

TERMS AND CONDITIONS GOVERNING THE “Vi LOYALTY PROGRAM” OFFER

A. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THEREUNDER AS APPLICABLE.

THE OFFER IS CONCEPTUALIZED, ORGANIZED AND HOSTED BY VODAFONE IDEA LIMITED (“**VODAFONE IDEA/VIL/Vi**”) FOR THE ELIGIBLE SUBSCRIBERS OF VIL.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ELIGIBLE SUBSCRIBERS WHO CLAIM THE OFFER ON VI APP “**Vi LOYALTY BENEFITS**” (“**OFFER**”) DURING THE OFFER PERIOD AS MENTIONED HEREIN.

BY PARTICIPATING IN THE OFFER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS (“TERMS AND CONDITIONS”). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THE OFFER.

FOR THE PURPOSES OF THESE TERMS AND CONDITIONS, WHEREVER THE CONTEXT SO REQUIRES “YOU” OR “YOUR” SHALL MEAN ANY NATURAL PERSON WHO BEING AN ELIGIBLE SUBSCRIBER HAS PARTICIPATED IN THE OFFER.

B. DEFINITIONS

a. “**Subscriber**” shall mean a prepaid subscriber in whose name the Subscriber Identity Module (SIM) is registered with VIL.

b. “**Eligible Subscriber**” shall mean a Subscriber who meets the eligibility criteria defined below.

c. “**Age on Network**” shall mean the continuous duration a Subscriber has been using VIL services from the date of first activation.

d. “**Superhero / Nonstop Hero User**” shall mean a Subscriber who is currently subscribed to any Superhero recharge pack or Nonstop Hero recharge pack as per the list set out below.

e. “**Non-Superhero/Non-Nonstop Hero User**” shall mean a Subscriber who is currently subscribed to a recharge other than Superhero recharge or Nonstop Hero recharge.

f. “**Birthday**” shall mean the date of birth of the Subscriber as available in VIL records.

C. OFFER DETAILS – DESCRIPTION, ELIGIBILITY CRITERIA, STEPS AND RESTRICTIONS

I. DESCRIPTION

Subscribers fulfilling the eligibility criteria (Eligible Subscribers) will be entitled to loyalty benefits as under:

Category 1: Age on Network Benefits – For Non-Superhero and Non-Nonstop Hero Users

AON	All Users (except Super Hero & Nonstop Hero Subscribers)
1Y	5GB with 3 Days Validity
5Y	5GB with 3 Days Validity
10Y	10GB with 28 Days Validity

Category 2: Age on Network Benefits – For Superhero and Nonstop Hero Users

Subscribers who have completed **1 year, 5 years, or 10 years** on Vi network: **e-commerce Vouchers** to be claimed on Vi App.

Category 3: Birthday Benefit – For All ViPrepaid Users

- a) **All users (except Super Hero & Nonstop Hero Subscribers):** Subscribers celebrating their birthday during the Offer Period will be eligible for **5GB Extra Data** with 3 Days Validity
- b) **Super Hero & Nonstop Hero Users:** Subscribers celebrating their birthday during the Offer period will be eligible for an **e-commerce voucher**, to be claimed on Vi App during their birthday month.

II. STEPS TO CLAIM

- a. Eligible Subscribers will download and install the Vi App.
- b. Eligible Subscribers to check the “Loyalty Benefits” section within the Vi App and click to claim.
- c. Benefit will be credited to the account of the Eligible Subscriber within 30 minutes of successful claim.

III. RESTRICTIONS AND CONDITIONS

- a. Age on Network benefit can be availed by the Eligible Subscriber once per milestone i.e. at 1 Year, 5 Years or 10 Years.
- b. Birthday benefit can be availed once in the Offer Period during the birthday month.
- c. This Offer is available when claimed only through Vi App.
- d. The extra data benefit is valid for 7 days post claiming on Vi App. Vouchers validity will be as per respective terms and conditions applicable to the voucher.
- e. Eligibility will be determined basis VIL records and will be final and binding.

D. OFFER PERIOD

This is a limited period Offer by VIL. Offer Period will commence from 27/08/2026 and valid till 26/09/2026.

E. OFFER AREA

All existing VIL telecom service areas.

F. MODIFICATION / WITHDRAWAL OF OFFER

- a. Vi reserves the right, at its sole discretion, to revoke, modify or withdraw these Terms & Conditions of the Offer or any part thereof at any time during the Offer Period without prior notice to You.
- b. VIL reserves the right to extend, cancel, discontinue, suspend or prematurely withdraw the Offer at any time during its validity.
- c. If VIL modifies these Terms, the modified terms will be posted on www.myvi.in. You are therefore advised to check this website regularly for any update(s) or amendment(s) made to these Terms and Conditions.

H. DISCLAIMERS

- a. You agree that this Offer is being made purely on a “best endeavor” basis and subject to acceptance of these Terms and Conditions.
- b. You shall indemnify and keep indemnified VIL, its officers, directors, employees, customers, affiliates and agents or representatives harmless from and against any and all actual claims, suits, proceedings, action, liabilities, expenses, costs (including attorney’s fees and court costs), losses or damages of whatsoever nature, which VIL may incur, pay or become responsible arising out of or in connection

with Your breach of these Terms and Conditions. VIL shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

- c. VIL shall not be responsible for any claims arising out of technical failures before, during or after the completion of the Offer including but not limited to any technical failures in the mobile connectivity, internet connectivity. Further, VIL shall not be responsible for any claims arising out of any failure(s) which is beyond the reasonable control of VIL.

I. GENERAL

- a. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- b. The provisions of this Offer may not be used for any commercial purpose by the customer. VIL reserves the right to take back the Offer if it detects any fraudulent usage, or misuse of the service/Offer benefit.
- c. Offer is not redeemable or refundable for cash, and cannot be exchanged against any other offer benefit;
- d. VIL is neither responsible nor guarantees the quality of the goods/services being offered as gratification(s) nor is it liable for any defect in the goods/services so obtained/availed, by the participants under this Challenge. The pictures of gratification depicted on the website/promotional material etc. are only indicative and the actual gratification may vary from the depictions. The ecommerce vouchers have to be redeemed by the Subscriber as per the terms & conditions stipulated therein. No credit will be available for the unused amount. E-commerce voucher must be redeemed before its expiry date. If the winner spends over the e-commerce voucher amount, outstanding amount has to be paid by the winner. No requests will be entertained for stolen/lost/misplaced/damaged vouchers.
- e. Offer is non-transferable to any third party.
- f. By availing this Offer, You confirm and waive the applicability of rules and regulations of the National Do Not Call registry and You agree to receive promotional messages and alerts under the current Offer and upcoming offers from VIL, as it may in its sole and absolute discretion decide.
- g. This Offer is subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of VIL.
- h. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- i. This Offer 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.
- j. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.
- k. Failure by VIL to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of those Terms and Conditions and shall not give rise to any claim by any person.
- l. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer.
- m. You hereby authorize VIL to collect your personal information including name, address and mobile number etc. and share with its partners so as to enable You to avail the Offer. Your personal information will be stored and processed in accordance with Vodafone Privacy Policy which is available at <https://discover.vodafone.in/privacy-policy>
- n. By participating in the Offer, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to VIL
- o. VIL shall also provide its services independent of this Offer and it is solely at the Subscriber's discretion to avail or not avail the Offer.

- p. These Terms and Conditions are governed in accordance with the laws of India and subject to the jurisdiction of courts of Mumbai, India