Service request form

vodafone

Customer's name _____

Company's name _____

Vodafone no. _____ Tel no. _____

Email _____ Vodafone Relationship No. _____

Services requested	Yes	No	
Itemised bill	☐	☐	Monthly charge Rs 50. Inclusive of Roaming details. One time request charge Rs 50. Invoice date _____
Enhanced voice mail	☐	☐	Currently no monthly charge
CLIP	☐	☐	Monthly charge Rs 25
Call management- hold/wait/filter/conference	☐	☐	Currently no monthly charge
Preactivated National Roaming	☐	☐	Currently no monthly charge
ISD facility	☐	☐	Deposits as applicable
Vodafone live! (Postpaid) @ Rs 49**	☐	☐	Usage - 5 MB free usage, 10p/10KB beyond 5 MB. MMS - 30 MMS free, Rs 3/MMS beyond 30 MMS Rs 49/month
Vodafone live! (Postpaid) @ Zero**	☐	☐	Usage - 10p/10KB MMS - Rs 3/MMS
Vodafone live! (Prepaid)**	☐	☐	Usage - 10p/10KB MMS - Rs 3/MMS
Vodafone Mobile Connect (Postpaid)**			
Plan A	☐	☐	Rs 499/month, 500 MB free, 5p/10KB beyond 500 MB
Plan B	☐	☐	Rs 699/month, 1 GB free, 5p/10KB beyond 1 GB
Plan C	☐	☐	Rs 199/month, 5p/10KB for usage
Vodafone Mobile Connect (Postpaid)**	☐	☐	Rs 199/month, 5p/10KB for usage
Fax and data charges	☐	☐	Local — As per tariff plan STD — Rs 2.64/min ISD — Gulf + Africa + Pacific Islands — Rs 17.24/min other countries — Rs 14.24/min

##Monthly rentals ☐ Fax Rs 200 ☐ Data Rs 200 ☐ Fax and Data Rs 400

*Roaming ☐ $National ☐ $International ☐ Basic International

Tick as per requirement

* Subject to credit approval, ** GPRS handset support required, $ Security deposit as applicable, ## Monthly rental - International Rs 149, Basic International Rs 49
Note : All the above charges are exclusive of Service Tax. An administrative charge of 15% is levied on International Roaming (Airtime+PSTN) for all calls. The deposit mentioned above are standard deposits, however, based on the discretion of VEL, additional deposits may be payable. Enclose photocopy of both sides of the credit card.

Administrative charges (tick as applicable)

☐ Change of number (normal) Rs 250 + (taxes as applicable) ☐ Change of billing address (documents required)

Current billing address	New billing address
_____	_____
_____	_____
_____ Pin _____	_____ Pin _____
Tel no. _____ Fax _____	Tel no. _____ Fax _____

I agree to pay all charges and advances associated with the services selected by me. I have read and understood the terms & conditions provided overleaf and agree to be bound by the same. Kindly activate or deactivate the services I have selected (allow seven days for activating a new service).

Customer's signature _____ Date _____

Name and signature of authorised signatory _____ Date _____

For STD/ISD/Roaming/Direct Debit/Fax & Data, you will need to fax this form to +91 40 27764777. To avail any of the above services, call Vodafone Care at 111 (toll free) from your Vodafone mobile phone or 98850 98850 or log on to www.vodafone.in/My Vodafone or write to us at vodafonecare.ap@vodafone.com

For internal use only

Vodafone Relationship No. _____

Date received _____ Date completed _____ Date activated _____

A **Vodafone Essar** Company

Terms & conditions

I agree that

1. Roaming be made available for a minimum of one month and is available as long as I remain a customer of Vodafone Essar South Limited (VESL). Roaming will be automatically renewed unless I instruct otherwise.
2. VESL may in its discretion cancel my Roaming at any time with prior notice.
3. In case the services are suspended/terminated by VESL's Roaming service provider, Roaming shall be automatically suspended or terminated.
4. Roaming may be withdrawn without notice if the equipment used by me is not suitable or approved for use with Roaming.
5. If the monthly financial exposure as decided by VESL is exceeded by me, then you can
   - Request for a further payment, even within a bill cycle.
   - Suspend or disconnect the facility without notice.
6. The number of the incoming caller will be passed on to me, subject to the availability of the same to VESL from the other service provider.
7. I am liable to pay for the usage even if VESL is not able to provide itemised bill for any reason whatsoever.
8. I will comply with all the instructions or requirements of the concerned Roaming service provider.
9. VESL is merely facilitating accessibility of Roaming to me. This service is provided by the concerned Roaming service provider.
10. a. Airtime and other applicable charges will be billed as per the charges levied by the concerned Roaming service provider in the locations I may roam in. The bills will be made available as and when received from the Roaming service provider and billed to me accordingly. An administrative charge of 15% will be levied on the Roaming airtime and PSTN component while Roaming internationally and only on the airtime while Roaming nationally. If an itemised bill is requested on a one-off basis, then I will be charged Rs 50 per month for the same. I will be liable for all charges of Roaming provided to me, whether or not used by me.

    b. If the local STD/ISD advances were waived earlier under any scheme/offer etc I will pay the same while enroling for Roaming. My STD/ISD deposits will be adjusted against my outstanding amounts on termination/disconnection of Roaming or at any other time at the discretion of VESL.

    c. STD and ISD advances mentioned are standard charges. However based on the discretion of VESL, additional deposits may be payable.

    d. While receiving incoming calls while Roaming, VESL will levy a charge for the applicable airtime charges and STD/ISD leg from Andhra Pradesh to the Roaming network. The completion of incoming calls in Roaming locations is subject to the calls being transferred by the applicable Basic Telecom (land line) service provider.

    e. While using call divert on not reachable/no reply/busy I will incur two charges for each call. The first charge will apply to the STD/ISD leg and the second charge will correspond to the cost of the call divert destination.

    f. All present/future levies, charges, taxes etc as per various Indian statutes, and/or those levied by the Department of Telecommunication and/or those payable in the country of the concerned Roaming service provider shall be payable by me.

    g. VESL reserves the right to revise the pricing of Roaming at any point of time without prior notice.
11. The coverage area under Zonal Roaming, National Roaming and International Roaming can be extended by VESL without prior notice and if the service is used in the covered area then I am liable to pay for the usage. In Zonal Roaming without STD/ISD, STD/ISD calls are barred. However, if I am able to make calls I am liable to pay for the usage.
12. SMS rates would be as under*
    - SMS sent to any mobile and CDMA outside Andhra Pradesh but within India will be charged Rs 2
    - SMS sent to any infoservice or short code (56789, 58888, 58243) will be charged at Rs 3/SMS. Special rates may apply in exceptional cases
    - Local person to person SMS charges will be applicable as per the rate plans
    - Local person to person SMS will be charged Re 1/SMS (Postpaid). Local person to person SMS will be charged Rs 1.50/SMS (Prepaid)
13. No free/discounted SMS will be available on public holidays/specified festival holidays. On these days normal SMS charges apply. For details log on to www.vodafone.in
14. The terms and conditions of the Customer agreement form or of any other documents signed by me, unless contrary to the above, will apply to Roaming as well.

In case of loss

In the event of loss of the SIM card, I will immediately notify Vodafone Care at 98850 98850 and confirm the same in writing. I will be liable for all charges in relation to the SIM card until you arrange for Roaming to be disconnected. I will also be liable for a normal replacement charge of the SIM card.

* Charges are subject to change from time to time.