

Vi Prepaid Family – Terms & Conditions

1. Introduction

These terms and conditions ("Terms") govern the creation, membership, management and use of Vi Prepaid Family ("Prepaid Family" or "Family") offered by Vodafone Idea Limited ("Vi"). By creating, joining or using a Prepaid Family, the customer agrees to these Terms, the applicable prepaid service terms, privacy notice, recharge conditions and any offer-specific terms displayed on the Vi App.

Prepaid Family is a digital family-management proposition for eligible Vi prepaid customers. Each member continues to hold an individual prepaid connection, recharge pack, benefits and validity. Creating or joining a Family does not create a common bill or a separate Family recharge plan.

2. Eligibility and availability

- Prepaid Family is available to eligible Vi prepaid customers in India through the Vi App.
- Only Vi prepaid mobile numbers may create or join a Family.
- Vi postpaid numbers cannot be added to a Prepaid Family. A non-Vi prepaid customer must first port the mobile number to Vi prepaid and meet the applicable eligibility requirements.
- A mobile number can belong to only one Prepaid Family at a time, whether as a Primary Member or Secondary Member.

3. Family structure and roles

- A Family must have a minimum of two members and may have a maximum of four members, comprising one Primary Member and up to three Secondary Members.
- The eligible customer who creates the Family is the Primary Member. Other eligible numbers added to the Family are Secondary Members.
- The Primary Member cannot be transferred or changed within an active Family. To establish another Primary Member, the existing Family may need to be dissolved and a new Family created, subject to applicable restrictions.
- The Family is an account-management construct only. Members retain their individual ownership.

4. Creating a Family and adding members

- The Primary Member must use the Vi App to initiate Family creation or add an available member slot.
- The Primary Member may select a number from contacts or enter the mobile number manually, subject to device permissions and validations.
- The number being added must pass the eligibility checks.
- An OTP will be sent to the proposed Secondary Member. The addition will be completed only after successful OTP verification.
- Once successfully added, the member will be linked to the Family and may receive a confirmation through SMS, app notification or another approved channel.

5. Membership lock-in and removal

- A member, once added to a Family, cannot be removed or exit the Family for 90 days from the date of addition, unless Vi is required to act due to churn, deactivation, fraud, legal/regulatory direction, system correction or another permitted exception.
- After the applicable restriction is completed, the Primary Member may remove a Secondary Member, and a Secondary Member may exit only for their own number, through the Vi App and applicable OTP verification.
- A Secondary Member cannot remove another member and cannot assume the role of Primary Member.
- If a Secondary Member churns or becomes ineligible, Vi may automatically remove that member and notify the relevant Family members.
- If the Primary Member churns, exits or deletes the Family, the entire Family may be dissolved. The Family will also be dissolved if membership falls below two members.

6. Family dashboard and visibility

- The Family dashboard may allow members to view member details, data balance, pack validity, recharge actions and data-sharing controls. The information displayed is based on data received from Vi systems and may be subject to processing or synchronization time.
- Both Primary and Secondary Members may view the Family dashboard, subject to role-based controls.

- The Primary Member may add eligible members when slots are available and initiate removal of Secondary Members after applicable validation.
- Each member may be able to recharge their own number or another linked member through the available Vi App journey.

7. Data sharing

- Eligible Family members may voluntarily transfer data to another member of the same Family, subject to all system validations and the following conditions:
- The transfer quantity is fixed at 500 MB per successful transaction.
- The sender must have more than 600 MB balance data available to initiate the transfer.
- Data may be transferred only from eligible main data balance. Add-on Data Packs, promotional packs, weekend data rollover, Data Delight, OTT-linked, or other excluded balances may not be shareable.
- The sender may share data once per day, up to two times in a calendar week and four times in a calendar month. The limits apply to the sender and may be configured by Vi.
- The transferred data is valid until 11:59 PM on the same day of transfer and will lapse if unused.
- Data sharing may be blocked if the sender or receiver does not have an active eligible pack, is in an applicable grace state, is inactive, has exhausted a limit, is not in the same Family or fails another validation.
- The receiver's prior request or consent is not required for each data transfer. The sender is responsible for selecting the correct recipient.
- If debit succeeds but credit to the receiver fails, Vi systems may attempt to restore the debited benefit to the sender. The final status shown by Vi records will apply.

