing the Internet.
- Cleaning up debris from your residence after the installation is complete.
- Completing the Installation Leave-Behind Sheet and obtaining your signature on the appropriate form.

A non-standard commercial installation may include, but is not limited to the following:

- If permits are needed to install satellite antenna due to city/local regulations/restrictions (that is, local city government or historical district may restrict the installation of a satellite dish because of location or visibility.)
- RG6 cable over 150 ft. per cable run.
- Drilling through more than one exterior and one interior wall.
- If there is no line of site to the South (i.e., trees or buildings directly in line of site to the satellite), may require a fabricated mount or pole).

- If site is on rental property and landlord has strict requirements to meet in order to receive approval for installation of equipment (i.e., requires renegotiation of lease in order to install the satellite dish or specialized installation to meet landlord approval) Landlord approval is the sole responsibility of the customer.
- If type of building limits options for location of satellite (i.e., building age/construction of building may not allow for properly securing satellite dish and mount) and requires fabricated mounts.
- If trenching work is needed in excess of 20 ft. in dirt, or any concrete/asphalt trenching.
- Installations that require excessive cable runs (in excess of 150 ft.) from the HughesNet dish to the commercial customer's termination point or installations that require additional drops such as high-rise buildings.
- Site survey necessary to determine the optimum implementation are not included in the standard installation.
- Screening of antenna and mount.
- Connection to a network or networking appliances is not standard and may require an additional on-site bid.