



Manual of practice for handling Customer Complaints

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We'd like you to have a good experience each and every time you do business with us. If you've faced any inconvenience or are displeased with any of our services, whatever the reason is, you can get in touch with us and we'll try to resolve it as soon as possible.

Process for registration of a complaint

Vodafone Care

To register your complaint with us just:

You can reach us on Vodafone Care, 24 hours a day, any day of the year and we will be Happy to help. For any complaints, call 198 (toll free) and for queries on our product and services, call 111 from your Vodafone mobile phone (Charges 50p/3min.). (more details on pg 5).

Or

Write to the Manager - Customer Service for your region

Or

Visit us personally at a Vodafone Store near you (more details on pg 6)

Please ensure you're provided with the complaint docket number (a unique complaint number) while registering your complaint at Vodafone Care. You'll need it for all future communications concerning a complaint.

We'll try to address your issues as soon as we can. However, we require at least 4 weeks to resolve billing complaints, 3 days for disruption/disconnection of service complaints and 7 days for any other complaint.

Nodal Officer

If you're unable to get a satisfactory response from Vodafone Care within the above-mentioned timelines, you can contact the Nodal Officer in your region with the complaint docket number (unique complaint number you got post registering your complaint with Vodafone Care). Our Nodal Officer will be available from Monday to Friday between 9.30 am to 6.00 pm (Nodal Officer details on pg 7).

Appellate Authority - Appeal process

If you're still unsatisfied with the response from the Nodal Officer, you can make a further appeal to the Appellate Authority in your region with your complaint docket number (unique complaint number you got post registering your complaint with the Nodal Officer). Our Appellate Officer will be available anytime from Monday to Friday between 9.30 am to 6.00 pm for an immediate resolution

(Appellate Officer details on pg 7).

While making an appeal to the Appellate Authority it'll help if you keep in the mind the following points:

You must file the appeal within 3 months after the expiry of the complaint resolution time limit, specified by the Nodal Officer

- Your appeal must be submitted through the duly completed Appeal Form (in duplicate)
- You need to provide your complaint docket number (unique complaint number you got post registering your complaint with the Nodal Officer) while contacting the Appellate Authority. This will help the Appellate Authority to get your entire case history.
- The docket number of your appeal will be communicated to you. The appeal will be decided within 3 months from the date of filing your complaint.

We will let you know the resolution time along with your complaint docket number through SMS as well.

Our responsibilities

Vodafone Care will:

- Identify and accept your complaint
- Register all complaints and allocate a unique complaint docket number to your complaint
- Ensure all details required for resolution of the complaint are understood and noted
- Communicate the complaint docket number and the complaint resolution time limit given to you
- Communicate the solution of the complaint to you by phone or other electronic media within the stipulated timeframe
- Provide you with the Nodal Officer's details if you're not satisfied by the resolution

Time taken to resolve your complaint:

- For complaints where no parameter has been defined and it relates to fault/disruption/disconnection of service - 3 days
- For complaints where no parameter has been defined - 7 days
- For billing complaints - 28 days
- For refund due on account of resolution of billing complaint - 28 days
- For refund of security deposit on closure of service - 60 days

The Nodal Officer will:

- Accept your complaint while capturing the docket number issued to you by Vodafone Care
- Acknowledge your complaint within 3 working days
- Re-register your complaint and allocate another unique docket number
- Do Root Cause Analysis and communicate the solution to you by phone or other electronic media within the stipulated timeframe
- Provide you with the Appellate Authority's details if you're still not satisfied by the resolution

Time taken to resolve your complaint:

- For complaints relating to fault/disruption/disconnection of service - 3 days
- For all other complaints - 10 days

The Appellate Authority will:

- Accept your appeal while capturing the docket number issued to you by the Nodal Officer
- Duplicate the acceptance of complaints within 3 months after expiry of resolution time mentioned by the Nodal Officer, but only on the condition that sufficient cause is submitted within a year's time for not filing it within 3 months.
- Acknowledge your appeal within 3 working days
- Re-register your complaint and allocate another unique docket number (with details of previous docket number included)
- Communicate this docket number and the complaint resolution time to you
- Do Root Cause Analysis and communicate the solution to you by phone or other electronic media within the stipulated timeframe

