

VZY ONE CLUB
Exclusive Annual Membership Offer
Terms & Conditions

To celebrate the launch of **VZY One Club**, the Company DishTV India Limited introduces an **Introductory Founding Membership Annual Offer** ("Offer") of VZY One Club for a limited period and for a limited number of early customers. The Offer has been designed to reward early adopters of VZY One Club and is available on a first-come, first-served basis, subject to fulfilment of the eligibility criteria subject to these Terms & Conditions.

1. The exclusive benefits under this Offer are available only to the first 500 eligible customers as founding members of the VZY One Club who successfully complete their membership purchase and activation during the Offer Period, as determined by the Company's system records.
2. Once the allocation of first 500 founding memberships has been exhausted, the Offer shall automatically cease. Customers enrolling thereafter will continue to enjoy the standard VZY One Club membership benefits applicable at the time of enrolment but shall not be entitled to the exclusive Founding Member benefits under the Offer.
3. The Company's electronic records shall be final and binding for determining eligibility, sequence of successful activations and allocation of the Introductory Founding Member Offer.
4. The Company reserves the right to modify, extend, withdraw or discontinue the Offer, or revise its terms, at its sole discretion, to the extent permitted under applicable law.
5. The Company may introduce, modify, discontinue or replace any product, service, membership tier or feature under the VZY One brand at its sole discretion.
6. The validity period of the membership of VZY One Club is a period of 12(Twelve) months. The membership can be renewed on payment of membership amount as may be decided or communicated by the Company.
7. The renewal fee of the membership has to be paid before the last date of the expiry date of the existing membership. In the event of non renewal on time, the membership shall expire and benefits shall cease to be extended and the member shall continue to be as a regular customer. There shall be no impact on the services (DTH & OTT services) being availed by the customer which shall continue to be provide by the Company but without the benefits and entitlement of the Offer.

8. The Founding Member Benefits include:
 - a. A single customer profile & a unified membership management with consolidated access to eligible VZY One benefits.
 - b. Single Billing of the consolidated services availed.
 - c. Single point of customer support for eligible services;
 - d. Priority Service - Priority Service is an exclusive benefit available only to eligible VZY One Club members and may include one or more of the following benefits:
 - i. Dedicated Relationship Manager (where applicable);
 - ii. Priority access to customer support;
 - iii. Priority handling of eligible service requests with Service Visit at no extra cost
 - iv. Faster scheduling of technician visits, with a target service window of 4–24 hours, subject to serviceability, location, workforce availability, holidays, force majeure events and operational constraints; Important: The stated service timelines are target service levels only and do not constitute a guaranteed or committed service level. Actual timelines may vary depending upon operational circumstances.
 - v. Three devices login access for OTT services;
 - vi. Priority eligibility for Android Box upgrade for the one parent DTH connection at no extra cost, subject to compatibility, inventory availability and applicable upgrade policies;
 - vii. Any additional benefits as notified by the Company from time to time.
 - e. Such other integrated features as may be introduced by the Company from time to time.
9. Founding Member under the Offer shall be the first 500 (Five Hundred) customers. A customer shall qualify as a Founding Member only if:
 - a. the customer successfully completes all eligibility requirements.
 - b. Payment of the full membership fee , verification and activation are successfully completed; and
 - c. the customer's membership is among the first 500 successfully activated memberships, as determined solely from the Company's system records.
10. The Company's electronic records shall be final and binding for determining the sequence of eligible memberships.
11. Customer can add any channel of his choice without paying any extra cost. Other paid services eg.Value Added Services if any can be availed by the member at the relevant applicable charges.
12. In case of parent child scenario, child connection will get the same DTH benefits what we will give on parent connection. We will not offer any OTT and android box upgrade on child connection. No RM for child will also be assigned.
13. Eligibility of Customers Beyond the First 500 - Customers whose memberships are activated after the first 500 eligible memberships shall not qualify for the Founding

Member benefits, irrespective of the timing of registration, enquiry, application or payment initiation.

14. No customer shall acquire any right to Founding Member benefits merely because they registered interest or attempted to subscribe during the promotional period;
15. The Company shall not be obligated to extend, increase or replicate the Founding Member benefits once the promotional limit has been exhausted; and
16. Customers who do not qualify may continue to subscribe to VZY One Club under the standard membership plans and benefits then in force.
17. The Company reserves the right to:
 - a. determine customer eligibility for any benefit or promotion;
 - b. modify, withdraw, suspend or discontinue any benefit, feature or promotional campaign;
 - c. revise the number of promotional memberships, promotional period or eligibility criteria; and
 - d. reject any claim that does not satisfy these Terms & Conditions or where fraud, abuse or misuse is suspected.
14. Participation in VZY One Club or any promotional campaign constitutes acceptance of these Terms & Conditions.
15. Categories of customers not eligible for the Offer: Hotel, LCO, Corporate & Zing FTA.
15. In the event of any dispute regarding eligibility, sequencing, activation or promotional benefits, the Company's decision based on its internal records shall be final and binding, except where otherwise required by applicable law.
16. The Terms & conditions shall be governed by laws of India & the courts of Delhi/New Delhi shall have exclusive jurisdiction.
