

TERMS AND CONDITIONS GOVERNING OFFERS AVAILABLE IN VODAFONE RED POSTPAID PLANS

A. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THE OFFERS ARE CONCEPTUALIZED, ORGANIZED AND HOSTED BY VODAFONE IDEA LIMITED FOR THE ELIGIBLE SUBSCRIBERS OF VODAFONE IDEA LIMITED (“**VIL**”) WHO HAVE SUBSCRIBED FOR VODAFONE RED POSTPAID PLANS.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VODAFONE IDEA LIMITED POSTPAID SUBSCRIBERS AVAILING THE VARIOUS OFFERS AVAILABLE WITH VARIOUS VODAFONE RED PLANS (“OFFERS”) DURING THE RESPECTIVE OFFER PERIODS AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THE OFFERS AVAILABLE WITH VARIOUS VODAFONE RED PLANS. BY AVAILING ONE OR MORE OF THE OFFERS, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS (“TERMS AND CONDITIONS”). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT AVAIL THE OFFERS.

For the purposes of these Terms and Conditions, wherever the context so requires “You” or “Your” shall mean any natural person who being an Eligible Subscriber has participated in the Offers.

B. DEFINITIONS

- a. “**Subscriber**” shall mean the rightful user of the Vodafone Idea Limited mobile connection who is either on prepaid or post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with Vodafone Idea Limited. In the event the user number / connection is registered in the name of a company/ firm, the employee who is authorized to use the MSISDN shall submit a No Objection Certificate (NoC) and authorization of the employer duly permitting the employee to use the number for subscribing for this Offer and accept the terms applicable herein.
- b. “**Active Subscriber**” shall mean a Subscriber who uses the Subscriber Identity Module (“SIM”) of Vodafone Idea Limited on a regular basis for purposes other than to participate in any offer or contest offered by Vodafone Idea Limited.
- c. “**Eligible Subscriber**” shall mean an Active Subscriber of Vodafone Idea Limited who has subscribed to Vodafone RED post-paid plans. An Eligible Subscriber must also satisfy the following criteria at the time of participation and during continuation of Offer:–
 - i. Subscriber must be an Indian citizen belonging to any one of the cities / Circles of Vodafone Idea Limited as mentioned herein;
 - ii. Subscriber must not have been subject of any criminal proceeding;
 - iii. Subscriber must not - be of an unsound mind; and
 - iv. Subscriber must not be under any legal disability to enter into contracts e.g. minority, insolvency, restraint by court order etc. and / or is otherwise prohibited from entering any contractual relationship.

VIL offers below Postpaid RED plans

1. REDX
2. RED Postpaid Plans - RED Entertainment & RED Entertainment+
3. RED Together (Family) Plan

1. REDX

REDX plan is available at a monthly rental of Rs 1099+GST. This Plan is not for commercial/Non-Retail use. Plan benefits are as detailed below:

- o **Voice**
 - o Unlimited Local, STD Calls from anywhere in India
 - o Unlimited voice call benefit will not be available for Commercial/Non-Retail use only as detailed in this document in **General Terms and Conditions** applicable
 - o ISD calls at special rates in 14 countries (to specific codes) as below [refer Annexure A for the list of applicable codes]
 - USA/Canada @ 50p/min;
 - China/Hong Kong @ Rs 2/min
 - Bangladesh/UK @ Rs 3/min
 - Australia/Bhutan/Germany/Kuwait/Malaysia/Pakistan/Singapore/Thailand@ Rs 5/min
 - o For other countries, standard ISD rates apply. For standard rates, visit <https://www.vodafone.in/postpaid/isd-call-rates>
- o **SMS**
 - o 100 Local, National and Roaming (national) SMS at no extra cost in every bill cycle.
 - o After the 100 free SMS as above, charges @ 25p/SMS shall apply for Local & National SMS upto 3000 SMS.
 - o Standard rates apply for International SMS, Local, National and Roaming (national) SMS beyond 3000 SMS
 - o From Home : Re 1 for Local/Rs 1.5 for STD/Rs 5 for ISD
 - o Form National Roaming : Rs 0.25 for Local/Rs 0.38 for STD/Rs 5 for ISD
- o **Data**
 - o Unlimited Data
 - o Unlimited data benefits will be available for non-commercial/retail usage only as detailed in this document in **General Terms and Conditions**
 - o On identification as commercial/Non-Retail data user, action will be taken by VIL on such subscribers i.e REDX customer will be downgraded by VIL from REDX plan to nearest (lower rental) limited data plan. If such customer is <6 months on REDX plan, then he/she will also be charged Rs. 3000 (incl taxes) in lieu of the benefits/services offered with this plan at no extra cost, irrespective of consumption of these benefits/services e.g Netflix, Amazon Prime, IR pack, Airport Lounge. The charge will be applied in subscriber's subsequent bill.
 - o Priority 4G Network on REDX plan as compared to other Vodafone Postpaid plans
 - o The data speed may vary depending on several factors including availability of 4G network, the nature of handset, network congestion, location of access, topography, barriers caused by constructions etc
- o **Premier Customer Service**
 - o Enjoy Premium Customer service at our helplines with access to our expert advisors
- o **Entertainment**
 - o 1 year Netflix subscription worth Rs 5988/- at no extra cost when availed from My Vodafone App.
 - o Rs 5988 will be passed to customer's Netflix account as 'Netflix Basic' Plan @ Rs 499*12Months
 - o If customer upgrades or downgrades his/her Netflix plan, the credit will be consumed accordingly and can get exhausted sooner than 1 year in some cases
 - o Detailed Netflix T&C shall apply which is available separately in this document.

- 1 year Amazon Prime subscription worth Rs 999/ at no extra cost when availed from My Vodafone App.
 - If '1 Year Amazon Prime at No Extra Cost' offer has already been availed on any other Postpaid plan of Vodafone Idea Limited, the customer will not be eligible for this benefit again. It is a one-time benefit.
 - Detailed T&C for the Amazon prime offer is available separately in this document
- 1 Year access to Zee5 subscription at no extra cost when availed through Vodafone Play
 - Detailed Vodafone Play T&C is available at www.vodafone.in
- 1 Year access to premium content and Live TV with Vodafone Play at no extra cost.
 - Detailed Vodafone Play T&C is available at www.vodafone.in

○ Travel

- i-Roam Pack for 7 days worth Rs. 2999 at no extra cost when activated from My Vodafone App
 - All applicable T&C of i-Roam pack are available at www.vodafone.in/ir
 - The offer can be availed only once every 12 months
- 4 'Airport Lounge Access' at no extra cost when availed through My Vodafone app in a year
 - Maximum 1 can be an International lounge within or outside India
 - Airport Lounge Access at select lounges will be capped at 1 per quarter.
 - This offer is provided by the service provider and is subject to special terms and conditions of the service provider. Terms & Conditions regarding the offer is detailed in this document.

○ Tickets

- Flat 10% OFF at www.tickets.com for select locations of attraction when availed from My Vodafone App.
- This offer is provided by the service provider and is subject to special terms and conditions of the service provider. For details, please visit www.tickets.com

○ HOTELS.COM

- Flat 10% OFF at HOTELS.COM when availed through My Vodafone App upto 31st March 2020
- The offer is provided by the service provider and is subject to special terms and conditions of the service provider. For details, please visit www.hotels.com

REDX Contract

- The minimum period of subscription to this Plan is for 6 months. If the subscriber seeks to exit from the plan either through plan change (postpaid/ prepaid) or through disconnection or is downgraded on account of Commercial/Non-retail usage, within 6 months (contract period) of enrolment to the REDX plan, the subscriber shall be liable towards the benefits/services offered with this plan at no extra cost, irrespective of consumption of these benefits/services e.g Netflix, Amazon Prime, IR pack, Airport Lounge etc and accordingly, the subscriber shall need to move to any available plan and subscriber shall be charged a minimum amount of INR 3000/- (incl taxes) in lieu of REDX plan's benefits for effecting any change of plan/disconnection. VIL however reserves its right to charge the full amount of such benefits as per prevailing rates of VIL/third party service providers' benefits/offers.

IMPORTANT

- Enrolment into REDX plan is for limited customers on the basis of first come first serve. It will be at the discretion of VIL to withdraw the plan for fresh enrolments.
- All the REDX benefits, T&C governing REDX extra benefits and REDX (Rental Rs 1099) Contract also applies to all existing REDX (rental Rs 999) subs.

2. RED Postpaid Plan

Customers who have subscribed to RED Postpaid plans mentioned herein below shall be entitled to the benefits noted against each plan

	RED Entertainment	RED Entertainment+
Benefits		
Vodafone PLAY subscription	1 year	1 year
Amazon Prime subscription*	1 year	1 year
Local + STD Calls	Unlimited	Unlimited
National Roaming	Unlimited	Unlimited
Data	40 GB	75GB
Roll-Over (incl data with Plan)	Upto 200 GB	Upto 200 GB
SMS	100 (L+S+NR)	100 (L+S+NR)
Monthly Rental	Rs399	Rs499

Post free allowance the data usage charges applicable are Rs20/GB for data; Local and National SMS at 25p/SMS; ISD Calls/SMS, National Roaming Calls/SMS and International Roaming Calls/SMS/Data rates as per standard rates, unless specified otherwise in the plan. Unlimited Local and/or STD calls, wherever mentioned, are applicable only to calls made from the home network; Incoming and outgoing roaming benefits, wherever mentioned, apply only while roaming on Vodafone Idea network. All billing pulse at per minute, data pulse at 10KB. *Refer Amazon Prime T&C in this document for details on eligibility and subscription offer

3. RED Together (Family) Plan

Customers who have subscribed to RED together family plans mentioned herein below shall be entitled to the benefits noted against each of these plans

RED Family Plans^				
	RED Together S	RED Together M	RED Together M	RED Together L
No. of Lines	2	3	4	5
Monthly Rental	598	749	899	999
Primary Plan Rental	399	399	399	399
Secondary Plan Rental	199	199	199	199
Family Discount %	0%	6.02%	9.74%	16.40%
Voice & Data				
Total Data (GB) (Including Extra Data for Family)	80	120	160	200
<i>Primary Data (GB)</i>	50	60	70	80
<i>Per Secondary Data (GB)</i>	30	30	30	30
<i>Data Rollover for Primary (GB) (Incl data with Plan)</i>	Upto 200	Upto 200	Upto 200	Upto 200
<i>Data Rollover for every secondary (GB) (Incl data with Plan)</i>	Upto 50	Upto 50	Upto 50	Upto 50
Voice : Local/STD/National Roaming	UL	UL	UL	UL
SMS (Local, STD, Nat Roaming) Per Month	100 Primary, 100 Secondary	100 Primary, 100 Secondary	100 Primary, 100 Secondary	100 Primary, 100 Secondary
Other Benefits				
VF Play (For Primary & Secondary)	1 year	1 year	1 year	1 year
Amazon Prime (For Primary)*	1 year	1 year	1 year	1 year

Post free allowance the data usage charges applicable are Rs20/GB for data; Local and National SMS at 25p/SMS upto 3000 SMS; ISD Calls/SMS, National Roaming Calls/SMS and International Roaming Calls/SMS/Data rates as per standard rates, unless specified otherwise in the plan. Unlimited Local and/or STD calls, wherever mentioned, are applicable only to calls made from the home network; Incoming and outgoing roaming benefits, wherever mentioned, apply only while roaming on Vodafone Idea network. All billing pulse at per minute, data pulse at 10KB.*Refer Amazon Prime T&C in this document for details on eligibility and subscription offer. ^Refer Red Together T&C for details regarding the offer.

Detailed Benefits of RED Postpaid plans and RED Together plans

- a. For the benefits/offers available under a relevant RED Plan, You have to refer the table above.
- b. If a customer changes the plan or moves to pre-paid, accumulated data will not be roll-over and will lapse and other associated benefits / bundled services like Amazon Prime subscription will also be deactivated.
- c. Amazon Prime subscription worth Rs 999 for 1 year comes with RED Entertainment+ (Rental Rs 499) and above plans at No extra cost. Detailed Amazon Prime T&C is available separately in this document.
- d. In Case of Family plans (RED Together) Amazon Prime is complimentary for Primary user only. Detailed Amazon Prime T&C is available separately in this document
- e. ISD and National Roaming Services shall be activated by default on your number. To deactivate, please contact Vodafone Customer Care
- f. A one-time activation Fee of Rs 99 & minimum refundable Security Deposit of Rs 199 will be applicable on all RED plans. The Security Deposit will be refunded to the subscriber post disconnection, after adjusting all dues.
 - a. For Delhi & Mumbai telecom circle, activation fee of Rs 250 and Rs 300 respectively would be levied with 'NIL' security deposit
 - b. Subscriber can deposit additional security deposit if they wish to do so. The additional security deposit will be added to the initial security deposit and will be refunded on disconnection, after adjusting all dues.
- g. "Roll-over" data mentioned in "Roll-over" refers to carry forward of any unused data from your current bill cycle to your next bill cycle. You can accumulate data up to defined limit as per each plan.
- h. The period or the "Extra Benefit" mentioned for Amazon Prime, Netflix & Vodafone PLAY will be as per the date of activation of the service. You need to activate these services, through the My Vodafone App, once you have enrolled into the plan. After the benefit period, you can either opt-out of the service or you will be charged subscription charges for whichever service you choose to continue.
- i. RED plans come with a zero rental inbuilt Worry Free data pack. Post consumption of free data quota provided and the accumulated data in the availed RED plan, the Eligible Subscriber shall be charged Rs.20/GB. Bill cap facility shall not be available/applicable in case the Worry Free pack is active.
- j. RED together refers to Postpaid Family plans & the benefits of RED Together/family is unique to its members, any customer in RED together/family plans construct will need to de-link the family and move to any available plans as individual connection before moving out from Vodafone Postpaid
- k. Extra Data for RED together family w.e.f 7th June 2019– Primary user will get 10GB extra for adding every secondary member and secondary user will get 10GB extra for joining the family
- l. Extra Data for RED Together family will not be eligible for data rollover. Only data quota of base plan will be eligible for data roll over
- m. All Secondary members activated on RED together Family plans with total family rental of Rs.598 or Rs.749 or Rs.899 or Rs.999 will be activated on the RED Add-On plan (monthly rental Rs199). This plan is available only as an exclusive add-on plan for secondary members of RED together family groups. This Add-On plans provides 20GB of inbuilt data with 50GB Data Rollover and has Data Paygo Charges of Rs.20/GB. The plan also provides Unlimited Local, STD & National Roaming calls free, along with 1 year subscription to Vodafone Play
 - a. Subscriber on REDX (RENTAL RS 1099)/ REDX (RENTAL RS 999) can also form RED together/Family using RED Add-on 199/available RED plans
- n. RED 199 plan is an add-on plan applicable only on RED entertainment (Rental Rs 399), REDX (Rental Rs 999) & REDX (Rental Rs 1099) plan. In case the primary connection (family member) choses to discontinue with RED entertainment (399 rental) or REDX (rental 999) or REDX (Rental Rs 1099) plan due to any reason or found without any RED plans or family construct, then the benefit of add-on plan will cease to exist for all the secondary members/Subs on RED Add-on 199 plan and alternatively the nearest existing rental plans available in the market will be offered/provisioned.

