

# Postpaid Customer Application Form

Kindly fill the form in BLOCK letters



Vodafone Mobile Services Limited, A-19, Mohan Co-operative Estate, Mathura Road, New Delhi - 110076

Regd. Address: Vodafone Mobile Services Limited, C-48, Okhla Industrial Area, Phase II, New Delhi - 110 020. T- +91 98110 98110. [www.vodafone.in](http://www.vodafone.in)

Type of subscriber	<input type="checkbox"/> Bulk	<input type="checkbox"/> Individual	<input type="checkbox"/> Corporate	<input type="checkbox"/> Foreigner	<input type="checkbox"/> Outstation	Existing Operator:	
Mobile no. allotted <small>(To be filled by Retailer. In case of MNP, mobile number to be ported)</small>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Existing connection	<input type="checkbox"/> Prepaid <input type="checkbox"/> Postpaid
SIM number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
IMSI number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Type of Device	<input type="checkbox"/> Mobile	<input type="checkbox"/> Data Dongle	<input type="checkbox"/> Other	Email ID			

IMSI number															
Type of Device	<input type="checkbox"/> Mobile	<input type="checkbox"/> Data Dongle	<input type="checkbox"/> Other												
Email ID															

Filling of all the details is mandatory. Please tick (✓) the appropriate box. In case any field is not applicable, the same should be written as NA

Customer's name Mr/Ms <small>(As given in Proof of Identity document attached with the application)</small>																				
Father's/ Husband's name <small>(Tick applicable relationship)</small>																				
Date of birth		<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">D</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">D</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">M</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">M</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	Gender <input type="checkbox"/> M <input type="checkbox"/> F		PAN/GIR no.		<small>*Please fill form 60*/61* (whichever is applicable) given below in case you do not have PAN/GIR no.]</small>						
UID no.		<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	Alternate Number		<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	Profession					
Nationality					Passport number <small>(If FOREIGN NATIONAL)</small>		<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	Date of Visa expiry		<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">D</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">D</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">M</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">M</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>	<div style="border: 1px solid black; width: 20px; height: 20px; text-align: center;">Y</div>
Visa Options		<input type="checkbox"/> Tourist Visa			<input type="checkbox"/> Work Permit Visa															
Bill to be sent at		<input type="checkbox"/> Present/Local Address			<input type="checkbox"/> Office Address			Kindly provide legible, complete address. Failing which, as per Government regulations, we will not activate your connection. Proof of address & Proof of identity enclosed <input type="checkbox"/> (For document details please refer page 2)												

<b>Present/Local Address</b> (to be verified, supporting POA document is mandatory)				
House No. _____	Street Address/Name _____			
Locality & Landmark _____	City _____	State/UT _____	Postal Code _____	
<b>Permanent Address</b> (to be filled by outstation / foreign nationals - in case of non-availability of POA of local/present address. Supporting POA mandatory.)				
House No. _____	Street Address/Name _____			
Locality & Landmark _____	City _____	State/UT _____	Postal Code _____	
<b>Office Address</b> (for corporate customers)				
Company Name _____	Address _____			
Locality & Landmark _____	City _____	State/UT _____	Postal Code _____	

<b>Payment Details</b>					
<input type="checkbox"/> Cash	<input type="checkbox"/> Cheque	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Debit Card	<input type="checkbox"/> Auto Debit	Bank a/c no _____
Bank Name _____			Branch _____		
Bank Address _____			State _____	Postal Code _____	
<b>Proof of Identity Details</b>			<b>Proof of Address Details</b>		
Type of Pol _____	Document No _____		Type of PoA _____	Document No _____	
Date of Issue _____	Place of Issue _____		Date of Issue _____	Place of Issue _____	
Issuing Authority _____			Issuing Authority _____		
Multiple connections (Number of connections held in the name of the subscriber, operator wise) _____			Existing Vodafone Number _____		
Tariff plan applied _____			Value Added Services applied (if any) _____		

