

TELECOM CONSUMER'S CHARTER

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"Vodafone Idea Limited (formerly Idea Cellular Limited) is a partnership between Vodafone and Aditya Birla Group's Idea Cellular Limited. The partnership has been formed by a composite scheme of amalgamation of Vodafone Group Plc's two indirect subsidiaries in India namely Vodafone India Limited and Vodafone Mobile Services Limited with Aditya Birla Group's Idea Cellular Limited pursuant to requisite statutory and regulatory approvals.

Vodafone Idea Ltd. is India's largest telecom company with over 410 million subscribers, large distribution reach, multiple broadband carriers and a portfolio of technologies. We offer you more network coverage, more value and more excitement through products, services and solutions via our two loved brands – Vodafone and Idea.

The partnership is dedicated to contribute towards creating a truly 'Digital India' by enabling millions of citizens to connect and build a better tomorrow. We thank you for your long association with us and value our relationship greatly. "

What you need to know about tariffs

To know your current tariff just dial *111#. A tariff plan once offered shall be available for a minimum period of six months from the date of enrolment to that tariff plan. You are free to choose any other tariff plan, even during the said six months period. To know the best tariff for you, just dial 121.

All requests for the change of a postpaid tariff plan shall be accepted and implemented immediately or from the next billing cycle, this will be confirmed to you at the time of placing the request.

What you need to know about NMNP

- National Mobile Number Portability (NMNP) allows you to retain your existing mobile telephone number when you move from one access provider to another irrespective of the mobile technology or from one cellular mobile technology to another of the same access provider, Inter-Circle Pan-India (Full) MNP.

Salient features of MNP under these regulations are as follows:

- MNP Terms and condition: The total time frame for Port activation is 2 days for inter circle porting and 4 days for intra circle & corporate subscriber from the date of porting request received at mobile number portability service provider (Mentioned turnaround time is excluding Sundays & national holiday).

Following validation will be done upon UPC generation request & in case validation is failed UPC generation request will be rejected & communicated to subscriber.

- There are outstanding payments due from the subscriber by way of pending bill or bills, as the case may be, issued as per the normal billing cycle but before the date of application for porting.
- The porting request has been made before the expiry of a period of ninety days from the date of activation of a new connection.
- A request for change of ownership of the mobile number is under process.
- The mobile number sought to be ported in sub-judice.
- Porting of the mobile number has been prohibited by a Court of Law.
- The Unique Porting Code mentioned in the Porting request does not match with the Unique Porting Code allocated by the Donor Operator for the mobile number sought to be ported.
- There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but the subscriber has not complied with such exit clause.
- The validity of UPC code has expired
- For Corporate porting below validation will be done upon porting request.
- In case of a corporate mobile number, the porting request is not accompanied by a authorization letter from the authorized signatory of the subscriber.
- Authorized Letter not in Desired Format
- Incorrect Donor name or Recipient name or circle name
- Authorized signatory seal / signature not available in all pages
- Authorized Signatory Name missing / mismatch
- Authorized Signatory Signature missing / mismatch
- Authorized Signatory E-mail id missing
- Company letter head not valid

- Company name mismatch
- Company Stamp Missing
- Request for more than 100 number
- Mobile Number mentioned incorrect



What you need to know about VAS

No Value Added Service shall be provided to you without your explicit consent. If there are any Value Added Services that are provided to you free as part of a trial or a free look period, the same shall not be charged post the free look period without your explicit consent. Three days before the renewal of a Value Added Service you are subscribed to, you will receive an SMS confirming the due date of renewal of the said service along with charges and a toll free telephone number that will allow you to unsubscribe from the Value Added Service.

Dial 123(toll free) to know more on VAS offers available to you. You can easily deactivate any of your subscribed Value Added Services through our toll-free number 155223 either by IVR or by SMS.

- IVR – Dial 155223. After the language selection, list of all subscribed VAS will be narrated with option to deactivate.
- SMS – SMS STOP to 155223. List of all subscribed VAS will be sent by SMS with request to send the option by return SMS. The service shall be deactivated within 4 hours with a confirmatory SMS.

How to subscribe

You can do this conveniently through one single SMS short code 321 (toll free), using a single keyword START to activate. When you send 'START', you will get a list of categories which contain popular VAS Services which you may wish to activate.

What you need to know about Telecom Commercial Communication Customer Preference Regulation

If you do not want to receive commercial communications (call/SMS), simply you can register for Do Not Disturb (DND).

DND facility is available for subscriber with an option of selecting various preferences of getting communication. A subscriber can register DND via various medium i.e. through a SMS, IVR, Call, APP & Website.

DND will be activated immediately, however will be applicable after 24hrs

Further details to register/Deregister DND service is available in Annexures updated on page no. 24 to 27 of this document.

Process for registration of a complaint

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.

Vodafone Care

To register your complaint with us:

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 or service requests, call the customer care number 198 (toll free) and for queries on our product and services, call the general information number 199 from your Vodafone mobile phone (Charges 50p/3min (If you speak to an agent/obtain personal assistance). (more details on page 5). Or Write to the Manager - Customer Service for your region Or Visit us personally at a Vodafone Store near you. 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.

Appellate Authority - Appeal process

If you're unsatisfied with the response from Customer Care, you can make a further appeal to the Appellate Authority in your region with your complaint docket number (Appellate Officer details on page 8).

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 30 days after the expiry of the complaint resolution time limit. If there was any reason why you cannot file the appeal within 30 days, please do let us know, we may consider your case (upto 3 months)

- You need to provide your complaint docket number 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 within 3 days of filing your complaint. The appeal will be decided

within 39 working days 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.



You can further appeal to the Appellate Authority by calling on 198 (Toll Free)

Disconnection of Service

You can terminate the services by sending a written request via Fax, E-mail or by a telephone call to us. The services will be disconnected within seven days of your request. The termination of service shall be subject to the return or recovery of the equipment, wherever applicable. Any amount if due after adjusting the outstanding dues, will be refunded within 60 days.

Our responsibilities

Vodafone 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.
- You may also choose to approach the appellate authority, details on page 8, if you're not satisfied by the resolution.

Time taken to address your complaint:

As per the timelines specified by the regulation from time to time .The same will be confirmed to you at the time of registering a complaint.

The Appellate Authority will:

- Accept your appeal while capturing the docket number issued to you by Vodafone Care
- 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 address your appeal:

39 working days from the filing of the appeal

Our contact details

Vodafone Care

For any information on our services, products, new tariffs, new plans, offers, activation & deactivation processes and any other queries or details, **please dial 199 (toll free IVR) from your Vodafone phone or Email** as below. This IVR is available 24x7.

For any complaint and services request, you can call our toll free IVR number 198 (24X7) from your Vodafone number.

