



PARTHO BANERJEE
President & Managing Director

Dear Customer,

I take this opportunity to wish you and your family members a very healthy, happy, and prosperous year ahead. On 17th February 2021, Hughes celebrated the completion of our 26th year of start of commercial telecom services in India. Hughes USA also completes fifty years of technology and innovation this year.

My heartfelt thanks to you, to keep faith in us through the years, especially during 2020. We ensured your business continuity despite a multitude of challenges. We worked steadfastly with the belief and a trust built over the years to meet

your expectations. Hughes has right through the pandemic, continued providing services to our enterprise and government customers, understanding the nature of essential services you perform. What has clearly emerged during this period is a higher reliance and strong emergence on digitisation.

We have been fortunate to have a robust performance even in such a challenging year, with continued strong demand from segments as varied as banking, oil and gas, e-governance, armed forces, telecom providers and broadband.

A project and deployment that we executed in 2020 that we are particularly proud about is the BharatNet project, for providing satellite broadband to the unconnected gram panchayats in the country. Under the purview of the USO wing of DoT, we connected over 3500-gram panchayats and border outposts across 15 states including remote areas like Ladakh and the North-East.

Operationally, we continued our quality and process improvement, with improved processes for our rollout and maintenance activity and reducing the turnaround time (TAT). TAC was manned 24X7 all through and 137,000 calls were handled during the year. The total Field calls attended and resolved during this period was 90,000. About 1800 sites were affected by the Amphan cyclone and the connectivity was restored back in all these sites, despite it being during the peak pandemic period.

I am proud to mention that Hughes was recognized with the prestigious **2020 Frost & Sullivan Global Best Practices Company of the year award** for our exceptional services in India. This was based on identifying companies that are true Industry leaders, delivering best practices in growth, innovation, and leadership. We got tremendous gratitude and appreciation from so many customers. Also, the TRAI has put our cumulative market share at 42% as of September 2020, which is comfortably the highest in the industry.

2021 is going to be a significant year for us, as it would see the launch of Hughes National **High Throughput Satellite (HTS)** services designed with multiple high-power spot beams, creating big capacities, higher bandwidth, faster application response times anywhere in the country. This is going to be a gamechanger for our customers to deploy satellite without the legacy limitations of speed and cost. We would gladly engage with you all to devise how you can transform or enhance your current networks with this special HTS technology and services.

On the complementary Managed Services of ours, we are upbeat about our SD-WAN, Bonded-4G and value-added services - and have been rolling out thousands of sites to our customers.

Our focus on the Global education business also has increased, with a lot of new content partnerships to cater to demand from corporates and institutes.

At Hughes India, every foundation day is the day we pledge to serve our customers even better through innovative products, solutions and technologies while simultaneously building on our operational excellence parameters.

Needless to mention, we look forward to your continued patronage and feedback, driving us to raise our own benchmarks continually on service and delivery.

Wishing you all a successful 2021 in all your business and personal goals.

Thanking you,

Yours sincerely,



Partho Banerjee