**Local Reference (For National Outstation and Foreign National Customers)**

Name \_\_\_\_\_ Contact no. \_\_\_\_\_ Time & Date of Call: \_\_\_\_\_

Address \_\_\_\_\_ Calling Party's no. \_\_\_\_\_

**Customer declaration:**

I/We agree to pay the one time installation fee, refundable membership fees and all charges associated with the services selected by me/us. I/We have read and fully understood the terms and conditions mentioned overleaf and unconditionally accept them as binding on me/us. I/We have understood all the rates, tariffs and other related conditions at which telecommunications services will be provided inside and outside India as applicable as on this date and as amended from time to time. I/We hereby undertake to pay all charges raised on account of Services availed. I/We undertake that in the event this connection is used for any telemarketing purpose, I/we shall be solely responsible for registration of the connection with the mandated statutory authorities. We further declare and undertake that the above information provided by me/us is true and correct in all aspects. I/We understand that the

<b>To be filled in by POS</b>		 <b>Sign &amp; Stamp</b> <small>(with Address)</small>	Agent Name: _____
<p>I/We hereby undertake and confirm that I/We have seen the customer and certify that (a) the customer enrolment form has been duly filled by the applicant, (b) the photograph submitted has been matched with the applicant, (c) the form has been personally signed by the applicant in my presence (d) proof of identity &amp; address has been collected, (e) the original proof of identity &amp; address has been matched and verified with the self - attested documents submitted by the applicant. Details on the Vodafone CIF match with these documents. In case of outstation customer, I/We hereby confirm that I/We tele-verified the particulars furnished by the applicant with local reference and recorded its correctness. Name of Local Reference contacted (for Outstation subscribers) _____</p>			Sales Code: _____ Date: _____
<b>For Vodafone use only</b>		 <b>Sign</b>	Employee Name: _____
Distributor Code _____ Retailer Code _____ DSA Code _____ DSE Code _____ VS Code _____ Name of person contacted at time of verification _____ <small>(The name of local reference for tele-verification is to be entered)</small> Details of add on / Value Added Services _____	<b>Declaration of Vodafone employee activating the SIM</b>  I hereby confirm that the required documentation such as POI/POA is available and that details of the customer is complete and have been entered in the data base.		Designation: _____ Date: _____

**Form 60\*/Form61\***

Tick the box applicable to you

☐ Form 60\* Form of declaration to be filled by a person who does not have either a Permanent Account/General Index Register Number and who makes the payment in cash in respect of the transaction specified in clauses (a) to (h) of the rule 114B.

☐ Form 61\*Form of declaration to be filled by a person who has agricultural income and is not in receipt of any other income chargeable to income tax, in respect of transaction, specified in clauses (a) to (h) of the rule 114B

1. Full name and address \_\_\_\_\_
2. Particulars of transaction \_\_\_\_\_
3. Amount of transaction \_\_\_\_\_
4. Are you assessed to tax ☐ Yes ☐ No
5. If yes, (i) Details of Ward/Circle/Range where the last return of income was filed  
(ii) Reasons for not having Permanent Account Number/General Index Register Number \_\_\_\_\_

Details of document being produced in support of address in column (1)

Submit      1. Identity proof      2. Address proof

Verification

I, \_\_\_\_\_ do hereby declare that what is stated above is true to the best of my knowledge.

Verified today, Date 

D	D
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M	M
---	---

Y	Y	Y	Y
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 Place \_\_\_\_\_ Signature of applicant \_\_\_\_\_

<b>Counterfoil to be retained with Customer</b>	
Unique ID _____ Name of the subscriber _____ Mobile no. allotted _____	
Proof of Identity Details	Proof of Address Details
Type of Pol _____ Document No _____ Date of Issue _____ Place of Issue _____ Issuing Authority _____	Type of PoA _____ Document No _____ Date of Issue _____ Place of Issue _____ Issuing Authority _____
<p>Please call 117 for tele-verification. This step is mandatory for enabling your Outgoing and Incoming Services on your New Vodafone Postpaid account.</p> <div style="float: right; text-align: center;">   <b>POS</b>  <small>(with Address)</small>  <b>Sign &amp; Stamp</b> </div> <div style="clear: both;"></div>	
Agent Name: _____  Sales Code: _____  Date: _____	