General Terms and Conditions

A. Unreasonable use of unlimited calling benefits

- a. It is unreasonable use of the Service/Promotion where Your use of the Service/Promotion is reasonably considered by Vodafone Idea Limited to be fraudulent use, to be contrary to the way the Service/Promotion is intended to be used, or to adversely affect the Vodafone Idea Limited's Network or other Vodafone customers' use of or access to the Service/Promotion or the Vodafone Idea Network.
- b. All consumer plans are meant only for the use of retail customers and are not meant for commercial/ non-retail use. Commercial/ non-retail usage is defined as (a) Calls to more than 300 unique numbers (mobile and/or landline and STD and/or ISD calls) in a week; AND (b) cumulative duration of Incoming calls < 15 minutes during any period of seven (7) consecutive days and (c) cumulative duration of Outgoing calls > 300 minutes per day, which is far in excess of the average daily talk time used by individual subscribers across telecom circles in India, being almost 60 times higher than national average daily talk time consumed by subscribers.

B. Unreasonable use of unlimited data benefits

- a. Data usage by any Individual subscriber on GSM Postpaid plan with 'UNLIMITED DATA' & Voice benefits having data usage greater than 150 GB along with voice usage less than 50 minutes (including incoming calls) in a bill cycle will be termed as commercial/Non-Retail usage of Data.
- b. Any subscriber with commercial/non-retail data usage as defined above will be termed as 'Commercial/non-retail Data User'. Vodafone Idea will reserve its right to identify such subscribers and withdraw the current unlimited data plan of all such 'Commercial/non-retail Data User' and assign nearest (lower rental) limited data retail plan available in market without giving any prior notice. Any plan exit clause (if applicable) will be applicable to all such subscribers.
- c. Data CUP applies for customer enrolling to such plans w.e.f 9th May 2020

C. INTERNATIONAL CALLS (ISD)

- a. Pack/Plan exclusive rate for ISD applicable only when in home network; Any calls made to ISD codes when on national roaming will be charged as per standard ISD rates. Standard ISD rates will apply to all other destinations and ISD codes. For details of ISD rates when in home network or on national roaming, visit <https://www.vodafone.in/postpaid/isd-call-rates>

D. Offer Area

- a. The Offer is valid across VIL circles as mentioned below –

Assam	Rajasthan	Maharashtra & Goa
Tamil Nadu (Incl Chennai)	West Bengal	Andhra Pradesh
Delhi	UP (East)	Madhya Pradesh & Chhattisgarh
Gujarat	UP (West)	Bihar
Haryana	Orissa	Jammu & Kashmir
Karnataka	Punjab	Himachal Pradesh
Kerala	Mumbai	
Kolkata	North East	

- b. Notwithstanding the foregoing, if the operation of or participation in the Competition is prohibited in any State and/or territory or part thereof as per applicable law, the Subscribers from such State and/or territory or part thereof shall not be eligible to subscribe to or participate in the Competition. No further notice shall be given by Vodafone Idea Limited in this regard.

E. MODIFICATION OF OFFERS

- a. Vodafone Idea Limited reserve the right, at their sole discretion, to modify these Terms & Conditions related to one or more of the Offers or any part thereof at any time during the relevant Offer Periods and without prior notice to You, if so required in view of business exigencies and/or guidelines issued / amended by TRAI, Department of Telecom (DOT) and/or statutory changes and the said modifications shall be binding on the participating Subscribers availing the Offer/s.
- b. If Vodafone Idea Limited modify these Terms, the modified terms will be posted on www.vodafone.in. You are therefore advised to check this Website regularly for any update(s) or amendment(s) made to these Terms and Conditions and in the event the modified or amended Terms and Conditions are not acceptable to You, You should discontinue participating in the Offer/s. Your continued participation in the Offer/s will constitute Your acceptance of the latest revised Terms and Conditions related to such Offer/s.

F. WITHDRAWAL OF OFFERS

Vodafone Idea Limited reserves the right to cancel, discontinue, suspend or prematurely withdraw one or more of the Offers at any time during its validity period as may be required in view of business exigencies and/or changes by TRAI, Department of Telecom (DOT) and/or statutory changes without any notice to You and the same shall be binding on the participating Subscribers availing such Offer/s.

G. DISCLAIMERS

- a. You agree that the Offers are being made purely on a "best endeavour" basis and subject to acceptance of these Terms and Conditions. Your participation in the Offer/s is voluntary and you expressly agree to avail the Offer/s at your sole risk. Vodafone Idea Limited shall not be responsible for any loss, injury or any other liability to any Subscriber arising due to participation in the Offer/s.
- b. Vodafone Idea Limited makes no representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of Your requirements or aspirations, timeliness, security of the Offer/s and/or any delay or failure to avail the Offer/s including due to technical or network problems. To the extent you choose to avail the Offer/s, you do so at your own initiative and you shall remain responsible for compliance with the Terms and Conditions herein, any applicable laws, including but not limited to applicable local laws. You agree not to hold Vodafone Idea Limited, its officers, directors, employees, affiliates, and agents or representatives liable for any direct, indirect, incidental, special, punitive or consequential damages, including loss of profits, incurred by You or any third party, in connection with the Offer/s.
- c. Vodafone Idea Limited reserves the right to change, suspend, remove, or disable access to the Offer/s at any time without notice. In no event will Vodafone Idea Limited be liable for the removal of or disabling of access to the Offer/s. Vodafone Idea Limited may also impose limits on the use of or access to the Offer/s, in any case and without notice or liability. Under the Offer/s, Vodafone Idea Limited's responsibility shall only be limited in providing Telecom Service on Vodafone Idea Limited network for Eligible Subscribers availing such Offer/s.
- d. Any claims, issues, damages or losses with regards to the quality or functionality of the third party services/offers will be the sole liability of the third party service providers. . For third party offers/services, the third party service provider terms and conditions shall apply.
- e. Vodafone Idea Limited will not have any responsibility related to the same and will not entertain any query or complaint of the participants.
- f. You shall indemnify and keep indemnified Vodafone Idea Limited, its officers, directors, employees, customers, affiliates and agents or representatives harmless from and against any and all actual claims, suits, proceedings, action, liabilities, expenses, costs (including attorney's fees and court costs), losses or damages of whatsoever nature, which Vodafone Idea Limited may incur, pay or become responsible arising out of or in connection with the Your breach of these Terms and Conditions. Vodafone Idea Limited shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

H. GENERAL

- a. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- b. There is no entry fee or cost attached for participating in the Offer/s.
- c. By availing the Offer/s, You confirm and waive the applicability of rules and regulations of the National Do Not Call registry and You agree to receive promotional messages and alerts under the current Offer and upcoming offers from Vodafone Idea Limited, as it may in its sole and absolute discretion decide.
- d. The Offers are subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of Vodafone Idea Limited
- e. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- f. The Subscriber shall also be bound by the terms and conditions of the third party content providers while availing such third party contents as may be offered under any particular RED plan. VIL shall not be responsible for any third party content offered with these RED plans.
- g. The Offers are subject to guidelines/directions issued by Telecom Regulatory Authority of India (TRAI), Department of Telecommunications (DOT) or any other statutory authority from time to time.
- h. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.
- i. Failure by Vodafone Idea Limited to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of those Terms and Conditions and shall not give rise to any claim by any person.
- j. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer/s.
- k. You hereby authorize Vodafone Idea Limited to collect your personal information including name, address and mobile number etc. and share with its partners so as to enable You to avail the Offer or the benefits as the case may be. Your personal information will be stored and processed in accordance with VIL Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.
- l. You agree that **Vodafone Idea** Limited has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with third parties.
- m. By participating in the Offer/s, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to Vodafone Idea Limited and to any third party content licensor to Vodafone Idea Limited that is made available through the Offers.
- n. These Terms and Conditions are governed in accordance with the laws of India. In the event of any disputes or any matter arising here from will be referred to a sole arbitrator to be appointed by Vodafone Idea Limited whose decision shall be final and binding on the parties. The place of arbitration shall be Mumbai.

United Kingdom	00447513	Rs 3/Min
United Kingdom	00447514	Rs 3/Min
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Australia	006119	Rs 5/Min
Australia	00614200	Rs 5/Min
Australia	006141500	Rs 5/Min
Australia	006141501	Rs 5/Min
Australia	006141502	Rs 5/Min
Australia	0061433860	Rs 5/Min
Australia	0061433861	Rs 5/Min
Australia	0061433862	Rs 5/Min
Australia	0061433863	Rs 5/Min
Australia	0061433864	Rs 5/Min
Australia	0061433865	Rs 5/Min
Australia	0061433866	Rs 5/Min
Australia	0061433867	Rs 5/Min
Australia	0061433868	Rs 5/Min
Australia	0061433869	Rs 5/Min
Australia	00614300042	Rs 5/Min
Australia	00614300043	Rs 5/Min
Australia	00614300044	Rs 5/Min
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Australia	00614300046	Rs 5/Min
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Australia	00614300059	Rs 5/Min
Australia	006113	Rs 5/Min
Australia	0061884	Rs 5/Min
Australia	0061893	Rs 5/Min
Australia	0061	Rs 5/Min
Australia	00611	Rs 5/Min
Australia	0061286	Rs 5/Min
Australia	0061298	Rs 5/Min
Australia	0061392	Rs 5/Min
Australia	0061732	Rs 5/Min
Australia	0061755	Rs 5/Min
Australia	00612865	Rs 5/Min

Australia	00612986	Rs 5/Min
Australia	00613622	Rs 5/Min
Australia	00613923	Rs 5/Min
Australia	00617324	Rs 5/Min
Australia	00617559	Rs 5/Min
Australia	00618842	Rs 5/Min
Australia	00618935	Rs 5/Min
Australia	006128650	Rs 5/Min
Australia	006129866	Rs 5/Min
Australia	006136222	Rs 5/Min
Australia	006139232	Rs 5/Min
Australia	006175595	Rs 5/Min
Australia	006188421	Rs 5/Min
Australia	006189357	Rs 5/Min
Australia	006189392	Rs 5/Min
Bhutan	00975	Rs 5/Min
Bhutan	0097577	Rs 5/Min
Christmas Island	00618	Rs 5/Min
Germany	0049164	Rs 5/Min
Germany	0049168	Rs 5/Min
Germany	0049169	Rs 5/Min
Germany	00491672	Rs 5/Min
Germany	0049	Rs 5/Min
Germany	00491	Rs 5/Min
Germany	004988	Rs 5/Min
Germany	00497	Rs 5/Min
Germany	004911	Rs 5/Min
Germany	004970	Rs 5/Min
Germany	0049119	Rs 5/Min
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Germany	0049176	Rs 5/Min
Germany	0049177	Rs 5/Min
Germany	0049178	Rs 5/Min
Germany	0049179	Rs 5/Min
Germany	0049701	Rs 5/Min
Germany	00491521	Rs 5/Min
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Germany	00491570	Rs 5/Min
Germany	00491579	Rs 5/Min
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Germany	004916	Rs 5/Min
Germany	004917	Rs 5/Min
Germany	00491520	Rs 5/Min
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Germany	00491526	Rs 5/Min
Germany	00491573	Rs 5/Min
Germany	00491575	Rs 5/Min
Germany	00491577	Rs 5/Min
Germany	00491578	Rs 5/Min
Germany	00491590	Rs 5/Min
Germany	00491770	Rs 5/Min
Kuwait	00965	Rs 5/Min
Kuwait	0096566	Rs 5/Min
Kuwait	00965600	Rs 5/Min
Kuwait	00965603	Rs 5/Min
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Kuwait	00965676	Rs 5/Min
Kuwait	00965690	Rs 5/Min
Kuwait	00965696	Rs 5/Min
Kuwait	00965699	Rs 5/Min
Kuwait	009656700	Rs 5/Min
Kuwait	009656701	Rs 5/Min
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Kuwait	009656779	Rs 5/Min
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Kuwait	009656939	Rs 5/Min
Kuwait	0096566302	Rs 5/Min
Kuwait	0096566304	Rs 5/Min
Kuwait	0096566305	Rs 5/Min
Kuwait	0096566306	Rs 5/Min
Kuwait	0096566307	Rs 5/Min
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Kuwait	0096566375	Rs 5/Min
Kuwait	0096566376	Rs 5/Min
Kuwait	0096566378	Rs 5/Min
Kuwait	0096566386	Rs 5/Min
Malaysia	006012	Rs 5/Min
Malaysia	006013	Rs 5/Min
Malaysia	006014	Rs 5/Min
Malaysia	006016	Rs 5/Min
Malaysia	006019	Rs 5/Min
Malaysia	0060142	Rs 5/Min
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Malaysia	0060146	Rs 5/Min
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Malaysia	0060149	Rs 5/Min
Malaysia	0060	Rs 5/Min
Malaysia	00601	Rs 5/Min
Malaysia	00601030	Rs 5/Min
Malaysia	00601031	Rs 5/Min
Malaysia	00601032	Rs 5/Min
Malaysia	00601033	Rs 5/Min
Malaysia	00601034	Rs 5/Min
Malaysia	00601050	Rs 5/Min
Malaysia	00601051	Rs 5/Min
Malaysia	00601052	Rs 5/Min
Malaysia	00601053	Rs 5/Min
Malaysia	00601054	Rs 5/Min
Malaysia	00601056	Rs 5/Min
Malaysia	00601057	Rs 5/Min
Malaysia	00601058	Rs 5/Min
Malaysia	00601059	Rs 5/Min