Sr. No	Circle	Consumer Care Number	General Information Number
1	Andhra Pradesh	198 / 9885098850	199 / 9885098850
2	Assam	198 / 9706097060	199 / 9706097060
3	BIHAR	198 / 9709097090	199 / 9709097090
4	Delhi	198 / 9811098110	199 / 9811098110
5	Gujarat	198 / 9825098250	199 / 9825098250
6	Haryana	198 / 9813098130	199 / 9813098130
7	Hima chalPra desh	198 / 9736097360	199 / 9736097360

8	Jammu and Kashmir	198 / 9796097960	199 / 9796097960
9	Karnataka	198 / 9886098860	199 / 9886098860
10	Kerala	198 / 9846098460	199 / 9846098460
11	Kolkata	198 / 9830098300	199 / 9830098300
12	Madhya Pradesh	198 / 9713097130	199 / 9713097130
13	Maharashtra and Goa	198 / 9823098230	199 / 9823098230
14	NESA	198 / 9774097740	199 / 9774097740
15	Mumbai	198 / 9820098200	199 / 9820098200
16	Orissa	198 / 9776097760	199 / 9776097760
17	Punjab	198 / 9888098880	199 / 9888098880
18	Rajasthan	198 / 9828098280	199 / 9828098280
19	Rest of Bengal	198 / 9732097320	199 / 9732097320
20	Tamil Nadu	198 / 9884098840 / 9843098430	199 / 9884098840 / 9843098430
21	UP (E)	198 / 9839098390	199 / 9839098390
22	UP (W)	198 / 9719097190	199 / 9719097190

Branch office address

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

Registered office: Vodafone Idea Limited (formerly Idea Cellular Limited), Suman Tower, Plot no.18, Sector 11, Gandhinagar – 382011, Gujarat T: +91 79 66714000 | F: +91 79 23232251

Region Address

Andhra Pradesh Vodafone Idea Limited (formerly Idea Cellular Limited), 6th Floor, Varun Towers II, Begumpet, Hyderabad-500016.

Assam Vodafone Idea Limited (formerly Idea Cellular Limited), RED DEN, NH – 37 Katahbari, Gorchuk, Guwahati, Assam-781035.

Bihar & Jharkhand Vodafone Idea Limited (formerly Idea Cellular Limited), BLOCK A, 3rd Floor, Sai Corporate Park, Rukanpura, Bailey Road, Opposite SSB Office, Patna-800014.

Delhi Vodafone Idea Limited (formerly Idea Cellular Limited), A-19, Mohan co-operative Industrial Estate, Mathura Road, Delhi-110044

Gujarat Vodafone Idea Limited (formerly Idea Cellular Limited), Vodafone Idea House, Building A, Corporate Road, Off. S.G. Highway, Prahladnagar, Ahmedabad – 380015.



Haryana Vodafone Idea Limited (formerly Idea Cellular Limited), Sarita Vihar – A 19, Ground Co-operative Industrial Estate, Mathura Road, New Delhi – 110044.

Himachal Pradesh Vodafone Idea Limited (formerly Idea Cellular Limited), Keonthal Complex, Khalini, Shimla (HP) 171002.

Jammu & Kashmir Vodafone Idea Limited (formerly Idea Cellular Limited), 3rd Floor, Sunny Square, Gangyal, Jammu – 180010.

Kerala Vodafone Idea Limited (formerly Idea Cellular Limited), VJ Tower, Vytilla PO, Ernakulam 682019.

Kolkata Vodafone Idea Limited (formerly Idea Cellular Limited), Srijan Tech Park, 7th floor, DN -52, Sector- V, Salt Lake City, Kolkata 700091.

Karnataka Vodafone Idea Limited (formerly Idea Cellular Limited), Ground Floor B Block Manuti Infotech Ctr, Koramangala Intermediate Ring Rd, Amarjyoti Layout, Bangalore-560071.

MP & Chhattisgarh Vodafone Idea Limited (formerly Idea Cellular Limited), 139-140 Electronic complex, Paradeshipura, Indore - MP – 452010.

Maharashtra & Goa Vodafone Idea Limited (formerly Idea Cellular Limited), The Metropolitan, FP No 27, Survey No 21, Old Pune-Mumbai Highway, Wakdevadi, Shivaji Nagar, Pune-411 003

Mumbai Vodafone Idea Limited (formerly Idea Cellular Limited), 2nd Floor, Skyline Icon, 86/92, Andheri Kurla Road, Marol Naka, Near Mittal Industrial Estate, Andheri East, Mumbai 400059.

North East Vodafone Idea Limited (formerly Idea Cellular Limited), Near Nazareth Hospital, Arbuthnot Road, Laitumkhrah, Shillong 793 003.

Odisha Vodafone Idea Limited (formerly Idea Cellular Limited), Unit - 41, E 52, Infocity, Chandrasekharpur, Chandaka Industrial Estate, Bhubaneswar – 751024.

Punjab Vodafone Idea Limited (formerly Idea Cellular Limited), C 105, Industrial Area, Phase VII Mohali, Punjab – 160055.

Rajasthan Vodafone Idea Limited (formerly Idea Cellular Limited), 5th Floor, Gaurav Tower, Malviya Nagar, Jaipur – 302017.

Tamil Nadu Vodafone Idea Limited (formerly Idea Cellular Limited), Tower 1, 9th Floor, TVH Belicia Towers, Block 94, MRC Nagar, Chennai 600 028.

UP (East) Vodafone Idea Limited (formerly Idea Cellular Limited), Shalimar Titanium, Plot Number TC/G 1/1, Vibhuti Khand, Gomti Nagar, Lucknow 226010.

UP (West) Vodafone Idea Limited (formerly Idea Cellular Limited), Sarita Vihar, A 19, First Floor, Mohan Co-operative Industrial Estate, Mathura Road, New Delhi – 110044.

West Bengal Vodafone Idea Limited (formerly Idea Cellular Limited), Srijan Tech Park, 7th floor, DN -52, Sector- V, Salt Lake City, Kolkata 700091.