Time taken to resolve your complaint:

- 3 months from the filing of the appeal

Our contact details

Vodafone Care

Region Call 198 or Email to

Delhi	9811098110	vodafonecare.del@vodafone.com
Haryana	9813098130	vodafonecare.har@vodafone.com
Punjab	9888098880	vodafonecare.pun@vodafone.com
UP (W)	9719097190	vodafonecare.upw@vodafone.com
UP (E)	9839098390	vodafonecare.upe@vodafone.com
Rajasthan	9828098280	vodafonecare.raj@vodafone.com
West Bengal	9732097320	vodafonecare.wb@vodafone.com
Kolkata	9830098300	vodafonecare.kol@vodafone.com
M&G	9823098230 (Postpaid) 9923399233 (Prepaid)	vodafonecare.mah@vodafone.com
Gujarat	9825098250	vodafonecare.guj@vodafone.com
Karnataka	9886098860	vodafonecare.kar@vodafone.com
AP	9885098850	vodafonecare.ap@vodafone.com
Chennai	9884098840	vodafonecare.chn@vodafone.com
Tamil Nadu	9843098430	vodafonecare.tn@vodafone.com
Kerala	9846098460	vodafonecare.ker@vodafone.com
Orissa	9776097760	vodafonecare.ors@vodafone.com
Mumbai	9820098200	vodafonecare.mum@vodafone.com
Assam	9706097060	vodafonecare.ane@vodafone.com
North East	9774097740	vodafonecare.ane@vodafone.com
Madhya Pradesh & Chhattisgarh	9713097130	vodafonecare.mpcg@vodafone.com
Bihar & Jharkhand	9709097090	vodafonecare.bihar@vodafone.com
Jammu & Kashmir	9796097960	vodafonecare.jk@vodafone.com
Himachal Pradesh	9736097360	vodafonecare.hp@vodafone.com

Branch office address

You can write to Manager - Customer Service in your region.

Corporate Address

Mumbai Vodafone India Limited, Peninsula Corporate Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400 013.

Region Address

Gujarat	Vodafone West Limited, 601, Sakar II, Ellisbridge, Ahmedabad - 380 006.
Delhi	Vodafone Mobile Services Limited, C-48, Okhla Industrial Area, Phase II, New Delhi - 110 020.
Kolkata	Vodafone East Limited, DLF IT Park, Block AF, 15th Floor, 08 Major Arterial Road, New Town, Rajarhat, Kolkata - 700 156.
Punjab	Vodafone South Limited, C-131, Industrial Area, Phase VIII, Mohali - 160 071.
Mumbai	Vodafone India Limited, 2nd Floor, Skyline Icon, 86/92, Andheri Kurla Road, Marol Naka, Nr Mittal Industrial Estate, Andheri (East), Mumbai - 400 059.
Karnataka	Vodafone South Limited, Maruthi Infotech Centre, 11/1, 12/1, Koramangala Intermediate Ring Road, Amar Jyoti Layout, Bangalore - 560 071.
AP	Vodafone South Limited, 6th Floor, Varun Towers II, Begum pet, Hyderabad 500 016.
Chennai	Vodafone South Limited, 9th Floor, TVH Beliciaa Tower 1, Block 94, MRC Nagar, Chennai - 600 028.
Rajasthan	Vodafone Digilink Limited, 5th floor, Gaurav Towers, Malviya Nagar, Jaipur
Haryana	Vodafone Digilink Limited, Yogesh Tower, Kunjpura Road, Karnal - 132 001.
UP (East)	Vodafone Digilink Limited, 5-Shahnajaf Road, Lucknow - 226 001.
UP (West)	Vodafone South Limited, B1/G2, 2nd Floor, Mohan Cooperative Industrial Estate, Mathura Road, New Delhi - 110 044.
West Bengal	Vodafone East Limited, DLF IT Park, Block AF, 15th Floor, 08 Major Arterial Road, New Town, Rajarhat, Kolkata - 700 156.
Maharashtra & Goa	Vodafone Cellular Limited, Vodafone House, The Metropolitan, FP No 27, Survey No 21, Old Pune-Mumbai Highway, Wakdewadi, Shivaji Nagar, Pune - 411 003
Kerala	Vodafone Cellular Limited, XI/5225, 2nd Floor, Ashis Building, Above Ashis Super Market, Shanmugham Road, Cochin - 682 031.
Tamil Nadu	Vodafone Cellular Limited, 1046, Avinashi Road, Coimbatore - 641 018.
Orissa	Vodafone Spacetel Limited, Module A, 2nd Floor, Fortune Towers, Chandrashekharapur, Bhubaneswar, Orissa - 751 023.
Assam	Vodafone Spacetel Limited, Agni Shanti Business Park, Opp. AGP Office, GNB Road, Ambari, Guwahati, Assam - 781 001.
North East	Vodafone Spacetel Limited, New Downtown Diagnostic Center, Arbuthnot Road, Laitumkhrach, Shillong, Meghalaya - 793003.
Bihar & Jharkhand	Vodafone Spacetel Limited, May Fair Building, Hinoo, Ranchi, Jharkhand - 834002.
Madhya Pradesh & Chhattisgarh	Vodafone Spacetel Limited, 2nd Floor, Centre Point, New Market, T. T. Nagar, Bhopal, Madhya Pradesh - 462003.
Himachal Pradesh	Vodafone Spacetel Limited, 130, Durga Cottage, SDA complex, Kasumpti, Shimla - 171009.
Jammu & Kashmir	Vodafone Spacetel Limited, 4th Floor, North Block B1, Bahu Plaza Complex, Jammu - 180004.