Thailand	006695053	Rs 5/Min
Thailand	006695054	Rs 5/Min
Thailand	006695056	Rs 5/Min
Thailand	006695057	Rs 5/Min

Thailand	006695117	Rs 5/Min
Thailand	006695118	Rs 5/Min
Thailand	006695119	Rs 5/Min
Thailand	006695120	Rs 5/Min

Thailand	00668741712	Rs 5/Min
Thailand	00668741713	Rs 5/Min
Thailand	00668741714	Rs 5/Min
Thailand	00669425067	Rs 5/Min

TERMS AND CONDITIONS GOVERNING THE OFFER "RED TOGETHER"

C. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THE OFFER IS CONCEPTUALIZED, ORGANIZED AND HOSTED BY VODAFONE IDEA LIMITED (HEREINAFTER COLLECTIVELY REFERRED TO AS "VIL") FOR THE ELIGIBLE SUBSCRIBERS OF VIL.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VIL POST PAID SUBSCRIBERS AVAILING VARIOUS VODAFONE RED PLANS AND PARTICIPATING (SUBJECT TO ELIGIBILITY) IN THE OFFER KNOWN AS "RED TOGETHER" ("Offer") DURING THE OFFER PERIOD AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THIS OFFER KNOWN AS "RED TOGETHER". BY PARTICIPATING IN THE OFFER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS ("TERMS AND CONDITIONS"). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THE OFFER.

For the purposes of these Terms and Conditions, wherever the context so requires "You" or "Your" shall mean any natural person who being an Eligible Subscriber has participated in the Offer.

D. DEFINITIONS

- d. "**Subscriber**" shall mean the rightful user of the VIL mobile connection who is either on prepaid or post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with VIL. In the event the user number / connection is registered in the name of a company/ firm, the employee who is authorized to use the MSISDN shall submit a No Objection Certificate (NoC) and authorization of the employer duly permitting the employee to use the number for subscribing for this Offer and accept the terms applicable herein.
- e. "**Active Subscriber**" shall mean a Subscriber who uses the Subscriber Identity Module ("SIM") of VIL on a regular basis for purposes other than to participate in any offer or contest offered by VIL.
- f. "**Consent**" shall mean consent by a secondary member for transfer of payment responsibility to the primary member of a group. By giving Consent, a secondary member also allows the primary member to view the bill details of the consenting secondary member.
- g. "**Eligible Subscriber**" shall mean an Active Subscriber of VIL who has subscribed to Vodafone RED post-paid plans. An Eligible Subscriber must also satisfy the following criteria at the time of participation and during continuation of Offer:–
 - i. Subscriber must be an Indian citizen belonging to any one of the telecommunication service areas of VIL as mentioned herein;
 - ii. Subscriber must not have been subject of any criminal proceeding;
 - iii. Subscriber must not - be of an unsound mind; and
 - iv. Subscriber must not be under any legal disability e.g. minority, insolvency, restraint by court order etc. and / or is otherwise prohibited from entering any contractual relationship.
 - v. Dongles/ devices can also be added & be included in the count of total members in a group. In such a case, consent will have to be given by the primary member himself/ herself.

E. RESTRICTIONS

- a. A Vodafone dongle number cannot be a primary member in the group;
- b. A COCP (Company owned company paid) and COIP (Company owned individual paid) customers are not eligible to create or participate in a Red Together group;
- c. Vodafone post-paid subscribers having inactive or barred post-paid connections shall not be eligible to create or participate in a Red Together group;
- d. Old Vodafone Red family customers shall not be eligible to create or participate in a Red Together group. Old Vodafone RED Family customer will first have to give request for deactivation of the old RED Family hierarchy in order to form or join a Red Together group;
- e. Vodafone prepaid customers shall not be eligible to create or participate in a Red Together group;
- f. A Vodafone customer who is already a member of a Red Together group shall not be eligible to create or participate in another Red Together group;
- g. Groups cannot be formed with post-paid connections registered in different telecom circles. A Vodafone customer belonging to a particular telecom circle shall be eligible to create or participate in a Red Together group only with members belonging to the same telecom circle.
- h. A member of a group shall not be entitled to transfer his / her mobile connection to any third party including his / her blood relations.

F. OFFER DETAILS – DESCRIPTION, GROUP FORMATION, ACTIVATION, PLANS, BILLING AND REMOVAL

1. DESCRIPTION

- a. 'Red Together' is an offer which may be availed by a group of individual subscribers of VIL availing various pre-defined Vodafone Red Plans available during the Offer Period;
- b. Each group consists of primary and secondary members. Maximum group size may be of 6 members, i.e. 1 primary member and 5 secondary members. This Offer enables a single bill for all group members with primary member having the payment responsibility for all members in the group.
- c. Primary Member shall be entitled to –
 - a. Add or remove secondary members in a group;
 - b. Select Vodafone Red plans for self and secondary members in a group;
 - c. Receive the single consolidated monthly bill at his registered email ID and/or billing address; no separate bills will be generated for secondary members;
 - d. Get consolidated view of all secondary members' bills with itemized details if already enrolled for itemised bills; else a consolidated summary bill for primary and secondary members will be sent to the primary member;
 - e. Buy packs for the secondary member's account. Secondary members cannot buy any add-on packs for themselves. However, secondary member can activate certain services & VAS for their own accounts.
- d. Primary Member shall be responsible and liable to pay the monthly bills for all the members of the group; in case of non-payment by primary member, connections of all members in the group will get barred / suspended.
- e. A secondary member acknowledges and agrees that upon providing Consent to be added in a group, said secondary member authorises the primary member to view the billing details of the said secondary member.

2. GROUP FORMATION

- a. An existing Vodafone post-paid customer will be added as a secondary member into a Red Together group only after such customer has provided consent to be added the group as a secondary member. Such Consent is required to be given within 7 days of the request being raised by the primary member. For this, such customer will receive an interactive SMS everyday whereby he / she will be able to provide consent.
- b. Add-On Connections:
 - i. In case a primary member has existing add-on connections while creating a Red Together group, then all the existing add-on connections will also have to be moved to the group & each number will get request to give consent via SMS.
 - ii. In case a secondary member has existing add-on connections & gives Consent for any one or more of such connections to be added to a Red Together group, then the remaining add-on connections will continue for such member as independent add-on connections and shall be eligible for inclusion in any other group..

3. MNP/ NATIONAL MNP ACTIVATIONS

- a. New post-paid customers of Vodafone, who wish to join through MNP/ National MNP process, cannot directly form Red Together group as primary member at the time of activation while submitting Customer Agreement Form. They need to be activated first as Vodafone postpaid connection and then only the postpaid subscriber can form a group as a primary member.
- b. New post-paid customers of Vodafone, who wish to join through MNP/ National MNP process can be added as secondary members to a Red Together group at the time of activation by giving details of existing primary member while submitting Tariff Enrollment Form.
 - i. Existing primary member of such a Red Together group will have to provide consent for addition of the new Vodafone postpaid subscribers as secondary member by signing the Tariff Enrollment Form at the time of submission of the Customer Agreement Form of said secondary members
 - ii. No separate consent SMS will be sent to said secondary members in this case. Their signature on the Tariff Enrollment Form will be deemed as consent to be added as a secondary member to the said Red Together group
 - iii. The said secondary members will first be added to the said Red Together group but the benefit of Red Together offers, accruing on account of additional members, will apply only from the subsequent bill cycle of the primary member .

4. PLAN ELIGIBILITY

- a. All individual subscribers can operate as group members on a set of pre-defined Red plans available during the Offer Period and defined in the Tariff Enrollment Form. These plans may vary for primary and secondary members. These plans may also change from time to time basis regulatory guidelines and business exigencies.
- b. In case a customer forming a Red Together group exists on a plan which is not a pre-defined plan which is eligible for Red Together group, such customer will have to change his plan to one of the pre-defined plans eligible for forming Red Together group;
- c. In case an existing Vodafone post-paid subscriber is added as a secondary member and the plan chosen by primary member is different from the existing plan of the secondary member, the primary member's choice of plan will hold and the existing plan of the secondary member will be changed to the plan selected for him / her by primary member;
- d. There may be certain plans available only for secondary members of a Red Together group, defined as "Secondary Exclusive" plans.
- e. If a secondary member is on a Secondary Exclusive plan, then at the time of being delinked from the group for any reason, such secondary member shall be mandatorily required to change his / her plan to a regular RED or any other available postpaid plan.

5. BILLING OF RED PLANS

- a. Bill cycle of an existing Vodafone post-paid subscriber, who has been added as a secondary member in a group, will be changed & merged with bill cycle of the primary member.
- b. In case an existing Vodafone post-paid customer is added as a secondary member into a Red Together group, such member shall receive a separate bill in the first month pertaining to the period prior to joining the Group and will have to make the payment for the same with his / her old relationship number / account ID with Vodafone. Usage of such secondary member during the same month but pertaining to the period after joining the group will be billed along with the usage of the other secondary members of the group in the consolidated bill to be received by the primary member.

6. REMOVAL OF MEMBERS

- a. Deactivation of the group can happen on a request by primary member only, or upon voluntary/ involuntary/ postpaid to prepaid migration churn of primary member. In both cases, all secondary members will be delinked from the group & become individual subscribers with independent payment responsibility.
- b. Delinking of any particular secondary member can happen on a request by primary member or voluntary churn/ postpaid to prepaid migration request by the secondary member. In such a case only that secondary member will be removed from the group & become individual subscriber with independent payment responsibility.

G. OFFER PERIOD

- a. This is a limited period offer by VIL, available from November 25 2017, 00:00:01 hrs. till further notice to be announced by VIL. VIL reserves the right to extend or shorten the Offer Period, as it deems fit.

H. OFFER AREA

- a. The Offer is valid in all Indian telecom service areas as mentioned below –
 - i. All telecom service areas within the geographical limits of India
 - ii. Notwithstanding the foregoing, if the operation of or participation in the Offer is prohibited in any State and/or territory or part thereof as per applicable law, the Subscribers from such state and/or territory or part thereof shall not be eligible to subscribe to this Offer. . No further notice shall be given by VIL in this regard.

I. MODIFICATION OF OFFER

- a. VIL reserve the right, at their sole discretion, to modify these Terms & Conditions of the Offer or any part thereof at any time during the Offer Period and without prior notice to You, if so required in view of business exigencies and/or guidelines issued / amended by TRAI, Department of Telecom (DOT) and/or statutory changes and the same shall be binding on the participating Subscribers availing this Offer.
- b. If VIL modify these Terms, the modified terms will be posted on www.vodafone.in. You are therefore advised to check this Website regularly for any update(s) or amendment(s) made to these Terms and Conditions and in the event the modified or amended Terms and Conditions are not acceptable to You, You should discontinue participating in the Offer. Your continued participation in the Offer will constitute Your acceptance of the latest revised Terms and Conditions.

J. WITHDRAWAL OF OFFER

- a. VIL reserves the right to extend, cancel, discontinue, suspend or prematurely withdraw the Offer at any time during its validity as may be required in view of business exigencies and/or changes by TRAI, Department of Telecom (DOT) and/or statutory changes without any notice to You and the same shall be binding on the participating Subscribers availing this Offer.