Operational Timings: 10 AM to 6 PM

Service Areas	Appellate Authority	Appellate Address	Appellate Contact Detail	Appellate Email id.
Andhra Pradesh	Ms. Padmavathi PV	Vodafone Idea Limited, 6th Floor, Varun Towers II, Begumpet, Hyderabad-500016	Contact No: 9948002240 Fax No: 040-27764700	appellate.ap@vodafoneidea.com
Assam	Ms. Writuparna Gupta Baksi	Vodafone Idea Limited RED DEN, NH – 37 Katahbari, Gorchuk, Guwahati, Assam-781035	Contact No: 9706024365 Fax No: 9706197061	appellate.asm@vodafoneidea.com
Bihar	Mr. Gautam Borah	Vodafone Idea Limited, BLOCK A, 3rd Floor, Sai Corporate Park, Rukanpura, Bailey Road, Opposite SSB Office, Patna–800014	Contact No: 9709018279 Fax No: 0612-2540352	appellate.bih@vodafoneidea.com
Delhi	Ms. Puja Mehra	Vodafone Idea Limited, A-19, Mohan co-operative Industrial Estate, Mathura Road, Delhi -110044	Contact No: 01171032211 Fax No: 01126940154	appellate.delhi@vodafoneidea.com

Gujarat	Mr. Meghnad Mungale	Vodafone Idea Limited, Vodafone Idea House, Building A, Corporate Road, Off. S.G. Highway, Prahladnagar, Ahmedabad – 380015	Contact No: 7567860602 Fax No: 9825025989	appellate.Guj@vodafoneidea.com
Haryana	Mr. Vikram Bains	Vodafone Idea Limited, Sarita Vihar – A19, Ground Floor, Mohan Co-operative Industrial Estate, Mathura Road, New Delhi – 110044	Contact No: 9813090003 Fax No: 0184 2207410	appellate.har@vodafoneidea.com
Himachal Pradesh	Ms. Mandeep Kaur	Vodafone Idea Limited, Keonthal Complex, Khalini, Shimla (HP) 171002	Contact No: 9736397363 Fax No: 0172- 2236347	appellate.hp@vodafoneidea.com
Jammu & Kashmir	Ms. Mandeep Kaur	Vodafone Idea Limited, 3rd Floor, Sunny Square, Gangyal, Jammu - 180010	Contact No: 9796097979 Fax No: 0172- 2236347	appellate.jnk@vodafoneidea.com
Karnataka	Mr. Sunny Thomas K	Vodafone Idea Limited, Ground Floor B Block MarutiInfotech Ctr, Koramangala Intermediate Ring Rd, AmarJyoti Layout, Bangalore- 560071	Contact No: 8071712000 Fax No: 080 7171 1010	appellate.kar@vodafoneidea.com

Kerala	Name : Ms. Bindu Gopal	Vodafone Idea Limited, VJ Tower, Vytilla PO, Ernakulam 682019	Contact No: 9946123456 Fax No:0484280312 1	appellate.ker@vodafoneidea.com
Kolkata	Ms. Chandrani Mukherje e	Vodafone Idea Limited, Srijan Tech Park, 7th floor, DN -52, Sector- V, Salt Lake City, Kolkata 700091	Contact No: 9088118992 Fax No: 9830098241	appellate.kol@vodafoneidea.com
Madhya Pradesh	Mr. Amit Agrawal	Vodafone Idea Limited, 139-140 Electronic complex, Paradheshipura, Indore - MP - 452010	Contact No: 07314031414 Fax No: 0731- 2551304	appellate.mpcg@vodafoneidea.com
Maharashtra	Mr. Girish Holla	Vodafone Idea Limited, The Metropolitan, FP No 27, Survey No 21, Old Pune-Mumbai Highway, Wakdewadi, Shivaji Nagar, Pune-411 003	Contact No: 020 - 71718181 Fax No: 020- 71716666	appellate.mah@vodafoneidea.com
Mumbai	Shanthi Sharma	Vodafone Idea Limited, 2nd Floor, Skyline Icon, 86/92, Andheri Kurla Road, Marol Naka, Near Mittal Industrial Estate, Andheri East, Mumbai 400059	Contact No: 9820015713 Fax No: 022 71713888	appellate.mum@vodafoneidea.com

North East	Ms. Writuparna Gupta Baksi	Vodafone Idea Limited, Near Nazareth Hospital, Arbuthnot Road, Laitumkhrah, Shillong 793 003	Contact No: 9774024365 Fax No: 9774197741	appellate.nes@vodafoneidea.com
Orissa	Ms. Deepika Menon	Vodafone Idea Limited, Unit - 41, E 52, Infocity, Chandrasekhar pur, Chandaka Industrial Estate, Bhubaneswar - 751024	Contact No: 9090010078 Fax No: +91 674 7171767	appellate.orissa@vodafoneidea.com
Punjab	Ms. Mandeep Kaur	Vodafone Idea Limited, C 105, Industrial Area, Phase VII Mohali, Punjab – 160055	Contact No: 9888012346 Fax No: 0172- 2236347	appellate.Pun@vodafoneidea.com
Rajasthan	Mr. Mayank Srivastava	Vodafone Idea Limited, 5th Floor, Gaurav Tower, Malviya Nagar, Jaipur - 302017	Contact No: 9828996200 Fax No: 01417171999	appellate.raj@vodafoneidea.com
Tamil Nadu	Mr. Prasad Nair	Vodafone Idea Limited, Tower 1, 9th Floor, TVH Belicia Towers, Block 94, MRC Nagar, Chennai 600 028	Contact No: 9962099625 Fax No: 9884012345	appellate.tamilnadu@vodafoneidea.com

UP East	Mr. Vinay Saxena	Vodafone Idea Limited, Shalimar Titanium, Plot Number TC/G 1/1, Vibhuti Khand, Gomti Nagar, Lucknow 226010	Contact No: 9721980180 Fax No: +91 522 2723974	appellate.Upe@vodafoneidea.com
UP West	Mr. Vikram Bains	Vodafone Idea Limited, Sarita Vihar, A19, First Floor, Mohan Co-operative Industrial Estate, Mathura Road, New Delhi – 110044	Contact No: 9719143245 Fax No: 9990555888	appellate.upw@vodafoneidea.com
West Bengal	Ms. Chandrani Mukherjee	Vodafone Idea Limited, Srijan Tech Park, 7th floor, DN -52, Sector- V, Salt Lake City, Kolkata 700091	Contact No: 9093118992 Fax No: 9732097666	Appellate.wb@vodafoneidea.com

Quality of Service Benchmark as Prescribed by Regulator

Name of Parameter	Benchmarks	Averaged over a period
Metering and billing credibility - Postpaid	Not more than 0.1%	One Billing Cycle
Metering and billing credibility – Prepaid	Not more than 0.1%	One Quarter
Resolution of billing/ charging complaints	98% within 4 weeks and 100% within 6 weeks	One Quarter
Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	Within 1 week of resolution of complaint	One Quarter
Accessibility of call center/ customer care	≥ 95%	One Quarter
Percentage of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%	One Quarter
Termination/ closure of service	≤ 7 days	One Quarter
Time taken for refund of deposits after closures	100% within 60 days	One Quarter

Quality of Service Promised*

* Though Vodafone Idea Limited (formerly Idea Cellular Limited) will strive to meet the prescribed benchmarks but due to technical/practical reasons it might vary which will be duly intimated to the regulator.

