



Terms of Service – Indoor coverage plus

1. 900 MHz band helps with providing a stronger signal, especially indoors by being able to penetrate through walls better. This significantly improves the indoor coverage at homes, offices & other such indoor locations and helps with an overall enhanced experience on calls as well as data.
2. Indoor coverage plus by Vi is the deployment of L900 bands to provide strong coverage, especially indoors, for an enhanced data and calling experience.
3. As such, mobile connectivity is purely technology dependent and without any human interventions; and is contingent upon many factors; the network 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) 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.
 - c) 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.
 - d) 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.
 - e) 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.
 - f) 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
 - g) by Vodafone Idea whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.