K. DISCLAIMERS

- a. You agree that this Offer is being made purely on a “best endeavour” basis and subject to acceptance of these Terms and Conditions. Your participation in the Offer is voluntary and You expressly agree to avail the Offer at your sole risk. VIL shall not be responsible for any loss, injury or any other liability to any Subscriber arising due to participation in the Offer.
- b. VIL makes no representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of Your requirements or aspirations, timeliness, security of the Offer and/or any delay or failure to avail the Offer including due to technical or network problems. To the extent you choose to avail this Offer, you do so at your own initiative and You shall remain responsible for compliance with the Terms and Conditions herein, any applicable laws, including but not limited to applicable local laws. You agree not to hold VIL, its officers, directors, employees, affiliates, and agents or representatives liable for any direct, indirect, incidental, special, punitive or consequential damages, including loss of profits, incurred by the Winner or any participant or third party, in connection with the Offer or arising otherwise.
- c. VIL reserves the right to change, suspend, remove, or disable access to the offer at any time without notice. In no event will VIL be liable for the removal of or disabling of access to the offer. VIL may also impose limits on the use of or access to the offer, in any case and without notice or liability. Under this offer, VIL’s responsibility shall only be limited in providing Telecom Service on VIL’s network for Eligible Subscribers availing this Offer.
- h. Any claims, issues, damages or losses with regards to the quality or functionality of the prizes awarded under this Offer will be the sole liability of the manufacturers. VIL will not have any responsibility related to the same and will not entertain any query or complaint of the participants.
- i. You shall indemnify and keep indemnified VIL, its officers, directors, employees, customers, affiliates and agents or representatives harmless from and against any and all actual claims, suits, proceedings, action, liabilities, expenses, costs (including attorney’s fees and court costs), losses or damages of whatsoever nature, which VIL may incur, pay or become responsible arising out of or in connection with the Your breach of these Terms and Conditions. VIL shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

L. GENERAL

- a. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- b. All consumer plans having unlimited calling benefits are meant only for the use of retail customers and are not meant for commercial/ non-retail use. Commercial/ non-retail usage is defined as (a) Calls to more than 300 unique numbers (mobile and/or landline and STD and/or ISD calls) in a week; AND (b) cumulative duration of Incoming calls < 15 minutes during any period of seven (7) consecutive days and (c) cumulative duration of Outgoing calls > 300 minutes per day, which is far in excess of the average daily talk time used by individual subscribers across telecom circles in India, being almost 60 times higher than national average daily talk time consumed by subscribers.
- c. By availing this Offer, You confirm and waive the applicability of rules and regulations of the National Do Not Call registry and You agree to receive promotional messages and alerts under the current Offer and upcoming offers from VIL, as it may in its sole and absolute discretion decide.
- d. This Offer is subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of VIL.
- e. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- f. This Offer is subject to guidelines/directions issued by Telecom Regulatory Authority of India (TRAI), Department of Telecommunications (DOT) or any other statutory authority from time to time.
- g. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.

- h. Failure by VIL to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of those Terms and Conditions and shall not give rise to any claim by any person.
- i. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer.
- j. You hereby authorize VIL to collect your personal information including name, address and mobile number etc. and share with its partners so as to enable You to avail the Offer. Your personal information will be stored and processed in accordance with Vodafone Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.
- k. You agree that VIL has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with third party content providers for availing relevant contents.
- l. By participating in the Offer, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to VIL and to any third party content licensor to VIL that is made available through the Offer.
- m. These Terms and Conditions are governed in accordance with the laws of India. In the event of any disputes or any matter arising here from will be referred to a sole Arbitrator to be appointed by VIL whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.

Amazon Prime

TERMS AND CONDITIONS GOVERNING THE OFFER

“Amazon Prime for RED user on My Vodafone App”

A. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THE OFFER IS FOR THE ELIGIBLE VODAFONE IDEA LIMITED SUBSCRIBERS. THE OFFER IS PROVIDED IN ASSOCIATION WITH AMAZON SELLER SERVICES PRIVATE LIMITED, A COMPANY INCORPORATED UNDER THE COMPANIES ACT, 1956 AND HAVING ITS REGISTERED OFFICE AT 26/1, BRIGADE GATEWAY, WORLD TRADE CENTRE, 23RD FLOOR, DR. RAJKUMAR ROAD, BANGALORE – 560055 (HEREINAFTER REFERRED TO AS “ORGANIZER”) FOR THE ELIGIBLE SUBSCRIBERS OF VODAFONE IDEA LIMITED.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VODAFONE IDEA Limited RED POST PAID SUBSCRIBERS (SUBJECT TO ELIGIBILITY) PARTICIPATING IN THE OFFER KNOWN AS “**Amazon Prime for RED user on My Vodafone App**” (“Offer”) DURING THE OFFER PERIOD AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE AVAILING THIS OFFER. BY AVAILING THE OFFER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS (“TERMS AND CONDITIONS”). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT AVAIL THE OFFER.

For the purposes of these Terms and Conditions, wherever the context so requires “You” or “Your” shall mean any natural person who being an Eligible Subscriber has participated in the Offer.

B. DEFINITIONS

- a. “Subscriber” shall mean the rightful user of the Vodafone IDEA Limited mobile connection who is on RED post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with Vodafone Idea Limited. In the event the user number / connection is registered in the name of a company/ firm, the employee who is authorized to use the MSISDN shall take the necessary permission from the employer to use the number for subscribing for this Offer and accept the terms applicable herein.
- b. “Active Subscriber” shall mean a Subscriber who uses the Subscriber Identity Module (“SIM”) of Vodafone Idea Limited on a regular basis for purposes other than to participate in any offer or contest offered by Vodafone Idea Limited.
- c. “Eligible Subscriber” shall mean an Active Subscriber of Vodafone Idea Limited who has subscribed to Vodafone RED plans as mentioned under Part C (Offer Details). An Eligible Subscriber must also satisfy the following criteria at the time of participation and during continuation of Offer:–
 - i. Subscriber must be of at least 18 years of age;
 - ii. Subscriber must be an Indian citizen belonging to any one of the telecom Circles of Vodafone Idea Limited
 - iii. Subscriber must not have been subject of any criminal proceeding;
 - iv. Subscriber must not - be of an unsound mind;
 - v. Subscriber must not be under any legal disability e.g. minority, insolvency, restraint by court order etc. and / or is otherwise prohibited from entering any contractual relationship.
 - vi. Subscriber must have a subscription of Vodafone RED plans as mentioned under Part C below in order to avail this Offer.
 - vii. Subscriber must not be an existing Amazon Prime member during the Offer Period; and
 - viii. Subscriber agrees to the Amazon Prime membership terms and conditions in addition to the offer terms and conditions available at www.amazon.in/primeterms and such other Vodafone Idea Limited terms and conditions applicable from time to time.

C. OFFER DETAILS – ACTIVATION, STEPS AND RESTRICTIONS

- f. This Offer is applicable only one (1) time for one (1) MSISDN. The Offer cannot be availed for more than one (1) time on the same single MSISDN on which the Offer has been availed.
- g. In the event of voluntary or involuntary deactivation of the Offer, Eligible Subscriber will not be able to avail the Offer again.
- h. The Offer is available only for Eligible Subscribers who have subscribed as mentioned herein
- i. Please note that the list of RED Plans are indicative and Vodafone Idea Limited shall be entitled to modify such list from time to time. You agree that the terms and conditions of RED Plans available in Vodafone Idea Limited website shall be additionally applicable to this Offer.
- j. Offer is NOT available for existing Prime members or for subscribers having already availed Amazon prime at no Extra cost from VIL.
- k. Offer benefits:
 - a. Offer 1 : Eligible (refer Annexure 'A', 'Offer 1' : ELIGIBLE PLANS) subscriber shall get Amazon Prime membership against that particular MSISDN for 12 months from the date of activation of Amazon Prime membership at no additional charges (refer : offer benefit period)
 - b. Offer 2 : Eligible (refer Annexure 'B', 'Offer 2' : ELIGIBLE PLANS) subscriber shall get Amazon Prime membership against that particular MSISDN for 6 months from the date of activation of Amazon Prime membership at no additional charges (refer : offer benefit period)
- l. Unless the Eligible Subscribers deactivate the Amazon Prime Membership by placing a request to Vodafone, RED Eligible Subscribers will be automatically charged in Vodafone Postpaid Bill at prevailing rates of Amazon Prime membership that is reflected on amazon.in post expiry of the Offer Benefit Period and Vodafone shall not be responsible for any refund of any nature whatsoever.
- m. Post expiry of Offer Benefit Period, if the Amazon Prime membership is renewed at prevailing rates of Amazon Prime membership, in such cases the Amazon Prime membership will not be deactivated on moving out of Vodafone RED plan or network.
- n. This Offer is valid ONLY ON the 'Eligible Plans' as mentioned in offer benefits above

Restriction:

- b. Offer is not redeemable or refundable for cash, and cannot be exchanged against any other offer benefit;
- c. Offer is non-transferable to any third party.
- d. The Offer shall be DISCONNECTED if the Eligible Subscriber during the Offer Benefit Period :
 - moves out of Vodafone home network;
 - subscribes to a different post-paid plan outside the Eligible RED Plans (refer annexure "Eligible Plans")
 - shifts subscription to a prepaid plan
 - deactivates his Vodafone connection and ports out to another telecom operator

D. OFFER PERIOD

- a. Offer 1 is a limited period offer by Vodafone Idea Limited, available from 22nd June 2018, 00:00:01 hrs. until further notice ("**Offer 1 Period**");
- b. Offer 2 is a limited period offer by Vodafone Idea Limited, available from 1st June 2020, 00:00:01 hrs. until further notice ("**Offer 2 Period**");
- c. Vodafone Idea Limited reserves the right to extend or shorten the Offer Period, as it deems fit.

E. OFFER AREA

- b. The Offer is valid in all telecom service areas as mentioned in the Annexure "telecom Service Area". All Vodafone Idea Limited telecom service areas within the geographical limits of India as appropriately captured in Annexure "telecom Service Area".

- b. Notwithstanding the foregoing, if the operation of or availing the Offer is prohibited in any state and/or territory or part thereof as per applicable law, the Subscribers from such state and/or territory or part thereof shall not be eligible to subscribe to or avail this Offer. Vodafone reserves the right to cancel the availed offer and no further notice shall be given by Vodafone Idea Limited or Organizer in this regard.

F. MODIFICATION OF OFFER

- c. Vodafone Idea Limited and the Organizer reserve the right, at their sole discretion, to modify these Terms & Conditions of the Offer or any part thereof at any time during the Offer Period and without prior notice to You, if so required in view of business exigencies and/or guidelines issued / amended by TRAI, Department of Telecom (DOT) and/or statutory changes and the same shall be binding on the participating Subscribers availing this Offer.
- d. If Vodafone Idea Limited modify these Terms, the modified terms will be posted on www.vodafone.in. You are therefore advised to check this Website regularly for any update(s) or amendment(s) made to these Terms and Conditions and in the event the modified or amended Terms and Conditions are not acceptable to You, You should discontinue the Offer. Your continued participation in the Offer will constitute your acceptance of the latest revised Terms and Conditions.

G. WITHDRAWAL OF OFFER

- e. Vodafone Idea Limited or the Organizer reserve the right to extend, cancel, discontinue, suspend or prematurely withdraw the Offer at any time during its validity as may be required in view of business exigencies and/or changes by TRAI, Department of Telecom (DOT) and/or statutory changes without any notice to You and the same shall be binding on the Subscribers availing this Offer.

H. DISCLAIMERS

- d. You agree that this Offer is being made purely on a "best endeavour" basis and subject to acceptance of these Terms and Conditions. Your participation in the Offer is voluntary and You expressly agree to avail the Offer at your sole risk. Vodafone Idea Limited shall not be responsible for any loss, injury or any other liability to any Subscriber arising due to availing of the Offer.
- e. Vodafone Idea Limited makes no representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of Your requirements or aspirations, timeliness, security of the Offer and/or any delay or failure to avail the Offer including due to technical or network problems. To the extent you choose to avail this Offer, you do so at your own initiative and you shall remain responsible for compliance with the Terms and Conditions herein, any applicable laws, including but not limited to applicable local laws. You agree not to hold Vodafone Idea Limited, its officers, directors, employees, affiliates, and agents or representatives liable for any direct, indirect, incidental, special, punitive or consequential damages, including loss of profits, incurred by the Winner or any participant or third party, in connection with the Offer or arising otherwise.
- f. Vodafone Idea Limited reserves the right to change, suspend, remove, or disable access to the offer at any time without notice. In no event will Vodafone Idea Limited be liable for the removal of or disabling of access to the offer. Vodafone Idea Limited may also impose limits on the use of or access to the offer, in any case and without notice or liability. Under this offer, Vodafone Idea Limited's responsibility shall only be limited in providing Telecom Service on Vodafone Idea Limited's network for Eligible Subscribers availing this Offer.
- g. The Subscribers shall escalate to the Organiser any claims, issues, damages or losses with regards to the quality or functionality with regards to Amazon Prime membership. Vodafone Idea Limited will not have any responsibility related to the same and will not support any query or complaint of the participants.
- h. Vodafone Idea Limited has no liability against any claims arising out of or in connection with the use of the Amazon Prime content or for any loss or damage of whatsoever nature caused to Eligible Subscriber or any third party in connection with the subsistence of the Amazon Prime membership or the Amazon Prime content.
- i. You shall indemnify and keep indemnified Vodafone Idea Limited, its officers, directors, employees, customers, affiliates and agents or representatives harmless from and against any and all actual claims, suits, proceedings, action, liabilities, expenses, costs (including attorney's fees and court costs), losses or damages of whatsoever nature, which Vodafone Idea Limited may incur, pay or become responsible arising out of or in connection with the Your breach of these Terms and Conditions. Vodafone Idea Limited shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

I. GENERAL

- n. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- o. By availing this Offer, You confirm and waive the applicability of rules and regulations of the National Do Not Call registry and You agree to receive promotional messages and alerts under the current Offer and upcoming offers from Vodafone Idea Limited, as it may in its sole and absolute discretion decide.
- p. This Offer is subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of Vodafone Idea Limited
- q. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- r. This Offer is subject to guidelines/directions issued by Telecom Regulatory Authority of India (TRAI), Department of Telecommunications (DOT) or any other statutory authority from time to time.
- s. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.
- t. Failure by Vodafone Idea Limited to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of those Terms and Conditions and shall not give rise to any claim by any person.
- u. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer.
- v. You hereby authorize Vodafone Idea Limited to collect your personal information including name, address and mobile number etc. and share with its partners so as to enable you to avail the Offer or receive relevant offer and marketing communications. Your personal information will be stored and processed in accordance with Vodafone Idea Limited's Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.
- w. You agree that Vodafone Idea Limited has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with the Organizer or any third party under this Offer.
- x. By participating in the Offer, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to Vodafone Idea Limited and to any third party content licensor to Vodafone Idea Limited that is made available through the Offer.
- y. These Terms and Conditions are governed in accordance with the laws of India. In the event of any disputes or any matter arising here from will be referred to a Sole Arbitrator to be appointed by Vodafone Idea Limited whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.