Terms and Conditions (for Post-paid Customer)

Vodafone Idea Limited (formerly Idea Cellular Limited) An Aditya Birla Group and Vodafone Partnership and you ('you or the subscriber'), mutually agree to the following terms and conditions:

1. Definitions:

'Additional Services' means any services provided by VIL, other than and in addition to the transmission of voice calls "Voice Services".

'Authority' shall mean the Department of Telecommunications (DoT), Telecom Regulatory Authority of India (TRAI), Ministry of Communication and Information Technology (MOCIT), Government of India (GOI) and includes any officer of the Authority.

"Corporate Plan" shall mean tariff structure devised by VIL for Corporate Customers.

'Charges' means all fees, charges/ tariffs, interconnection cost and rates chargeable by VIL from time to time for provisioning to the Customer the Voice Services and Additional Services (collectively services) and all levies payable to the Authority, including but not limited to Wireless Planning Commission (WPC), fixed line and other Government levies.

'Customer' shall mean any person, partnership firm or such other organization which avails of the Services by entering into the requisite contract comprised of "Customer Acquisition Form" (CAF), Verification documents etc. and is subsequently activated on Customer on VIL to use the Services.

'DoT' means Department of Telecommunications, Ministry of Communication and Information Technology, Government of India.

'Equipment' shall include any GSM compatible cellular telephone, necessary for connection to the network in order to use the services.

'Government' shall mean the Government of India and/or State Governments of respective service area or such other local Authority, as the case may be.

'GSM' means Global System for Mobile Communications.

'Network' shall mean VIL telecommunications 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' mean Subscriber Identification Module Card.

2. Provision of Services:

VIL agrees to provide the services to the Customer subject to terms and condition of this Agreement. The customer will be required to fill in an additional CAF and provide the requisite verification details/documents for all additional connections (Individual/Individual Owned & Individual Paid (IOIP)). All types of Voice, SMS and Data offerings are a part of the licensed services. The usage charges for the services would be governed by the Tariff plan opted by you.

3. Obligation of VIL

VIL shall provide services with reference to and subject to the telecommunication operating license provided by DoT for permitting the operations of a telephony services.

VIL shall use reasonable effort to make services available to Customer at all times.

The Subscriber expressly agrees that activation of the SIM Card shall be subject to verification of the particulars and documents submitted by the Subscriber including tele-verification.

The availability and quality of services may be affected by factor outside VIL control such physical obstruction, geographic and weather conditions and other cause of radio interference or faults in other telecommunications network to which network is connected.

The services may be suspended in whole or in part at any time with proper notice and in compliance to existing guidelines, policies and regulations., however if the network fails or requires modifications or maintenance due to a sudden or force majeure event beyond control of operator, such advance notice may not be possible. The Customer will remain liable for all charges during the period of suspension, unless VIL in its discretion decides otherwise.

Please note all extra discounting promos (free SMS, free minutes, call charges on discounted rates, volume discounts on billing amount, roaming discounts & taxes waivers) on special deals or on Corporate Plans and Closed User Group (CUG), Vodafone Mobile Connect (VMC), Vodafone Live (VL), Blackberry (BB) and other Data services along with respective discounts on usage will be activated minimum of 72hrs from date of number activation or the request as the case may be.

The allotment of the cellular number will be made by VIL in its absolute discretion.

In the event of SIM card being lost or stolen, VIL will replace the SIM card as soon as it is reasonable & practicable, subject to the recovery of any charges for the same.

VIL has the sole right and discretion to vary or increase the charges at any time on reasonable notice to the Customer subject to regulation.

VIL reserve the right to apply a monthly financial limit and such other conditions for charges incurred by the Customer and to demand interim advance payment and also suspend (and/or disconnect access to the services if such limit is exceeded with proper intimation and in compliance to existing guidelines, policies and regulations

VIL reserve the right to vary the billing cycle at its sole discretion.

VIL has the right to check the credential of the Customer including the Customer financial standing & to use the services of any person or agency for such purposes.

Any waiver, concession or extra time allowed or granted by VIL to the Customer is limited to specific circumstances in which it was given and the same shall not affect VIL's right under this agreement in any ways.

VIL may be required to disclose any information or particulars pertaining to the Customer to any authority, statutory or otherwise and reserve the right to so comply at its sole discretion.

VIL will not provide Customer data to third parties with the exception being when the data is provided to processors that print &/or dispatch document to the Customer, collect Customer's bill, payment/arrears and/or other Customer service or administration purposes.

VIL shall address all billing statement and any notice under this agreement or otherwise to the billing address given in this agreement unless advise in writing, by the Customer.

Calls to the Customer service center by Customer may be scrutinize only for the purpose of evaluating the quality of Customer support service.

4. Obligation of the Customers:

The customer hereby expressly agrees

1) To make payment for services on the following basis:

a) Payment will be due when VIL raises the billing statement on the Customer.

- b) Payment will be made on or before due date mentioned in the billing statement, failing which VIL shall be entitled to charge interest @ 18% p.a. and /or late fee on all outstanding charges from the due date till the date of payment and shall be entitled to discontinue the services with due notice and process laid down in regulatory guidelines and rules
- c) VIL shall be entitled to apply payment/deposit made by Customer towards any charges outstanding including for any other VIL/Cellular connection held by Customer with proper intimation and in compliance to existing guidelines, policies and regulations
- d) Payment will be made by Cash, Credit cards or A/c payee cheque or NEFT/RTGS transfer or Net banking or pay bill any other instrument drawn on any bank in respective Service area and payable at respective Service area.
- e) 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.
- f) In the event of any dispute regarding the charges the Customer agrees to pay VIL charges build pending resolution of such disputes.
- g) VIL shall always ensure timely delivery of bills. The Customer shall be liable to pay for the services provided and in case where he/she does not receive the bills on time, the customer should appropriately inform us for a duplicate copy or bill on E-mail. It will be the customer's responsibility to make enquiries in case of non-receipt of bills.
- h) Charges payable by the Customer are exclusive of taxes, duties or levies payable, unless expressly stated to the contrary in the billing statement.
- i) Any advance/security deposit paid by the Customer shall be adjusted against any dues payable by the Customer to VIL and balance if any will be refunded by VIL within 60 days from the deactivation of the Services.
- 2) If your number is found to be used for promotional activity without registering as tele-marketer, your number will be restricted under usage capping of 20 calls & 20 SMS's per day for 30 days & 180 days upon first & second offence respectively. On further offences your number along with all numbers on same name & address shall be disconnected. The name & address shall be blacklisted for next 2 yrs & new subscription will be denied. If required to reissue, the same will be either reissued or refused as per the prevailing guidelines at that point of time.
- 3) The Subscriber hereby agrees that it shall be his/her responsibility to call up VIL call centre 59059 and conclude the tele verification process so as to enable VIL to activate his/her subscribed service plan
- 4) To make advance payment for Charges including tariff plan if billed to Customer by VIL
- 5) 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.
- 6) Shall only use Equipment approved for use with the Network by DoT.
- 7) To comply with any instructions issued by the Government the Authority or VIL, concerning the Customer's access to and use of the Services.
- 8) 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 deactivated by VIL
- 9) 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. In case any change of address of the Subscriber, the Subscriber agrees to inform VIL in writing with regard to change in address and furnish documents in support of such new address. In case during any time during the subscription, in case the Subscriber does not inform with regard to change in his address, then VIL reserves its right to disconnect the Services and/or cancel the connection without any notice in this regard and VIL shall not be liable to the Subscriber in any manner whatsoever.

