

## Service Plan Document

### HughesNet Broadband Internet Access Service Plans

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

#### Flexi Time<sup>(4)</sup> INET Plans, IVPN Plans

Select by Tick	Plan Name	Peak DL Speed <sup>(1)</sup> (Kbps)	Peak UL Speed <sup>(1)</sup> (Kbps)	Monthly GB Limit	Excess Usage charge – Rs / MB	Monthly Tariff (Rs)	
						Open <sup>(2)</sup>	Committed <sup>(3)</sup>
<input type="checkbox"/>	1GB 256Kbps INET	256	128	1	1.7	2,190	1,990
<input type="checkbox"/>	2GB 256Kbps INET	256	128	2	1.7	3,590	2,990
<input type="checkbox"/>	4GB 256Kbps INET	256	128	4	1.7	5,790	5,290
<input type="checkbox"/>	1GB 512Kbps INET	512	256	1	1.6	2,890	2,390
<input type="checkbox"/>	2GB 512Kbps INET	512	256	2	1.6	3,990	3,390
<input type="checkbox"/>	4GB 512Kbps INET	512	256	4	1.6	6,890	5,690
<input type="checkbox"/>	8GB 512Kbps INET	512	256	8	1.6	12,490	10,490
<input type="checkbox"/>	2GB 1Mbps INET	1024	256	2	1.5	5,390	4,490
<input type="checkbox"/>	4GB 1Mbps INET	1024	256	4	1.5	7,790	6,490
<input type="checkbox"/>	8GB 1Mbps INET	1024	256	8	1.5	13,490	11,490
<input type="checkbox"/>	16GB 1Mbps INET	1024	256	16	1.5	21,990	19,990
<input type="checkbox"/>	8GB 2Mbps INET	2048	256	8	1.5	14,490	12,490
<input type="checkbox"/>	16GB 2Mbps INET	2048	256	16	1.5	24,990	20,990
<input type="checkbox"/>	1GB 256Kbps IVPN	256	128	1	2.2	2,990	2,490
<input type="checkbox"/>	2GB 256Kbps IVPN	256	128	2	2.2	4,190	3,990
<input type="checkbox"/>	1GB 512Kbps IVPN	512	256	1	2.1	3,490	2,990
<input type="checkbox"/>	2GB 512Kbps IVPN	512	256	2	2.1	5,290	4,490
<input type="checkbox"/>	4GB 512Kbps IVPN	512	256	4	2.1	6,990	6,490
<input type="checkbox"/>	8GB 1Mbps IVPN	1024	256	8	2	14,990	12,990
<input type="checkbox"/>	16GB 1Mbps IVPN	1024	256	16	2	24,990	22,990

#### Regular INET , IVPN & Pay Per Use Plans

Select by Tick	Plan Name	Peak DL Speed <sup>(1)</sup> (Kbps)	Peak UL Speed <sup>(1)</sup> (Kbps)	Max Monthly GB Limit	Excess Usage charge – Rs / MB	Monthly Tariff (Rs)	
						Open <sup>(2)</sup>	Committed <sup>(3)</sup>
<input type="checkbox"/>	0.5GB 256Kbps INET	256	128	0.5	1.7		1,790
<input type="checkbox"/>	1GB 256Kbps INET	256	128	1	1.7		2,290
<input type="checkbox"/>	2GB 256Kbps INET	256	128	2	1.7		3,790
<input type="checkbox"/>	2GB 512Kbps INET	512	256	2	1.6		4,690
<input type="checkbox"/>	8GB 1Mbps INET	768	256	8	1.5		14,990
<input type="checkbox"/>	16GB 1Mbps INET	768	256	16	1.5		24,990
<input type="checkbox"/>	2GB 256Kbps IVPN	256	128	2	2.2		4,560
<input type="checkbox"/>	4GB 256Kbps IVPN	256	128	4	2.2		8,370
<input type="checkbox"/>	2GB 512Kbps IVPN	512	256	2	2.1		5,990
<input type="checkbox"/>	6GB 512Kbps IVPN	512	256	6	2.1		13,990
<input type="checkbox"/>	8GB 1Mbps IVPN	1024	256	8	2.0		17,990
<input type="checkbox"/>	16GB 1Mbps IVPN	1024	256	16	2.0		29,990
<input type="checkbox"/>	1Mbps PAY PER USE <sup>(7)</sup>	1024	256	Not Incl	1.75	450	NA
<input type="checkbox"/>	2Mbps PAY PER USE <sup>(7)</sup>	2048	256	Not Incl	2.0	450	NA