Annexure 'A' , 'Offer 1' : ELIGIBLE PLANS

Plan Name	Plan Name
Red4Business-Executive-M	Red4Business_Executive_M
Red4Business-Executive-L	Red4Business_Executive_L
Red4Business-Elite-R	RED Traveler M
Red4Business-Elite-M	RED Traveler L
Red4Business-Elite-L	RED International R
Red4Business-Esteem	RED International M
RED4Business-ULV-499	RED International L
RED4Business-ULV-699	RED Signature
RED4Business-ULV-999	RED Traveler-R
RED4Business-ULV-1299	RED Traveler-M
RED4Business-ULV-1699	RED Traveler-L
RED4Business-ULV-1999	RED-Traveler R
RED4Business-ULV-2999	RED-Traveler M
RED4Business_ULV_499	RED-Traveler L
RED4Business_ULV_699	RED-International R
RED4Business_ULV_999	RED-International M
Red4Business_Elite_R	RED-International L
Red4Business_Elite_M	RED-Signature
Red4Business_Elite_L	RED Entertainment (when availed under RED Family construct)
Red4Business_Esteem	RED Entertainment+
Red4Business_Essential	RED International
Red4Business_Executive_R	RED International+
REDX (Rental Rs 999)	RED Signature.
REDX (Rental Rs 1099)	RED Signature+

Annexure 'B' , 'Offer 2' : ELIGIBLE PLANS

Plan Name	
Red Entertainment-399*	*Only those subscribers on RED Basic plan (monthly rental Rs. 299) as on 31 st May 2020 who upgraded to Red Entertainment -399 on or after 31 st May 2020 shall be eligible to avail Offer 2.

Annexure: "Telecom Service Area"

Assam	Rajasthan
Tamil Nadu (Incl Chennai)	West Bengal
Delhi	UP (East)
Gujarat	UP (West)
Haryana	Orissa
Karnataka	Punjab
Kerala	Mumbai
Kolkata	North East
Maharashtra & Goa	Bihar & Jharkhand
Andhra Pradesh	Jammu & Kashmir
Madhya Pradesh & Chhattisgarh	
Himachal Pradesh	

TERMS AND CONDITIONS GOVERNING THE OFFER “NETFLIX ON VODAFONE”

A. INTRODUCTION

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THE OFFER IS FOR ELIGIBLE VODAFONE IDEA LIMITED SUBSCRIBERS. THE OFFER IS PROVIDED IN ASSOCIATION WITH NETFLIX INTERNATIONAL B.V.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VODAFONE IDEA LIMITED RED SUBSCRIBERS (SUBJECT TO ELIGIBILITY) PARTICIPATING IN THE OFFER KNOWN AS NETFLIX ON VODAFONE (“Offer”) DURING THE OFFER PERIOD AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THIS OFFER KNOWN AS “NETFLIX ON VODAFONE”. BY PARTICIPATING IN THE OFFER, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS (“TERMS AND CONDITIONS”). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THE OFFER.

For the purposes of these Terms and Conditions, wherever the context so requires “You” or “Your” shall mean any natural person who being an Eligible Subscriber has participated in the Offer.

B. DEFINITIONS

- d. “Subscriber” shall mean the rightful user of the Vodafone Idea Limited’s mobile connection who is either on prepaid or post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with Vodafone Idea Limited. In the event the user number / connection is registered in the name of a company/ firm, the employee who is authorized to use the MSISDN shall submit a No Objection Certificate (NoC) and authorization of the employer duly permitting the employee to use the number for subscribing for this Offer and accept the terms applicable herein.
- e. “Active Subscriber” shall mean a Subscriber who uses the Subscriber Identity Module (“SIM”) of Vodafone Idea Limited on a regular basis for purposes other than to participate in any offer or contest offered by Vodafone Idea Limited.
- f. “Eligible Subscriber” shall mean an Active Subscriber of Vodafone Idea Limited who has subscribed for REDX (Rental 999) or REDX (Rental 1099) post-paid plans. An Eligible Subscriber must also satisfy the following criteria at the time of participation and during continuation of Offer:–
 - i. Subscriber must be an Indian citizen belonging to any one of the cities / Circles of Vodafone Idea limited as mentioned herein;
 - ii. Subscriber must not have been subject of any criminal proceeding;
 - iii. Subscriber must not - be of an unsound mind; and
 - iv. Subscriber must not be under any legal disability e.g. minority, insolvency, restraint by court order etc. and / or is otherwise prohibited from entering any contractual relationship.

C. OFFER DETAILS AND RESTRICTIONS

- o. The Offer consists of a subscription to Netflix “Basic” plan worth Rs. 499 per month;
- p. The Offer is available only for Eligible Subscribers who have subscribed for any of the following RED post-paid plans of REDX (Rental 999) or REDX (rental 1099)
 - a. The Offer is available in each of the Eligible Plans for the following time periods –
 - i. REDX (Rental Rs 999) –Netflix “Basic” Plan for 12 months, worth Rs 5988 at no extra cost
 - ii. REDX (Rental Rs 1099) –Netflix “Basic” Plan for 12 months, worth Rs 5988 at no extra cost
- q. A Netflix compatible device (manufactured and sold separately) and broadband Internet connection are required to access movies and TV shows (“Netflix Contents”) streamed over the Internet;
- r. The offer is NOT available to COCP (company-owned company-paid) enterprise connections.
- s. The above subscription offer from Netflix can be availed only once on a Vodafone number.
 - a. User having availed the above “at no extra cost” subscription on one plan will not be eligible for another “at no extra cost” on any other Postpaid plan on Vodafone
- t. Offer is not redeemable or refundable for cash, and cannot be exchanged for Netflix “at no extra cost” Subscriptions;

- u. The Subscriber may change the Netflix "Basic" Plan" worth Rs. 499 per month included in the Offer as a "No Extra cost" to a different Netflix Subscription Plan during the validity of the Offer and in such case the duration of the Offer may change;
- v. In case the value of the Netflix "Basic" plan increases before the Offer is redeemed, the Subscriber shall be entitled to the same plan irrespective of the price change.
- w. If the Netflix credit amount is exhausted, then subscriber will automatically be charged for the selected monthly Netflix pack in subscriber's Vodafone Postpaid bill or on other payment method (as directly registered by subscriber with Netflix), unless subscriber cancels the Netflix membership directly with Netflix..
- x. Netflix services are also available to Vodafone post-paid Subscribers without the Offer via their Vodafone Bill.

D. OFFER PERIOD

- b. This is a limited period offer by Vodafone Idea Limited, available from 8th November, 2017, 00:00:01 hrs. until further notice ("**Offer Period**");
- c. Vodafone Idea Limited reserves the right to extend or shorten the Offer Period, as it deems fit.

E. OFFER AREA

- a. The Offer is valid in all telecom service areas within the geographical limits of India where Vodafone Idea Limited is licensed to operate.
- b. Notwithstanding the foregoing, if the operation of or participation in the Competition is prohibited in any State and/or territory or part thereof as per applicable law, the Subscribers from such State and/or territory or part thereof shall not be eligible to subscribe to or participate in the Competition. No further notice shall be given by Vodafone Idea Limited or Netflix in this regard.

F. MODIFICATION OF OFFER

- e. Vodafone Idea Limited reserve the right, at their sole discretion, to modify these Terms & Conditions of the Offer or any part thereof at any time during the Offer Period and without prior notice to You, if so required in view of business exigencies and/or guidelines issued / amended by TRAI, Department of Telecom (DOT) and/or statutory changes and the same shall be binding on the participating Subscribers availing this Offer.
- f. If Vodafone Idea Limited modify these Terms, the modified terms will be posted on www.vodafone.in. You are therefore advised to check this Website regularly for any update(s) or amendment(s) made to these Terms and Conditions and in the event the modified or amended Terms and Conditions are not acceptable to You, You should discontinue participating in the Offer. Your continued participation in the Offer will constitute Your acceptance of the latest revised Terms and Conditions.

G. WITHDRAWAL OF OFFER

- f. Vodafone Idea Limited reserves the right to extend, cancel, discontinue, suspend or prematurely withdraw the Offer at any time during its validity as may be required in view of business exigencies and/or changes by TRAI, Department of Telecom (DOT) and/or statutory changes without any notice to You and the same shall be binding on the participating Subscribers availing this Offer.

H. DISCLAIMERS

- j. You agree that this Offer is being made purely on a “best endeavour” basis and subject to acceptance of these Terms and Conditions. Your participation in the Offer is voluntary and You expressly agree to avail the Offer at your sole risk. Vodafone Idea Limited shall not be responsible for any loss, injury or any other liability to any Subscriber arising due to participation in the Offer.
- k. Vodafone Idea Limited makes no representation or warranty of any kind whatsoever, whether express or implied, including, but not limited to, meeting of Your requirements or aspirations, timeliness, security of the Offer and/or any delay or failure to avail the Offer including due to technical or network problems. To the extent you choose to avail this Offer, you do so at your own initiative and You shall remain responsible for compliance with the Terms and Conditions herein, any applicable laws, including but not limited to applicable local laws. You agree not to hold Vodafone Idea Limited, its officers, directors, employees, affiliates, and agents or representatives liable for any direct, indirect, incidental, special, punitive or consequential damages, including loss of profits, incurred by the Winner or any participant or third party, in connection with the Offer or arising otherwise.
- l. Vodafone Idea Limited reserves the right to change, suspend, remove, or disable access to the Offer at any time without notice. In no event will Vodafone Idea Limited be liable for the removal of or disabling of access to the Offer. Vodafone Idea Limited may also impose limits on the use of or access to the Offer, in any case and without notice or liability. Under this Offer, Vodafone Idea Limited’s responsibility shall only be limited in providing Telecom Service on Vodafone Idea Limited’s network for Eligible Subscribers availing this Offer.
- m. You agree that Vodafone Idea Limited is not the owner of Netflix Contents and has no control or editorial rights over Netflix Contents. Vodafone Idea Limited is only making available the Netflix Contents to its subscribers and therefore, shall not be responsible for any defect, non-performance, quality of content, or application / service-related issues related to Netflix Contents. All such issues or disputes will be directly settled between You and Netflix. No such complaint of request will be entertained by Vodafone Idea Limited.
 - g. You shall indemnify and keep indemnified Vodafone Idea Limited, its officers, directors, employees, customers, affiliates and agents or representatives harmless from and against any and all actual claims, suits, proceedings, action, liabilities, expenses, costs (including attorney’s fees and court costs), losses or damages of whatsoever nature, which Vodafone Idea limited may incur, pay or become responsible arising out of or in connection with the Your breach of these Terms and Conditions. Vodafone Idea Limited shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

I. GENERAL

- z. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- aa. By availing this Offer, You confirm and waive the applicability of rules and regulations of the National Do Not Call registry and You agree to receive promotional messages and alerts under the current Offer and upcoming offers from Vodafone Idea Limited, as it may in its sole and absolute discretion decide.
- bb. This Offer is subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of Vodafone Idea Limited.
- cc. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- dd. This Offer is subject to guidelines/directions issued by Telecom Regulatory Authority of India (TRAI), Department of Telecommunications (DOT) or any other statutory authority from time to time.
- ee. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.
- ff. The Subscribers availing the Offer shall also be subject to a separate set of terms & conditions as stated by Netflix and available at <https://help.netflix.com/legal/termsfuse>, which are independent of these Terms and Conditions;
- gg. Failure by Vodafone Idea Limited to enforce any of the Terms and Conditions in any instance shall not be deemed to be a waiver of those Terms and Conditions and shall not give rise to any claim by any person.
- hh. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer.

- ii. You hereby authorize Vodafone Idea Limited to collect your personal information including name, address and mobile number etc. and share with its partners so as to enable You to avail the Offer. Your personal information will be stored and processed in accordance with Vodafone Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.
- jj. You agree that Vodafone Idea Limited has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that you may have to share independently with Netflix or other third party content providers for availing relevant contents.
- kk. By participating in the Offer, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to Vodafone Idea limited and to any third party content licensor to Vodafone Idea Limited that is made available through the Offer.
- ll. These Terms and Conditions are governed in accordance with the laws of India. In the event of any disputes or any matter arising here from will be referred to a Sole Arbitrator to be appointed by Vodafone Idea Limited whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.

