

March 13, 2018

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

National Stock Exchange of India Ltd.
"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.
Symbol : HGS

Dear Sirs,

Sub : RCN and Grande Communications Partner with HGS to Accelerate Customer Experience Management

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory.

Thanking you,

Yours truly,
For Hinduja Global Solutions Limited



Makarand Dewal
Company Secretary

Encl : a/a.

HINDUJA GLOBAL SOLUTIONS LIMITED

Regd. Office: Hinduja House, No. 171, Dr. Annie Besant Road, Worli, Mumbai - 400 018. India. Telephone: 91-022-2496 0707, Fax: 91-22-2497 4208

Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068. India. Telephone: 91-80-4643 1000 / 4643 1222 Website: www.teamhgs.com

Corporate Identity Number: U2199MH1995PLC084610



HINDUJA GROUP



PRESS RELEASE

RCN and Grande Communications Partner with HGS to Accelerate Customer Experience Management

HGS to hire up to 130 customer care positions to support business transformation

Chicago, IL, March 13, 2018: Hinduja Global Solutions (HGS) (listed in BSE & NSE), has announced today a strategic partnership with RCN and Grande Communications, leading providers of telecom/high-speed internet/digital TV/home phone services, to develop customized strategies to optimize customer satisfaction. HGS will be hiring up to 130 customer care professionals based in El Paso, TX in the first year of support. The first stage of the program kicked off on Jan. 2, 2018.

Through this collaboration, HGS will deploy a unified customer experience model to enhance the company's customer satisfaction scores, drive brand loyalty, and increase sales. This enables RCN and Grande Communications to support customers with a wide variety of business services, from delivering basic information and processing service changes to billing, account inquiries, and new service setup in both English and Spanish.

Leaning on more than 40 years of customer relationship management experience, HGS partners with clients to provide innovative solutions to help them be more competitive. Each partnership starts with understanding the client's needs and developing a customized strategy that optimizes CX, increases customer satisfaction, reduces customer churn, and creates win-win solutions for both the client and the customer. By combining agent-assisted and self-service solutions, HGS improves operational effectiveness and helps customers get the right answer, fast.

"As a service provider to some of North America's largest communications and media companies, we're enthusiastic about this opportunity to leverage our domain experience to guide RCN and Grande Communications' customer experience strategy," said **Partha DeSarkar, Global CEO at HGS**. "We look forward to a long and successful partnership with our newest client."

Earlier this year, RCN announced it was joining forces with Grande Communications and Wave Broadband to create the sixth largest cable operator across seven of the top 10 U.S. cities.

HGS is committed to career path development, offers loyalty program points, celebration awards, incentive opportunities and more. To learn more and apply for a position, visit: careers.teamhgs.com.

About Hinduja Global Solutions (HGS):

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true "globally local" approach, with over 46,000 employees



PRESS RELEASE

across 69 delivery centers in seven countries making a difference to some of the world's leading brands across nine key verticals. For the year ended 31st March 2017, HGS had revenues of Rs. 37110 mn (US\$ 555 million).

Log in to <https://www.teamhgs.com/> to know how we can help make you more competitive.

About RCN Corporation:

RCN Telecom Services, LLC (www.rcn.com and www.rcn.com/business) provides industry-leading high-speed internet, all-digital TV and phone services for residential, small/medium and Enterprise business customers. PC Magazine's Readers' Choice Award named RCN one of the winners for best ISPs in 2013, 2015 and 2016 – RCN was rated highest in overall satisfaction. RCN is YouTube HD Verified, earning the company the highest-ranking that Google offers. RCN is also a Netflix Open Connect partner, placing in the Top rankings on the Netflix USA ISP Speed Index in the markets RCN serves. RCN's affordably priced advanced digital services are delivered through its proprietary, state-of-the-art fiber-rich network and supported by 100% U.S.-based customer service. RCN's primary service areas include Boston, Chicago, Lehigh Valley (PA), New York City, Philadelphia (Delaware County) and Washington, DC.

About Grande Communications, LLC:

Grande Communications is a Texas-based broadband communications company that offers a full suite of Internet, TV and phone services for residential and business customers through its state-of-the-art, high-capacity, hybrid fiber-optic network. Since its launch 16 years ago, Grande has offered Texans a real choice in entertainment and communications services plus outstanding local customer and technical support. Grande proudly serves the following communities: Austin, San Antonio, Dallas, San Marcos, Waco, Temple, Corpus Christi, Midland and Odessa. For more information, visit mygrande.com, like Grande Communications on Facebook or follow @grandecom on Twitter.

HGS Media Contacts:

Andrew Kokes
+1 888 747 7911
media@teamhgs.com

Effy Faller
+1 312 861 5257
eibhlin.faller@mslgroup.com