- 10) That VIL may suspend the services in whole or in part as per the laid down regulatory guidelines and procedures. VIL reserve the right to charge for the reconnection as per existing guidelines, policies and regulations
- 11) To remain liable for the Charges during the period of suspension and thereafter
- 12) To 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.
- 13) To pay to VIL such amount as VIL may require as security for the due performance of the Customer's obligation under these Terms & Conditions. VIL, may set of these amount against any cost, damage or expense VIL which may suffer or incur as result of customer's failure to perform any of these obligations. Security Deposits amount shall not carry any interest.
- 14) To 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.
- 15) To notify VIL immediately in case of any complaints with regard to the Services.
- 16) To 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.
- 17) Subscriber may choose to activate the 'Cell Information Display' feature. If the Subscriber does so, any information received by the Subscriber shall be at the sole discretion of VIL and the Subscriber shall have no objection to the same.
- 18) Not to assign any right or interest under this agreement without prior notice and prior written consent if VIL.
- 19) To be bound at all times by any modifications and or variations made to these terms and conditions.
- 20) You are not entitled to assign/transfer/resell/lease/rent or create any charge/lien on the SIM Card or Service of any nature whatsoever. The SIM card in user terminal is non-transferable.
- 21) SIM Card/s and mobile phone service number/s are and shall always be the sole property of VIL and shall be returned by Customer upon termination and/or de-activation or temporary suspension of Services. Customer shall have no right to the same at any point of time, for any reason whatsoever.

5. Validity:

- i) Both parties agree that, this agreement has been duly authorized and executed and is valid and binding and is enforceable in law in accordance with its terms.
- ii) The validity construction and performance of this agreement shall be governed by and interpreted in accordance with the laws of the Republic of India.

6. Governing Law and Jurisdictions:

- i) The courts in respective service area shall have exclusive jurisdiction.
- ii) Should any provision of this agreement be or become ineffective or be held to be invalid, this shall not affect the validity of the remaining provisions. Any invalid provision in this agreement shall be replaced, interpreted or supplemented as the case may be in such a manner that the intended economic purpose of the agreement will be achieved.
- iii) This agreement is the complete and exclusive statement of the agreement between the parties and it supersedes all understanding or prior agreement, whether oral or written and all representations or other communications between the parties.
- iv) These terms and conditions are subject to the Indian Telegraph Act of 1885. The rules and regulation framed thereunder and any statutory modifications or re-enactment for the time being in force and any other Government regulations issued from time to time.

7. Disclaimer of 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 or merchantability or fitness for a particular purpose.

8. Disclaimer of liability

- i) 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.
- ii) Notwithstanding the generality of (a) above, VIL expressly excludes liability for consequential losses or damages including but not limited to any loss of profit, business revenue, goodwill or anticipated savings.
- iii) 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/she may notify VIL for discontinuation of such Additional Services or register themselves on The Telecom Commercial Communications Customer Preference Regulations, 2010.
- iv) In the event of any exclusion contained in this agreement shall be held to be invalid for any reason whatsoever, and VIL becomes/held to be 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.
- v) 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.
- vi) Customer agree that any request/communication received from Customers cellular number on VIL Interactive Voice Response (IVR) system or Short Message Service (SMS) or General Packet Radio System (GPRS) shall be deemed to be 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.

9. Termination

- a. "Disconnection of Services shall be governed by the Directions, Regulations issued by TRAI from time to time".
- b. Notwithstanding anything contained herein. VIL shall be entitled to terminate this agreement and the Services if
 - i. The Government or the Authority either suspends, terminates, nationalizes or takes over the License or the Services temporarily or otherwise
 - ii. At any time the Customer fails to satisfy the requisite credit checks or provides fraudulent Information to VIL
 - iii. The Customer fails to pay its subscription or the Charges due
 - iv. The Customer is in breach of any other terms of the agreement and the Customer does not remedy the breach within seven (7) days of the day of receipt of a written notice from VIL Specifying the breach
- c. The agreement may also be terminated at the option of either party, on the happening of the following events
 - i. if either party is declared insolvent, bankrupt or is liquidated or dissolved ii. if a trustee or receiver is appointed to take over the assets of either party
 - iii. 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
- d. 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
- e. 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.
- f. If the agreement is terminated for reasons of fraudulent information provided by the Customer the security deposit shall be forfeited.

10. Miscellaneous

All notices required to be given to VIL pursuant to this Agreement shall be in writing and shall be directed by registered post to the Registered Office at VIL along with Customer name and number.

11. Privacy

i) Subject as hereinafter provided in this clause, VIL shall preserve the secrecy of all details of financial transactions between the Subscriber and VIL to the extent required by general law.

ii) Notwithstanding the foregoing, the Subscriber hereby authorizes VIL to provide information relating to Subscriber's credit facility/ies and or other information to statutory /regulatory authorities Parties, Regulators, Organizations, Bodies, Credit Rating Bureau / Agency as may be deemed necessary at the sole discretion of VIL.

iii) Further, VIL is authorized, without reference to the Subscriber, to comply with any request and demand to furnish any information about the Subscriber from any Authority under the law.