TERMS AND CONDITIONS GOVERNING THE OFFER ON AIRPORT LOUNGE ACCESS:

Customer Offer:

Eligible Subscriber on Vodafone's REDX (RENTAL RS 1099)/ REDX (RENTAL RS 999) postpaid plan gets from [Dreamfolks Services Private Limited](#), 4 Domestic lounge access at no extra cost per calendar year (including 1 International lounge access) capped at 1 per calendar quarter ("Airport Lounge Access"), when availed through My Vodafone app.

- Airport Lounge Access is brought to you by [Dreamfolks Services Private Limited](#) ("DreamFolks"). Vodafone Idea Limited is only facilitating the Airport Lounge Access and will not be responsible or liable in any manner for any loss or damage suffered by you while using Airport Lounge Access.
- Vodafone Idea Limited has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with DreamFolks for availing Airport Lounge Access.
- Vodafone Idea Limited is not responsible for any liability, defect, non-availability, non-performance related to Airport Lounge Access. All such issues or disputes will be directly settled between You and DreamFolks. No such complaint of request will be entertained by Vodafone Idea Limited.
- For availing Airport Lounge Access, You shall have to agree to separate terms and conditions of DreamFolks which are independent of these terms and conditions. For detailed terms and conditions governing Airport Lounge Access, please refer to www.dreamfolks.in website.
- In case of any deactivation of Vodafone Idea Limited's services which may be due to mobile number portability option chosen by subscriber, or when the customer wants a movement from Vodafone REDX postpaid to Vodafone prepaid connection etc., Airport Lounge Access will deactivate immediately on the date of deactivation of SIM Card and You will cease to avail the Airport Lounge Access on immediate basis.
- To the maximum extent permitted by applicable law, in no event shall VIL or its subsidiaries and affiliates, and their respective officers, directors, owners, agents, employees, representatives and licensors be liable for any special, incidental, indirect, consequential, punitive or exemplary losses or damages whatsoever or for loss of profits (including, without limitation, damages for loss of revenue, loss of data, failure to realize expected savings, interruption of activities, loss of privacy, corruption or loss of data, failure to receive or backup Your data (or archived data) or any other pecuniary or economic loss) and whether arising from breach of contract, damages (including negligence), strict liability or otherwise, arising out of the use of or inability or unavailability of Airport Lounge Access.
- We may in our sole discretion amend these Terms and Conditions from time to time without any prior notice. Such change shall be notified on the website www.vodafone.in. Your use of the Airport Lounge Access after such notice of any change shall be deemed to be Your acceptance to such amended Terms and Conditions.
- You agree that You will be responsible for any damages resulting from any violation of these Terms and Conditions to the fullest extent of the law. You further agree to indemnify and hold VIL and its affiliates, officers, directors, agents and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of your breach of these terms, or any violation of any law or the rights of any third party that occurs in connection with your use of the Airport Lounge Access.
- These terms and conditions are governed in accordance with the laws of India. Any dispute shall be subject to the exclusive jurisdiction of courts in Mumbai.

Terms & conditions to activate and access Lounge:

1. Customers active on Vodafone REDX (RENTAL RS 1099)/ REDX (RENTAL RS 999) plan will be eligible to avail lounge access feature at no extra cost.
2. Customer is eligible for total 4 lounge access at no extra cost across 1300+ participating lounges at airports within & outside India capped at 1 access per quarter. This can include one International lounge access within or outside India once in a year
3. Quarterly eligibility will be considered based on calendar quarter for existing as well as new customers.
4. Post activation / migration to REDX (RENTAL RS 1099)/ REDX (RENTAL RS 999) plan, customer needs to complete a onetime registration process on the partner website (www.dreamfolks.in) to activate their lounge access benefit
 - a. REDX (RENTAL RS 1099)/ REDX (RENTAL RS 999) subscriber can register for lounge access at no extra cost only once in 1 year starting date of 1st registration. Subscriber will not be offered the benefit if re-registration is done in same year.
5. While registration, customer needs to register with their full name as per their passport records.
6. Once registration is done, customer cannot change/update the name on the partner website.
7. Customer will have to present their boarding pass at the lounge to avail access. The name registered in the partner website should match the name on the boarding pass
8. This benefit is non-transferable.
9. Customer needs to generate the QR code at the lounge
10. The QR Code will expire within 2 hours of creation
11. Once the QR code is generated, VIL will consider it as usage of 1 access even if customer does not actually use lounge service.
12. For list of partner lounges & other T&Cs related to lounge access, customer can refer to www.dreamfolks.in website

Premium airport lounge - GVK on Mumbai T2 terminal will be considered under international lounge access category for the purpose of this offer.

TERMS & CONDITIONS GOVERNING THE OFFER

“Mobile Shield: Smartphone Protection”

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THERE UNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

FOR THE PURPOSES OF THESE TERMS AND CONDITIONS, WHEREVER THE CONTEXT SO REQUIRES “YOU” OR “YOUR” SHALL MEAN ANY NATURAL PERSON WHO IS A VALID AND ACTIVE VODAFONE RED PLAN SUBSCRIBER.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE USING MOBILE SHIELD SMARTPHONE PROTECTION APPLICATION INCLUDING ALL ITS FEATURES (COLLECTIVELY “PRODUCT”) BROUGHT TO YOU BY SHOT FORMATS DIGITAL PRODUCTIONS PRIVATE LIMITED (“Shot Formats”). BY CLICKING “CONTINUE”, “SUBMIT” OR SIMILAR BUTTONS, OR BY CONTINUING TO USE THE PRODUCT, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS (“Terms and Conditions”). IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT USE THE APPLICATION OR THE PRODUCT.

Terms & Conditions

- These terms and conditions will constitute a binding contract between You and Vodafone Idea Limited. These terms explain your obligations towards Vodafone when You avail the Product and use the application or any related third party application, as the case may be.
- Mobile Shield is an application software providing Smartphone Protection through Shot Formats and is available exclusively for Active Subscribers of Vodafone only;
- The Product is a third party service, brought to You by Shot Formats. Vodafone Idea Limited (VIL) and Vodafone Mobile Services Limited (VMSL) (collectively “Vodafone”) are only distributing the Product among interested Active Subscribers of Vodafone and will not be responsible or liable with regard to any information (including personal information) that You share with Shot Formats or other third parties while using this Product.
- An Active Subscriber of Vodafone shall mean a Subscriber who uses Vodafone Subscriber Identity Module (“SIM”) on a regular basis; You hereby authorize Vodafone to share your mobile number & information related to the requirement of this service and acceptance of this terms & condition act as your consent, with its partners so as to enable You to avail all the features of the Product. Your personal information will be stored and processed as mentioned herein and in accordance with Vodafone Privacy Policy which is available at <http://www.vodafone.in/privacy-policy?section=consumer>.

OFFER NAME – MOBILE SHIELD

- Benefits of Mobile Shield - Mobile Shield Device Security offers protection from:
 - Accidental Damage – Physical or Liquid
 - Virus, Malwares & Trojans (not available on iOS) & Backup Feature (not available on Android)

Also provides extended warranty. i.e. after completion of manufacturer’s warranty period of 1 year, Mobile Shield will provide extended warranty.

- Eligible customers would need to download the Mobile Shield device security App & register their device to obtain the Mobile Shield device security certificate.
- Smartphone Protection (“Product”) was available free of cost until 31st May 2020 for one year to customers availing the below mentioned RED Plans, for a handset import/manufacture date less than 24 months old as on the date of claim. The handset must

be purchased from an authorised seller in India and in perfect working condition at the time of registration for Mobile Shield. The subscription expires after the period of one year.

Plan Name
RED Basic
RED Traveler R
RED Traveler M
RED Traveler L
RED International R
RED International M
RED International L
RED Signature
RED-Basic
RED Traveler-R
RED Traveler-M
RED Traveler-L
RED-Traveler R

Plan Name
RED-Traveler M
RED-Traveler L
RED-International R
RED-International M
RED-International L
RED-Signature
RED Entertainment
RED Entertainment+
RED International
RED International+
RED Signature.
RED Signature+

- Mobile Shield is a third party application brought to you by Shotformats Digital Productions Pvt. Ltd. (“Shotformats”). Vodafone Idea Limited is only distributing the Product and will not be responsible or liable in any manner for any loss or damage suffered by you while using Mobile Shield.
- Vodafone Idea Limited has no responsibility and liability with regard to the privacy, safety and security of any information (including personal information) that You may have to share independently with Shotformats for availing Mobile Shield - Smartphone Protection.
- Vodafone Idea Limited is distributing the Product only and shall not be responsible for any Product liability, defect, non-performance or application / service-related issues related to the Product. All such issues or disputes will be directly settled between You and Shotformats. No such complaint of request will be entertained by Vodafone Idea Limited.
- For availing benefits of this offer (including settlement of claims) You shall have to agree to separate terms and conditions of Shotformats which are independent of these terms and conditions. For detailed terms and conditions governing the use of Mobile Shield Application Software and claims thereunder, please refer to the Mobile Shield App.
- Device Security is linked to a unique combination of Your mobile number and the device that is in use during the time of registration. Your subscription on Device Security will end in case You change any one of them during the subscription period. In such a scenario, Your subscription will end and You will cease to avail the Product; You can also choose to register afresh, with a new device or new mobile number or both (as the case may be) to start a new subscription of Device Security.
- This service was exclusively available to active Vodafone RED Plan subscribers. Your subscription of Device Security will end as soon as you move out of specified plan or from the services of Vodafone Idea Limited should You choose to unsubscribe from Vodafone Plan or move out of Vodafone before the completion of the 12 month subscription period of the Smartphone Protection. In such a scenario, You will only have to settle the current month’s charges of Device Security and no further (applicable only when the subscription is offered on chargeable basis).
- In case of any temporary suspension of Vodafone Idea Limited’s service which may be due to various reasons such as non-payment of bill, loss of SIM, unsatisfactory credit verification etc., Device Security will remain active in your account for a period of 30 days from the date of such suspension and you will be charged for the service (in case of paid subscription). If Vodafone Idea Limited’s service is not restored in 30 days, Your Device Security subscription will be deactivated permanently and You will cease to avail the Product. Deactivated subscription of Device Security may be restarted only by way of fresh registration after Vodafone Idea Limited’s services have been restored on the device.
- In case of any deactivation of Vodafone Idea Limited’s services which may be due to mobile number portability option chosen by subscriber, or when the customer wants a movement from Vodafone RED postpaid to Vodafone prepaid connection etc., Device

Security subscription will deactivate immediately on the date of deactivation of SIM Card and You will cease to avail the Device Security services on immediate basis.

- You acknowledge that from time to time, the availability of the application software may be limited due to maintenance, upgrade or other technical reasons as relevant.
- Smartphone users acknowledge that they may from time to time receive upgraded versions of the application software, to which these terms and conditions will apply. Normal data charges as per Your network tariff plan will apply when downloading the updated application.
- This Product is provided on an "as is- as available" basis and no guarantee, warranty or representation is made regarding the merchantability or fitness of the Product for any purpose. Further, no guarantee, warranty or representation is made as to the Product being error free or continuously available. Consequently, We shall not be liable for any claim regarding the availability (or lack thereof) of the Product and/or the bandwidth/ speed available. To the maximum extent permitted by applicable law, in no event shall We or Our subsidiaries and affiliates, and their respective officers, directors, owners, agents, employees, representatives and licensors be liable for any special, incidental, indirect, consequential, punitive or exemplary losses or damages whatsoever or for loss of profits (including, without limitation, damages for loss of revenue, loss of data, failure to realize expected savings, interruption of activities, loss of privacy, corruption or loss of data, failure to receive or backup Your data (or archived data) or any other pecuniary or economic loss) and whether arising from breach of contract, damages (including negligence), strict liability or otherwise, arising out of the use of or inability to use the Product.
- We may in our sole discretion amend these Terms and Conditions from time to time without any prior notice. Such change shall be notified on the website www.vodafone.in. Your use of the Product after such notice of any change shall be deemed to be Your acceptance to such amended Terms and Conditions.
- You agree that You will be responsible for any damages resulting from any violation of these Terms and Conditions to the fullest extent of the law. You further agree to indemnify and hold Vodafone and its affiliates, officers, directors, agents and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of your breach of these terms, or any violation of any law or the rights of any third party that occurs in connection with your use of the Product.
- These terms and conditions are governed in accordance with the laws of India. Any dispute shall be subject to the exclusive jurisdiction of courts in Mumbai.

SHOTFORMATS DIGITAL PRODUCTIONS PRIVATE LIMITED (“Shotformats”)

MOBILE APPLICATION – 1st TERMS AND CONDITIONS (“1st T&C/ TERMS”)

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THEREUNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

THESE 1st T&C shall govern the use by you of the Services (the term “Services” is defined in the GENERAL TERMS AND CONDITIONS (collectively “AGREEMENT”).

Your access and use of the Services constitutes your agreement to be bound by these 1st T&C, which establishes a contractual relationship between you and Shotformats. By accepting these terms and conditions you acknowledge that we have received your wilful consent that after you have read and understood these Terms and Conditions in an accurate manner and shall not hold us or any of our associated partners liable for any reason in any manner whatsoever.