Nodal Officer

Region	Name	Call	Email
Andhra Pradesh	Anirudh Joshi	9885298852 Extn : 8300	nodal.ap@vodafone.com
Chennai	Ms. Ajitha Raj	98840 98844	nodal.tamilnadu@vodafone.com
Delhi	Sushma Khanna	9811699317	nodal.delhi@vodafone.com
Gujarat	Kirtiraj Gohil	9925000401	nodal.guj@vodafone.com
Haryana	Premlata Parihar	9813090002	nodal.har@vodafone.com
Karnataka	Thannasiappan C	080 71711111	nodal.kar@vodafone.com
Kerala	Jency R	9946012345	nodal.ker@vodafone.com
Kolkata	Ms. Chandrani Mukherjee	9830410285	nodal.kol@vodafone.com
M&G	Ashish K	020 -7171 7171	nodal.mah@vodafone.com
Mumbai	Ms. Zillah Vaz	9820015032	nodal.mum@vodafone.com
Punjab	Vikram Singh Bains	9988808816	nodal.pun@vodafone.com
Rajasthan	Ashutosh Chavan	9828096211	nodal.rajasthan@vodafone.com
Tamil Nadu	Ms. Ajitha Raj	99432 99432	nodal.tamilnadu@vodafone.com
UP (East)	Kanika Dubey	9839756789	nodal.upe@vodafone.com
UP (West)	Puneet Arora	011 42528111	nodal.upw@vodafone.com
West Bengal	Ashes Bhattacharyya	9830551028	nodal.wb@vodafone.com
Orissa	Surjeet Mahapatro	9776098810	nodal.ors@vodafone.com
Bihar & Jharkhand	Writuparna Bakshi	9709018278	nodal.bih@vodafone.com
Assam	Angshuman Saikia	9706036524	nodal.asm@vodafone.com
North East	Damaphisha Khyriem	9774036524	nodal.nes@vodafone.com
MP & Chattisgarh	Abhishek Mehrotra	9713097131	nodal.mpcg@vodafone.com
Himachal Pradesh	Vikram Singh Bains	9736297362	nodal.HP@vodafone.com
Jammu & Kashmir	Ankur Paliwal	9796097970	nodal.JnK@vodafone.com