Terms & conditions for providing postpaid mobile services

It is agreed between " VMSL" & "Customer" as follows:

1. Definitions

- 'Additional Services' means any services provided by VMSL, other than an in addition to the transmission of voice calls "Voice Services".
  - 'Authority' shall mean the Department of Telecommunications (DoT), Telecom Regulatory Authority of India (TRAI), Ministry of Communication and Information Technology (MOCIT), Government of India (GOI) and includes any officer of the Authority.
  - "Corporate Plan" shall mean tariff structure devised by VMSL for Corporate Customers.
  - 'Charges' means all fees, charges/ tariffs, interconnection cost and rates chargeable by VMSL from time to time for provisioning to the Customer the Voice Services and Additional Services (collectively services) and all levies payable to the Authority, including but not limited to Wireless Planning Commission (WPC), fixed line and other Government levies.
  - 'Customer' shall mean any person, partnership firm or such other organization which avails of the Services by entering into the requisite contract comprised of "Customer Acquisition Form" (CAF), Verification documents etc and is subsequently activated on Customer on VMSL to use the Services.
  - 'DoT' means Department of Telecommunications. Ministry of Communication and Information Technology, Government of India.
  - 'Equipment' shall include any GSM compatible cellular telephone, necessary for connection to the network in order to use the services.
  - 'Government' shall mean the Government of India and/or State Government of Delhi or such other local Authority, as the case may be.
  - 'GSM' means Global System for Mobile Communications.
  - 'Network' shall mean VMSL telecommunications network for providing the services.
  - 'Services' shall mean all the cellular mobile telecommunications services made available by VMSL through its Network, including the additional services.
  - 'SIM Card' mean Subscriber Identification Module Card.
2. Provision of Services

VMSL agrees to provide the services to the Customer subject to terms and condition of this Agreement. The customer will be required to fill in an additional CAF and provide the requisite verification details/documents for all additional connections (Individual/Individual Owned & Individual Paid (IOIP)).

**3. Obligations of VMSL**

  - VMSL shall provide services with reference to and subject to the telecommunication operating license provided by DoT for permitting the operations of a telephony services.
  - VMSL shall use reasonable effort to make services available to Customer at all times.
  - The Subscriber expressly agrees that activation of the SIM Card shall be subject to verification of the particulars and documents submitted by the Subscriber including tele-verification.
  - The availability and quality of services may be affected by factor outside VMSL control such physical obstruction, geographic and weather conditions and other cause of radio interference or faults in other telecommunications network to which network is connected.
  - The services may be suspended in whole or in part at any time with proper notice and in compliance to existing guidelines, policies and regulations., however if the network fails or requires modifications or maintenance due to a sudden or force majeure event beyond control of operator, such advance notice may not be possible. The Customer will remain liable for all charges during the period of suspension, unless VMSL in its discretion decides otherwise.
  - Please note all extra discounting promos (free SMS, free minutes, call charges on discounted rates, volume discounts on billing amt, roaming discounts & taxes waivers) on special deals or on Corporate Plans and Closed User Group (CUG), Vodafone Mobile Connect (VMC), Vodafone Live (VL), Blackberry (BB) and other Data services along with respective discounts on usage will be activated minimum of 72hrs from date of number activation or the request as the case may be.
  - The allotment of the cellular number will be made by VMSL in its absolute discretion.
  - In the event of SIM card being lost or stolen, VMSL will replace the SIM card as soon as it is reasonable & practicable, subject to the recovery of any charges for the same.
  - VMSL has the sole right and discretion to vary or increase the charges at any time on reasonable notice to the Customer subject to regulation.
  - VMSL reserve the right to apply a monthly financial limit and such other conditions for charges incurred by the Customer and to demand interim advance payment and also suspend (and/or disconnect access to the services if such limit is exceeded with proper intimation and in compliance to existing guidelines, policies and regulations
  - VMSL reserve the right to vary the billing cycle at its sole discretion.
  - VMSL has the right to check the credential of the Customer including the Customer financial standing & to use the services of any person or agency for such purposes.
  - Any waiver, concession or extra time allowed or granted by VMSL to the Customer is limited the specific circumstances in which it was given and the same shall not effect VMSL's right under this agreement in any ways.
  - VMSL may be required to disclose any information or particulars pertaining to the Customer to any authority, statutory or otherwise and reserve the right to so comply at its sole discretion.
  - VMSL will not provide Customer data to third parties with the exception being when the data is provided to processors that print &/or dispatch document to the Customer, collect Customer's bill, payment/ arrears and/or other Customer service or administration purposes.
  - VMSL shall address all billing statement and any notice under this agreement or otherwise to the billing address given in this agreement unless advise in writing, by the Customer.
  - Calls to the Customer service center by Customer may be scrutinize only for the purpose of evaluating the quality of Customer support service.

