

Terms and conditions

Vodafone Idea Limited (VIL) - An Aditya Birla Group & Vodafone Group partnership is one of India's leading telecom service providers with over 200 million subscribers.

VIL is committed to offer improved 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 such, mobile connectivity is purely technology dependent and without any human interventions, and is contingent upon many factors, the 5G/4G services are being provided purely on a "best endeavour" basis and subject to the 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 services are available to both prepaid and post-paid subscribers of Vi and the services shall be subject to the CAF terms

e) 5G/4G is available in select locations only

f) 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.

g) 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.

h) 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

i) 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/direction is issued by TRAI & DoT or any other statutory authority from time to time

j) In case of any issues in experiencing 4G/5G services, subscriber may reach out to any of the customer support channels for ascertaining the reasons. Vi subscribers are also advised to migrate to 5G/4G enabled handset and change to 5G SIM for 5G/4G for better experience.

k) For the purpose of this T&C the term "Tower" includes towers and network sites. 1,32,750 towers/sites added by VIL during the period April 2024 and March 2025.

l) For the purpose of this T&C "Ai-powered network" means that Vi network incorporates AI/ML capabilities for network optimisation.

m) These Terms and Conditions are governed in accordance with the laws of India and subject to the jurisdiction of the court in Mumbai, India.