12) Call Centre Access, Toll Free & General information number

a. For any Complaint and Services Request you can call our toll free number 198 IVR from your Vodafone number, this IVR is available 24 x 7.

b. For any information on our services, products, new tariffs, new plans, offers, activations & deactivations process and any other queries or details on 199 IVR (Toll free) from your Vodafone phone OR call Vodafone on +91 9820098200 from any phone, this IVR is available 24 x 7. If you wish to speak to a Customer Care Executive (Call Centre) it is chargeable as per existing regulations

13. The below list is as per DoT circular no.842-725/2005-VAS(Pt) dated 7th October,2009. This list may not be exhaustive and is subject to change as per instructions received for DoT from to time. For latest and complete list please visit www.vodafoneidea.com

Valid documents which can be enclosed for proof of Identity (All identity proof to have photo)

Passport .Arms License. Driving License. Election Commission ID card. Ration Card with Photo for the person whose photo is affixed .CGHS/ECHS card. Certificate of address with photo from Govt. recognized educational institutions (for student only). Income Tax PAN Card. Photo Credit card. Address card with Photo issued by Dept... Of Posts, Govt. of India. Smart card issued by CSD, Defense /Paramilitary. Current Passbook of Post Office/any Scheduled bank having Photo. Photo Identity Card (of Central Govt./PSU or State Govt/PSU only. Caste and domicile certificate with photo issued by Govt. recognized educational institutions (for student only)

Valid documents which can be enclosed For Proof of Address

Passport .Arms License. Driving License. Election Commission ID card. Ration Card with address. CGHS/ECHS card. Certificate of address with photo from Govt. recognized educational institutions (for student only). Water Bill (not older than last three months). Telephone Bill of fixed line (not older than three month).Electricity Bill (not older than three month) Income Tax assessment Order. Vehicle Registration Certificate. Registered Sale /Lease Agreement. Address Card with photo issued by Dept. Posts, Govt of India. Current passbook of post office/any scheduled bank. Photo Identity card having address (of Central Govt./PSU or state Govt/PSU only. Pensioner card with address. Freedom Fighter Card with address. Kissan Passbook with address. Credit Card statement (not older than last three months). Cast and domicile certificate with Address and photo issued by State Govt. like Assam and other states.

Registered Office: Suman Tower, Plot no. 18, Sector 11, Gandhinagar -382 011, Gujarat. T: +91 79 66714000 | F:+917923232251| www.vodafoneidea.com

Terms and Conditions (for Prepaid Customer)

Vodafone Idea Limited (formerly Idea Cellular Limited) An Aditya Birla Group and Vodafone Partnership or its successor, assignee, transferee, and you ('you ' or the 'subscriber') mutually agree to the following terms and conditions

1. 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.
2. You can utilize Vodafone Prepaid Recharges ('VPR') (i.e. plan vouchers, top up vouchers, recharge slips, e-Top Ups, special tariff 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 recharging/extending validity of the SIM Card. VIL reserves the right to refuse such recharging/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.
3. 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 & 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, if any, payable.
4. 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.
5. Talk time 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 within regulatory guidelines.
6. 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 Subscriber as per discretion of VIL.
7. 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.
8. 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 within regulatory guidelines.
9. The Subscriber shall pay to VIL all charges for the Services activated by the subscriber, 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.
10. a. VIL and its authorized representatives reserve the right to seek/verify the particulars provided by the Subscriber /or in any other documents submitted to VIL. The Subscriber expressly agrees that activation of the SIM Card shall be subject to verification of the particulars and documents submitted by the Subscriber including tele-verification.
b. Subscriber understands and agrees that:
 - i) he/she shall not hold more than nine connections in his/her individual name in the same telecom service area.
 - ii) If he/she is foreign national (not being a tourist) then Services will be available only during period of validity of his/her visa.

iii) If he is a foreign tourist then services will be available only during the period of validity of his/her visa or three months from the date of activation of Services whichever is earlier.



iv) If he/she is ship personnel deployed on ships while at the shore only during period of validity shore permit.

then Services will be available

11. 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.
12. The Subscriber agrees that all the information provided in the Prepaid application form 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. In case any change of address of the Subscriber, the Subscriber agrees to inform VIL in writing within 7 days of such change in address and furnish documents in support of such new address. In case during any time during the subscription, the Subscriber does not inform with regard to change in his address, then VIL reserves its right to disconnect the Services and/or cancel the connection forthwith without any notice in this regard and VIL shall not be liable to the Subscriber in any manner whatsoever. Subscriber hereby agrees that it shall be his/her responsibility to call up VIL call center on 59059 and conclude the tele-verification process so as to enable VIL to activate his/her service. If your number is found to be used for promotional activity without registering as tele-marketer, your number will be restricted under usage capping of 20 calls & 20 SMS's per day for 30 days & 180 days upon first & second offence respectively. On further offences your number along with all numbers on same name & address shall be disconnected. The name & address shall be blacklisted for next 2 yrs & new subscription will be denied. If required to reissue, the same will be either reissued or refused as per the prevailing guidelines at that point of time.
13. VIL makes no express or implied warranties whatsoever regarding the Service etc., and shall not be liable to you or to any other person (legal/natural) on your behalf. You hereby waive and agree to continue waiving any/all claims for any loss, delays, costs, expenses, fees, judgments, damages, direct, incidental or consequential arising out of any mistakes, omissions, interruptions, delays, errors, defects or other failures with respect to VIL or the billing arrangements/IVR system. Privacy of communication is protected so far as permitted by applicable laws. Calls to the customer service center by the Subscriber may be scrutinized only for the purposes of evaluating the quality of the customer support service. VIL will not provide the Subscriber data to third parties with the exception when the data are provided to processor that print and/or dispatch documents to the Subscriber.
14. VIL shall not be responsible for any civil or criminal liability incurred by the Subscriber due to any misuse of the Service provided by VIL i.e. any acts of commission or omission by the Subscriber.
15. VIL shall not be liable for any act of commission or omission of any dealer/retailer/ third party/suppliers/manufacturers/including any agency/company offering any privilege or benefits to Subscriber without specific permission of authority of VIL.
16. Service quality, functionality, availability and/or reliability may be effected, and/or VIL is entitled to, without any liability whatsoever, to refuse, limit, suspend, vary or disconnect the Service, in whole or in part, at any time, at its sole discretion with respect to one/all Subscribers, without any notice, for any reason which is found reasonable by VIL including, but not limited to the following
 - a. Government's rules, regulations, orders, directions, notifications etc. including changes thereto, prohibiting and/or suspending the rendering of such services.
 - b. Transmission limitations caused by the topographical, geographical, atmospheric, hydrological and/or mechanical conditions.
 - c. During technical failure/modification/upgradation or variation, relocation, repair and/or maintenance of the systems/ equipment.
 - d. To combat potential fraud, sabotage, willful destruction etc.
 - e. If Service is used in any manner, which violates any law etc. or adversely affects or interferes in any manner, the rendering of Services by VIL.
 - f. Any discrepancy/wrong particular(s) provided by the Subscriber in the Prepaid application form.
 - g. Breach of any terms and conditions of this Prepaid application form on the part of the Subscriber.
 - h. If rendering of Services becomes impossible in view of the problems arising on account of Interconnection between VIL and other telecom service providers.
 - i. Any other reason which is found to be reasonable by VIL, warranting suspension/disconnection.

j. Force Majeure circumstances (i.e. act of God). Subscriber may choose to activate the 'Cell Information Display' feature. If the Subscriber does so, any information received by the Subscriber shall be at the sole discretion of VIL and the Subscriber shall have no



objection to the same.