**4. Obligations of the Customer**

The customer hereby expressly agrees

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

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

b) Payment will be made on or before due date mentioned in the billing statement, failing which VMSL shall be entitled to charge interest@ 18% p.a. and /or late fee on all outstanding charges from the due date till the date of payment and shall be entitled to discontinue the services with due notice and process laid down in regulatory guidelines and rules

c) VMSL shall be entitled to apply payment/deposit made by Customer towards any charges outstanding including for any other VMSL/ Cellular connection held by Customer with proper intimation and in compliance to existing guidelines, policies and regulations

d) Payment will be made by Cash, Credit cards or A/c payee cheque or NEFT/RTGS transfer or Net banking or pay bill any other instrument drawn on any bank in Delhi and payable at Delhi.

e) The Subscriber shall pay to VMSL all charges for the Services, including applicable charges for the value added/supplementary Services and other payable charges or levies as published and notified by VMSL from time to time.

f) In the event of any dispute regarding the charges the Customer agrees to pay VMSL charges build pending resolution of such disputes.

g) VMSL shall always ensure timely delivery of bills . The Customer shall be liable to pay for the services provided and in case where he/she does not receive the bills on time, the customer should appropriately inform us for a duplicate copy or bill on E-mail. It will be the customer's responsibility to make enquiries in case of non-receipt of bills.

h) Charges payable by the Customer are exclusive of taxes, duties or levies payable, unless expressly stated to the contrary in the billing statement.

i) Any advance/security deposit paid by the Customer shall be adjusted against any dues payable by the Customer to VMSL and balance if any will be refunded by VMSL within 60 days from the deactivation of the Services.

2) The Subscriber hereby agrees that it shall be his/her responsibility to call up VMSL call centre 117 and conclude the tele-verification process so as to enable VMSL to activate his/her subscribed service plan

3) To make advance payment for Charges including tariff plan if billed to Customer by VMSL

4) To not use or cause or allow others to use the Services for any improper, immoral or unlawful purpose including in any manner which may jeopardise or impair the operation of the Network and/or the Services.

5) Shall only use Equipment approved for use with the Network by DoT.

6) To comply with any instructions issued by the Government the Authority or VMSL, concerning the Customer's access to and use of the Services.

7) To inform VMSL immediately and confirm the same in writing if the Equipment and/or the SIM Card is lost, stolen or damaged. The Customer will remain liable for all Charges incurred until the SIM Card is de-activated by VMSL

8) To furnish correct and complete information and documents as required by VMSL from time to time. The Services agreed to be provided by VMSL, shall always be subject to verification of the Customer's credentials and documents and if at any time, any information and/or documents furnished by the Customer is/are found incorrect or incomplete or suspicious. VMSL shall be entitled to suspend/terminate the Service forthwith without
- 9) any further notice. In case any change of address of the Subscriber, the Subscriber agrees to inform VMSL in writing with regard to change in address and furnish documents in support of such new address. In case during any time during the subscription, in case the Subscriber does not inform with regard to change in his address, then VMSL reserves its right to disconnect the Services and/or cancel the connection without any notice in this regard and VMSL shall not be liable to the Subscriber in any manner whatsoever.

