

Service Plan Document

HughesNet Ku Band Internet and Broadband Subscriber Service Plans

(Please Tick the Plan opted for & circle the tariff for re-verification)

ALL BROADBAND PLANS OFFERED BY HUGHES IS CAPABLE OF WORKING ON THE GST PLATFORM AND CAN BE USED TO MAKE THE RESPECTIVE OFFICES GST READY

Flexi Time⁽⁴⁾ INET Plans – Full Internet Access – All locations in India excluding Andaman & Nicobar and Lakshwadeep Islands

Select by Tick	Plan Name	Peak DL Speed ⁽¹⁾ (Kbps)	Peak UL Speed ⁽¹⁾ (Kbps)	Monthly GB Limit	Excess Usage charge – Rs / MB	Monthly Tariff (Rs) , GST Extra as applicable			
						Open ⁽²⁾	Committed 3 Months ⁽³⁾	Committed 6 Months ⁽⁶⁾	Committed 12 Months ⁽¹²⁾
<input type="checkbox"/>	1GB 512Kbps INET	512	310	1	1.6	5,590	4,590	4,360.5	4,131
<input type="checkbox"/>	2GB 512Kbps INET	512	310	2	1.6	5,990	4,990	4,740.5	4,491
<input type="checkbox"/>	3GB 512Kbps INET	512	310	3	1.6	7,790	6,490	6,165.5	5,841
<input type="checkbox"/>	4GB 512Kbps INET	512	310	4	1.6	9,590	7,990	7,590.5	7,191
<input type="checkbox"/>	6GB 512Kbps INET	512	310	6	1.6	12,890	10,690	10,155.5	9,621
<input type="checkbox"/>	8GB 512Kbps INET	512	310	8	1.6	15,990	13,390	12,720.5	12,051
<input type="checkbox"/>	2GB 1Mbps INET	1024	310	2	1.5	7,190	5,990	5,690.5	5,391
<input type="checkbox"/>	3GB 1Mbps INET	1024	310	3	1.5	8,790	7,290	6,925.5	6,561
<input type="checkbox"/>	4GB 1Mbps INET	1024	310	4	1.5	10,290	8,590	8,160.5	7,731
<input type="checkbox"/>	6GB 1Mbps INET	1024	310	6	1.5	13,690	11,390	10,820.5	10,251
<input type="checkbox"/>	8GB 1Mbps INET	1024	310	8	1.5	17,490	14,590	13,860.5	13,131
<input type="checkbox"/>	16GB 1Mbps INET	1024	310	16	1.5	31,590	26,290	24,975.5	23,661
<input type="checkbox"/>	32GB 1Mbps INET	1024	310	32	1.5	57,490	47,890	45,495.5	43,101
<input type="checkbox"/>	50GB 1Mbps INET	1024	310	50	1.5	82,790	68,990	65,540.5	62,091

Flexi Time IVPN Business Plans – Full Internet Access - All locations in India excluding Andaman & Nicobar Islands and Lakshwadeep Islands

Select by Tick	Plan Name	Peak DL Speed ⁽¹⁾ (Kbps)	Peak UL Speed ⁽¹⁾ (Kbps)	Monthly GB /MB Limit	Excess Usage charge – Rs / MB	Monthly Tariff (Rs), GST Extra as applicable			
						Open ⁽²⁾	Committed 3 Months ⁽³⁾	Committed 6 Months ⁽⁶⁾	Committed 12 Months ⁽¹²⁾
<input type="checkbox"/>	1GB 512Kbps IVPN	512	310	1GB	2.1	6,190	4,990	4,740.5	4,491
<input type="checkbox"/>	2GB 512Kbps IVPN	512	310	2GB	2.1	7,990	6,490	6,165.5	5,841
<input type="checkbox"/>	4GB 512Kbps IVPN	512	310	4GB	2.1	10,790	9,290	8,825.5	8,361
<input type="checkbox"/>	2GB 1Mbps IVPN	1024	310	2GB	2	9,990	7,790	7,400.5	7,011
<input type="checkbox"/>	4GB 1Mbps IVPN	1024	310	4GB	2	12,990	10,290	9,775.5	9,261
<input type="checkbox"/>	8GB 1Mbps IVPN	1024	310	8GB	2	22,490	17,990	17,090.5	16,191
<input type="checkbox"/>	16GB 1Mbps IVPN	1024	310	16GB	2	36,090	28,990	27,540.5	26,091
<input type="checkbox"/>	32GB 1Mbps IVPN	1024	310	32GB	2	62,190	50,990	48,440.5	45,891
<input type="checkbox"/>	50GB 1Mbps IVPN	1024	310	50GB	2	95,290	77,990	74,090.5	66,681

