

**TERMS AND CONDITIONS GOVERNING THE CONTEST**  
**“LIVE MORE CONTEST**

**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 CONTEST IS AN OPTIONAL SKILL BASED CONTEST CONCEPTUALIZED, ORGANIZED AND HOSTED BY VODAFONE IDEA LIMITED (HEREINAFTER COLLECTIVELY REFERRED TO AS “**VODAFONE IDEA/VIL**”).

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VIL POST PAID OR PREPAID SUBSCRIBER PARTICIPATING IN THE LIVE MORE CONTEST. THE CONTEST SHALL BE LIVE FROM 22<sup>ND</sup> JULY TO 26<sup>TH</sup> JULY (HEREINAFTER REFERRED TO AS “**CONTEST PERIOD**”). THE ELIGIBLE SUBSCRIBER/S PARTICIPATING IN THE CONTEST SHALL BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THE CONTEST, 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 CONTEST.

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 CONTEST.

**B. DEFINITIONS**

- a. “**Subscriber**” shall mean the rightful user of the VIL mobile connection who is either on prepaid or post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with VIL . 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 CONTEST and accept the terms applicable herein.
- b. “**Active Subscriber**” shall mean a Subscriber who uses the Vodafone brand Subscriber Identity Module (“SIM”) of VIL on a regular basis for purposes other than to participate in any offer or CONTEST offered by VIL.
- c. The CONTEST is open for all Active Subscribers who satisfy the eligibility criteria mentioned herein and who belong to the VIL Telecom Service Areas (“Circle(s)”) as mentioned herein
- d. 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 CONTEST.

- e. **“Eligible Subscriber”** shall mean an Active Subscriber of VIL satisfying the following criteria at the time of participation and during continuation of CONTEST:–
- i. He/she must be of at least 18 years of age;
  - ii. He/she must be a citizen of India;
  - iii. He/she must be an Active Subscriber of VIL ;
  - iv. He/she must belong to any of the telecom service areas mentioned below;
  - v. He/she must not be of an unsound mind; and
  - vi. He/she must not be under any legal disability e.g. insolvency, restraint by court orders etc. and / or is prohibited from entering any contractual relationship.
  - vii. He/she must not have been subject of any criminal proceeding;
  - viii. not have any outstanding dues payable to VIL on account of the mobile connection.
  - ix. Further, Eligible Subscribers who participate in the CONTEST and are chosen as winners of each category of prizes in accordance with the winner selection process under the Terms and Conditions of the CONTEST shall be required to be the registered VIL Subscribers of the winning mobile phone number and not merely the players using such mobile number (“Winner(s)”). If the Winner is not able to provide sufficient evidence to show that he/she is the Subscriber of the winning mobile number, VIL reserves the right to award the prize to the next eligible Winner or to forfeit the prize, at its sole discretion.
  - x. A Subscriber shall be considered ineligible if he/she does not confirm to the conditions as stipulated in these Terms and Conditions, or does not provide any of the required documents as stipulated herein.
  - xi. VIL reserve the right, at any time, to unconditionally disqualify any Eligible Subscriber who tampers with or who in any way abuses the process or Terms and Conditions of the CONTEST. Failure by VIL to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of that Term and Condition and shall not give rise to any claim by any person. The decision of VIL shall at all times be binding and final.
  - xii. The employees of VIL and its group companies, affiliate or associate companies and their relatives/ dependents shall not be eligible to participate in this CONTEST. If found otherwise, then VIL reserves the right to forfeit the prize. If an employee of VIL leaves the organization when the CONTEST is launched or leave during CONTEST Period / before Winner list announcement / after Winner’s list is announced, the employee will not be eligible to participate in the CONTEST.
  - xiii. By virtue of participation in this CONTEST, the Subscriber agrees to the Terms and Conditions, set out herein. A Subscriber shall be considered ineligible if he/she does not confirm to the conditions as stipulated in these Terms and Conditions, or does not provide any of the required documents as stipulated herein.

**C. CONTEST PERIOD**

- i. This is a limited period CONTEST commencing on 22<sup>nd</sup> July to 26<sup>th</sup> July on Facebook, Twitter & Instagram.

- ii. End of CONTEST: CONTEST will end on 26<sup>th</sup> July (“End Date”) at 23:59:00 hrs unless extended by VIL and communicated explicitly.
- iii. VIL reserves the right to extend or shorten the CONTEST Period, as it deems fit.

