

Vi SPAM SMS Solution T&C

Introduction:

To protect our customers from the exponentially rising menace of SPAM SMSes, Vodafone Idea Limited (Vi) has enabled identification of Suspected Spam SMS ("Suspected Spam") for all its cellular connection subscribers ("Customer") in India. This will be available for both prepaid & postpaid Customers.

Features: Identification of Suspected Spam SMS

We have implemented AI based technology that uses network intelligence to identify SMSs, including but not limited to the behavioral pattern of the content of SMS and promptly notifies it to the Customer as Suspected Spam.

The identification of Suspected Spam SMS relies on the usage pattern, frequency, use of suspicious URLs and use 100+ Indicators in messaging content.

Customers may, at their discretion, choose to respond to or block such communication at the handset level to avoid future interactions with the sender

Except otherwise as specifically stated herein, no commitment, assurance, guarantee etc., of any kind whatsoever on accuracy or availability has been given by Vi to the Customer in respect of Identification of Suspected SPAM.

In case of any grievance, Customer may reach out to us by dialing 199/198 or by emailing to customercare@vodafoneidea.com

Miscellaneous

Identification of Suspected Spam is valid for customers registered in India, including if they are roaming outside India, specified by Vi from time to time. Regulatory norms from TRAI also guides the service providers to deploy AI /ML based systems for detection/ blocking of unsolicited commercial communications (SPAM) related to suspicious unregistered telemarketing activity using technical measures. Instructions for blocking of sender numbers are also received periodically from other Government authorities including law enforcement agencies.

Vi, at its own discretion, shall be entitled to postpone, suspend, modify or cancel Identification of Suspected Spam or any aspect thereof, across the entire territories of service or any part 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 Vi's reasonable control. If Vi suspends or cancels Identification of Suspected Spam, all aspects of Identification of Suspected Spam shall be null and void.

VI MAKES NO WARRANTIES OR REPRESENTATIONS WHATSOEVER IN RESPECT OF IDENTIFICATION OF SUSPECTED SPAM INCLUDING AS TO ITS FITNESS FOR ANY PARTICULAR PURPOSE, MERCHANTABILITY, QUALITY, AVAILABILITY, DISRUPTION OR ERROR FREE OPERATION. CONSUMERS MAY EXERCISE DISCRETION AND JUDICIOUSLY CHOOSE TO ACT UPON ON SUCH SUSPECTED SPAM INFORMATION SHARED WITH ANY SMS. VI HAS NO LIABILITY WHATSOEVER IN RESPECT OF ANY CLAIMS OR DISPUTES AND ANY RESULTING DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, RELATING TO USE OF IDENTIFICATION OF SUSPECTED SPAM BY ITS CUSTOMERS.