



Vodafone Idea Limited (VIL)—An Aditya Birla Group & Vodafone Group partnership has become operational as India's leading telecom service provider with over 420 million subscriber base. As a merged entity, 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.

As network connectivity becomes a challenge in high traffic or crowded areas, for a long term solution VIL has undertaken a massive project to rollout new tower / cell sites / installations (with a focus on 4G capacity) in such high traffic / crowded areas so as to reduce network congestion. During this financial year for the period from April 2018 till October 2018, more than one 4G capacity sites per hour has been rolled out specially in high traffic or crowded areas / streets, for better mobile network experience for Vodafone subscribers. While VIL is on this journey, there are different aspects which has implication to customer experience on network connectivity. The aforesaid site rollout data has been validated by third party independent agency as per report dated 7<sup>th</sup> Jan,2019.

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. Vodafone, Vodafone SuperNet, Data Strong Network are proprietary Trademarks and Copyrights of Vodafone.
- c. To avail the services subscribers need to be a 4G or 3G customer;
- d. Vodafone services are available to both prepaid and postpaid subscribers of Vodafone and the services shall be subject to the CAF/CIF terms.
- e. Vodafone SuperNet™/Vodafone SuperNet™ 4G is available in select locations only and is being rolled out in a phased manner.
- 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 Vodafone Play & 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. Vodafone 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. Vodafone subscribers are also advised to migrate to 4G enabled handset and change to 4G SIM for 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

**Terms of Service**



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