#### **D. CONTEST AREA**

The CONTEST is valid across all the telecom service areas in India as specifically mentioned in **Annexure I**, except Jammu & Kashmir Telecom Service Area. In other words, Subscribers from VIL’s Jammu & Kashmir Telecom Service Areas will not be allowed to participate in the Competition. If, in any State and/or territory or part thereof, the running of this CONTEST is prohibited as per local rules or laws, the Eligible Subscribers from such State and/or territory or part thereof shall not be eligible to participate in the CONTEST. No further notice shall be given by VIL, in this regard

Note: Notwithstanding the foregoing, if the operation of or participation in the CONTEST 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 or participate in the CONTEST. No further notice shall be given by VIL in this regard.

#### **E. CONTEST DETAILS – ACTIVATION, STEPS AND RESTRICTIONS**

An Eligible Subscriber may participate in the Contest, through any of the above medium and answer the question through the following mode:

- a. Eligible participants, can participate through Facebook, Twitter or Instagram. They must leave **a comment on @vodafonezoozoos’s Facebook post or upload a picture/video tagging @vodafoneindia on Instagram and @vodafonein on Twitter while using the hashtag #LiveMore**

**F. Contest Description:** During the Contest Period, the participants have to **a comment on @vodafonezoozoos’s Facebook post or upload a picture/video tagging @vodafoneindia on Instagram and @vodafonein on Twitter while using the hashtag #LiveMore**

A system generated process will be run every day in the presence of an external auditor to select winners with the best looking dish. The decision of the external auditor in this regard shall be final and binding on the Eligible Subscribers. No dispute, of whatsoever nature, in this respect shall be entertained by Vodafone Idea.

#### **i) PRIZES AND WINNER SELECTION PROCESS**

- iv. The winners can stand a chance an iPhone or Amazon vouchers. They may also stand a chance to meet Asha & Bala, the characters played by V P Dhananjayan & C P Shanta VIL reserves the right to change the prizes, as it deems fit.

**F. MODIFICATION OF TERMS AND CONDITIONS**

- i. VIL reserves the right to modify these Terms & Conditions of the CONTEST or any part thereof at any time during the CONTEST Period and without prior notice to You, including the eligibility criteria, the Terms and Conditions and prizes at its sole discretion as may be required including in view of business exigencies, and/or changes by TRAI, Department of Telecom (DOT), changes by regulatory authorities, statutory changes and for other reasons beyond its control.
- ii. If VIL modify these Terms, the latest revised version of the Terms and Conditions shall be effective and binding on the Eligible Subscribers from the time of its posting on the Website <http://www.vodafone.in/discover/music-videos-and-more/competitions-mumbai> (the "Site"). 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 CONTEST. Your continued participation in the CONTEST will constitute Your acceptance of the latest revised Terms and Conditions.

**F. WITHDRAWAL OF CONTEST:** VIL reserves the right to extend, cancel, discontinue, suspend or prematurely withdraw the CONTEST 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 Eligible Subscribers.

**G. DISCLAIMERS**

- i. You agree that this CONTEST is being made purely on a "best endeavour" basis and subject to acceptance of these Terms and Conditions. Your participation in the CONTEST is voluntary and You expressly agree to participate at your sole risk. VIL shall not be responsible for any loss or any other liability to any Eligible Subscriber arising due to participation in the CONTEST.
- ii. To the extent you choose to participate in this CONTEST, 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 VIL, 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 CONTEST or arising otherwise.
- iii. VIL 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 CONTEST/telecom services and/or any delay or failure to avail the CONTEST/telecom services including due to technical or network problems or any delay or failure in time recorded or taken for answering a question through call due to technical snags including network problems or system error, the results or reliability of the CONTEST, the delivery, quality, quantity, merchantability, fitness for use or non-infringement in respect of any goods, services, benefits or awards acquired or obtained through the CONTEST or any transactions effected through the CONTEST; (b) The Eligible Subscriber expressly agrees that his/her participation in the CONTEST is at his/her sole risk and is governed by the Terms and Conditions herein; and (c) No advice or information whether by representations, oral, written or pictorial derived from the Website or through the CONTEST shall be construed to mean the giving of any warranty of any kind by VIL.

