

TERMS AND CONDITIONS GOVERNING THE “CONTACTLESS SIM DELIVERY at Customer door step”

IN VIEW OF THE RESTRICTIONS IMPOSED DUE TO THE COVID-19 PANDEMIC, WE, VODAFONE IDEA LIMITED (VIL) HAVE TEMPORARILY CHANGED OUR SIM DELIVERY PROCESS, TO IMPLEMENT SOCIAL DISTANCING NORMS AND OTHER PROTECTION MEASURES.

THIS CONTACTLESS SIM DELIVERY SERVICE IS INTRODUCED BY US FOLLOWING THE INDUSTRY PRACTICE TO ASSURE SAFE DELIVERY OF SIM DURING THE COVID TIMES.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO THE CUSTOMERS BUYING NEW VODAFONE PREPAID OR POSTPAID SUBSCRIPTION/CONNECTION OR PORTING EXISTING NUMBER TO VODAFONE OR CONVERTING PREPAID VODAFONE CONNECTION TO POST-PAID VODAFONE CONNECTION, ONLINE THROUGH CONTACTLESS SIM DELIVERY SERVICE DURING THE SERVICE PERIOD AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE USING THE SERVICE. BY AVAILING THE SERVICE, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS (“TERMS AND CONDITIONS”/ “T & C”). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT AVAIL THE SERVICE.

For the purposes of these Terms and Conditions, wherever the context so requires “You” or “Your” shall mean any natural person who has applied online as below for buying of new prepaid or post-paid Vodafone mobile connection or porting existing number to Vodafone or converting prepaid Vodafone prepaid connection to post-paid connection.

Contactless SIM Delivery:

Contactless SIM delivery is a service in which delivery executive will try and maintain as less contact as possible while delivering the SIM at customer doorstep (“Service”).

This Service is available on buying new prepaid or post-paid Vodafone mobile connection of Vodafone Idea Limited (VIL) or porting existing number to Vodafone or converting prepaid Vodafone connection to post-paid Vodafone connection, through our website www.vodafone.in or My Vodafone App only and not through any partner platform.

This Service is valid only for above mentioned orders placed via online channels and not through any other modes of subscriptions or for SIM exchange on account of any other reason.

This Services is currently available only in Delhi NCR, Mumbai, Bangalore, Pune, Kolkata, Hyderabad, Jaipur, Lucknow, Surat, Kochi, Chennai, Ahmedabad region. The locations may be updated from time to time by VIL at its discretion.

All payments regarding the online buying of new mobile connection using the Service has to be made online as per the payment options available on our website www.vodafone.in or My Vodafone App. No payment will be accepted at the customer door step.

You understand that you have to additionally complete the Know Your Customer (KYC) formalities as stipulated by Telecom Regulatory Authority of India (TRAI), Department of Telecommunications

(DOT) or any other statutory authority from time to time, which includes but not limited to inspection and validation of documents as well as taking of customer photograph for activating the connection.

Delivery At Door Step:

- The delivery executive will adopt the following process while doing the delivery and KYC:
 - Perform temperature check of delivery executive to start the delivery job in the best of health conditions. (i.e. no fever/cough/sneezing). The temperature checkup of the delivery executive will be done by VIL partner once a day before the executive starts the delivery job of that day. There is no temperature check of the delivery executive by VIL or its partner or self-temperature check by delivery executive, at the delivery location.
 - Wear masks and gloves for safety. Do not remove the masks or gloves any time including while at customer premises.
 - The executive should contact the customer via mobile call on the contact number given by the customer informing his arrival at the delivery location
 - Never shake hands – Namaste only!
 - Keep washing hands with soap from time to time whenever feasible
 - Delivery executive to carry his own hand sanitizer. Apply hand sanitizers at customer doorstep before starting the KYC and SIM Delivery process
 - Maintain a safe distance while interacting with the customer
 - Not consume any food or drinking item at the customer's residence
 - Not move about much inside the customer premises. Avoid sitting in customer premises if possible. Not touch anything inside the premises, maintaining adequate distance at all times with the customer
 - Place SIM/documents on a clean and safe table or surface and avoid touching any of the documents
 - SIM to be handed over to customer by placing on the table/wherever customer prefers post successful KYC process
 - Apply sanitizer post completion of KYC process
- In case customer is not reachable or address is not locatable or customer refuses delivery, VIL's partner will make 3 attempts per day for 3 consecutive days to schedule an appointment, failing which he will cancel the customer order in his system. Upon the cancellation being effective, the payment if any will be refunded to the customer. In case the same customer subsequently wants the connection, he will be required to place the order again as per the process.
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4 hour Delivery Details:

