

TERMS AND CONDITIONS GOVERNING THE OFFER "Made for you/ 121 offers"

A. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THE OFFER IS CONCEPTUALIZED, ORGANIZED AND HOSTED BY VODAFONE INDIA LIMITED, AND VODAFONE MOBILE SERVICES LIMITED (HEREINAFTER COLLECTIVELY REFERRED TO AS "VODAFONE INDIA") FOR THE ELIGIBLE SUBSCRIBERS OF VODAFONE INDIA.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VODAFONE INDIA POST PAID AND PREPAID SUBSCRIBERS (SUBJECT TO ELIGIBILITY) PARTICIPATING IN THE OFFER KNOWN AS "Made for you/121 offers" (hereinafter referred to as "Segmented Offer" or "Offer") DURING THE OFFER PERIOD AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THIS OFFER KNOWN AS "Made for you/121 Offers-". BY PARTICIPATING IN THE OFFER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS ("TERMS AND CONDITIONS"). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THE OFFER.

For the purposes of these Terms and Conditions, wherever the context so requires "You" or "Your" shall mean any natural person who being an Eligible Subscriber has participated in the Offer.

B. DEFINITIONS

- a. "**Subscriber**" shall mean the rightful user of the Vodafone India mobile connection who is either on prepaid or post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with Vodafone India. In the event the user number / connection is registered in the name of a company/ firm, the employee who is authorized to use the MSISDN shall submit a No Objection Certificate (NoC) and authorization of the employer duly permitting the employee to use the number for subscribing for this Offer and accept the terms applicable herein.
- b. "**Active Subscriber**" shall mean a Subscriber who uses the Subscriber Identity Module ("SIM") of Vodafone India on a regular basis for purposes other than to participate in any offer or contest offered by Vodafone India.
- c. "**Eligible Subscriber**" shall mean an Active Subscriber of Vodafone India who has an Active Vodafone Prepaid or Postpaid number and opts for the Offer on one of the channels as described herein. An Eligible Subscriber must also satisfy the following criteria at the time of participation and during continuation of Offer:-
 - i. Subscriber must be an Indian citizen belonging to any one of the Circles of Vodafone India as mentioned herein;
 - ii. Subscriber must not have been subject of any criminal proceeding;
 - iii. Subscriber must not be of an unsound mind
 - iv. Subscriber must not be under any legal disability e.g. minority, insolvency, restraint by court order etc. and / or is otherwise prohibited from entering any contractual relationship.
- d. "**Segmented Offer**" (or "Offer") is a special offering available for a defined class of subscribers based on system analytics of criteria like usage profile, loyalty etc., and in which an Eligible Subscriber falls and is eligible for.

C. OFFER DETAILS – ACTIVATION, STEPS AND RESTRICTIONS

- i. Every individual subscribers of a specific class as determined by Vodafone India as mentioned in point B(d) above can avail the Offer during the Offer Period.
- ii. Made for you/121 Offers are the real time offers which -are displayed in the specific channels mentioned herein below. An Eligible Subscribers to whom the Offer is shown against a specific MSISDN shall be eligible

for the Offer and such specific Eligible Subscriber with specific MSISDN can only avail the Offer shown to his/her on the channels as mentioned below. These Offers are displayed in the following channels:

- a. *121# USSD
 - b. 121 IVR
 - c. *111# (USSD) – best offer section
 - d. 199 (IVR)
 - e. www.vodafone.in – 121 best offer section
 - f. My Vodafone APP – recommended offer (Made for you) section
 - g. Third party digital recharge partners, such as, Freecharge etc. as decided by Vodafone India from time to time under 121 - Made for you section (Only PRE PAID Offers)
 - h. SMS/OBD communication by Vodafone official channels.
 - i. Or any other channel as decided by Vodafone from time to time
- iii. This Offer can only be utilised against the MSISDN to which the Offer is shown. It is clarified that No other MSISDN can utilise benefits of the Offer which is not displayed against Eligible Subscriber's MSISDN.
- iv. Eligible Subscriber cannot transfer these Offers to any other subscriber. These Offers are solely for the purpose of the utilization of the specific MSISDN.
- v. Unless mentioned specifically in the Offer details displayed in the respective channels, an Eligible Subscriber can opt for the Segmented Offers multiple times within the Offer Eligibility duration.

(1) Eligibility duration - A Subscriber is eligible for (shown on above channels) the Offer, either only for the same day or the validity explicitly mentioned on the above channel in Offer description. Subscribers shall be responsible to check the Offer again, if they are recharging with the Offer at a later time and/or date.

(2) Benefit/Reward – Reward mentioned in the Offer can be credited to the Subscriber's account simultaneously or in parts, depending upon the product type. But, all rewards would be credited to Subscriber's account within 30 mins, or the time stated in Offer description as provided on any of the channels described above in clause C, whichever is higher.

D. OFFER PERIOD

- a. This Offer shall be available from 1st Jan 2018, 00:00:01 hrs. till further notice to be announced by Vodafone India.
- b. Vodafone India reserves the right to extend or shorten the Offer Period, as it deems fit.

E. OFFER AREA

- a. The Offer is valid in telecom service areas as mentioned in the Annexure A.
- b. Notwithstanding the foregoing, if the operation of or participation in the Offer is prohibited in any State and/or territory or part thereof as per applicable law, the Subscribers from such state and/or territory or part thereof shall not be eligible to subscribe to this Offer. No further notice shall be given by Vodafone India in this regard.