SPECIAL PLAN – PAY PER USE IVPN PLAN - All locations in India excluding Andaman & Nicobar Islands and Lakshwadeep Islands

Select by Tick	Plan Name	Peak DL Speed ⁽¹⁾ (Kbps)	Peak UL Speed ⁽¹⁾ (Kbps)	Default MB per month included in the basic tariff	Usage Charges per MB for usage over and above the default MB, in a month	Monthly Tariff (Rs), GST Extra as applicable	Minimum Upfront Payment along with order (Rs), GST Extra as applicable
<input type="checkbox"/>	Pay Per Use Plan(7)	1024	310	50MB	3.5	550	7,500

MONTHLY CHARGES : INTERNET ACCESS , PROGRAM MANAGEMENT (PM) SUPPORT & REPAIR / REPLACEMENT

Type of Charges	Charges	To be paid to
Internet Access Charges	As per the price list and plan scheme	HCIL
Standard Support & PM Charges (SSPM) ⁽⁵⁾	Rs. 400 per site per month for Non Andaman & Nicobar Sites	As per the details in Schemes : Explanation
Priority Support & PM Charges (PSPM) ⁽⁵⁾	Rs. 500 per site per month for Non Andaman & Nicobar Sites	As per the details in Schemes : Explanation
On Call Support - Only for Pay Per Use Plan Subscribers with Asset belonging to Partner / HCIL. Beyond 3 Hrs, to be mutually agreed by Customer & partner.	Rs.1,250 per visit for sites which need up to 3 hours travel for non Andaman & Nicobar Sites	Maintenance Partner.
Repair/ Replacement charges of equipments due to abuse caused by theft/ Electrical abuse/ Earthing failures, abuse / fire, flood/ Riot/ arson etc. per Instance	ASSET Title with Customer	Intentionally Kept Blank
Repairable HW damage charges - Satellite Router , Radio Unit	Rs 3,000/- for Satellite Router and Rs. 4,000 for Radio Unit excluding To & Fro Freight	Intentionally Kept Blank
		Customer Order Placed On
		Maintenance Partner

Effective Date: 1st October, 2017
(Annexure to ISP Agreement)

Irreparable HW damage (Replacement) Charges – Satellite Router OR Radio Unit is not repairable	Full equipment charge as per Price list	Intentionally Kept Blank	Maintenance Partner
--	---	---------------------------------	---------------------

SCHEMES:

Plan Type	Billing Control (8)	Abuse Control (6)	OPEN PLANS		COMMITTED USAGE PLANS		
			PM & Support		PM & Support		
					3Month	6Month	12Month
Flexi Time	Optional	Optional	Note – 1		Note – 1	Note - 2	Note – 2
Pay Per Use	No	No	Note – 3				

SCHEMES: EXPLANATION

- Note 1 : SSPM (Excluding 'Remote Area' Maintenance charges) Included in the tariff. Subscriber account status must not be disconnected or in debit on the last day of a month for any reason whatsoever. In such cases, the SSPM for the following month is payable by the Subscriber to the Maintenance Partner.
- Note 2 : PSPM (Excluding 'Remote Area' Maintenance charges) Included in the tariff. Subscriber account status must not be disconnected or in debit on the last day of a Month for any reason whatsoever. In such cases, the PSPM for the following month is payable by the Subscriber to the Maintenance Partner.
- Note 3 : SSPM (Excluding 'Remote Area' Maintenance charges) included in the tariff

SCOPE OF WORK – PM & SUPPORT

PM & Support Plans	Mean Time To Arrive* (Max) Hrs	Advance Replacement of faulty equipment	Repair Charges to be paid by the customer**	Help Desk Services (From HCIL)	Remote Area Maintenance Charges ⁽⁵⁾
Standard PM & Support (SSPM) ⁽⁵⁾	96	Yes	As per the Monthly Charges Table	24 * 7	Not Included
Priority PM & Support (PSPM) ⁽⁵⁾	48	Yes	As per the Monthly Charges Table	24 * 7	Not Included

* Not applicable for 'Remote Area' Maintenance sites. Mean Time to Repair (MTTR) post reaching site is 3 Hrs.
 **Damage to Hardware or improper functioning of the services due to misuse / abuse by the customer is not covered under both the maintenance plans. Any expense incurred including replacement and repair charges (of the faulty equipment) would be borne by the customer. Cables, connectors, power adaptor, surge protector, antenna reflector and mount, UPS not covered under the scope of maintenance in both SSPM & PSPM. Additional Charges to be paid to the Support Partners for any services rendered to the customer beyond the standard and priority plans' scope

