

Dear Customer,

We have changed our tariff structure wef 1st February, 2010 and would like to advise our customers about the payment of Program Management & Support Charges scheme under our various service plans.

OPEN , COMMITTED PLANS : REGULAR, FLEXI, PAY PER USE PLANS : LAUNCHED WEF 1/2/2010

FOR THE NEW PLANS (OPEN AND COMMITTED ; REGULAR, FLEXI TIME & PAY PER USE PLANS), **NO EXTRA CHARGES** towards Standard and Priority Support and Program Management need to be paid to the maintenance partner (Remote Area Maintenance Charges not included)

Remote Area Maintenance Charges : To be paid extra to the partner, IF APPLICABLE

“Remote Area’ maintenance charges would be applicable to those sites, ON A CASE TO CASE BASIS, which are remote, viz where there is no direct train connectivity, sites located in hilly terrain, sites located near the border, project sites, sites which need more than 12 hours road travel from nearest Rail head etc. The rates for the same would be agreed mutually between the partner and the customer.

Subscribers on all the service plans launched before 1st February, 2010

The subscribers falling under this category , the Standard Program Management and Support charges need to be paid extra to the maintenance partner @Rs.400 per month per site for all installations in locations other than North East states and the state of Jammu & Kashmir and Rs. 500 per month per site for locations in North East states and the state of Jammu & Kashmir.

The details of our new plans, tariff structure can be accessed under “Service Plan Document” <http://www.hughes.in/sme/broadband-plans.aspx>. The new ISP Agreement is also available under the same link.

Through the Program Management & Support , the support partner provides you the following services as per the scope of work defined under the Standard Plan :

- i) Field Support and maintenance
- ii) Advance Replacement of Spares

If you desire, your support partner can provide you other value added services (any service over and above the scope of Standard Plan) like 24 * 7 Support, Management of your site’s local LAN etc. at an extra cost , which can be mutually decided by you and your support partner.

Non Payment of the Program Management & Support Charges to your Support Partner can lead to disconnection of Internet Services, upon the request of the Support Partner and post due diligence by HCIL.

You may send the ISP Agreements, for any plan change, duly signed and stamped, to :

“BP CARE”, Hughes Communications India Ltd., Plot No.1, Electronic City, Gurgaon – 122015, Haryana

For any clarifications, please mail to us at bpcare@hughes.in

Thanking You for your support and patronage,

Yours Sincerely,

Team – BP Care
HughesNet Broadband Services