Appellate Authority

Region	Name	Call	Email
Andhra Pradesh	Rahul Tandon	4071718300	appellate.ap@vodafone.com
Chennai	Harsha Murthy	9962099625	appellate.tamilnadu@vodafone.com
Delhi	Vivek Gangwar	9811090001	appellate.delhi@vodafone.com
Gujarat	Rohit Krishna	079 71710000 Extn: 6471	appellate.guj@vodafone.com
Haryana	Sunil Kapoor	9813090003	appellate.har@vodafone.com
Karnataka	Girish Holla S	080 71711111	appellate.Kar@vodafone.com
Kerala	Binoy George	9946123456	appellate.ker@vodafone.com
Kolkata	Sridhar Rao	9830140409	appellate.kol@vodafone.com
M&G	Sabina Chandar	9765561000	appellate.mah@vodafone.com
Mumbai	Jacqueline Mundkur	9820015713	appellate.mum@vodafone.com
Punjab	Mandeep Kaur	9888012346	appellate.pun@vodafone.com
Rajasthan	C B Rajesh	9828996200	appellate.Raj@vodafone.com
Tamil Nadu	Harsha Murthy	9943499434	appellate.tamilnadu@vodafone.com
UP (East)	Manish Jain	9839756789	appellate.upe@vodafone.com
UP (West)	Rajesh Shetty	011 42528111	appellate.upw@vodafone.com
West Bengal	C P Joshi	9830199999	appellate.wb@vodafone.com
Orissa	Shailesh Upadhyay	9776098820	appellate.ors@vodafone.com
Bihar & Jharkhand	Jitendra Agnihotri	9709018279	appellate.bih@vodafone.com
Assam	Hemang Trivedi	9706024365	appellate.asm@vodafone.com
North East	Mrinmoy Choudhury	9774024365	appellate.nes@vodafone.com
MP & Chattisgarh	Amar Joshi	9713097132	appellate.mpcg@vodafone.com
Himachal Pradesh	Mandeep Kaur	9736397363	appellate.hp@vodafone.com
Jammu & Kashmir	Ram Mudakavi	9796097979	appellate.JnK@vodafone.com

Annexure

Definitions

- 'Additional Services' means any services provided by VIL, which are additional to the transmission of voice messages.
- 'Authority' shall mean the Department of Telecommunications, Government of India and includes any officer of the Authority.
- 'Charges' means all fees, charges/tariffs, interconnection costs and rates chargeable by VIL from time to time for providing the Customer with the Service and Additional Services and all DoT, Wireless Planning Commission, landline and other Government levies.
- 'Customer' shall mean any person, partnership firm or such other organisations authorised by VIL to use the services.
- 'DoT' means Department of Telecommunications, Ministry of Communications, Government of India.
- 'Equipment' shall include any GSM compatible cellular telephone, necessary for connecting to the network in order to use the Service.
- 'Government' shall mean the Government of India and/or the State Government of Maharashtra or such other local authority, as the case may be.
- 'GSM' means Global System for Mobile Communication.
- 'Network' shall mean VIL's telecommunication network for providing the Services.
- 'Services' shall mean all the cellular mobile telecommunications services made available by VIL through its Network, including the 'Additional Services'.
- 'SIM Card' shall mean Subscriber Identification Module Card.

Provision of services

VIL agrees to provide the Services to the Customer subject to the terms and conditions of this agreement.

Terms and conditions

For Postpaid customers

- VIL may suspend the Service in whole or in part, at any time without prior notice and without assigning any reason thereto. VIL reserves the right to Charge for re-connection.
- You remain liable for the Charges during the period of suspension and thereafter.
- Please comply with all applicable laws, rules and regulation regarding the use of the Services and procurement of the Equipment including but not limited to relevant tax laws and import control regulations.
- Pay VIL such amount as VIL may require as security for the due performance of the Customer's obligations under these terms and conditions. VIL may set off these amounts against any cost, damages or expenses that VIL may suffer or incur as a result of the Customer's failure to perform any of these obligations. Security deposit amount shall not carry any interest.
- Inform VIL, in writing, of any changes in the billing address. Any written communication, billing statement or notice from VIL to the Customer will be deemed as served within 48 hours of posting by ordinary mail.
- Please notify VIL immediately in case of any complaints with regard to the Services.