17. You shall not use the Service for any unlawful or abusive purpose, or for sending obscene, indecent, threatening, harassing, unsolicited messages, or messages affecting/infringing upon national or social interest, nor create any damage or risk to VIL or its network or Subscribers or any other person, natural or legal whomsoever and VIL reserves its right to withdraw its Services in such circumstances. Any such infringement or misuse shall under no circumstances be attributed to VIL. You shall be solely responsible for all such acts. You hereby agree to indemnify and hold harmless VIL and its officials/representatives against all suits, costs, damages or claims of any kind arising out of any act or omission or misuse of the Service by you or any other person with or without your consent.
18. The Subscriber hereby agrees to indemnify and hold VIL harmless against any claim against VIL for libel or slander arising out of communications sent or received by the Subscriber on the VIL network. The Subscriber shall also indemnify VIL for any claim against VIL arising out of any infringement or violation of copyright by the Subscriber or by anyone else using the mobile connection of the Subscriber.
19. You shall comply with all directions/instructions etc., issued by VIL relating to the Network, the Services and any/all matters connected therewith and provide VIL all other and further information and co-operation as VIL may require from time to time.
20. You must ensure the safekeeping of the SIM Card, original receipt of payment, and any other important document, as these might be required from time to time under different circumstances during interface with VIL.
21. In case of a lost/misplaced/stolen etc. SIM Card, the entire liability of the lost/misplaced/stolen SIM Card will be borne by you. No credit shall be given on the available balance of the lost/misplaced/stolen Card to you.
22. 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.
23. You are 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 Subscriber of his/her primary duty towards VIL for usage charges levied against the Subscriber.
24. It shall be the sole responsibility of the Subscriber to ensure that the mobile handset is compatible to the frequency allocated to VIL and other respective roaming service providers, for providing the Services in the service area. It is advised that the Subscriber should have a dual band handset.
25. Both parties shall act strictly according to the direction of a statutory body/authority, State Government or Government of India or any Court etc. and as per any applicable statute.
26. The Prepaid application form binds the Subscriber/its heirs/executors/ administrators/successors and permitted assigns to the terms & conditions of the Prepaid application form.
27. VIL, may at its sole discretion, vary, alter or amend any term(s) and condition(s) for providing the Services due to regulatory, administrative and/or commercial compulsions or for any other reason considered necessary in the interest of business operations. VIL shall also have the right to amend this Prepaid application form as this is necessary for the proper provisioning and conduct of the services on in public interest or is mandated by any change in applicable law or regulation or consequent to change in the terms on the license agreement granted to VIL.
28. If any part of this Prepaid application form is held invalid, the remaining provision will remain unaffected and enforceable, except to extent that VIL's rights/obligations under the Prepaid application form are materially impaired. The Subscriber represents that he/she has been fully informed about the services provided by VIL, its specifications requirements, limitations etc. and only thereupon signed the Prepaid application form. This Prepaid application form is the complete understanding between the parties hereto and it supersedes all understandings prior to this Prepaid application form, whether oral or written.
29. VIL's contractual rights and remedies, as well as those available at law or equity, are independent and cumulative.
30. The Subscriber has fully read/has been explained in vernacular, verbatim the contents of the Prepaid application form and understood the contents thereof and has signed it in token of its consent, with

the clear understanding that it is a valid and binding document and can be enforced by in accordance with the law.



31. In case the Subscriber is a company/firm on any subscription is taken in the company/firm, the Prepaid application form shall be duly signed and sealed by its constituted and authorized signatory.
32. I hereby declare my consent to the collection, processing and use of my personal data such as, including but not limited to, my name, contact details and employment related information for the purposes using the Services and Additional Services according to VIL's privacy policy displayed on its web site www.vodafone.in
33. CIBIL (Credit Information Bureau (India) Ltd.) clause:
 - i) Subject as hereinafter provided in this clause, Vodafone shall preserve the secrecy of all details of financial transactions between the Subscriber and VIL to the extent required by general law.
 - ii) Notwithstanding the foregoing, the Subscriber hereby authorizes VIL to provide information relating to Subscriber's credit facility /ies and or other information to statutory /regulatory authorities Parties, Regulators, Organizations, Bodies, Credit Rating Bureau / Agency as may be deemed necessary at the sole discretion of VIL.
 - iii) Further, VIL is authorized, without reference to the Subscriber, to comply with any request and demand to furnish any information about the Subscriber from any Authority under the law.
34. The validity, construction and performance of this Prepaid application form shall be governed by and interpreted in accordance with laws of the Republic of India. The Courts of respective service area shall have exclusive jurisdiction in respect of the subject matter of this Prepaid application form.
35. For MNP: i) Validity and Talk time cannot be carried forward from previous operator, the subscriber will have to purchase these afresh. ii) While on VIL's network lifetime validity will be according to the period VIL is allowed to operate iii) The number porting is subject to VIL's document and physical verification processes iv) In case MNP request is rejected for any reason, documents submitted will not be returned
36. As per govt regulations, for connections without any usage (Voice/Video calls, Outgoing SMS, Internet usage, VAS purchases with balance) for 90 days, following actions are liable to be performed by VIL.
 - i) For subscriber with < Rs. 20 balance, all services will be deactivated pending payment of Reactivation Fee for a period of 15 days. Number will be disconnected on Non Payment of said Fee within this period.
 - ii) For subscriber with > Rs. 20 balance, Automatic Number Retention Scheme will be put into effect - Rs 20 will be deducted and services will continue for 30 Days. If there is no usage till the end of this period, Point i or ii may come into effect, depending on the balance.
37. The below list is as per DoT circular no.842-725/2005-VAS(Pt) dated 7th October,2009. This list may not be exhaustive and is subject to change as per instructions received for DoT from to time. For latest and complete list please visit www.vodafoneidea.com

Valid documents which can be enclosed for proof of Identity (All identity proof to have photo)

Passport .Arms License. Driving License. Election Commission ID card. Ration Card with Photo for the person whose photo is affixed .CGHS/ECHS card. Certificate of address with photo from Govt. recognized educational institutions (for student only). Income Tax PAN Card. Photo Credit card. Address card with Photo issued by Dept... Of Posts, Govt. of India. Smart card issued by CSD, Defense /Paramilitary. Current Passbook of Post Office/any Scheduled bank having Photo. Photo Identity Card (of Central Govt./PSU or State Govt./PSU only). Caste and domicile certificate with photo issued by Govt. recognized educational institutions (for student only)

Valid documents which can be enclosed For Proof of Address

Passport .Arms License. Driving License. Election Commission ID card. Ration Card with address. CGHS/ECHS card. Certificate of address with photo from Govt. recognized educational institutions (for student only). Water Bill (not older than last three months). Telephone Bill of fixed line (not older than three month).Electricity Bill (not older than three month) Income Tax assessment Order. Vehicle Registration Certificate. Registered Sale /Lease Agreement. Address Card with photo issued by Dept. Posts, Govt of India. Current passbook of post office/any scheduled bank. Photo Identity card having address (of Central Govt./PSU or state Govt./PSU only). Pensioner card with address. Freedom Fighter Card with address. Kissan Passbook with address. Credit Card statement (not older than last three months). Cast and domicile certificate with Address and photo issued by State Govt. like Assam and other states.