- iv. VIL reserves the right to change, suspend, remove, or disable access to the CONTEST at any time without notice. In no event will VIL be liable for the removal of or disabling of access to the CONTEST. VIL may also impose limits on the use of or access to the CONTEST, in any case and without notice or liability. Under this CONTEST, VIL's responsibility shall only be limited in providing Telecom Service on VIL's network for Eligible Subscribers participating in this CONTEST.
- v. VIL shall not be responsible for any claims arising out of technical failures before, during or after the completion of the CONTEST including but not limited to any technical failures in the telephone lines, delay or failure in time recorded or taken for answering a question through voice mode including during the tie-breaker process, any action that has been initiated, actioned or completed through the Subscriber mobile phone, failure of servers or the failure to provide the correct CONTEST score updates or any mistakes arising out of technical snags or resultant inability of the listener for participation. Further, VIL shall not be responsible for any claims arising out of any failure(s) which is beyond the reasonable control of VIL.
- vi. Any claims, issues, damages or losses with regards to the quality or functionality of the prizes awarded under this CONTEST will be the sole liability of the manufacturers, providers or dealers of the said prizes. VIL will not have any responsibility related to the same and will not entertain any query or complaint of the Eligible Subscriber.
- vii. The Eligible Subscriber shall indemnify and keep indemnified VIL and its officers, directors, employees, customers, affiliates and agents harmless from and against any and all claims, losses, suits, proceedings, action, liabilities, damages, expenses and costs (including attorney's fees and court costs) which VIL may incur, pay or become responsible for as a result of breach or alleged breach of the representations or obligations of the Eligible Subscriber under the Terms and Conditions, any failure by the Eligible Subscriber participating in the CONTEST to comply with applicable law, any infringement of intellectual property rights of VIL and any third party claim in respect of misuse of any information of a third party. VIL shall have the right to defend themselves, pursuant to this Clause, at the cost of the Eligible Subscriber.
- viii. VIL nor any of its group entities or affiliates, their respective directors, officers, employees, agents, vendors, representatives, shall not be liable for any action, claim, demands, losses, cost, charges, expenses or damage whatsoever that may be suffered, or for any personal loss or injury that may be suffered (including loss of life) or incurred or claim to suffer, by a Subscriber and/or any third party, directly or indirectly, by use or non-use of the prizes offered or on account of their participation in this CONTEST.
- ix. Any attempt by an Eligible Subscriber to deliberately undermine the legitimate operation of the CONTEST is a violation of laws and should such an attempt be made, the VIL reserve the right to seek damages from any such Eligible Subscriber to the fullest extent permitted by law.
- x. VIL does not make any commitment, express or implied to respond to any feedback, suggestion and/or queries of the Eligible Subscribers.
- xi. VIL and its officials including their directors, officers, partners, employees, consultants and agents are under no obligation to render any advice or service to any Eligible Subscriber in respect of the CONTEST.

**H. INTELLECTUAL PROPERTY RIGHTS**

- i. You, the Eligible Subscriber, acknowledge and agree that all copyright and trademarks and all other intellectual property rights in the SMS content, WAP Link, Website and all

material or content related to the CONTEST shall remain, at all times, owned by VIL or its respective owners. All material and content contained in this Website is made available for your personal and non-commercial use only. Any other use of the material/ content on this Website, WAP Link or any information disseminated by SMS or any other means of communication is strictly prohibited.

- ii. Nothing in the CONTEST shall affect any intellectual property rights of VIL or any of their affiliates in any product or service made available on the Website.
  - iii. By participating in the CONTEST, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to VIL and to any third party content licensor to VIL that is made available through the CONTEST.
- I. The Winners of the CONTEST shall indemnify and be responsible for their own behaviour, misconduct, unlawful acts, actions / inactions etc. during the process of collecting contact details from them and distribution of prize and the winners hereby indemnify and shall keep indemnified, VIL, its subsidiaries, affiliates, associates, directors, employees, agents etc. from any claim, actions, suits, dispute/s, liability etc. arising due to or in connection thereto or out of the aforesaid misbehaviour, misconduct, unlawful acts, actions/inactions etc. of the winners.

VIL shall not be liable in any manner for any mishap, accident, injury or damages etc. of whatsoever nature, caused to the winners while availing the benefits of the Rewards & Benefits. Further, VIL shall not be liable in any manner for any loss, damage, theft, or any other mishap caused in respect of the Rewards & Benefits/s.

