

Terms and Conditions/post pack benefits for Vi InstantData

The following Terms & Conditions (“T&C”) shall govern the usage of the InstantData service offered by Vi to eligible prepaid subscribers.

1. Service Overview: InstaData allows eligible prepaid customers to receive: 1GB data benefit valid till 11:59 PM (same day) by exchanging: 2 days of existing Unlimited (UL) daily data pack validity.

2. Eligibility: The Service is available only to select prepaid customers who:

- Have an active eligible UL pack – UL daily data pack. Not valid on UL Voice or Non Stop Hero packs
- Have sufficient remaining validity balance – 5 days of remaining UL pack & Service validity
- Have low remaining data balance thresholds – < 10MB data left
- Meet internal eligibility criteria defined by Vi from time to time
- Pack is not available for Retailers

Eligibility may vary by circle, pack type, recharge history, or customer profile.

3. Activation Process: Customers can activate the Service through the designated channels, including *111# or any other channel communicated by Vi. The Service shall be activated only after successful customer consent confirmation. Upon activation, 2 days of existing pack validity will be deducted instantly.

4. Benefit Validity: The 1GB data benefit will remain valid only till 11:59 PM of the day of activation. Unused data benefits shall lapse post expiry and will not be carried forward.

5. Deduction & Impact: Only validity days from the existing eligible UL pack shall be deducted. No monetary balance shall be deducted for availing the Service. The customer’s existing pack and remaining benefits shall continue subject to revised validity.

6. Usage Conditions: The Service can be availed multiple times subject to:

- Once in a day
- Remaining pack validity
- Eligibility conditions
- Fair usage and system checks

Vi reserves the right to restrict or discontinue repeated usage at its sole discretion.

7. Non-Transferability: Benefits availed under InstaData are Non-transferable, Non-refundable, Non-exchangeable for cash or any other benefit

8. Service Availability: The Service may not be available during network downtime, due to technical issues, In certain circles or recharge categories. Vi shall not be liable for unsuccessful activation arising out of technical or network constraints. This service is available across all circles in India except Jammu and Kashmir (JnK).

9. Modification / Withdrawal: Vi reserves the right to modify the offer structure, change eligibility criteria, revise benefit quantum or validity and withdraw the service entirely at any time without prior notice.

10. General: By availing the Service, the customer agrees to these Terms & Conditions. All decisions by Vi regarding eligibility, benefits, disputes, or interpretation of these T&Cs shall be final and binding. Standard prepaid service terms available on Vi Terms & PoliciesAttachment.png shall additionally apply.

11. Customer Support: For queries or assistance, customers may contact: Vi Customer Care, Vi App or Official Vi Website