

1. General Disclaimer

THE DOCUMENTS AND GRAPHICS ON THIS WEBSITE COULD INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. HCIL MAY MAKE IMPROVEMENTS AND/OR CHANGES HEREIN AT ANY TIME. HCIL MAKES NO REPRESENTATIONS ABOUT THE ACCURACY OF THE INFORMATION CONTAINED IN THE DOCUMENTS AND GRAPHICS ON THIS WEB SITE FOR ANY PURPOSE. ALL DOCUMENTS AND GRAPHICS ARE PROVIDED "AS IS". HCIL HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, INCLUDING ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. IN NO EVENT, HCIL AND/OR ITS LICENSOR/ SUPPLIER SHALL NOT BE LIABLE TO ANY PARTY FOR ANY DIRECT, INDIRECT, SPECIAL OR OTHER CONSEQUENTIAL DAMAGES FOR ANY USE OF THE SITES, THE INFORMATION, OR ON ANY OTHER HYPERLINKED WEB SITE, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS, BUSINESS INTERRUPTION, LOSS OF PROGRAMS OR OTHER DATA ON YOUR INFORMATION HANDLING SYSTEM OR OTHERWISE, EVEN IF HCIL IS EXPRESSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

2. Online payment for HughesNet Broadband Services

HCIL provides through Internet access, the facility to pay the subscription charges for Broadband services delivered to its subscribers across India.

Following are the important points for the users to remember regarding the online payment facility :

- 1) User of this online payment system has to be a registered subscriber of HughesNet Broadband Services. The registered subscriber possesses a unique 9 digit identifier called SiteCode & also 7 numeric digit Subscriber ID issued by HughesNet Broadband Services.
- 2) The Subscriber may pay through any valid credit card
- 3) HCIL has a tie-up with ICICI bank for facilitation of this service and hence the transaction would be completed thru the ICICI payment gateway
- 4) HCIL & ICICI shall not do any validation in regard to the bonafide nature of the subscriber & shall simply collect the payment made through the card.
- 5) Subscriber can pay any amount as desired, keeping in mind the debit balance reflecting against the subscriber account, late fees etc. in HCIL Bpcare portal so that the subscriber connection does not get disconnected for short payments
- 6) HCIL has opted for 3D secure system of VISA / MASTER credit cards and hence the subscriber would be once more authenticated before the actual transaction takes place
- 7) The transaction charges as levied by the respective bank would be applicable as per the user agreement with the bank which has issued the credit card
- 8) Once the payment has been received by HughesNet Broadband Services, the receipt of the payment would be available to the subscriber vide an electronic mail from sme@hughes.in within 3 working days of confirmation of payment to HughesNet Broadband Services.**

9) Up to date details of all subscriber payments would be available on the customer portal provided to our subscribers and the subscribers may check the status of their payments / accounts in the portal whenever they wish to.

3. Cancellation and Refund policy

For online payments, cancellation is not possible on the Internet. To cancel a fee payment, the broadband subscriber will have to submit the claim with HCIL in Gurgaon or write a mail to bpcare@hughes.in. The fee paid by the subscriber will be refunded by cheque (as credit to the relevant credit card / account used for the transaction) after due diligence by HCIL. Bank charges that are being levied by the Payment Gateways/Banks are not subject to refund in the event of cancellation of transaction by the student. The cancellation charge is determined by the HCIL's rules for cancellation and is based on the time of cancellation and the status of the balance of the subscriber. The service charge is not refunded.

4. General

Any suggestions or complaints regarding the terms of use of this website and the online payment facility are welcome at bpcare@hughes.in

5. Privacy policy

This notice (the "Website Privacy Policy") describes privacy policy of Hughes Communications India Limited as it relates to HCIL's Websites at www.hughes.in, www.hughes.in/sme, and any related site maintained and operated by HCIL (collectively, the "Website").

HCIL reserves the right, in its sole discretion, to modify or change this Privacy Policy at any time with or without prior notice to you. You should visit this page periodically to review the current Privacy Policy; the date of the last update will be posted at the top of this Privacy Policy for your convenience. Your continued use of the Website following the posting of any changes to the Privacy Policy constitutes your acceptance of those changes. If at any time you do not agree with this Privacy Policy, you must immediately stop using the Website.

What information we collect: HCIL may ask for and collect from you personally identifiable information at certain points throughout the site. Depending on the information and/or services you request, you may be asked to provide your name, email address, address, phone number, and similar information. If you order a product or service, you may be asked for financial information such as a credit card number. Once you provide your personal information, you are not anonymous to HCIL.

How HCIL uses your information: HCIL may use your information:

- To process and respond to inquiries and for the purposes for which you provided the information, such as to receive further information about a product or service
- To improve the content and navigability of the Website
- To alert you to new site features, special events, offers and services
- To enforce our Terms and conditions

In the future, we may sell some or all of our assets or reorganize our corporate structure. In such transactions, customer information generally is one of the transferred business assets. In the event of a sale or reorganization of our assets including our database, customer information may be transferred. We will require recipients of customer information to honor our privacy policy.

Who HCIL shares the information with: HCIL will disclose your personally identifiable information to another company / institute only to

- (i) Complete your request, e.g., providing information about a service, or
- (ii) Outsource one or more of the functions described in the previous section. We may share your information with the proper authorities in response to a subpoena, legal order or official request, or when we believe you have acted in violation of our Terms and conditions.

Where and when HCIL collects information on the Website: In addition to the information you knowingly provide, HCIL keeps track of the domains and IP addresses from which people visit us. We also collect site usage statistics such as Web browser types and page requests. This data is not personally identifiable and is used to more efficiently operate HCIL's business, prepare for network load demands, promote our services and administer the Website. We may share with our affiliates aggregated statistical information about the use of the Website.

How we collect information: In addition to the information gathered as described above, there is a technology called "cookies" which can be used to provide you with tailored information from a Website. A cookie is an element of data that a Website can send to your browser, which may then store it on your system. HCIL sometimes makes use of cookies on the Website so that HCIL can better serve you when you return to the Website. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it. However, please note that disabling cookies may prevent you from taking advantage of certain features on the Website. HCIL does not exercise control over the sites displayed as search results or links from within our various services. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you.

How we protect information: HCIL attempts to protect against the loss, misuse and alteration of your personal information. Our servers are protected by reasonable physical and electronic security. However, HCIL believes that it is necessary to share information in order to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of HCIL's terms of use, or as otherwise required by law.

Children: This Website is not directed toward children under 13 years of age nor does HCIL knowingly collect information from children under 13. If you are under 13, please do not submit any personally identifiable information to HCIL.

Links: The Website contains links to third-party Websites. HCIL is not responsible for the privacy practices or the content of such Websites.

Contacts: If you have any questions, concerns, or suggestions regarding this privacy policy, please email us at customer care@hughes.in

Changes to this Policy: Please note that this Privacy Policy may change from time to time and be updated by HCIL.