

Terms & Conditions of Convergence Service - Vi One

The convergence service is a combo service comprising of prepaid mobility service, entertainment OTT service and wired broadband service.

The prepaid mobility service is provided by Vodafone Idea Limited (Vodafone Idea/VIL), wired broadband service is provided by the broadband service provider and the entertainment OTT service is provided by the respective entertainment OTT content provider.

The converged service - Wired broadband service availability is as follows:

Region	Name of the broadband provider	Website reference for Terms & Conditions
Mumbai, Maharashtra and Gujarat	YOU Broadband India Limited	www.youbroadband.in

The entertainment OTT service provider details are as follows:

Name of the content OTT provider	Website reference for Terms & Conditions
Novi Digital Entertainment Private Limited	http://www.hotstar.com/
Culver Max Entertainment Private Limited	http://www.sonyliv.com/
ZEE Entertainment Enterprise	http://www.zee5.com/

To avail the converged service, customer/You need to be a prepaid mobility VIL subscriber and purchase single recharge pack from the VIL app or VIL retail stores using assisted service. The details of the different single recharge packs are available under the fibre tab on www.myvi.in or Vi App.

On the purchase of the single recharge pack, You will not be required to pay for any other charges like deposits, installation charges etc. to the broadband service provider.

You agree and understand that VIL only facilitates the distribution of wired broadband service and entertainment OTT service. The wired broadband service connection is a contract between You and the broadband service provider. The entertainment OTT service is a contract between You and the respective entertainment OTT service provider.

VIL is not liable to refund the amount of single recharge pack. The broadband service provider is eligible to partly refund the amount in case the wired broadband connection provider fails to activate the service at your location. For partial refunds, please reach out to broadband service provider on their call centre number:

Region	Name of the broadband service provider	Call centre number
Mumbai, Maharashtra & Gujarat	YOU Broadband India Limited	1800121222 9121291212

You will be required to complete separate KYC (Know Your Customer) or CAF (Customer Application Form) for taking the wired broadband connection and/or prepaid mobility connection. In case of new prepaid mobility connection, You will need to undertake tele-verification for activation of the prepaid SIM. Non-completion of KYC/CAF and tele-verification requirements will result in non-availability of the converged service.

You will receive separate bill for the wired broadband service and prepaid mobility service from the relevant wired broadband service provider and VIL respectively.

You understand and agree that the availability of wired broadband service is subject to technical feasibility, which will be determined by your relevant broadband service provider.

For the wired broadband services, You will be governed by the terms and conditions available on the website of the broadband service provider as indicated in the table above.

For the entertainment OTT service, You will be governed by the terms and conditions available on the website of the entertainment OTT provider.

VIL in no way shall be responsible for the wired broadband services and/or entertainment OTT services and/or any liability arising out of or in connection with the wired broadband services provided by the broadband service provider or entertainment OTT services provided by the entertainment OTT provider.

All issues, disputes or grievances regarding wired broadband service and entertainment OTT service will be directly settled between You and broadband service provider and You and entertainment OTT service provider respectively. No such complaint or request will be entertained by VIL. VIL will only provide primary point of support on Vi App under the help and support section. Customer will see the fibre tab to raise service request.

You hereby provide your consent to VIL to collect and share your mobile number with the entertainment OTT provider and mobile number, address (including but not limited to Pincode) and/or installation address with broadband service provider so as to enable to attach their service benefits to You. Your personal information collected by VIL will be stored and processed in accordance with VIL Privacy Policy which is available at <https://www.myvi.in/privacy-policy>".

You agree that VIL has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with the broadband service provider to avail the wired broadband service or with the entertainment OTT service provider to avail the entertainment OTT service. Your personal information so collected will be stored and processed in accordance with the privacy policy of the broadband service provider and entertainment OTT service provider respectively.

You shall also be bound by the terms and conditions of the CAF and other terms and conditions relating to Your prepaid mobility connection.

VIL provides its telecom/mobility services independent of the converged service and You may choose not to avail the converged service and continue to avail your existing VIL telecom/mobility services as per the terms and conditions available on VIL website – www.myvi.in.

The prepaid mobility plans available only with Vi One portfolio (converged recharge) would be as follows:

Broadband connection	existing	new	existing/new
Validity	90 days	90 days	365 days
Mobility + Content			
- Data	2GB/day	2GB/day	2GB/day
- Calls	Unlimited	Unlimited	Unlimited
- SMS	100/day	100/day	100/day
- MRP (Inc GST)	1111	1112	4219
Extra validity	3 days		

In the event you terminate or disconnect the prepaid mobility connection of VIL or migrate to another mobility plan of VIL or migrate to VIL postpaid mobility connection or port out, the converged service through the single recharge pack will be automatically terminated.

All disputes arising out of or in connection with the mobility services, shall be subject to the jurisdiction of the courts in Mumbai, India and governed by the laws of India.