- (1) **Speed** : The indicated speeds are only speed Upto our ISP Node and with contention ratios as specified and as per TRAI guideline on Quality of Service for Broadband Service. The speeds listed represent speeds that are attainable after applying acceleration techniques by the terminal. Some data transfers may be not be compatible to the acceleration techniques and hence the speed may vary. All published service plans have been designed with a maximum contention ratio of 1:30
- (2) **Open Plans**: New subscriber to pay 2 months (one month advance and one month security deposit) with the ISP agreement, free to terminate the service with 1 month notice
- (3) **Committed Plans**: Committed to service for the committed period and entire charge for the period is payable in advance. No refund of service charges is applicable, under any circumstances, even on discontinuation, for any reason whatsoever. Excess usage charges shall be debited to the account on occurrence & service shall be disconnected on reaching negative balance, even during the committed period. Any change in Commitment period shall be through new ISP agreement as a formal plan change. During the committed period, only upgrade of plans is allowed. The upgrade period must coincide with the first day of a calendar month. GB usage is on a calendar month basis and no carry forward of usage is allowed from month to month or period to period. The discounts for 6 and 12 months commitment plans only for contracts created after 15th October. The discounts are ONLY applicable for 6 months and 12 months committed period (with full advance payment) and will not be applicable in case the subscriber changes its commitment period to 3 months commitment or Open
- (4) **Flexi Time usage** : Cumulative monthly usage in Flexi Time Plans will be calculated as: Usage during DAY time (8AM - 8PM): @ 100% basis, during EVENING time (8PM – 11PM) @ 50% basis and during NIGHT time (11PM – 8AM) @ 25% basis to arrive at the total usage in the month. Excess usage, if any, shall be charged as per plan rate indicated above.
- (5) **Remote Area Maintenance Charges** : Excluded . "Remote Area" maintenance charges would be applicable to those sites which are remote, viz sites which need more than 3 hours travel time to reach the site. This charge will be levied separately by the partner, on a case to case basis, on mutual agreement between the subscriber and the partner.
- (6) **Abuse Control** : This is an optional feature, if selected by Subscriber to minimize abuse, the system will reduce the peak speed of service to 50% level, once usage in a day exceeds 3.75% of the monthly usage limit and again further substantially when usage in the day exceeds 7.5% of the monthly usage limit. The system shall restore to its original state after 10 – 12 hours provided the site is in idle state, ie Either unit off or there is no data usage to and from the site (including spurious traffic from the PCs / LAN) after the site's usage in the day has touched the 7.5% daily usage limit. Abuse control would not be applicable for Night time (11PM – 8AM) usage , for Flexi Time plans only.
- (7) **Pay Per Use**: Fixed monthly charges of this plan which has 50 MB volume pack built in and the allowed usage will depend on the credit maintained against the site and disconnection will happen on the site reaching debit balance through usage. Reconnection through top up only. Pay Per use subscriber sites will be allowed to access a maximum of pre declared 8 URLs or IP Addresses cumulative and hence will be a restricted Internet access plan. Pay Per use plan minimum upfront payment as defined in the service plan tariff sheet
- (8) **Billing Control**: As a practice, the disconnection process runs every night ; it may be possible to use the system beyond permitted limits till disconnection is activated. Excess usage in such cases is payable by the customer. Maximum usage billing per month can be controlled through Forced Disconnection of service, selectable by subscriber, as follows:
Special, S: Disconnection at 100% of Monthly usage limit. Reconnection on first day of the following month only. No top Up option available.
OR
Default, D: Allow usage till adequate credit balance available in customer account - else disconnect at 100% of Maximum monthly usage limit. This option is the default option.

General Terms & Conditions:

- Subscriber is fully aware and hereby undertakes that the services being offered by HCIL are for sole use of internet access and applications available through internet non - walled garden services and HCIL in no circumstances, directly or indirectly committing and / or guaranteeing any fitness of purpose that the subscriber may have
- The Volume transfer (GB Pack and Excess MB) is the total volume transferred from and to the site , ie total upload from the site PLUS total download to the site
- All billings may be aligned with Calendar month/ Calendar quarter/ Calendar year basis or date to date basis, based on the tariff option chosen by Subscriber. The first bill may get split to bring in this alignment, depending on date of start of service.
- Any usage beyond maximum monthly usage limit as per plan shall be treated as 'Excess usage' & shall be billed as per Excess usage rate applicable for the plan. Monthly excess usage charges shall be billed during first week of following month for immediate payment.
- Any excess usage shall automatically reduce customer account balance in the system & such bills must be paid promptly or account topped up to avoid disconnections due to inadequate balance.
- GST Extra as applicable – 18% as per the present GOI norms. Any change to customer's account as applicable
- All the One Time charges and charges for the hardware to be paid to the partner who shall deliver & install the CPE.
- The service plans are for Subscriber's own consumption, as an ultimate beneficiary of Internet Services and is not for resale in any form