#### Regular and Flexi Unlimited Plans<sup>(9)</sup>

Select by Tick	Plan Name	DL Speed Upto (Kbps) <sup>(4)</sup>	UL Speed Upto (Kbps) <sup>(1)</sup>	Daily Fair Usage Level (MB) <sup>(9)</sup>	Monthly GB Limit	Excess Usage charge – Rs / MB	Monthly Tariff (Rs)	
							Open <sup>(2)</sup>	Committed
<input type="checkbox"/>	Upto 256Kbps INET FUL50MB	256	128	50MB – 24Hr	Unlimited	NA	3,340	
<input type="checkbox"/>	Upto 256Kbps INET FUL100MB	256	128	100MB – 24Hr	Unlimited	NA	5,980	
<input type="checkbox"/>	Upto 512Kbps INET FUL75MB	512	256	75MB – 24Hr	Unlimited	NA	5,490	
<input type="checkbox"/>	Upto 512Kbps INET FUL150MB	512	256	150MB – 24Hr	Unlimited	NA	9,490	
<input type="checkbox"/>	Upto 1Mbps INET FUL300MB	1024	256	300MB – 24Hr	Unlimited	NA	18,990	
<input type="checkbox"/>	Upto 256Kbps INET FUL50MB Flexi	256	128	25MB Day + 25MB Evening & Night	Unlimited	NA	2,640	
<input type="checkbox"/>	Upto 256Kbps INET FUL100MB Flexi	256	128	50MB Day + 50MB Evening & Night	Unlimited	NA	3,990	

#### 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) <sup>(5)</sup>	Rs. 400 per site per month		As per the details in Schemes : Explanation
Priority Support & PM Charges (PSPM) <sup>(5)</sup>	Rs. 500 per site per month		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.		Maintenance Partner.
<b>Repair/ Replacement charges of equipments due to abuse caused by theft/ Electrical abuse/ Earthing failures, abuse / fire, flood/ Riot/ arson etc. per Instance</b>	<b>ASSET Title with Customer</b>	<b>ASSET Title ( Including replacement) with HCIL / Partner</b>	
Repairable HW damage charges - Satellite Router , Radio Unit	Rs 3,000/- for Satellite Router and Rs. 4,000 for Radio Unit	Rs 3,000/- for Satellite Router and Rs. 4,000 for Radio Unit	Maintenance Partner
Irreparable HW damage (Replacement) Charges – Satellite Router OR Radio Unit is not repairable	Full equipment charge as per Price list	Full equipment charge as per Price list	Maintenance Partner

**SCHEMES:**

Plan Type	Billing Control (8)	Abuse Control (6)	OPEN PLANS		COMMITTED USAGE PLANS			
			PM & Support	CPE Rent	PM & Support			CPE Rent
					3Month	6Month	12Month	
Regular	Optional	Optional	Note – 1	Note – 2	Note – 1	Note – 3	Note – 3	Note – 2
Flexi Time	Optional	Optional	Note – 1	Note – 2	Note – 1	Note – 3	Note – 3	Note – 2
Pay Per Use	No	No	Note – 4	Note – 2				
Unlimited	No	Yes	Note – 1	Note – 2				

**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: Hardware Rent @Rs.500 p.m. for 60 months payable to the partner where CPE (VSAT) asset is not owned by Customer (**PLEASE REFER TO THE CAMPAIGN SECTION AND CHECK FOR APPLICABLE CAMPAIGN IF ANY**)
- Note 3: 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 4 : a) Asset Title belongs to Partner / HCIL : Telephonic Support included in the Tariff. Subscriber can contract for On call support, SSPM or PSPM with the maintenance partner as per the price list provided in the Service Plan Document – **ONLY FOR PAY PER USE SUBSCRIBERS WHERE ASSET TITLE BELONGS TO PARTNER / HCIL**  
b) Asset Title Belongs to Subscriber : 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 <sup>(5)</sup>
Standard PM & Support (SSPM) <sup>(5)</sup>	96	Yes	As per the Monthly Charges Table	24 * 7	Not Included
Priority PM & Support (PSPM) <sup>(5)</sup>	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.
- (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.
- (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 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.
- (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.
- (9) **Regular and Flexi Unlimited Plans** : The system will bring down the speed of the site once the daily fair usage level (cumulative upload and download in a day) is crossed and site will experience considerable drop in speed. The system would reset the site next day morning. Internet service as such is a contention based service and more so in unlimited plans. Any overuse/ abuse by any unlimited plan subscriber in the group shall affect the speed of all other unlimited plan users and hence average speed at any such period may worsen substantially. Subscribers are strongly advised to choose their plans based on their daily usage needs. Regular Unlimited Plans : Daily Fair Usage Level is considered over a 24 hour usage. Flexi Unlimited Plans : The Daily Fair Usage level is divided into two parts – 50% of the total DFUL is during "DAY (8AM – 8PM) time and 50% during "Evening & Night (8PM – 8AM)". The subscriber sites under Flexi Unlimited Plans will be restored to the original state, by the system at 8PM every evening.

**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 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.
- 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.
- Service Tax Extra as applicable - 10.3% as per the present GOI norms. Any change to customer's account
- All the One Time charges and hardware rental to be paid to the partner who shall deliver & install the CPE.