

Service Plan Document

HughesNet Broadband Internet Access Service Plans

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

Regular INET & IVPN Plans, PAY PER USE Plan

Select by Tick	Plan Name	Peak DL Speed ⁽¹⁾ (Kbps)	Peak UL Speed ⁽¹⁾ (Kbps)	Max Monthly GB Limit	Excess Usage charge – Rs / MB	Monthly Tariff (Rs)	
						Open ⁽²⁾	Committed ⁽³⁾
	0.5GB 256Kbps INET	256	128	0.5	1.7	1,790	1,890
	1GB 256Kbps INET	256	128	1	1.7	2,390	2,490
	2GB 256Kbps INET	256	128	2	1.7	3,890	3,990
	4GB 256Kbps INET	256	128	4	1.7	7,190	7,070
	2GB 512Kbps INET	512	256	2	1.6	4,940	4,890
	3GB 512Kbps INET	512	256	3	1.6	7,540	6,990
	6GB 512Kbps INET	512	256	6	1.6	14,960	12,990
	8GB 768Kbps INET	768	256	8	1.5	18,440	14,990
	16GB 768Kbps INET	768	256	16	1.5	29,460	24,990
	2GB 256Kbps IVPN	256	256	2	2.2	4,860	4,860
	4GB 256Kbps IVPN	256	256	4	2.2	8,870	8,870
	2GB 512Kbps IVPN	512	256	2	2.1	6,240	6,240
	6GB 512Kbps IVPN	512	256	6	2.1	17,860	13,990
	8GB 768Kbps IVPN	768	256	8	2.0	22,940	17,990
	16GB 768Kbps IVPN	768	256	16	2.0	36,860	29,990
	1Mbps PAY PER USE ⁽⁸⁾	1024	256	Not Incl	2.0	450	NA
	12Mbps PAY PER USE ⁽⁸⁾	12288	512	Not Incl	4.0	1200	NA

Flexi Time⁽⁴⁾ INET Plans

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)	
						Open ⁽²⁾	Committed ⁽³⁾
	0.5GB 256Kbps INET	256	128	0.5	1.7	1,690	1,590
	1GB 256Kbps INET	256	128	1	1.7	2,190	1,990
	2GB 256Kbps INET	256	128	2	1.7	3,590	2,990
	1GB 512Kbps INET	512	256	1	1.6	2,890	2,390
	2GB 512Kbps INET	512	256	2	1.6	3,990	3,390
	4GB 512Kbps INET	512	256	4	1.6	6,890	5,690
	2GB 768Kbps INET	768	256	2	1.5	4,790	3,990
	4GB 768Kbps INET	768	256	4	1.5	7,190	5,990
	2GB 1Mbps INET	1024	256	2	1.5	5,390	4,490
	4GB 1Mbps INET	1024	256	4	1.5	7,790	6,490

MONTHLY CHARGES : INTERNET ACCESS & PROGRAM MANAGEMENT (PM) SUPPORT

Type of Charges	Per Month 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	As per the details in Schemes : Explanation
Priority Support & PM Charges (PSPM) ⁽⁵⁾	Rs. 500	As per the details in Schemes : Explanation

SCHEMES :

Plan Type	Billing Control ⁽⁹⁾	Abuse Control ⁽⁶⁾	OPEN PLANS			COMMITTED USAGE PLANS				
			Loyalty Bonus ⁽⁷⁾	PM & Support	CPE Rent	Loyalty Bonus ⁽⁷⁾	PM & Support			CPE Rent
							3Month	6Month	12Month	
Regular	Optional	Optional	Yes	Note – 1	Note – 2	Note – 3	Note – 1	Note – 4	Note – 4	Note-2
Flexi Time	Optional	Optional	Yes	Note – 1	Note – 2	Note – 3	Note – 1	Note - 4	Note – 4	Note-2
Pay Per Use	None	None	No	Note – 1	Note – 2	NA	NA	NA	NA	NA

SCHEMES: EXPLANATION

Note 1: SSPM (Excluding 'Remote Area' Maintenance charges) Included in the tariff

Note 2: Hardware Rent @Rs.500 p.m. to be paid to the partner where CPE (VSAT) asset is not owned by Customer

Note 3: Loyalty Bonus⁽⁷⁾ (as per the LB policy) applicable only for 12 Month Committed plans

Note 4: PSPM (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	No**	24 * 7	Not Included
Priority PM & Support (PSPM) ⁽⁵⁾	48	Yes	No**	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 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 are given on best effort bases 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
- (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.
- (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 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.
- (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) **Loyalty bonus** : Loyalty bonus discount @ 0.5% of the base tariff is applicable to a subscriber for each month of subscription availed with HughesNet, every month, subject to minimum 6 months of subscription. Please refer detail plan & terms & conditions on www.hughes.in/sme for eligibility.
- (8) **Pay Per Use** : Fixed monthly charges of this plan does not have any default GB/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.
- (9) **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 HCIL are for sole use of internet access and applications available through internet walled garden services and HCIL 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 shall be aligned with Calendar month/ Calendar quarter/ Calendar year basis, as per 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. Service Tax Extra as applicable - 10.3% as per the present GOI norms. Any change to customer's account
7. All the One Time charges and hardware rental to be paid to the partner who shall deliver & install the CPE.

Subscriber Signature.....

Date: _____

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