1. Device Test

In the process of providing the Services, your Device will be tested **without prejudice**. You hereby agree that Shotformats shall not be liable in any manner whatsoever for any damage to your Device as a result of the said testing. Device Test would need to use Vodafone Mobile Data and you hereby accord your consent for the same by accepting these Terms & Conditions. Further, during the Device Test, Shotformats will/may take information relating to the Device health/condition, store the said information, share the said information and you agree that in any circumstance you shall not hold Shotformats liable for the same or any consequences thereof in any manner whatsoever.

2. Negative Result of Test or Device Age

Shotformats shall not be liable in any manner whatsoever, if the testing results are negative because of the reason of your device being faulty and you hereby agree that you shall not pursue any legal process or action against Shotformats for the same. Further, you shall hold Shotformats harmless and Shotformats shall not be liable in any manner whatsoever, if the Device Test is negative as a result of any error including but not limited to technological error. In case of incorrect information all benefits shall become invalid, ineffective, null and void.

3. User Accounts

In order to use most aspects of the Services, you must register for and maintain an active personal user Services account (“Account”). You must be at least 18 years of age, or the age of legal majority in your jurisdiction (if different than 18), to obtain Smartphone Protection Account registration requires you to submit to Shotformats certain personal information, such as your name, address, mobile phone number, device details etc. which will be entered by you when the test is done or may prior to device test. You can change the entered information in the App post registration maximum within 72 hours from 1st app launch. You agree to maintain accurate, complete, and up-to-date information in your Account. Your failure to maintain accurate, complete, and up-to-date Account information, including having an invalid or expired payment method on file, may result in your inability to access and use the Services or Shotformats’s termination of these Terms/ Agreement with you. You are responsible for all activity that occurs under your Account, and you agree to maintain the security and secrecy of your Account username and password at all times. Unless otherwise permitted by Shotformats in writing, you may only possess one Smartphone Protection per Device User Requirements and Conduct.

The Service is not available for use by persons under the age of 18 or the age of legal majority in your jurisdiction (if different than 18). You may not authorize third parties to use your Account, and you may not allow persons under the age of 18 to receive Services from Third Party Providers unless they are accompanied by you. You may not assign or otherwise transfer your Smartphone Protection to any other person or entity. You agree to comply with all applicable laws when using the Services, and you may only use the Services for lawful purposes. You will not, in your use of the Services, cause nuisance, annoyance, inconvenience, or property damage, whether to the Third Party Provider or any other party. In certain instances you may be asked to provide proof of identity to access or use the Services, and you agree that you may be denied access to or use of the Services if you refuse to provide proof of identity. You also agree and warrant Shotformats that you will not contract with the Third Party Providers of Shotformats or their associates to obtain any services by passing Shotformats by obtaining such Third Party Service Provider or associate details through Shotformats or the Application of Shotformats.

Text Messaging and Notifications.

By accessing or using the Smartphone Protection, you agree that the Services may send you informational text (SMS) messages and notifications as part of the normal business operation of your use of the Services. You may opt-out of receiving text (SMS) messages from Shotformats at any time by sending an email to "vfclaims@dsspro.in" indicating that you no longer wish to receive such messages, along with the phone number of the mobile device receiving the messages. You acknowledge that opting out of receiving text (SMS) messages may impact your use of the Services.

4. Privacy

Please review our Privacy Policy at www.vf.dsspro.in, which also governs your use of the Services, to understand our practices. You acknowledge and agree to the use of your data in accordance with our Privacy Policy.

User Provided Content.

Shotformats may, in Shotformats's sole discretion, permit you from time to time to submit, upload, publish or otherwise make available to Shotformats through the Services textual, audio, and/or visual content and information, including your device details, personal details or commentary and feedback related to the Services, initiation of support requests, and submission of entries for competitions and promotions ("User Content"). Any User Content provided by you remains your property. However, by providing User Content to Shotformats, you grant Shotformats a worldwide, perpetual, irrevocable, transferrable, royalty-free license, with the right to sublicense, to use, copy, modify, create derivative works of, distribute, publicly display, publicly perform, and otherwise exploit in any manner such User Content in all formats and distribution channels now known or hereafter devised (including in connection with the Services and Shotformats's business and on third-party sites and services), without further notice to or consent from you, and without the requirement of payment to you or any other person or entity.

You represent and warrant that: (i) you either are the sole and exclusive owner of all User Content or you have all rights, licenses, consents and releases necessary to grant Shotformats the license to the User Content as set forth above; and (ii) neither the User Content nor your submission, uploading, publishing or otherwise making available of such User Content nor Shotformats's use of the User Content as permitted herein will infringe, misappropriate or violate any third party's intellectual property or proprietary rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

You agree to not provide User Content that is defamatory, libelous, hateful, violent, obscene, pornographic, unlawful, or otherwise offensive, as determined by Shotformats in its sole discretion, whether or not such material may be protected by law. Shotformats may, but shall not be obligated to, review, monitor, or remove User Content, at Shotformats's sole discretion and at any time and for any reason, without notice to you.

4. Payment

You will have to pay the costs for the Smartphone Protection under the Services provided to you by Shotformats (where ever applicable). If chargeable, you understand that use of the Services may result in charges to you for the services you receive from Vodafone/Third Party Provider ("Charges"). Charges for the Services shall be collected from you/the customer on a monthly basis, for a period of 12 (Twelve) months from registration. The said Charges will be added in your/ customer's bill for a period of 12 (Twelve) months. However, during the subscription period, in case you/the customer registers a claim for your/ his smartphone; the balance Charges due will be collectively billed in the subsequent month of registering the claim, applicable if the service is chargeable.

E.g. In the 3rd month of the subscription, you/ the customer registers a claim; you/he will be collectively charged the balance 9 (Nine) month's subscription fee in your/his next bill. After this, your/his subscription continues for the next 9 (Nine) months, but you/he does not have to pay any further Charges.

Taxes will be applicable where required by law. Charges paid by you/ the customer are final and non-refundable.

In addition to the above charges, Vodafone may or may not charge you further (i.e. cost could be subsidized or provided free) depending on what plan you have availed of Vodafone and the same shall be subject to Vodafone's terms and conditions.

If the subscription is on charged basis, Shotformats/ Vodafone, as the case may be, may from time to time provide certain users with promotional offers and discounts that may result in different amounts charged for the same or similar services obtained through the use of the Services, and you agree that such promotional offers and discounts, unless also made available to you, shall have no bearing on your use of the Services or the Charges applied to you.

This payment structure is intended to fully compensate Shotformats for the Services.

5. Indemnification

You shall defend, indemnify and hold harmless Shotformats, its associated partners and their respective affiliates, officers, directors, employees, agents, successors and assigns from and against any and all third party claims, losses, damages, expenses, liabilities, costs, penalties, judgments, etc. including legal fees and expenses, arising out of or in connection with your use of the said Services or the User Content or breach of any representation or warranty or obligations or terms and conditions on your part under these Terms/ the Agreement. The obligations set out in this Indemnification clause shall survive the termination or expiry of this Terms/ Agreement.

5. Utilities

You agree that Shotformats is providing only Smartphone Protection with complimentary/ free insurance thereof and the Utilities are provided by its associated partners. You hereby agree that Shotformats shall not be liable in any matter whatsoever for the Utilities provided by its associated partners.

6. Claim

In case of chargeable services, during the subscription period, as soon as a claim is registered by you/the customer for your/ his smartphone; the total balance Charges due will be collectively billed in the subsequent month of registering the claim or on immediate basis depending upon the case as may be.

E.g. In the 3rd month of the subscription, you/ the customer registers a claim; you/he will be collectively charged the balance 9 (Nine) month's subscription fee in your/his next bill. After this, your/his subscription continues for the next 9 (Nine) months, but you/he does not have to pay any further Charges.

In any case, while registering a claim, you/the customer will have to make your own contribution of Rs. 500 or 10% of the total repair costs, whichever is higher.

No claim will be processed unless

- a. The claim is registered within 48 hours from time of damage.
- b. The customer can produce all valid documents required for the claim.

You hereby agree that you shall not have any claims against Shotformats or its associated partners and shall not hold Shotformats or any of its associated partners in any manner whatsoever for any reason, irrespective of the final outcome of your claim, whether being charged for the service or subsidized or offered complimentary either by Shotformats or Vodafone.

7. Breach

You understand and acknowledge that Shotformats, in its sole discretion, may pursue legal and equitable relief against you if you breach or threaten to breach these 1st T&C and/or the General Terms and Conditions/ the Agreement or in any manner cheat or commit fraud against Shotformats or associated partners and their respective affiliates, officers, directors, employees, agents

8. Others

If the feature of the Device was always damaged or faulty, you can't claim your complimentary Insurance for that damage.

SHOTFORMATS DIGITAL PRODUCTIONS PRIVATE LIMITED

MOBILE APPLICATION – Mobile Shield: Smartphone Protection

GENERAL TERMS & CONDITIONS

THIS DOCUMENT IS AN ELECTRONIC RECORD IN TERMS OF THE INFORMATION TECHNOLOGY ACT, 2000 AND RULES THEREUNDER AS APPLICABLE. THIS ELECTRONIC RECORD IS GENERATED BY A COMPUTER SYSTEM AND DOES NOT REQUIRE ANY PHYSICAL OR DIGITAL SIGNATURES.

BY ACCEPTING THESE TERMS AND CONDITIONS, YOU ACKNOWLEDGE THAT WE HAVE HEREBY RECEIVED YOUR WILFUL CONSENT TOWARDS 1ST TERMS & CONDITIONS (“TERMS”) ALONG WITH THESE ADDITIONAL TERMS & CONDITIONS (COLLECTIVELY “*AGREEMENT*”) AND THAT YOU HAVE READ AND FULLY UNDERSTOOD ALL THESE TERMS AND CONDITIONS/ AGREEMENT IN ACCURATE MANNER AND SHALL NOT HOLD US OR ANY OF OUR ASSOCIATED PARTNERS LIABLE OR RESPONSIBLE FOR ANY REASON IN ANY MANNER WHATSOEVER. YOU ALSO HEREBY GIVE YOUR WILFUL CONSENT TO US RELATED TO ISSUE CERTIFICATE POST SUCCESSFUL REGISTRATION FOR Smartphone Protection ALONG WITH COMPLIMENTARY INSURANCE (INSURANCE HANDOUT ISSUED BY INSURER).

1. Contractual Relationship

- These Terms of use govern the access or use by you, from within any country in the world of the Mobile Shield Smartphone Protection Mobile Application (App), its content, products, and services (the “Services”) made available by SHOTFORMATS DIGITAL PRODUCTIONS PRIVATE LIMITED, a company incorporated in India under the Companies Act 1956, having its registered office at Unit No. 409, 4th Floor, Express Zone, A Wing, Western Express Highway, Malad (East), Mumbai – 400 097, Maharashtra, India (“Shotformats”). Mobile Shield is an application software providing Smartphone Protection available to active subscribers of Vodafone RED Plan only. You and Shotformats shall be hereinafter individually called as “Party” and collectively as “Parties”.
- In these Terms, “you” and “your” shall mean and refer to any and all natural persons, individuals and/or entities accessing or using the Services and is a valid and active Vodafone Subscriber.
- The Services are available only to, and may only be used by, individuals and entities able to form legally binding contracts under applicable law. The Services offered hereunder are not available to persons under the age of 18 or to anyone whose use of the Services has been suspended or revoked or you have voluntary opt out for the said services. If you are under the age of 18, you can use the Services only in conjunction with, and under the supervision of, a parent or guardian. If you do not qualify, please do not use the Services. If you are acting on behalf of any entity or organization, you warrant and represent that you have the authority to bind the entity to the Terms and Agreement.
- You will have to abide by separate Terms & Conditions as stated by Vodafone Idea Limited. By accessing and using the Services you are indicating that you agree to the Terms and Conditions and Agreement set forth herein and that you are bound by the Terms, and Agreement which establishes a contractual relationship between you and Shotformats. If you do not agree to these Terms and Agreement, you may not access or use the Services. The Terms and Agreement expressly supersede prior agreements or arrangements with you. The Terms and Agreement shall commence when you first access or use the Services, or view any Content or use any feature incorporated in the Services, and shall apply to all of your

subsequent uses, provided that nothing herein shall prohibit us from refusing or otherwise restricting access to any user for any reason at any time, in our sole discretion.

- Shotformats may with or without cause immediately terminate the Terms or Agreement any Services with respect to you, or generally cease offering or deny access to the Services or any portion thereof, at any time for any reason without notice, and deny you access to any Services in its sole discretion. Without limiting the foregoing, Shotformats has the right to immediately terminate any passwords or accounts created by you for Smartphone Protection in the event that you breach the Terms or Agreement or engage in conduct that Shotformats or its any associated partners considers unacceptable, including but not limited to abuse of the Services, entering incorrect or inaccurate information, or any use of the Services that interferes with Shotformats or any user. If your use of the Services is terminated, you will no longer be authorized to access any Services. Without limiting any other rights of Shotformats hereunder, you understand and acknowledge that Shotformats, in its sole discretion, may pursue legal and equitable relief against you if you breach or threaten to breach the Terms or Agreement.
- Supplemental terms may apply to certain Services in connection with the applicable Services, if any. Supplemental terms are in addition to, and shall be deemed a part of, the Terms and Agreement for the purposes of the applicable Services. Supplemental terms shall prevail over the Terms and Agreement in the event of a conflict with respect to the applicable Services and the subject matter thereof.
- Shotformats may amend the Terms or the provisions of the Agreement related to the Services from time to time. Amendments will be effective upon Shotformats's updating the same at its sole discretion. Your continued access or use of the Services after such updating constitutes your consent to be bound by the Terms or the Agreement, as amended.
- Our collection and use of your personal information in connection with the Services is as provided in Shotformats's Privacy Policy located at www.vf.dsspro.in. Shotformats may provide to an administrator or an Insurer or any associated partners any necessary information (including but not limited to your Device or contact information or User Content {as defined in 1st T&Cs}) if there is a complaint, dispute or conflict, or acting as a Master Policy Holder in case of Insurance backed Services which may include a claim, involving you and a Third Party Provider (including independent third party repair service provider or independent third party logistics providers of Shotformats) and such information or data is necessary to resolve the complaint, dispute or conflict or deliver Services. Your hereby accord your consent to the same and agree that Shotformats and or its associated partners shall not be liable or responsible in any manner whatsoever for any consequences thereof.