You agree to indemnify VIL, its directors, officers, employees, agents and/or its affiliates against all actual claims, liabilities, expenses, costs, loss or damage of whatsoever nature, arising out of or in connection with the breach of these terms and those terms agreed by the Eligible Subscriber including but not limited to those stated in the Customer Application Form ('CAF') / Customer Information Form ('CIF'). In case there are any points or clauses stated herein that contradicts those specifically agreed in the CAF / CIF, then the terms stated in the CAF / CIF shall prevail.

- J. LIMITATION OF LIABILITY: YOU ACKNOWLEDGE AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE ENTIRE RISK ARISING OUT OF YOUR ACCESS TO AND PARTICIPATION IN THE CONTEST REMAINS WITH YOU. NEITHER VIL NOR ANY OTHER PARTY INVOLVED IN CREATING, PRODUCING, OR DELIVERING THE PORTAL, SERVICES OR CONTENT ("PROVIDERS") WILL BE LIABLE FOR ANY INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOSS OF DATA OR LOSS OF GOODWILL, SERVICE INTERRUPTION, DEVICE DAMAGE OR SYSTEM FAILURE OR THE COST OF SUBSTITUTE PRODUCTS OR SERVICES, OR FOR ANY DAMAGES FOR PERSONAL OR BODILY INJURY OR EMOTIONAL DISTRESS OR DAMAGES OF ANY KIND OR CHARACTER WHATSOEVER RESULTING FROM YOUR PARTICIPATION IN OR INABILITY TO PARTICIPATE IN THE CONTEST, WHETHER BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT VIL HAS BEEN INFORMED OF THE POSSIBILITY OF SUCH DAMAGE, EVEN IF A LIMITED REMEDY SET FORTH HEREIN IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE. YOU SPECIFICALLY ACKNOWLEDGE THAT NEITHER VIL NOR ITS PROVIDERS ARE LIABLE FOR THE DEFAMATORY, OFFENSIVE OR ILLEGAL CONDUCT OF OTHER USERS OR THIRD PARTIES AND THAT THE RISK OF INJURY FROM THE FOREGOING RESTS ENTIRELY WITH YOU. FURTHER, NEITHER VIL NOR ITS PROVIDERS WILL HAVE ANY LIABILITY TO YOU OR TO ANY THIRD PARTY FOR ANY THIRD-PARTY

CONTENT OR APPLICATIONS LINKED TO THE CONTEST. IF YOU ARE DISSATISFIED WITH THE SERVICES PROVIDED IN THE CONTEST, OR WITH ANY OF THESE TERMS, OR FEEL VIL HAS BREACHED THESE TERMS, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE PARTICIPATION IN THE CONTEST.

IN NO EVENT WILL VIL'S AGGREGATE LIABILITY ARISING OUT OF OR IN CONNECTION WITH THESE TERMS OR FROM THE PARTICIPATION IN OR INABILITY TO PARTICIPATE IN THE CONTEST EXCEED THE LESSER OF THE AMOUNTS YOU HAVE PAID TO VIL FOR PARTICIPATION IN SUCH CONTEST IN THE TWELVE (12) MONTH TIME PERIOD PRECEDING THE INCIDENT GIVING RISE TO THE ALLEGED CLAIM OR ONE THOUSAND RUPEES (RS 1000). THE LIMITATIONS OF DAMAGES SET FORTH ABOVE ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN VIL AND YOU. YOU SPECIFICALLY ACKNOWLEDGE THAT VIL SHALL NOT BE LIABLE FOR USER SUBMISSIONS OR THE DEFAMATORY, OFFENSIVE, OR ILLEGAL CONDUCT OF ANY THIRD PARTY AND THAT THE RISK OF HARM OR DAMAGE FROM THE FOREGOING RESTS ENTIRELY WITH YOU.

