

# Terms and Conditions for VoLTE

1. Airtel VoLTE (Voice over LTE) is an advanced service through which customers can experience HD quality crystal clear voice with faster call setup time. While using VoLTE services, users can continue to have un-interrupted high-speed 4G internet experience.
2. Airtel VoLTE calls will be charged as per your existing voice plan / pack and would not consume any additional data. The VoLTE Services can be availed on compatible smartphones. For a complete list of compatible smartphones, please refer to the FAQs.
3. Airtel VoLTE Services are currently available only in Mumbai, Maharashtra, Goa, Madhya Pradesh, Chhattisgarh, Gujarat, Andhra Pradesh & Telangana, Karnataka, Chennai and Kolkata.
4. Airtel VoLTE Beta services are currently available only in West Bengal, Orissa, Kerala, Assam, Bihar, Rajasthan and Delhi.
5. Calls made to international numbers will be charged at the existing prices as applicable on the customer's number.
6. Calls made using Airtel's VoLTE Services to any other network or number not having VoLTE Services would be possible and will be charged for at the existing prices/ plans as applicable to other networks for the duration of the call.
7. The Terms and Conditions of usage of Airtel services continue to be applicable to you as a subscriber of Airtel's network.
8. Airtel will be entitled to postpone, suspend, modify or cancel the VoLTE Services or any aspect thereof, at any time with or without notice, for any reason, including, but not limited to, acts of God, force majeure, technical difficulties, or any other reasons beyond Airtel's reasonable control. Airtel will not be liable to compensate any customer for any loss whatsoever arising from Airtel's providing VoLTE Services.

## **BETA LAUNCH**

9. All customers who OPT IN for Beta Launch will be credited 30 GB data on completion of the following events:
  1. 10 GB will be credited upon successful VoLTE **provisioning on his/her smartphone, valid for 28 days**. The user will need to upgrade the handset to latest OS version and keep the VoLTE switch 'ON'.
  2. 10 GB will be credited on providing feedback on VoLTE services at the end of week 4 of **VoLTE provisioning** on his/her smartphone, **valid for 28 days**.
  3. 10 GB will be credited on providing feedback on VoLTE services at the end of week 8 of **VoLTE provisioning** on his/her smartphone, **valid for 28 days**.

The aforementioned data will be credited to the customer account within 4 days of successful completion of above activities.

10. AIRTEL MAKES NO WARRANTIES OR REPRESENTATIONS WHATSOEVER IN RESPECT OF THE MOBILE SERVICES INCLUDING VOLTE SERVICES AND THE BETA LAUNCH, ITS

FITNESS FOR ANY PARTICULAR PURPOSE, MERCHANTABILITY, QUALITY, AVAILABILITY, DISRUPTION OR ERROR FREE OPERATION. CUSTOMER AGREES AND ACCEPTS THAT THERE MAY BE A DEGRADATION IN QUALITY OF THE NETWORK SERVICES DURING THE BETA LAUNCH PHASE AND BY ACCEPTING THESE TERMS AND CONDITIONS, THE CUSTOMERS ACCEPT TO BE PART OF THE BETA LAUNCH PROGRAM.

11. The aforementioned data 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.

12. AIRTEL HAS NO LIABILITY WHATSOEVER IN RESPECT OF ANY CLAIMS OR DISPUTES AND ANY RESULTING DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, RELATING TO THE CUSTOMER AVAILING AND NOT RECEIVING THE BETA LAUNCH DATA BENEFITS OR THE CUSTOMER'S USE OF THE BETA LAUNCH DATA OFFER.

13. Please note that the statements in these terms and conditions do not constitute any general representation from Airtel regarding Airtel's services or its availability. Airtel's wireless telecommunication network is available on an 'as is where is available' basis and Airtel makes no representation, guarantee or warranty regarding the availability, fitness for any specified purpose or error free operation of the network, including during the Beta launch. Network availability may be affected due to various reasons including force majeure, acts of god, inclement weather, topographical/ geographic/ demographic factors, maintenance work, availability of interconnection with other networks, etc.

14. Any dispute or claim (contractual or non-contractual) arising out of or in relation to this, will be governed by and construed in accordance with Indian laws. Airtel and the Customer submit to the exclusive jurisdiction of Courts at New Delhi.