2. The Services

- The Services constitute a technology platform that comprises of an application software named Mobile Shield providing Smartphone Protection distributed by Vodafone exclusively and only to Active Subscribers of Vodafone which enables the said subscribers to avail mobile insurance on complimentary basis and thereby arrange and schedule, replace, repair, and/or logistics services through independent third party providers of such services, including independent third party repair service providers and independent third party logistics providers under agreement with Shotformats or certain of Shotformats's affiliates ("Third Party Providers"). Unless otherwise agreed by Shotformats in a separate written agreement with you, the Services are made available solely for your personal, non-commercial use. YOU HEREBY AGREE AND ACKNOWLEDGE THAT SHOTFORMATS DOES NOT PROVIDE SALES SERVICES OR PURCHASE SERVICES OR REPAIR SERVICES OR LOGISTICS SERVICES OR INSURANCE COVER; OR FUNCTION AS A SELLER OR A PURCHASER OR A REPAIR SERVICE PROVIDER OR LOGISTICS PROVIDER OR INSURER AND THAT ALL SUCH SELLER SERVICES OR PURCHASE SERVICES OR REPAIR SERVICES OR LOGISTICS SERVICES OR INSURANCE ARE PROVIDED BY INDEPENDENT THIRD PARTY CONTRACTORS WHO ARE NOT EMPLOYED BY SHOTFORMATS OR ANY OF ITS AFFILIATES.

- Right to use: Subject to your compliance with these Terms, Shotformats grants you a limited, non-exclusive, non-sub licensable, revocable, non-transferrable temporary right to only: (i) access and use the aforesaid Application(s) on your (personal) Device solely in connection with your use of the Services; and (ii) access and use any content, information and related materials that may be made available through the Services, in each case solely for your personal, non-commercial use. Any rights not expressly granted herein are solely and exclusively reserved by Shotformats and Shotformats's licensors.
- Restrictions: You shall not: (i) remove any copyright, trademark or other proprietary materials from any portion of the Services; (ii) reproduce, modify, prepare derivative works based upon, distribute, license, lease, sell, resell, transfer, publicly display, publicly perform, transmit, stream, broadcast or otherwise exploit the Services except as expressly permitted by Shotformats; (iii) decompile, reverse engineer or disassemble the Services; (iv) link to, mirror or frame any portion of the Services; (v) cause or launch any programs or scripts for the purpose of scraping, indexing, surveying, or otherwise data mining any portion of the Services or unduly burdening or hindering the operation and/or functionality of any aspect of the Services; or (vi) attempt to gain unauthorized access to or impair any aspect of the Services or its related systems or networks.
- Provision of the Services: You acknowledge that portions of the Services may be made available under Shotformats's various brands or request options or through associated partners associated with sales, purchase, repair or logistics etc., including the service request brands currently referred to as including "Shotformats" "Vodafone and all its circle wise companies". You also acknowledge that the Services may be made available. under such brands or request options or through Shotformats associated partners by or in connection with: (i) certain of Shotformats's subsidiaries and affiliates; or (ii) independent Third Party Providers and their associates, including independent third party sellers, independent third party buyers, independent third party repair service providers independent third party other service providers and independent third party logistics providers or holders of similar permits, authorizations or licenses.
- Third Party Services and Content: The Services may be made available or accessed in connection with third party services, products, warranty and content (including advertising) that Shotformats may not control directly. You acknowledge that different terms of use, warranty and privacy policies may apply to your use of such third party services, product and content. Shotformats does not endorse such third party services, product, warranty and content and in no event shall Shotformats be responsible or liable for any products, warranty or services of such third party providers. Your access to the Services using the devices is subject to terms set forth in the applicable third party's terms of service.
- Ownership: The Services and all rights therein are and shall remain Shotformats's property or the property of Shotformats's licensors, as the case may be. Neither the Terms and/ the Agreement nor your use of the Services convey or grant to you any rights: (i) in or related to the Services except for the limited temporary use granted above; or (ii) to reference in any manner Shotformats's company names, logos, product and service names, trademarks or services marks or those of Shotformats's licensors.
- Network Access and Devices: You are responsible for obtaining the data network access necessary to use the Services. Your mobile network's data and applicable rates and fees may apply if you access or use the Services from a wireless-enabled device and you shall be responsible for such rates and fees. You are responsible for acquiring and updating compatible hardware or devices necessary to access and use the Services and Applications and any updates thereto. Shotformats does not guarantee that the Services, or any portion thereof, will function on any particular hardware or device. In addition, the Services may be subject to malfunctions and delays inherent in the use of the Internet and electronic communications.

2. Disclaimers; Limitation of Liability; Indemnity

- **DISCLAIMER.**
THE SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE BASIS." SHOTFORMATS DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, NOT EXPRESSLY SET OUT IN THE TERMS AND/OR THIS AGREEMENT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IN ADDITION, SHOTFORMATS MAKES NO REPRESENTATION, WARRANTY, OR GUARANTEE REGARDING THE RELIABILITY, TIMELINESS, QUALITY, SUITABILITY OR AVAILABILITY OF THE SERVICES OR ANY SERVICES OR GOODS REQUESTED THROUGH THE USE OF THE SERVICES, OR THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE. **SHOTFORMATS DOES**

NOT GUARANTEE THE QUALITY, SUITABILITY, SAFETY OR ABILITY OF THIRD PARTY PROVIDERS. YOU AGREE THAT THE ENTIRE RISK ARISING OUT OF YOUR USE OF THE SERVICES, AND ANY SERVICE OR GOOD REQUESTED IN CONNECTION THEREWITH, REMAINS SOLELY WITH YOU, TO THE MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW.

- You agree and acknowledge that from time to time, the availability of the Application software may be limited due to maintenance, upgrade or other technical reasons as relevant.
- You/ Smartphone users agree and acknowledge that you/ they may from time to time receive upgraded versions of the Application software, to which all of the Terms and Conditions will apply. Normal data charges as per your network tariff plan will apply when downloading the updated application.
- **LIMITATION OF LIABILITY.**

SHOTFORMATS SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST DATA, LOST PRIVACY, PERSONAL INJURY OR PROPERTY DAMAGE RELATED TO, IN CONNECTION WITH, OR OTHERWISE RESULTING FROM ANY USE OF THE SERVICES, EVEN IF SHOTFORMATS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SHOTFORMATS SHALL NOT BE LIABLE FOR ANY DAMAGES, LIABILITY OR LOSSES ARISING OUT OF: (i) YOUR USE OF OR RELIANCE ON THE SERVICES OR YOUR INABILITY TO ACCESS OR USE THE SERVICES; OR (ii) ANY TRANSACTION OR RELATIONSHIP BETWEEN YOU AND ANY THIRD PARTY PROVIDER, OR WHETHER ARISING OUT OF BREACH OF CONTRACT, DAMAGES (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, ARISING OUT OF THE USE OF OR INABILITY TO USE THE APPLICATION/ SERVICES, EVEN IF SHOTFORMATS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SHOTFORMATS SHALL NOT BE LIABLE FOR DELAY OR FAILURE IN PERFORMANCE RESULTING FROM CAUSES BEYOND SHOTFORMATS'S REASONABLE CONTROL. YOU ACKNOWLEDGE THAT INDEPENDENT THIRD PARTY PROVIDERS PROVIDING UTILITIES OR SALES OR PURCHASE OR REPAIR OR LOGISTICS OR INSURANCE SERVICES REQUESTED THROUGH SOME REQUEST BRANDS MAY OFFER SERVICES WITHOUT BRAND AUTHORIZATION AND MAY NOT BE PROFESSIONALLY LICENSED OR PERMITTED. IN NO EVENT SHALL SHOTFORMATS'S TOTAL LIABILITY TO YOU IN CONNECTION WITH THE SERVICES FOR ALL DAMAGES, LOSSES AND CAUSES OF ACTION EXCEED THE TOTAL AMOUNT PAID BY YOU FOR THE SERVICES.

YOU MAY USE SHOTFORMATS'S SERVICES TO REQUEST AND SCHEDULE REPAIR OR LOGISTICS SERVICES WITH THIRD PARTY PROVIDERS, BUT YOU AGREE THAT SHOTFORMATS HAS NO RESPONSIBILITY OR LIABILITY TO YOU RELATED TO ANY OF THESE SERVICES (INCLUDING BUT NOT LIMITED TO GOODS OR LOGISTICS SERVICES) PROVIDED TO YOU BY THIRD PARTY PROVIDERS.

- **Indemnity**

You agree to defend, indemnify and hold Shotformats and its affiliates, officers, directors, employees and agents harmless from any and against all third party claims, demands, losses, liabilities, costs, penalties, expenses and judgments (including attorneys' fees) arising out of or in connection with: (i) your use of the Services or services obtained through your use of the Services; (ii) your breach or violation of any of the Terms and/ any provisions of this Agreement (iii) or violation of any law; (iv) Shotformats's use of your User Content; or (v) your violation of the rights of any third party, including Third Party Providers.

The obligations set out in this Indemnification clause shall survive the termination or expiry of these Terms/ Agreement.

4. Privacy

Please review our Privacy Policy at www.vf.dsspro.in, which also governs your use of the Services, to understand our practices. You acknowledge and agree to the use of your data in accordance with our Privacy Policy.

5. Governing Law; Arbitration

- The Terms/this Agreement shall be governed and interpreted by, and construed in accordance with, the laws of India and, subject to the arbitration agreement below, only the courts of Mumbai shall have exclusive jurisdiction.

Both Parties hereby irrevocably agree that any dispute, conflict, claim or controversy arising out of or broadly in connection with or relating to the Services or these Terms,

including those relating to its validity, its construction or its enforceability (any "Dispute") shall be first sought to be settled by mutual discussions between you and Shotformats, pursuant to a written notice sent by the Party claiming that a Dispute has arisen to the other Party involved in the Dispute, which notice shall contain the details of the Dispute. In the event that the Dispute cannot be settled by mutual discussions between the

Parties within a period of 60 (Sixty) Business Days from the receipt of the notice by the other Party involved in the Dispute, the same shall be referred to arbitration of a Sole Arbitrator appointed mutually by the Parties failing which the Sole Arbitrator will be appointed vide Section 11 of the Arbitration and Conciliation Act, 1996 with the arbitration governed by the provisions of Arbitration and Conciliation Act, 1996. The venue of arbitration shall be in Mumbai. The language to be used in the arbitral proceedings shall be English. The Arbitration proceedings shall be within jurisdiction of Bombay High Court.

6. Other Miscellaneous Provisions

- Shotformats shall not take responsibility for the way you use the App. Shotformats shall not be liable for damage to your device, if any.
- Shotformats shall not be liable for any loss whatsoever, direct or indirect, you experience as a result of relying wholly on the functionality of the App.
- Shotformats may also wish to stop providing the App, and may terminate use of it at any time without giving notice of termination to you. Unless Shotformats tells you otherwise, upon any termination, (a) the

rights granted to you in the Terms and/ the Agreement will end; (b) you must stop using the App, and (if needed) delete it from your device.

- Notice: Shotformats may give notice under the Terms and/ the Agreement by means of a general notice on the Services, notification within the Application on your Account, electronic mail to your email address in your Account, or by written communication sent to your address as set forth in your Account.
- General: You shall not be entitled to assign or transfer the Terms and/ the Agreement in whole or in part. You hereby give your approval to Shotformats for it to assign or transfer the Terms and/ the Agreement in whole or in part, including to: (i) a subsidiary or affiliate; (ii) an acquirer of Shotformats's equity, business or assets; or (iii) a successor by merger; or (iv) any other Party at Shotformat's sole discretion.
- No joint venture, partnership, employment or agency relationship exists between you, Shotformats or any Third Party Provider as a result of this contract between you and Shotformats or use of the Services.
- If any provision of these Terms is held to be illegal, invalid or unenforceable, in whole or in part, under any law, such provision or part thereof shall to that extent be deemed not to form part of the Terms and/ the Agreement but the legality, validity and enforceability of the other provisions in the Terms and/ the Agreement shall not be affected. In that event, the Parties shall replace the illegal, invalid or unenforceable provision or part thereof with a provision or part thereof that is legal, valid and enforceable and that has, to the greatest extent possible, a similar effect as the illegal, invalid or unenforceable provision or part thereof, given the contents and purpose of the Terms and/ the Agreement.

The Terms and/ the Agreement constitutes the entire agreement and understanding of the Parties with respect to its subject matter and replaces and supersedes all prior or contemporaneous agreements or undertakings regarding such subject matter. In the Terms and/ the Agreement, the words "including" and "include" mean "including, but not limited to."