

Service Plan Document – HTS Broadband

High Throughput Satellite (HTS) Ku Band Business Broadband Service Plans

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

Applicable ONLY for entire North East including Assam & Sikkim, West Bengal (Full Coverage) .Partial Coverage in Bihar & Jharkhand (based on feasibility)

HTS Broadband Plans – Full Internet Access – Monthly Pack

| 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 ⁽³⁾ | Committed 12 Months ⁽³⁾ |
| <input type="checkbox"/> | 5GB 2Mbps HTS | 2048 | 1024 | 5 | 0.5 | 2,290 | 1,790 | 1,700.5 | 1,611 |
| <input type="checkbox"/> | 10GB 2Mbps HTS | 2048 | 1024 | 10 | 0.5 | 3,590 | 2,890 | 2,745.5 | 2,601 |
| <input type="checkbox"/> | 20GB 2Mbps HTS | 2048 | 1024 | 20 | 0.5 | 6,490 | 4,990 | 4,740.5 | 4,491 |
| <input type="checkbox"/> | 5GB 4Mbps HTS | 4096 | 1024 | 5 | 0.7 | 2,890 | 2,090 | 1,985.5 | 1,881 |
| <input type="checkbox"/> | 10GB 4Mbps HTS | 4096 | 1024 | 10 | 0.7 | 4,290 | 3,390 | 3,220.5 | 3,051 |
| <input type="checkbox"/> | 20GB 4Mbps HTS | 4096 | 1024 | 20 | 0.7 | 7,490 | 5,990 | 5,690.5 | 5,391 |
| <input type="checkbox"/> | 50GB 4Mbps HTS | 4096 | 1024 | 50 | 0.7 | 14,690 | 11,890 | 11,295.5 | 10,701 |
| <input type="checkbox"/> | 100GB 4Mbps HTS | 4096 | 1024 | 100 | 0.7 | 26,990 | 22,990 | 21,840.5 | 20,691 |
| <input type="checkbox"/> | 200GB 4Mbps HTS | 4096 | 1024 | 200 | 0.7 | 49,990 | 44,290 | 42,075.5 | 39,861 |
| <input type="checkbox"/> | 500GB 4Mbps HTS | 4096 | 1024 | 500 | 0.7 | 1,19,990 | 1,04,990 | 99,740.5 | 94,491 |

FIXED TARIFF HTS BROADBAND PLANS – GB/Day⁽⁵⁾

| Select by Tick | Plan Name – GB / Day | Peak DL Speed ⁽¹⁾ (Kbps) | Peak UL Speed ⁽¹⁾ (Kbps) | GB / Day ⁽⁵⁾ | Usage Charges per GB for usage over and above the default GB | Monthly Tariff (Rs), GST Extra as applicable |
|--------------------------|----------------------|-------------------------------------|-------------------------------------|-------------------------|--|--|
| <input type="checkbox"/> | GB / Day 1 | 2048 | 1024 | 1 | NA | 4,590 |
| <input type="checkbox"/> | GB / Day 2 | 4096 | 1024 | 2 | NA | 8,590 |

MONTHLY CHARGES : INTERNET ACCESS , STANDARD MAINTENANCE

| Type of Charges | Charges | To be paid to |
|---|--|--|
| Internet Access Charges | As per the Service Plan Document and plan scheme | HCIPL |
| Standard Support & Maintenance Charges (SSPM) | Included in the Tariff | As per the details in Schemes : Explanation |
| Priority Support & PM Charges (PSPM) | To be discussed on Case to Case basis | Intentionally Kept Blank |
| Repair/ Replacement charges of HTS VSAT electronics due to abuse caused by theft/ Electrical abuse/ Earthing failures, abuse / fire, flood/ Riot/ arson etc. will not be covered under standard maintenance and will be charged extra as per the charges given below. No Advance replacement in such cases | ASSET Title with Customer | Intentionally Kept Blank Customer Order to be Placed On HCIPL / Respective Partners |
| a) Repairable HW damage charges - Satellite Router , Radio Unit | Rs 8,500/- per repair job for HT2300 or 3W BUC and Rs. 7,000 per repair job for HT2010 or 2W RF. Freight to Hughes repair centre in Gurgaon to be borne by the subscriber. Return Freight to subscriber / partner location will be borne by Hughes Communications India Pvt Ltd. GST extra as applicable | Intentionally Kept Blank Partner |
| b) Damaged Hardware Replacement Charges – if Satellite Router OR Radio Unit is not repairable | Full equipment charge as per spares price list | Intentionally Kept Blank Respective Partners – As per the published Spare Price list |