- Pay all the costs of collection and legal expenses with interest, should it become necessary to refer the matter to a collection agency or to legal recourse to enforce payment.
- Don't assign any right or interest under this agreement without VIL's prior written consent.
- You're bound at all times by any modifications and/or variations made to these terms and conditions.
- You're not entitled to assign/transfer/resell/lease/rent or create any charge/lien on the SIM Card or Service of any nature whatsoever, without prior permission of VIL. Any transfer affected in contravention of the express terms contained herein, shall not absolve the Customer of his/her primary duty towards VIL for usage charges levied against the Customer.
- SIM Card/s and mobile phone service number/s are and shall always be the sole property of VIL and shall be returned by you upon termination and/or de-activation or temporary suspension of Services. You shall have no right to the same at any point of time, for any reason whatsoever.
- Termination
 - Either party shall have the right to terminate the agreement by giving 60 days, prior notice in writing.
 - Notwithstanding anything contained herein, VIL shall be entitled to terminate this agreement and the Services if;
 - a. The Government or the Authority either suspends, terminates, nationalises or takes over the Licence or the Services temporarily or otherwise.
 - b. At any time the Customer fails to satisfy the requisite credit checks or provides fraudulent information to VIL
 - c. The Customer fails to pay its subscription or the Charges due
 - d. The Customer is in breach of any other terms of the agreement and the Customer doesn't remedy the breach within seven (7) days of the day of receipt of a written notice from VIL specifying the breach.
 - e. The agreement may also be terminated at the option of either party, on the happening of the following events:
 - If either party is declared insolvent, bankrupt or is liquidated or dissolved
 - If a trustee or receiver is appointed to take over the assets of either party
 - If the Government or the Authority requires any of this agreement to be revised in such a way as to cause significant adverse consequences to either party
 - Termination of this agreement under the preceding provisions shall be without prejudice to and in addition to any right or remedy available to the terminating party under any applicable law or statute
 - In the event of the termination of the agreement for any reason whatsoever, VIL shall be entitled to recover all outstanding Charges and dues from the Customer.
 - If the agreement is terminated for reasons of fraudulent information provided by the Customer, the security deposit shall be forfeited.
- Validity
 - These terms and conditions are subject to the Indian Telegraph Act of 1885, the rules and regulations framed there under and any statutory modifications or re-enactment for the time being in force and any other Government regulations issued from time to time.
- Obligations
 - Vodafone India Ltd
 - a. VIL shall provide the Services subject to the licence granted by DoT to provide cellular mobile telephone services.

- b. VIL will put in their best efforts to make the Services available to the Customer at all times. The availability and quality of the Services may be affected by factors outside VIL's control such as physical obstructions, geographic, weather conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
 - c. The Services may be suspended in whole or in part at any time, without notice, if the Network fails or requires modification or maintenance. VIL will make all reasonable efforts to minimize the frequency and duration of such events.
 - d. The Customer will remain liable for all charges during the period of suspension unless VIL in its discretion decides otherwise.
 - e. The allotment of the cellular number will be made by VIL in its absolute discretion.
 - f. In the event of the SIM card being lost or stolen, VIL will replace the SIM card as soon as it's reasonable and practicable, subject to the recovery of any charge for the same.
 - g. VIL has the sole right and discretion to vary or increase the Charges at any time on reasonable notice to the Customer subject to regulations.
 - h. VIL reserves the right to apply a monthly financial limit and such other conditions for Charges incurred by the Customer and to demand interim advance payment, suspend or disconnect access to the Services if such limits are exceeded.
 - i. VIL reserves the right to vary the billing cycle at its sole discretion.
 - j. VIL has the right to check the credentials of the Customer including the Customer's financial standing and to use the services of any person or agency for such purposes.
 - k. Any waiver, concession or extra time allowed or granted by VIL to the Customer is limited to the specific circumstance in which it was given and the same shall not affect VIL's right under this agreement in any way.
 - l. VIL may be required to disclose any information or particulars pertaining to the Customer to any authority, statutory or otherwise and reserves the right to so comply at its discretion.
 - m. VIL shall address all billing statements and any notices under this agreement or otherwise to the billing address given in this agreement unless advised, in writing, by the Customer.
 - n. VIL will not provide Customer data to third parties with the exception being when the data is provided to processors that print and/or despatch documents to the Customer, collect Customer's bill payment/arrears and/or other customer service or administrative purposes.
 - o. Calls to the Customer Service Centre by the Customer may be scrutinized only for the purposes of evaluating the quality of the Customer Support Service.
- Customer
 - a. The Customer hereby expressly agrees
 - b. To make payments for the Services on the following basis:
 - Payment will be due when VIL raises the Billing Statement on the Customer
 - Payment will be made on or before the due date mentioned in the Billing Statement, failing which VIL shall be entitled to charge specified late fees.
 - VIL shall be entitled to apply payments/deposits made by the Customer towards any Charges outstanding, including for any other VIL cellular connection held by Customer.
 - Payments will be made by cash, credit card or A/c Payee cheque or any other instrument drawn on any bank in the home circle and payable at that circle.
 - The Customer shall be liable for all Charges for the Services provided to the Customer whether or not the Services have been used by the Customer