F. MODIFICATION OF OFFER

- a. Vodafone India reserve the right, at their sole discretion, to modify these Terms & Conditions of the Offer or any part thereof at any time during the Offer Period and without prior notice to You, if so required in view of business exigencies and/or guidelines/[Directions/Regulations/orders](#) so issued / amended by TRAI, Department of Telecom (DOT) and/or statutory changes and the same shall be binding on the participating Subscribers availing this Offer.
- b. If Vodafone India modify these Terms, the modified terms will be posted on www.vodafone.in. You are therefore advised to check this Website regularly for any update(s) or amendment(s) made to these Terms and Conditions and in the event the modified or amended Terms and Conditions are not acceptable to You, You should discontinue participating in the Offer. Your continued participation in the Offer will constitute Your acceptance of the latest revised Terms and Conditions.

G. WITHDRAWAL OF OFFER

- a. Vodafone India reserves the right to extend, cancel, discontinue, suspend or prematurely withdraw the Offer at any time during its validity as may be required in view of business exigencies and/or changes by TRAI, Department of Telecom (DOT) and/or statutory changes without any notice to You and the same shall be binding on the participating Subscribers availing this Offer.

H. DISCLAIMERS

- a. You agree that this Offer is being made purely on a "best endeavour" basis and subject to acceptance of these Terms and Conditions. Your participation in the Offer is voluntary and You expressly agree to avail the Offer at your sole risk. Vodafone India shall not be responsible for any loss, injury or any other liability to any Subscriber arising due to participation in the Offer.
- b. Vodafone India makes no representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of Your requirements or aspirations, timeliness, security of the Offer and/or any delay or failure to avail the Offer including due to technical or network problems. To the extent you choose to avail this Offer, you do so at your own initiative and You shall remain responsible for compliance with the Terms and Conditions herein, any applicable laws, including but not limited to applicable local laws. You agree not to hold Vodafone India, its officers, directors, employees, affiliates, and agents or representatives liable for any direct, indirect, incidental, special, punitive or consequential damages, including loss of profits, incurred by the Winner or any participant or third party, in connection with the Offer or arising otherwise.
- c. Vodafone India reserve the right to change, suspend, remove, or disable access to the offer at any time without notice. In no event will Vodafone India be liable for the removal of or disabling of access to the offer. Vodafone India may also impose limits on the use of or access to the offer, in any case and without notice or liability. Under this offer, Vodafone India's responsibility shall only be limited in providing Telecom Service on Vodafone India's network for Eligible Subscribers availing this Offer.
- d. Any claims, issues, damages or losses with regards to the quality or functionality of the prizes awarded under this Offer will be the sole liability of the manufacturers. Vodafone India will not have any responsibility related to the same and will not entertain any query or complaint of the participants.
- e. You shall indemnify and keep indemnified Vodafone India, its officers, directors, employees, customers, affiliates and agents or representatives harmless from and against any and all actual claims, suits, proceedings, action, liabilities, expenses, costs (including attorney's fees and court costs), losses or damages of whatsoever nature, which Vodafone India may incur, pay or become responsible arising out of or in connection with Your breach of these Terms and Conditions. Vodafone India shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

I. GENERAL

- a. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- b. By availing this Offer, you confirm and waive the applicability of rules and regulations of the National Do Not Call registry and You agree to receive promotional messages and alerts under the current Offer and upcoming offers from Vodafone India, as it may in its sole and absolute discretion decide.
- c. This Offer is subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of Vodafone India.
- d. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- e. This Offer is subject to guidelines/directions issued by Telecom Regulatory Authority of India (TRAI), Department of Telecommunications (DOT) or any other statutory authority from time to time.
- f. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.
- g. Failure by Vodafone India to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of those Terms and Conditions and shall not give rise to any claim by any person.
- h. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer.

- i. You hereby authorize Vodafone India to collect your personal information including name, address and mobile number etc. and share with its partners so as to enable You to avail the Offer. Your personal information will be stored and processed in accordance with Vodafone Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.
- j. You agree that Vodafone India has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with third party content providers for availing relevant contents.
- k. By participating in the Offer, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to Vodafone India and to any third party content licensor to Vodafone India that is made available through the Offer.
- l. 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 Vodafone India whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.

Annexure A

Name of Vodafone Entity	Respective Circles in which they operate	Eligible
Vodafone Mobile Services Limited (VMSL)	Delhi	Yes
	Punjab	Yes
	Haryana	Yes
	Uttar Pradesh (East)	Yes
	Uttar Pradesh (West)	Yes
	Himachal Pradesh	Yes
	Jammu Kashmir	Yes
	Kolkata	Yes
	West Bengal	Yes
	Bihar	Yes
	Orissa	Yes
	North East	Yes
	Madhya Pradesh	Yes
	Assam	Yes
	Rajasthan	Yes
	Gujarat	Yes
	Maharashtra & Goa	Yes
	Andhra Pradesh	Yes
	Karnataka	Yes
	Kerala	Yes
Tamil Nadu (incl. Chennai)	Yes	
Vodafone India Limited (VIL)	Mumbai	Yes