**K. GENERAL TERMS AND CONDITIONS**

- i. By participating in this CONTEST, You confirm that you have read understood and agreed to conform to these Terms and Conditions; You also warrant the accuracy, truthfulness and currency of all information that you have submitted while participating in the CONTEST;
- ii. The rewards / benefits under this CONTEST cannot be used in conjunction with any alternative award or promotion of a similar nature;
- iii. The provisions of this service, the CONTEST and any other promotional endeavour may not be used for any commercial purpose by any Eligible Subscriber.
- iv. Rule Violation: Based on all the above mentioned rules in the Terms and Conditions if any rule is violated due to any technical reason then no extra benefit will be granted to the Eligible Subscriber.
- v. Points obtained in this CONTEST will be valid for this CONTEST only & will not be carry forwarded for new or any other CONTEST.
- vi. The Eligible Subscriber may contact VIL customer care for any queries/complaints. All disputes must be addressed by the Eligible Subscriber in writing to VIL directly. Further, any information that the Eligible Subscriber may request in connection with the CONTEST, may be provided by VIL to the Eligible Subscriber, at the sole and absolute discretion of VIL, depending on the nature of the information requested, and any such information may be provided only during the CONTEST Period. No such request shall be entertained thereafter. VIL further clarify that any information requested by any Subscriber shall only concern that Subscriber and under no circumstances will the VIL provide confidential information or information pertaining to other Subscriber (s).
- vii. You further acknowledge and agree that the name of the winner of the CONTEST may be published on the website [www.vodafone.in](http://www.vodafone.in) or on VIL's digital pages (including but not limited to Facebook Twitter and Instagram) or any other media as chosen by VIL. The Winner shall be individually contacted on the respective Vodafone number as per VIL's record (the number from which the SMS has been sent or shared on Facebook, Twitter or Instagram. This CONTEST is available to Eligible Subscribers who have a valid VIL mobile connection during the CONTEST Period.

- viii. You hereby authorize VIL to collect your personal information including name, address and mobile number etc. and social media profiles/handles and share with its partners during the CONTEST period.
- ix. The Winners of the CONTEST agree to abide by all rules and regulation VIL and as shall not use their winner status, Rewards and Benefits, VIL's name, logo etc. for any promotional purposes in association with any other brand or company
- x. Upon participating in the CONTEST, the Eligible Subscribers confirm and waive the applicability of rules and regulations of the National Do Not Call Registry and shall imply their willingness to receive all promotional messages including without limitation daily updates on the score under the current CONTEST and engagement calls / sms, promoting the new CONTEST. Eligible Subscriber's interest to receive promotional messages for the CONTEST will be valid for all upcoming CONTESTs organised by VIL.
- xi. The Eligible Subscriber hereby irrevocably authorize VIL, that the data gathered during and/or after the CONTEST in respect of the Eligible Subscriber (including Eligible Subscriber's name and photograph etc.) shall be used by VIL and its subsidiaries in its any communications including marketing promotions and advertisements along with/without VIL's brand.
- xii. **Force Majeure** – This CONTEST is subject to force majeure circumstances including without limitation, floods, natural disasters, war, act of terror, political unrests, technical snags, act of God or any circumstance beyond the reasonable control of VIL ("Force Majeure Event"). VIL shall not be liable for any delay or adverse effect caused to Eligible Subscribers as a result of a Force Majeure Event. VIL shall intimate the suspension of the CONTEST caused as a result of such Force Majeure Event to the Eligible Subscriber.
- xiii. VIL may assign any or all of their rights under these Terms and Conditions to their affiliates or to any third parties without consent of the Eligible Subscriber .
- xiv. VIL and its affiliates shall be entitled to use, in any manner, the details of the Eligible Subscriber and Winner including the Information i.e. name, photograph etc. for their sales, marketing and promotional purposes, including the prizes awarded to them, if any. By participating in the CONTEST, all Eligible Subscribers consent to the following information relating to them to be exchanged between VIL, its vendors and/or published or otherwise communicated to in any media that VIL may deem fit, for the purpose of Winner announcement: name, mobile phone number, score and/or photograph. The Eligible Subscriber also hereby agree to the same. VIL may, at its discretion, choose not to disclose the identity of the Eligible Subscriber to other Eligible Subscriber unless expressly mentioned herein. Eligible Subscriber' personal information will be stored and processed in accordance with VIL Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.
- xv. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form i.e. Enrolment Form filled at time of SIM Activation of mobile connection. This CONTEST 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.



- xvi. You agree that VIL 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 parties.
- xvii. By participating in the CONTEST, You confirm that you are entering into this CONTEST as an independent party and nothing herein establishes an employer-employee relationship between you and VIL and you are acting voluntarily, using your own time and resources to participate in this CONTEST, solely at your own risk.
- xviii. This CONTEST may contain factual references to the names of certain companies, products and individuals. VIL makes no representation of having a business relationship or tie up with any such companies, products or individuals. All trade names shall continue to remain owned by their respective owners.
- xix. These Terms and Conditions are subject to laws of India. 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 in accordance with arbitration proceeding under the Arbitration and Conciliation Act, 1996. The place of Arbitration shall be at Mumbai. The language of Arbitration Proceeding shall be English.