8. Recharge discounts and other benefits

- Family benefits may include eligible recharge discounts, data sharing and other promotional benefits. All benefits are subject to availability, eligibility, configuration and the specific terms displayed at the time of recharge or redemption.
- Recharge discounts are applicable only via ViApp on Unlimited packs with Service Validity or Data packs above Rs.99
- Any discount percentage, eligible recharge category, minimum recharge value, promo code, validity period and redemption condition will be as communicated on the Vi App or through an approved Vi channel.
- A discount may be available only for recharge transactions completed through the Vi App and may require an active service-validity pack or a recharge before current validity expires.
- Where more than one recharge discount is available, the applicable offer logic shown at checkout will apply. Payment offers, if any, are governed by their separate terms.
- Discounts and benefits are not cash, cannot be transferred independently and cannot be exchanged or refunded except where required by law or expressly stated by Vi.
- Vi may introduce, modify, suspend or withdraw a benefit in accordance with applicable law and communication requirements.

9. Failed or delayed transactions

- A request may fail because of ineligibility, insufficient eligible balance, exceeded limits, invalid OTP, inactive service, recipient status, system unavailability, API failure or another validation.
- A displayed acknowledgment does not by itself confirm successful completion. The transaction status recorded in Vi systems and reflected in the relevant balance or dashboard will be treated as final, subject to correction of manifest errors.
- Vi may temporarily restrict or disable the service for maintenance, security, capacity, fraud prevention or technical reasons.

10. Customer responsibilities

- Keep the Vi App, SIM, device, OTPs, credentials and account access secure.
- Add or remove a mobile number only with the knowledge and authorization required under these Terms.
- Check the selected member, recharge, recipient and displayed conditions before confirming an action.
- Use Prepaid Family only for lawful, personal and non-commercial purposes and not attempt to misuse, automate, reverse engineer or circumvent eligibility, limits or controls.
- Promptly report unauthorized activity through Vi's official support channels.

11. Privacy and data use

- To provide Prepaid Family, Vi may process mobile numbers, Family relationships and roles, eligibility and status information, recharge and validity details, balances, transaction history, consent/OTP events, device/app events and support records. Such data may be shared among Vi systems and authorized service providers for service delivery, security, fraud prevention, customer support, reporting, legal compliance and improvement of the service, in accordance with Vi's privacy notice and applicable law.
- Members may see limited information about linked numbers, including names or labels, mobile-number details, pack validity, balance and Family activity, as enabled in the Vi App. By joining a Family, a member acknowledges this Family-level visibility.

12. Suspension, termination and dissolution

- Vi may suspend, restrict, correct or terminate access to Prepaid Family where required for security, fraud prevention, misuse, ineligibility, service discontinuation, technical reasons, breach of these Terms, legal or regulatory directions, or protection of customers and Vi systems. On removal or dissolution, each member's individual eligible prepaid pack benefits may continue until their applicable expiry, but Family-specific benefits will cease.

13. Changes to the service or Terms

- Vi may update the proposition, eligibility, limits, processes, benefits and these Terms from time to time in accordance with applicable law. Revised Terms may be published on Vi's website or the Vi App and may be communicated through an appropriate channel. Continued use after the effective date will be governed by the revised Terms.

14. Disclaimers and limitation

- Prepaid Family is provided subject to network, system, device, app and third-party availability. To the maximum extent permitted by law, Vi does not guarantee uninterrupted or error-free availability. Nothing in these Terms limits rights or remedies that cannot legally be excluded. Vi's liability, where applicable, will be governed by law and the customer's underlying telecommunications service terms.

15. Support and grievances

- Customers may use the help and support options available on the Vi App or Vi's official customer-care channels for assistance. The final published version should include the approved customer-care, grievance and appellate-authority details and the applicable web link.

16. Governing terms

- These Terms are supplemental to the terms governing the customer's Vi prepaid mobile service, applicable recharge and promotional offer terms, Vi's privacy notice and all applicable laws and regulatory directions. If there is a conflict, mandatory law will prevail, followed by the specific offer terms for the relevant transaction and then these Terms, unless expressly stated otherwise.