- In the event of any dispute regarding the Charges, the Customer agrees to pay VIL Charges billed pending resolution of such dispute. The Customer shall be liable to pay for the Services provided even if he/she does not receive the bills. It will be the Customer's responsibility to make enquiries in case of non-receipt of bills.
 - Charges payable by the Customer are exclusive of taxes, duties or levies payable, unless expressly stated to the contrary in the Billing Statement.
 - Any advance/security deposit paid by the Customer shall be adjusted against any dues payable by the Customer to VIL and the balance, if any, will be refunded by VIL within 60 days from the deactivation of the Services.
- c. To make advance payment for Charges including tariff plan if billed to customer by VIL.
 - d. To not use or cause or allow others to use the Services for any improper, immoral or unlawful purpose including in any manner which may jeopardise or impair the operation of the Network and/or the Services.
 - e. To only use Equipment approved for use with the Network by DoT.
 - f. To comply with any instructions issued by the Government, the Authority or VIL, concerning the Customer's access to and use of the Services.
 - g. To inform VIL immediately and confirm the same in writing if the Equipment and/or the SIM Card is lost, stolen or damaged. The Customer will remain liable for all Charges incurred until the SIM Card is de-activated by VIL.
 - h. To furnish correct and complete information and documents as required by VIL from time to time. The Services agreed to be provided by VIL, shall always be subject to verification of the Customer's credentials and documents and if at any time, any information and/or documents furnished by the Customer is/are found incorrect or incomplete or suspicious, VIL shall be entitled to suspend/terminate the Service forthwith without any further notice.

For Prepaid customers

- (a) Charges shall inter alia include, fees, charges and rates chargeable by VIL for providing you the Services and additional services, wherever applicable.
- (b) SIM Card shall mean Subscriber Identification Module Card, bearing a cellular phone number for use with the equipment/handset to enable access to the Network in order to avail of the Services.
- (c) Service or Services shall mean cellular mobile telephony service and includes any value added service.
- Processing fees -The amount of administrative expenses (processing fees) which will/are being deducted from total prepaid value of service would vary from circle to circle and also over period of time. For more details please visit www.vodafone.in
- You have received Vodafone Prepaid SIM Card. You can utilize Vodafone Prepaid Recharges ("VPR") (ie recharge slips, e-top ups, special tariff vouchers, validity vouchers etc.) that may be available from time to time, on the terms & conditions as per this agreement & mentioned on/applicable for the respective VPR for refilling/extending validity of the SIM Card. VIL reserves the right to refuse such refilling/validity extension of a SIM Card at its discretion. The VPRs will be available in different denominations (which will be inclusive of taxes, processing/access fee and talk time), as may be decided by VIL.
- The break-up of the charges payable/paid by you & the validity period for this agreement are set out on the Vodafone Prepaid SIM pack and each VPR; or as notified from time to time by VIL. The charges are non-refundable in any circumstances whatsoever & are inclusive of service tax and other taxes payable (if any).