DND – Registration & De-Registration keywords

Customer register/de-register DND services by sending SMS to 1909 with below mentioned keywords, or by calling 1909 IVR.

Annexure 1 Table - A

Customer can opt-out for any or all of following Commercial Communications Content category(ies) of content :-

Commercial Communications Category to be blocked or opted out	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All CC Categories (to be blocked) except transactional type of commercial communications	0	FULLY BLOCK
All CC Categories (to be blocked) except transactional and service type of commercial communications	50	BLOCK PROMO
(i) Banking/Insurance/Financial products/ credit cards,	1	BLOCK 1
(ii) Real Estate,	2	BLOCK 2
(iii) Education,	3	BLOCK 3
(iv) Health,	4	BLOCK 4
(v) Consumer goods and automobiles,	5	BLOCK 5
(vi) Communication/Broadcasting / Entertainment/IT,	6	BLOCK 6
(vii) Tourism and Leisure,	7	BLOCK 7
(viii) Food and Beverages;	8	BLOCK 8

Annexure 1 Table - B

Customer can opt-in for any or all of following Commercial Communications Content category(ies) of content:

UCC Category to be unblocked or opted in	IVRS: Call to 1909 and press at prompt to unblock	SMS to 1909 following text
All UCC Categories (to be unblocked)	90	UNBLOCK ALL
All UCC Categories (to be unblocked) except Promotional	51	UNBLOCK SERVICE
(i) Banking/Insurance /Financial products/ credit cards,	91	UNBLOCK 91
(ii) Real Estate,	92	UNBLOCK 92
(iii) Education,	93	UNBLOCK 93
(iv) Health,	94	UNBLOCK 94
(v) Consumer goods and automobiles,	95	UNBLOCK 95
(vi) Communication/Broadcasting / Entertainment/IT,	96	UNBLOCK 96
(vii) Tourism and Leisure,	97	UNBLOCK 97
(viii) Food and Beverages;	98	UNBLOCK 98

Annexure 2 Table-A

Customer can opt-out of any or all of following category(ies) of mode(s) of communication:

UCC Mode of Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All Categories of Mode (to be blocked)	10	BLOCK 10
(i) Voice Call,	11	BLOCK 11
(ii) SMS,	12	BLOCK 12
(iii) Auto Dialer Call (With Pre-recorded Announcement),	13	BLOCK 13
(iv) Auto Dialer Call (With Connectivity to live agent),	14	BLOCK 14
(v) Robo-Calls,	15	BLOCK 15

Annexure 2 Table - B

Customer can opt-in for any or all of following category(ies) of mode(s) of communication:

UCC Mode of Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All Categories of Mode (to be unblocked)	80	UNBLOCK 80
(i) Voice Call,	81	UNBLOCK 81
(ii) SMS,	82	UNBLOCK 82
(iii) Auto Dialer Call (With Pre-recorded Announcement),	83	UNBLOCK 83
(iv) Auto Dialer Call (With Connectivity to live agent),	84	UNBLOCK 84
(v) Robo-Calls,	85	UNBLOCK 85

Annexure 3 Table A

Customer can opt-out of any or all of following time bands

UCC Time band for Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All Time Bands (to be blocked)	20	BLOCK 20
(i) 00:00 Hrs to 06:00 Hrs,	21	BLOCK 21
(ii) 06:00 Hrs to 08:00 Hrs,	22	BLOCK 22
(iii) 08:00 Hrs to 10:00 Hrs,	23	BLOCK 23
(iv) 10:00 Hrs to 12:00 Hrs,	24	BLOCK 24
(v) 12:00 Hrs to 14:00 Hrs,	25	BLOCK 25
(vi) 14:00 Hrs to 16:00 Hrs,	26	BLOCK 26
(vii) 16:00 Hrs to 18:00 Hrs,	27	BLOCK 27
(viii) 18:00 Hrs to 21:00 Hrs,	28	BLOCK 28
(ix) 21:00 Hrs to 24:00 Hrs,	29	BLOCK 29

Annexure 3 Table - B

Customer can opt-in for any or all of following time band(s):

UCC Time band for Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All Time Bands (to be unblocked)	70	UNBLOCK 70
(i) 00:00 Hrs to 06:00 Hrs,	71	UNBLOCK 71
(ii) 06:00 Hrs to 08:00 Hrs,	72	UNBLOCK 72
(iii) 08:00 Hrs to 10:00 Hrs,	73	UNBLOCK 73
(iv) 10:00 Hrs to 12:00 Hrs,	74	UNBLOCK 74
(v) 12:00 Hrs to 14:00 Hrs,	75	UNBLOCK 75
(vi) 14:00 Hrs to 16:00 Hrs,	76	UNBLOCK 76
(vii) 16:00 Hrs to 18:00 Hrs,	77	UNBLOCK 77
(viii) 18:00 Hrs to 21:00 Hrs,	78	UNBLOCK 78
(ix) 21:00 Hrs to 24:00 Hrs,	79	UNBLOCK 79

Annexure 4 Table - A

Customer can opt-out of any or all of following day type(s):

UCC Day Type(s) for receiving Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All Day Type(s) (to be blocked)	30	BLOCK 30
(i) Monday	31	BLOCK 31
(ii) Tuesday	32	BLOCK 32
(iii) Wednesday	33	BLOCK 33
(iv) Thursday	34	BLOCK 34
(v) Friday	35	BLOCK 35
(vi) Saturday	36	BLOCK 36
(vii) Sunday	37	BLOCK 37
(viii) Public Holiday and National Holiday	38	BLOCK 38

Annexure 4 Table - B

Customer can opt-in for any or all of following day type(s):

Day Type(s) for receiving Commercial Communication (Choices for Preference(s))	IVRS: Call to 1909 and press at prompt to block	SMS: Send SMS to 1909 following text
All Day Type(s) (to be unblocked)	60	BLOCK 60
(i) Monday	61	BLOCK 61
(ii) Tuesday	62	BLOCK 62
(iii) Wednesday	63	BLOCK 63
(iv) Thursday	64	BLOCK 64
(v) Friday	65	BLOCK 65
(vi) Saturday	66	BLOCK 66
(vii) Sunday	67	BLOCK 67
(viii) Public Holiday and National Holiday	68	BLOCK 68

Note: Registration or change of preference shall be effective From D+1 days from the date of request.

