

Dear Customer,

We have changed our tariff structure wef 1st January, 2009. This has been made in order to streamline our processes and separate out different services that are being rendered to you by different entities :

- a) Broadband Internet Services – Delivered by Hughes Communications India Ltd vide the ISP Agreement between the end customer and HCIL
- b) Program Management and Support Services (Standard Plan) – Delivered by your local Support Partner

Hence, as per the new tariff structure, the service charges for different services would need to be paid by the customer as mentioned below :

- a) Broadband Internet Services – DIRECTLY TO Hughes Communications India Ltd
- b) Program Management & Support services – DIRECTLY TO Your Support partner - **THESE CHARGES ARE OVER AND ABOVE THE MONTHLY INTERNET SERVICE CHARGES PAID TO HCIL AND IS MANDATORY.**

We have designed the new monthly internet tariff charges (of the new plans as published in our website) by taking into consideration the Support and Program Management charges that would have to be paid by you to your Support Partner.

It is mandatory to convert to the new model (as per the new published SME/Institution/Government plans) immediately and start paying the Support and Program Management charges to your support partner/s.

The charges and scope of work of the Standard Plan, is detailed in our website, <http://www.hughes.in/sme/broadband-plans.aspx>. The ISP Agreements of the NEW SME / Institutions / Government plans are also available.

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) First level call log / helpdesk services
- ii) Field Support and maintenance
- iii) 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.

Kindly cooperate with us and convert to the new model by choosing the appropriate service plans make timely payment to your support partners.

You may send the ISP Agreements, 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