- You understand that VIL uses third party independent partners to deliver the SIM. The VIL partners will make reasonable attempt to deliver within the indicated time period of 4 hours from the time of order placement and appointment confirmation, at the delivery location. However You understand that the delivery time is subject to other operating conditions and limitations at the delivery location, in transit conditions, order being placed during normal working hours, conditions imposed by local or government authorities etc like the customer's

society or area is under lockdown due to Covid or customer number is not reachable or customer address is not locatable etc.

- In case You do not get your SIM within 4 hours, You may call on our call centre number which You receive as an SMS on your phone post order confirmation. Sometimes due to issues outside the control of delivery executive, not limited to technical issues, delivery within the indicated timelines may not be possible in such cases.

While VIL will ensure to the best possible extent, that all the processes and steps are adhered to through extensive training and communication to its 1 delivery partners, it is hereby clarified that VIL will not be responsible in case any of the delivery partner's executive is unable to follow the process or unable to deliver the SIM within 4 hours.

This Service is available for a limited period till [31 Aug 2020] and during the normal working hours between [10 am] to [10 pm].

Orders coming from 8 am till 6 pm will be delivered within 4 hrs. For eg. Order coming at 8:30 am on 1st July will be delivered by 12:30 pm on 1st July.

Orders coming post 6 pm till next day 8 am will be delivered by 12 noon next day. For eg. Order coming on 1st July 6:30 pm will be delivered by 12 noon on 2nd July .

VIL reserves the right to extend or shorten the Service period, as it deems fit.

These Terms and Conditions are governed in accordance with the laws of India. In the event of any disputes or any matter arising here from will be referred to a sole arbitrator to be appointed by VIL whose decision shall be final and binding on the parties. The place of arbitration shall be Mumbai

These Terms and Conditions are in addition to the terms and conditions of the Customer Application Form, other subscription related forms and other product terms and conditions available on www.vodafone.in.

You hereby authorize VIL to collect your personal information including name, delivery location, mobile number etc. and share with its delivery partners so as to enable providing Service to You. Your personal information will be stored and processed in accordance with our Privacy Policy which is available at www.vodafone.in.

VIL reserves the right to alter / withdraw / extend the Service at any time without any notice to You and the same shall be binding upon You.

You agree that this Service is being made purely on a “*best endeavour*” basis and subject to Your acceptance of these Terms and Conditions. Your availing of the Service is voluntary and You expressly agree to avail the Service at your sole risk.

VIL on behalf of itself and its partners do not make any representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of Your requirements or aspirations, timeliness, safety of the Service etc. To the extent you choose to avail this Service at your own initiative, You agree not to hold VIL, its partners, officers, directors, employees, affiliates, and agents or representatives liable for any direct, indirect, incidental, special, punitive or consequential damages or any hardship etc incurred by You in connection with the Service.

You may contact our customer care for any queries, complaints, disputes pertaining to the Service.

The process for purchase of new connection or porting or conversion requests is also available at our stores to the extent as permitted by local governmental authorities during the Covid-19 situation. The process at stores is also subject to social distancing norms and other protection measures.

The order once placed through online channel can be fulfilled as per the above process only.