

Terms and Conditions (VI Wi-Fi Calling)

1. Vodafone Idea Limited (VIL)'s VI Wi-Fi Calling ("VI Wi-Fi Calling") is an advanced service through which customers can experience HD quality crystal clear voice with faster call setup time. Wi-Fi Calling allows customers to make and receive calls (both domestic and international) and texts (SMS & MMS) over a Wi-Fi connection. This typically helps customer to make voice calls in areas with low network coverage or no mobile signal.
2. By using VI Wi-Fi Calling service, you agree to accept these Terms. If you don't agree with these terms please do not use this service.
3. VI Wi-Fi Calling is offered to all VI mobility (prepaid & postpaid) customers in Delhi, Kolkata, Gujarat, Rajasthan, UP East, UP West, Punjab, Maharashtra & Goa, Mumbai, Haryana, West Bengal, Kerala, Karnataka and Tamil Nadu circles only.
4. VI Wi-Fi Calling service is at no extra cost. However Wifi voice calls will be charged as per your existing plan / pack and would not consume any additional data on your mobile plan.. The data consumed will be from the source of the Wi-Fi Access/broadband provider and will be charged additionally as per the plan of broadband provider.
5. VI Wi-Fi Calling Services can only be availed on compatible smartphones. You may need to update the software on your existing smartphones to enable Wifi calling. For a complete list of compatible smartphones, please refer to the <https://www.myvi.in/vi-wifi-calling>.
6. The customer has to do necessary settings on the smartphone to activate the Wifi calling.
7. WiFi Calling cannot be used to make a roaming call from a foreign country to India, as per regulations from Law Enforcement Agencies.
8. Calls made using VI WiFi Calling Services to any other network or number not having Wi-Fi Calling Services would be possible and will be charged for at the existing prices/ plans as applicable to other networks for the duration of the call.
9. The Terms and Conditions of usage of VIL services continue to be applicable to you as a subscriber of VIL's network. For more details on VI Wi-Fi Calling, please refer the FAQ section.
10. The VI Wi-Fi Calling service 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.
11. VIL will be entitled to postpone, suspend, modify or cancel the WiFi Calling Services or any aspect thereof or the service terms and conditions, at any time with or without notice, for any reason, including, but not limited to, acts of God, force majeure, technical difficulties, or any other reasons beyond VIL's reasonable control. VIL will not be liable to compensate any customer for any reason whatsoever arising from VIL's providing/non - providing Vi Wi-Fi Calling Services.
12. Please note that the statements in these terms and conditions do not constitute any general representation from VIL regarding VI Wi-Fi Calling service or its availability. VIL's wireless telecommunication network is available on an 'as is where is available' basis and VIL makes no representation, guarantee or warranty regarding the availability, fitness for any specified purpose or error free operation of the network. Network availability may be affected due to various reasons including force majeure, acts of god, inclement weather, topographical/ geographic/ demographic factors, maintenance work, availability of interconnection with other networks, etc.
13. Any dispute or claim arising out of or in relation to this, will be governed by and construed in accordance with Indian laws. VI and the Customer submit to the exclusive jurisdiction of Courts at Mumbai, India .
14. The VI Wi-Fi Calling service is dependent on the strength of the Wifi connection of the broadband provider. VIL does not guarantee Wifi connection availability.