- Any increase/addition/introduction in taxes and/or levy of any taxes, levies, duties or any other statutory charges etc (present/future) shall be to your account without any notice to you and shall at all times be deemed to be part of tariff.
- Talktime charges will be as per the prevailing tariff applicable for the Service at the time of usage of the Service. VIL reserves the right to change the tariff, validity or any other terms and conditions applicable on the SIM Card/Service at any time, at its sole discretion or without any notice.
- (a) The Service is valid from the date of first call. In case of refilling the Service, the validity period shall be computed from the date of that refill. (b) If Service is refilled before the expiry of the validity period or within the grace period for carry forward of residual credit, specifically mentioned on the Vodafone Prepaid SIM Pack (after the expiry of the validity period), any residual credit shall be carried forward to the next validity period and the mobile service number will be held valid. No residual credit will be carried forward and shall lapse if the refill is done after expiry of such grace period for carry forward of residual credit. (c) Further, in case the Service is not refilled within the grace period for refilling mentioned on the Vodafone Prepaid SIM Pack (after the expiry of the validity period) or VPR, the Service stands cancelled and the mobile service number may be allotted to another customer as per discretion of VIL.
- You may call VIL's Interactive Voice Response ("IVR") system in order to know the residue in your account. You agree that any request/communication on VIL's IVR system or Short Message Service (SMS) or General Packet Radio System (GPRS) shall be deemed to be valid request/communication.
- Not all value added services available with VIL will be made available to you. VIL is entitled to change, vary, add or withdraw any or all value added services and/or to vary the charges/prices of these services at its sole discretion and without notice.
- The Subscriber shall pay to VIL all charges for the Services, including applicable charges for the value added/supplementary Services and other payable charges or levies as published and notified by VIL from time to time.
- VIL and its authorized representatives reserve the right to seek/verify the particulars provided in this agreement and/or in any other documents submitted to VIL.
- The grant of connection and subscription to the Services is at the sole discretion of VIL and VIL reserves the right to reject any application, for any reason without any liability whatsoever. The information provided by the Subscriber/gathered by VIL shall become VIL's property, even if the application is rejected.
- The subscriber agrees that all the information provided in the CAF is true and correct and the subscriber shall be solely responsible and liable if the same is found incorrect. VIL reserves the right to cancel the connection and withdraw the service if the information is found to be incorrect at any point of time and the balance amount on the card will not be refunded. The subscriber also agrees to provide further information as and when demanded by VIL, and to comply with all directions, guidelines, instructions etc. issued by VIL relating to the network, services and any/all matters connected to the services of VIL.

Disclaimer

Other warranties

VIL makes no representation or warranty other than those set forth in this agreement. VIL expressly disclaims all other warranties, express or implied, including, but not limited to any implied warranty of merchantability or fitness for a particular purpose.

Disclaimer of liability

- VIL shall not be liable to the Customer for any loss or damage whatsoever or howsoever caused, arising directly or indirectly in connection with this agreement, the Services, their use, application or otherwise, except to the extent to which it is unlawful to exclude such liability.
- Notwithstanding the generality of (a) above, VIL expressly excludes liability for consequential loss, damage or for loss of profit, business revenue, goodwill or anticipated savings.
- VIL at its discretion, may send to the Customer various information on his/her cellular number through SMS or otherwise, as an Additional Service. In case the Customer does not wish to receive such information he may notify VIL at the address mentioned herein.
- In the event that any exclusion contained in this agreement shall be held to be invalid for any reason, and VIL becomes liable for loss or damage that it may otherwise not have been liable, such liability shall be limited to the cost of the Services actually paid for by the Customer to VIL during the relevant period.
- Customer agrees to indemnify and keep VIL harmless and defend VIL at its own expense from and against all claims arising as a result of breach of this agreement and from all taxes, duties or levies.
- Customer agrees that any request/communication received from Customer's cellular number on VIL's Interactive Voice Response (IVR) system or Short Message Service (SMS) or General Packet Radio System (GPRS) shall be deemed to be a valid request/communication from the Customer. Nothing herein shall apply with respect to the notice to be given by the Customer section 9 or any other provisions of this agreement.