**Annexure I**  
**LIST OF TELECOM SERVICE AREAS**

Sr. No.	Telecom Service Area	Geographical Areas Covered	Circles for which entries from participants shall be considered for the CONTEST(Yes / No)
1	Mumbai	Local Areas served by Mumbai, New Mumbai and Kalyan Telephone Exchanges	Yes
2	West Bengal	Entire area falling within the Union Territory of Andaman & Nicobar Islands and area falling within the State of West Bengal and the State of Sikkim excluding the areas covered by Kolkata Metro Service Area.	Yes
3	Andhra Pradesh	Entire area falling within the re-organised State of Andhra Pradesh and newly created State of Telangana pursuant to the Andhra Pradesh Reorganisation Act, 2014 (No. 6 of 2014) dated 1st March 2014.	Yes
4	Assam	Entire area falling within the State of Assam.	Yes
5	Bihar	Entire area falling within the re-organised State of Bihar and newly created State of Jharkhand pursuant to the Bihar Reorganisation Act, 2000 (No.30 of 2000) dated 25th August, 2000.	Yes
6	Gujarat	Entire area falling within the State of Gujarat and Union Territory of Daman and Diu, Silvassa (Dadra & Nagar Haveli).	Yes
7	Haryana	Entire area falling within the State of Haryana except Panchkula town and the local areas served by Faridabad and Gurgaon Telephone exchanges.	Yes
8	Himachal Pradesh	Entire area falling within the State of Himachal Pradesh	Yes

9	Jammu & Kashmir	Entire area falling within the State of Jammu & Kashmir including the autonomous council of Ladakh.	No
10	Karnataka	Entire area falling within the State of Karnataka	Yes
11	Kerala	Entire area falling within the State of Kerala and Union Territory of Lakshadweep and Minicoy.	Yes
12	Madhya Pradesh	Entire area falling within the re-organised State of Madhya Pradesh as well as the newly created State of Chattisgarh pursuant to the Madhya Pradesh Reorganisation Act, 2000 (No:28 of 2000) dated 25th August, 2000.	Yes
13	Maharashtra	Entire area falling within the State of Maharashtra and Union Territory of Goa, excluding areas covered by Mumbai Metro Service Area.	Yes
14	North East	Entire area falling within the States of Arunachal Pradesh, Meghalaya, Mizoram, Nagaland, Manipur and Tripura.	Yes
15	Orissa	Entire area falling within the State of Orissa.	Yes
16	Punjab	Entire area falling within the State of Punjab and Union territory of Chandigarh and Panchkula town of Haryana.	Yes
17	Rajasthan	Entire area falling within the State of Rajasthan.	Yes
18	Tamilnadu & Chennai	Entire area falling within the State of Tamilnadu and Union Territory of Pondicherry and.  Local Areas served by Chennai Telephones, Maraimalai Nagar Export Promotion Zone (MPEZ), Minzur and Mahabalipuram Exchanges	No
19	Uttar Pradesh-West	Entire area covered by Western Uttar Pradesh with the following as its	Yes

		boundary districts towards Eastern Uttar Pradesh : Pilibhit, Bareilly, Badaun, Kasganj (Kanshiram Nagar), Etah, Mainpuri and Etawah and Auraiya. It will exclude the local telephone area of Ghaziabad and Noida. However, it will also include the newly created State of Uttaranchal pursuant to the Uttar Pradesh Re-organisation Act, 2000 (No.29 of 2000) dated 25th August, 2000.	
20	Uttar Pradesh - East	Entire area covered by Eastern Uttar Pradesh with the following as its boundary districts towards Western Uttar Pradesh : Shahjahanpur, Kannauj, Farrukhabad, Lakhimpur, Kanpur Rural and Jalaun (Orai).	Yes
21	Delhi	Local Areas served by Delhi, Ghaziabad, Faridabad, Noida, and Gurgaon Telephone Exchanges	Yes
22	Kolkata	Local Areas served by Calcutta Telephones.	Yes

**Note:**

Yenum, an area of Union Territory of Pondicherry is served under Andhra Pradesh Telecom Circle in East Godavari LDCA.