# Airtel-Vodafone In-Home/ On Site Support Service

# Terms & conditions

Your use of the Airtel-Vodafone In-Home/ On Site Support services is governed by the following terms and conditions. Please read them carefully. They do not affect your statutory rights.

The terms below are important and set out our obligations to you and what you are agreeing to. In these terms and conditions, references to "we" and "us" are to Guernsey Airtel Limited or Jersey Airtel Limited trading as Airtel-Vodafone.

The Airtel-Vodafone In-Home/ On Site Support Service is intended to investigate and resolve problems Airtel-Vodafone customers may experience from time to time in accessing mobile 3G broadband and mobile 2G/Homephone services on the Airtel-Vodafone network in either Guernsey or Jersey. The Airtel-Vodafone In-Home/ On Site Support Service DOES NOT cover; a) the resolution of problems or faults with your computer equipment; b) configuration of your computer equipment (both hardware and software); nor c) advice on the utilization of your computer equipment etc.

By requesting an In-Home/ On-Site visit from the Airtel-Vodafone In-Home/ On Site Support Service, you acknowledge that Airtel-Vodafone will only be responsible for investigating and resolving where appropriate access and connectivity issues you may have to the Airtel-Vodafone mobile 3G broadband and mobile 2G/Homephone services on the Airtel-Vodafone network in either Guernsey or Jersey.

**Liability Exclusions**

We do not have specific knowledge of your computer and its configuration, nor your use of our services and products. Whilst we will use our best efforts to minimize disruption to your system and home installation, we cannot be responsible for any unforeseen consequences of our services. Nothing within the terms and conditions of the Airtel-Vodafone In-Home/

On Site Support Service warrants or implies that Airtel-Vodafone will guarantee to resolve your problems in accessing the Airtel-Vodafone mobile 3G broadband and mobile 2G/Homephone services and we will use reasonable endeavors to investigate and resolve your problems.

Our services and actions may affect manufacturer warranty validity. It is your responsibility to assess the effect of our services/ actions on any manufacturer's warranty and take appropriate action.

We cannot be responsible or liable to you in relation to any On Site Support services we provide relating to:

- any loss or corruption of data, information, configurations or records;
- any damage or loss to your premises , its structure, decoration or contents;
- any loss of goodwill, or any loss of (or interruption to) business or contracts; www.airtel-vodafone.com

- any failure by you to follow our reasonable advice, recommendations or instructions;
- any losses you may suffer arising from your use of (or failure to use) any anti-virus software; and
- any loss that is not reasonably foreseeable.

**Information We Require and Use of Information**

We will ask you for certain details which we require to perform the service. This includes address and contact telephone numbers able to accept incoming calls and an e-mail address. Your data protection and privacy rights regarding other information we may collect are set out in our Privacy Policy.

**Service Visit Requirements**
IMPORTANT: You are responsible for ensuring that all data and information on your computer or other hardware is saved and appropriately backed up before we access your system. We will not be responsible for any loss of data, information or records.

If you book an In-Home/ On Site service appointment we will need the following at the time of appointment:
- an adult (over 18 yrs of age) who has a basic knowledge of the service required or any problems encountered must be present;
- access to the area and equipment being serviced and the electricity mains, plus light and power;
- your agreement to follow our reasonable instructions;

In addition to the above requirements, if we will be working on your computer we will need:
- a person with administrator level access present;
- any relevant software recovery disk(s) (or other media); and a connected CD or DVD writer or reader.

Your computer system should have Microsoft Windows XP or later operating systems or Apple OS X or later, if you do not have these our engineer will still try and complete the requested service but as earlier systems are not supported by the licensee chances of a successful resolution may be limited.

If your software is, or appears to be, unlicensed we reserve the right to cease our In-Home/ On Site investigation work and will terminate the visit immediately.

**Fees and Payment**
We do not charge for the Airtel-Vodafone On Site Support service, but reserve the right to charge for any hardware, software or consumable items we may use or recommend during the course of our visit. Our engineer will discuss the estimated cost of potential hardware, software or consumable items with you and will gain your approval before proceeding with the installation.www.airtel-vodafone.com

**Booking In-Home/ On Site Service Slots / Visits**
If you wish to make an appointment for our service(s), you can do so by calling our Customer

Services team on 121 or 07829 700121. Appointments for an Airtel-Vodafone engineer to visit your home can be made for a Tuesday or Thursday, and our engineer will visit you between 9.00am and 5.00pm.

Appointments are subject to availability and will be allocated on a first come, first served basis. The date of the appointment slot for your Airtel-Vodafone In-Home/ On Site service visit will be confirmed in the SMS or e-mail we send you after you have placed your request.

Our engineer will call you on the morning of the appointment between 8.00am and 10.00am to advise you of the estimated time of arrival (if the visit is planned to be before 10.00am then you will get a call before the visit). The Airtel-Vodafone engineer will try and be as specific as possible but may only be able to give an indication of when our engineer intends to arrive, for example, within a 2 hour window.

Sometimes it may be necessary to re-schedule an appointment due to factors beyond our control. If it is necessary to do this, we will telephone you to try to re-schedule another appointment as soon as reasonably possible at a mutually convenient time.
We may need to arrange repeat In-Home/ On-Site visits in order to fix a problem.

**Cancelling or Changing an Appointment**
You may cancel or make a change to an In-Home/ On-Site visits appointment at any time before 5.00pm the day before the appointment date (or the Friday before for a Monday appointment). Cancellations made before 5.00pm on the day prior to the appointment (or the Friday before for a Monday appointment) will be at no cost. If you cancel or change an appointment after this time we reserve the right to levy a charge of £20.

Service cancellations can be made by calling our Customer Services on 121 or 07829 700121.

**Missed Appointments**
If you are unable to keep a service appointment or there is no adult present at the address specified during booking when the Airtel-Vodafone engineer arrives then we will leave a note to say the engineer called. Please re-book the appointment calling our customer services on 121 or 07829 700121. If you are out at the agreed appointment time and subsequently cancel your service we reserve the right to levy a missed appointment charge of £20.www.airtel-vodafone.com

**Customer Declaration**

I have read, understood and accept the terms and conditions for the Airtel-Vodafone In Home/ On Site

Support Service and wish to proceed with the appointment.

Customer Signature : .....

Customer Name : .....

Customer Address : .....
.....

Date : .....

**Airtel-Vodafone Engineer**

Signature : .....

Name : .....