



Terms of Service

Vodafone Idea Limited (VIL)—An Aditya Birla Group & Vodafone Group partnership has become operational as India's leading telecom service provider with over 280 million subscribers

VIL is committed to offer more network coverage and superior voice and broadband connectivity across the country, along with new products, services and solutions to ensure more value and more excitement for all our cherished customers.

Ookla® is the global leader in internet performance testing and consumer-initiated network diagnostics. Based on analysis by Ookla of Speedtest Intelligence® data of over 12.5 million 4G tests taken with 4G LTE devices across India during Q3 2020, Vi shows the fastest average 4G LTE download and upload speeds. The Speedtest Intelligence data of Ookla includes measurements of mobile network tests taken with Speedtest from all providers in India, on the national, regional and city levels

Also, basis analysis by Ookla for the period Q3 2020, Vi is the most consistent 4G network in India. Consistency Score measures what percentage of a provider's samples equals or exceeds both a download and upload threshold. Mobile threshold: 5 Mbps download and 1 Mbps upload.

For more details visit <https://www.speedtest.net/insights/blog/mobile-speeds-india-q3-2020/>

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As such, mobile connectivity is purely technology dependent and without any human interventions; and is contingent upon many factors; the 4G services are being provided purely on a "best endeavor" basis and subject to following Terms and Conditions.

- a. Quality of service may vary depending on several factors including the nature of technology, network congestion, topography of location, barriers caused by constructions, handset features, SIM compatibility etc.
- b. Vi and GIGANet are proprietary Trademarks and Copyrights of VIL.
- c. To avail the services subscribers need to be a 4G or 3G customer;
- d. Vi services are available to both prepaid and postpaid subscribers of Vi and the services shall be subject to the CAF/CIF terms.
- e. 4G is available in select locations only covering about 1 billion Indians and is being rolled out in a phased manner in more locations.
- f. For HD voice quality, both the caller & recipient need to have a HD voice enabled devices and supported by HD voice compatible networks.
- g. Subscription of Vi & partner apps is subject to acceptance of T&Cs mentioned therein.
- h. VIL makes no representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of subscriber requirements or aspirations, timeliness, and/or any delay or failure to avail the services including due to technical or network problems. VIL and its officers, directors, employees, customers, affiliates and agents or representatives shall not be responsible or liable in any manner for any loss, damage or any other liability, if any, which any subscriber may suffer.
- i. The services are provided subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of Vodafone Idea and its officers, directors, employees, customers, affiliates and agents or representatives.
- j. Vi subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time and subject to guidelines/directions issued by TRAI & DoT or any other statutory authority from time to time.

k. In case of any issues in experiencing 4G services, subscriber may reach out to any of the customer support channels for ascertaining the reasons. Vi subscribers are also advised to migrate to 4G enabled handset and change to 4G SIM for 4G and better experience.

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 Idea whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.