

## **TERMS AND CONDITIONS GOVERNING THE OFFER "SUPER HOUR US CANADA"**

### **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 CONCEPTUALIZED, ORGANIZED AND HOSTED BY VODAFONE MOBILE SERVICES LIMITED (HEREINAFTER REFERRED TO AS "VODAFONE INDIA") FOR THE ELIGIBLE SUBSCRIBERS OF VODAFONE INDIA.

THE FOLLOWING TERMS & CONDITIONS SHALL BE APPLICABLE TO ALL VODAFONE DELHI AND KERALA telecom service area PREPAID SUBSCRIBERS (SUBJECT TO ELIGIBILITY) PARTICIPATING IN THE OFFER KNOWN AS "SUPER HOUR USA CANADA" (hereinafter referred to as "Offer") DURING THE OFFER PERIOD AS MENTIONED HEREIN.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY BEFORE PARTICIPATING IN THIS OFFER KNOWN AS "SUPER HOUR US CANADA". 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**

- a. "**Subscriber**" shall mean the rightful user of the Vodafone India mobile connection who is either on prepaid or post-paid subscription, in whose name the mobile phone number (MSISDN) is registered with Vodafone India. 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 India on a regular basis for purposes other than to participate in any offer or contest offered by Vodafone India.
- c. "**Eligible Subscriber**" shall mean an Active Subscriber of Vodafone Delhi and Vodafone Kerala telecom service area who has an active Vodafone Prepaid number and opts for the Offer on one of channels as described herein. 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 Circles of Vodafone India 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.
- d.

### **C. OFFER DETAILS – ACTIVATION, STEPS AND RESTRICTIONS**

1. To avail the Offer, the Eligible Subscriber must either recharge with the specific Offer MRP applicable for that circle as specified in Annexure B and as mentioned on the Vodafone India web portal . Please note that the list of Offer MRP is indicative and shall be modified from time to time.
2. The Eligible Subscriber may also be avail the offer by debiting the offer value from the balance available on the customer's Vodafone mobile no. The steps for the same are listed on the Vodafone website.

Further, please note:

- a) Offer benefits include 60 free minutes of ISD calls made to select international codes in the two countries – USA and Canada. This does not include US states of Alaska, Hawaii, US administered territories and premium numbers in these countries.

Pls refer to table below for applicable codes:

Super Hour Offer applicable on below ISD codes in USA, Canada			
+1	+1312	+1506	+1705
+116	+1318	+1513	+1709
+117	+1320	+1514	+1717
+1204	+1330	+1519	+1757
+1208	+1334	+1540	+1778
+1209	+1360	+1541	+1780
+1226	+137	+1581	+1801
+1231	+1401	+1587	+1807
+1240	+1403	+1599	+1813
+1250	+1404	+1600	+1819
+1256	+1405	+1604	+1902
+126	+1416	+1605	+1905
+1260	+1418	+1613	+1913
+127	+1438	+1636	+1917
+1281	+1450	+1646	+1970
+1289	+147	+1647	+1989
+1303	+15	+167	
+1304	+1503	+1678	
+1306	+1505	+1704	

3. The Offer is applicable only when the Eligible Subscriber is in India, and not on international roaming.
4. The Offer benefits will be valid for 1 hour i.e. 60 minutes from the time of activation of the Offer. Post completion of 60 minutes, standard ISD rates will apply. If a call was initiated within the 60 minutes of the offer and continued after the 60 minutes, standard ISD rates will apply for that duration of the call after the 60 minutes were over.
5. Conference Calls: In case an Eligible Subscriber initiates multiple calls to USA and Canada in parallel using call conference service, each call will be treated as a separate call and shall consume from the same 60 free minutes i.e. the 60 free minutes will be consumed before the offer validity of 1 hour. Standard ISD rate will apply after total usage from all such multiple calls crosses 60 minutes.6. This offer is NOT applicable for SMS sent to mobile numbers in these 2 countries.
6. All consumer plans are meant only for the use of retail customers and are not meant for commercial/ nonretail use. Any of such usage by Eligible Subscribers will be deemed to be commercial/ non-retail usage and shall be chargeable as per the governing policy. The Offer MRPs mentioned herein are not intended for commercial usage.

**8. Eligibility duration** - A Subscriber is eligible for (shown on above channels) the Offer, either only for the same day or the validity explicitly mentioned on the above channel in offer description. Subscribers shall be responsible to check the offer again, if they are recharging with the Offer at later time and date.

**D. OFFER PERIOD**

- a. This Offer shall be available from 25<sup>th</sup> June 2018, 00:00:01 hrs. till further notice to be announced by Vodafone India.
- b. Vodafone India reserves the right to extend or shorten the Offer Period, as it deems fit.

**E. OFFER AREA**

- a. The Offer is valid in select Indian telecom service areas as mentioned in the annexure A. All Vodafone India telecom service areas within the geographical limits of India as appropriately captured in Annexure.
- b. 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 Vodafone India in this regard.

**F. MODIFICATION OF OFFER**

- a. Vodafone India 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 Vodafone India modify these Terms, the modified terms will be posted on [www.vodafone.in](http://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**

- a. Vodafone India 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**

- 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. Vodafone India shall not be responsible for any loss, injury or any other liability to any Subscriber arising due to participation in the Offer.
- b. Vodafone India 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 India, 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. Vodafone India reserves the right to change, suspend, remove, or disable access to the offer at any time without notice. In no event will Vodafone India be liable for the removal of or disabling of access to the offer. Vodafone India 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 India's responsibility shall only be limited in providing Telecom Service on Vodafone India's network for Eligible Subscribers availing this Offer.

- d. 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. Vodafone India will not have any responsibility related to the same and will not entertain any query or complaint of the participants.
- e. You shall indemnify and keep indemnified Vodafone India, 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 India may incur, pay or become responsible arising out of or in connection with the Your breach of these Terms and Conditions. Vodafone India shall have the right to defend themselves, pursuant to this clause, at the cost of the Subscriber in breach.

## **I. GENERAL**

- a. This Offer cannot be used in conjunction with any other alternative offer or promotion of a similar nature.
- b. 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 India, as it may in its sole and absolute discretion decide.
- c. This Offer is subject to force majeure circumstances i.e. Act of God or any circumstance beyond the reasonable control of Vodafone India.
- d. The Subscriber shall also be bound by the terms and conditions of the Customer Application Form as amended from time to time.
- e. 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.
- f. The Terms and Conditions stated herein shall not override the terms and conditions of the Subscriber Enrolment Form/Customer Application Form.
- g. Failure by Vodafone India 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.
- h. Subscriber may contact the customer care regarding any queries, complaints, disputes pertaining to the Offer.
- i. You hereby authorize Vodafone India 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>.
- j. You agree that Vodafone India 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.
- k. By participating in the Offer, You confirm to abide by all intellectual and industrial property rights, including copyrights or trademarks belonging to Vodafone India and to any third party content licensor to Vodafone India that is made available through the Offer.
- l. 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 India whose decision shall be final and binding on the parties. The place of Arbitration shall be Mumbai.

Annexure A

<b>Name of Vodafone Entity</b>	<b>Respective Circles in which they operate</b>	<b>Eligible</b>
Vodafone Mobile Services Limited	Delhi	Yes
Vodafone Mobile Services Limited	Kerala	Yes

Annexure B

<b>TELECOM SERVICE AREA (Circle)</b>	<b>Super Hour US Canada Offer MRP (incl. taxes)</b>
Delhi	Rs 15/-
Kerala	Rs 16/-