10) That VMSL may suspend the services in whole or in part as per the laid down regulatory guidelines and procedures. VMSL reserve the right to charge for the reconnection as per existing guidelines, policies and regulations

11) To remain liable for the Charges during the period of suspension and thereafter.

12) To comply with all applicable laws, rules and regulation regarding the use of the Services and procurement of the Equipment including but not limited to relevant tax laws and import control regulations.

13) To pay to VMSL such amount as VMSL may require as security for the due performance of the Customer's obligation under these Terms & Conditions. VMSL, may set of these amount against any cost, damage or expense VMSL which may suffer or incur as result of customer's failure to perform any of these obligations. Security Deposits amount shall not carry any interest.

14) To inform VMSL, in writing, of any changes in the billing address. Any written communication billing statement or notice from VMSL to the Customer will be deemed as served within 48 hours of posting by ordinary mail.

15) To notify VMSL immediately in case of any complaints with regard to the Services.

16) To pay all the costs of collection and legal expenses. With interest should it become necessary to refer the matter to a collection agency or to legal recourse to enforce payment.

17) Subscriber may choose to activate the 'Cell Information Display' feature. If the Subscriber does so, any information received by the Subscriber shall be at the sole discretion of VMSL and the Subscriber shall have no objection to the same.

18) Not to assign any right or interest under this agreement without prior notice and prior written consent if VMSL.

19) To be bound at all times by any modifications and or variations made to these terms and conditions.

20) You are not entitled to assign/transfer/resell/lease/rent or create any charge/lien on the SIM Card or Service of any nature whatsoever. The SIM card in user terminal is non-transferable.

21) SIM Card/s and mobile phone service number/s are and shall always be the sole property of VMSL and shall be returned by Customer upon termination and/or de-activation or temporary suspension of Services. Customer shall have no right to the same at any point of time, for any reason whatsoever.

**5. Validity**

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

**6. Governing Law and Jurisdictions**

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

**7. Disclaimer of other warranties**

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

**8. Disclaimer of liability**

1. VMSL shall not be liable to the Customer for any loss or damage whatsoever or howsoever caused arising directly or indirectly in connection with this agreement, the Services, their use application or otherwise except to the extent to which it is unlawful to exclude such liability.

2. Notwithstanding the generality of (a) above, VMSL expressly excludes liability for consequential losses or damages including but not limited any loss of profit, business revenue, goodwill or anticipated savings.

3. VMSL at its discretion, may send to the Customer various information on his/her cellular number through SMS or otherwise, as an Additional Service.

In case the Customer does not wish to receive such information he/she may notify VMSL for discontinuation of such Additional Services or register themselves on The Telecom Commercial Communications Customer Preference Regulations, 2010.

4. In the event of any exclusion contained in this agreement shall be held to be invalid for any reason whatsoever, and VMSL becomes liable for loss or damage that it may otherwise not have been liable such liability shall be limited to the cost of the Services actually paid for by the Customer to VMSL during the relevant period.

5. Customer agrees to indemnify and keep VMSL harmless and defend VMSL at its own expense from and against all claims arising as a result of breach of this agreement and from all taxes, duties or levies.

6. Customer agree that any request/communication received from Customers cellular number on VMSL Interactive Voice Response (IVR) system or Short Message Service (SMS) or General Packet Radio System (GPRS) shall be deemed to be valid request/communication from the Customer. Nothing herein shall apply with respect to the notice to be given by the Customer section 9 or any other provisions of this agreement.