SCHEMES:

| Plan Type | Billing Control ⁽⁶⁾ |
|------------------------|--------------------------------|
| HTS Monthly Pack Plans | Optional |
| GB / Day HTS Plans | Optional |

Effective Date: 1st July, 2022
(Annexure to ISP Agreement)

SCHEMES: EXPLANATION

Note 1: SSPM Included in the tariff. Standard Maintenance scope includes replacement of hardware (only electronics) gone faulty due to fault in design or due to wear and tear. Faults due to abuse caused by theft / electrical abuse / failures due to earthing, fire, flood, riot, arson etc. and other natural calamities, acts of nature and other force majeure events. Maintenance of only HTS VSAT electronics supplied by the authorized business partner of Hughes will be covered under standard maintenance. Scope of Standard maintenance does not include any other customer network equipments including but not limited to WiFi Router, Router, Switch etc.

Program Management : In the scope of the assigned Partner who will be the first point of contact for problem resolution whether it is Technical or Commercial. Subscriber can log a complaint directly with Hughes in case no response received from the assigned partner after 24 hours. Technical Complaints to be logged at VCC@hughes.in and for non technical complaints please write to bpcare@hughes.in.

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** | Technical Complaint Call Logging @vcc@hughes.in (From HCIPL) |
|--|--------------------------------|--|---|--|
| Standard Support & Maintenance (SSPM) ⁽⁵⁾ | 96 | Yes – As per the scope of the Standard Maintenance | Advance Replacement of Spares included as part of Standard Maintenance. Any repair / replacement on account of site power conditions, electrical abuse, Earthing Failures, Force Majeure conditions & Natural Calamities will be on chargeable basis and Advance Replacement will not be provided in such cases | 24 * 7 |

**Damage to Hardware or improper functioning of the services due to misuse / abuse by the customer is not covered under the standard maintenance . 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 standard maintenance / SSPM. Additional Charges to be paid for any services rendered to the customer beyond the standard support plan’s 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 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) **Usage :** Cumulative monthly / daily usage in Monthly Pack and GB / Day plans will be calculated as the total monthly / daily usage of the site. Total Usage = Total Upload of data from the site + Total Download of data to the site in a particular month / day as per the type of chosen plan . Excess usage, if any, shall be charged as per plan rate indicated above.
- (5) **Per Day GB Plans:** Allows the user to use maximum of the allowed daily quota as defined in the chosen plan. Once the daily quota as per the chosen plan has been consumed by the subscriber then access to Internet will not be available till next day morning. “Daily” usage data is the data used by the site in a 24 hour period from 12.01AM to 11.59PM every day.
- (6) **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:

1. Subscriber is fully aware and hereby undertakes that the services being offered by HCIPL are for sole use of internet access and applications available through internet non - walled garden services and HCIPL in no circumstances, directly or indirectly committing and / or guaranteeing any fitness of purpose that the subscriber may have
2. 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
3. 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.
4. 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.
5. 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.
6. GST Extra as applicable – 18% as per the present GOI norms. Any change to customer's account as applicable
7. All the One Time charges and charges for the hardware to be paid to the partner who shall deliver & install the CPE.
8. The service plans are for Subscriber’s own consumption, as an ultimate beneficiary of Internet Services and is not for resale in any form