

## Airtel-Vodafone Network Outage Terms and Conditions

- The telecommunications services provided by Airtel-Vodafone are subject to occasional network outages due to maintenance, upgrades, and unforeseen circumstances.
- Airtel-Vodafone will make reasonable efforts to provide advance notice of planned maintenance or upgrades that may impact service availability. However, in emergency situations, notification may not be possible.
- Airtel-Vodafone is not liable for unforeseen network outages caused by factors beyond our reasonable control, including but not limited to natural disasters, acts of terrorism, and third-party service provider failures.
- In the event of a network outage that exceeds 8 hours, Airtel-Vodafone will consider requests for compensation on a case-by-case basis. Compensation will be determined at the sole discretion of Airtel-Vodafone.
- Airtel-Vodafone shall not be liable for any failure or delay in the performance of its obligations due to events beyond its reasonable control, including, but not limited to, acts of God, war, terrorism, strikes, and governmental actions.
- Customers are responsible for ensuring the security of their access credentials and equipment. Airtel-Vodafone is not liable for outages caused by unauthorized access or tampering.
- Airtel-Vodafone reserves the right to amend these terms and conditions. Customers will be notified of any changes in advance.