**9. Termination**

a. Either party shall have the right to terminate the agreement by giving 60 days prior notice in writing.

b. Notwithstanding anything contained herein, VMSL shall be entitled to terminate this agreement and the Services if

i. The Government or the Authority either suspends, terminates, nationalizes or takes over the License or the Services temporarily or otherwise

ii. At any time the Customer fails to satisfy the requisite credit checks or provides fraudulent Information to VMSL

iii. The Customer fails to pay its subscription or the Charges due

iv. The Customer is in breach of any other terms of the agreement and the Customer does not remedy the breach within seven (7) days of the day of receipt of a written notice from VMSL Specifying the breach

c. The agreement may also be terminated at the option of either party, on the happening of the following events

i. if either party is declared insolvent, bankrupt or is liquidated or dissolved

ii. if a trustee or receiver is appointed to take over the assets of either party

iii. if the Government or the Authority requires any of this agreement to be revised in such a way as to cause significant adverse consequences to either party

d. Termination of this agreement under the preceding provisions shall be without prejudice to and in addition to any right or remedy available to the terminating party under any applicable law or statute

e. In the event of the termination of the agreement for any reason whatsoever, VMSL shall be Entitled to recover all outstanding Charges and dues from the Customer.

f. If the agreement is terminated for reasons of fraudulent information provided by the Customer the security deposit shall be forfeited.
- 10. Miscellaneous**

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

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

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

c. Further, VMSL is authorized, without reference to the Subscriber, to comply with any request and demand to furnish any information about the Subscriber from any Authority under the law.
- 12. Call Centre Access, Toll Free & General information numbers**

a. For any Complaint and Services Request you can call our toll free number 198 IVR from your Vodafone number, this IVR is available 24x7.

b. For any information on our services, products, new tariffs, new plans, offers, activations & deactivations process and any other queries or details on 111 IVR (50 P/3 Min) from your Vodafone phone OR call Vodafone on +91 98110 98110 from any phone, this IVR is available 24x7.

c. If you wish to speak to a Customer Care Executive (Call Center) it is chargeable as per existing regulations.

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

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

Passport • Arms License • Driving License • Election Commission ID card • Ration Card with Photo, for the person whose photo is affixed • CGHS/ECHS card • Certificate of address having photo issued by MP/MLA/Group-A Gazetted officer in letter head • Certificate of address with photo from Govt. recognized educational institutions (for students only) • Certificate of photo identity, issued by Village Panchayat head or its equivalent authority (for rural areas) • Income Tax PAN card • Photo Credit card • Address card with Photo issued by Deptt. of Posts, Govt. of India • Smart card issued by CSD,Defence/Paramilitary • Current Passbook of Post Office/any scheduled bank having Photo • Photo Identity card (of Central Govt./PSU or State Govt./PSU only • Caste and Domicile Certificate with photo issued by State Govt. like Assam and other states • Pensioner card having photo • Freedom Fighter Card having photo • Kissan Passbook having Photo • Photo Identity Card issued by Govt. recognised educational institutions (for students only) • Aadhaar' the Unique Identification Number issued by Unique Identity Authority of India

For Proof of Address

• Passport • Arms License • Driving License • Election Commission ID card • Ration Card with address • CGHS/ECHS card • Certificate of address having photo issued by MP/MLA/Group-A Gazetted officer in letter head • Certificate of address with photo from Govt. recognized educational institutions (for students only) • Certificate of photo identity, issued by Village Panchayat head or its equivalent authority (for rural areas) • Water Bill (not older than last three months) • Telephone Bill of Fixed line (not older than last 3 months) • Electricity Bill (not older than last 3 months) • Income Tax assessment Order • Vehicle Registration Certificate • Registered Sale/lease Agreement • Address card with Photo issued by Deptt. of Posts, Govt. of India • Current Passbook of Post Office/any scheduled bank • Photo Identity card having address (of Central Govt./PSU or State Govt./PSU only • Pensioner card with address • Freedom Fighter Card with address • Kissan Passbook with address • Credit Card Statement (not older than last three months) • Cast and Domicile Certificate with Address and photo issued by State Govt. like Assam and other states • Aadhaar' the Unique Identification Number issued by Unique Identity Authority of India

