



VOXI Mobile

VOXI: VOXI Chatbot Terms & Conditions

Date: 28 / 04 / 2025

Version 1.2

If you would like this document in a different format (large print, braille, dyslexia-friendly, or audio CD), please contact us by phone on 0808 005 7463 or email disability.access@help.vodafone.co.uk.

These Terms & Conditions are between the user of the chatbot ('you, 'your') and VOXI, trading name of Vodafone Limited ('us', 'our' or 'we').

1. Our VOXI Chatbot (the 'chatbot') is powered by Chat GPT technology and generative AI, which is programmed to provide helpful information and assistance based on the data available to it, as well as predefined algorithms. These terms relate to generative AI version of the chatbot only.
2. Talk to it about anything VOXI-related, our plans and passes, how everything works and how you can get the most out of our service. It's designed to help you with general queries and assistance based on the input provided by you.
3. By using the chatbot, you accept these Terms & Conditions. You also accept the Website Terms & Conditions, available at vox.co.uk/terms. If you do not agree with any part of these terms, you may not use the chatbot.

4. **How to Interact with the VOXI chatbot:**

- 4.1 **Start the Conversation:** Initiate the conversation by typing your query. Our chatbot is designed to understand a wide range of topics, so feel free to ask about our plans, passes, network, or any questions you have on VOXI.
- 4.2 **Clear and Concise Communication:** To get the best results, communicate your queries in a clear and concise manner. The chatbot works best when questions are asked as a complete sentence. This helps the chatbot to understand your needs accurately and respond effectively.
- 4.3 **Provide Feedback:** If there's anything you'd like to share about your experience, whether positive or constructive, our chatbot is designed to learn and improve over time. Your input makes our service better for everyone.
- 4.4 **Privacy and Security:** Rest assured, your privacy is our priority. Our chatbot is designed to respect your data and adhere to strict security measures. Avoid sharing sensitive information such as passwords or personal details through the chatbot. We won't ask you for any of this information either. If you have shared your personal details in the chatbot, we work to screen this data out. Please review our [Privacy Policy](#) to understand how we collect, use, and share your data.

5. **Your use of the chatbot**

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- 5.1 You agree not to use the chatbot for any unlawful or prohibited purpose.
 - 5.2 You are responsible for all interactions and conversations initiated through the chatbot, this includes when signed into your VOXI account.
 - 5.3 You agree to use the chatbot in a manner which is consistent with applicable laws and regulations.
 - 5.4 You agree not to engage in any conduct that could damage, disable, or impair the functionality of the chatbot.
 - 5.5 You agree not to upload, transmit, or distribute any content that is unlawful, harmful, defamatory, obscene, or otherwise objectionable.
 - 5.6 You acknowledge and understand that the chatbot may not always provide accurate or complete responses, and you agree to use your discretion when relying on the information provided.

6. Liability & disclaimers

- 6.1 The chatbot is provided for informational purposes only. It is not intended to provide professional advice or replace human interaction; you must not rely on information provided by the chatbot to replace that of a VOXI agent.
- 6.2 Whilst we try to offer accurate and helpful responses, VOXI can't guarantee the reliability, completeness, or up-to-date nature of the chatbot responses, nor suitability to your individual needs.
- 6.3 Please ensure that you check the accuracy of questions asked to the chatbot. You should exercise your own discretion and verify accuracy when interpreting the responses and making decisions based on the content. You must ensure that products purchased from the VOXI website as a result of information provided by the chatbot are suitable for your individual needs.
- 6.4 Where information is presented by the chatbot to the user which is either not related to VOXI, not publicly available on the VOXI website or not based on responses that have been pre-approved by VOXI (known as 'non-VOXI sourced information'), VOXI are not liable for errors or omissions in such non-VOXI sourced information, nor are they liable for actions that the customer takes as a result of the non-VOXI sourced information (including but not limited to purchasing decisions), nor are VOXI liable for losses or damages resulting from answers given by the chatbot which are based on non-VOXI sourced information, be they direct, indirect or consequential losses.

7. Limitations

- 7.1 The chatbot is undergoing a process of continuous improvement where we are working to evolve and improve it. Because of the nature of generative AI, it is possible that information provided by the chatbot may not be 100% accurate, or may include inaccurate, inappropriate, harmful or misleading content, which we did not intend it to, and which does not represent VOXI's views. Always use discretion to independently check answers before relying on it.
- 7.2 The chatbot will not provide advice relating to financially regulated products, financial promotions, or financial services. The chatbot cannot provide detailed information about PayPal credit to purchase handsets and will only give information regarding PayPal which is already publicly available. You will need to visit the handset page itself or the PayPal website to find out further information.
- 7.3 Our chatbot can't access or solve queries related to your VOXI account. You'll need to speak to an agent for this. It won't ask for personal details, and there's no need for you to share them, so please don't share any personal information with the chatbot.

8. Intellectual Property

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- 8.1 All intellectual property rights related to the chatbot, including but not limited to copyrights, trade marks, and trade secrets, are owned by VOXI.
 - 8.2 You may not reproduce, modify, distribute, or create derivative works based on chatbot information which has been provided by VOXI as a source.
 - 8.3 We grant you a non-exclusive, non-transferable right to use the chatbot, content and services for personal, non-commercial purposes and subject to your compliance with these terms. You may copy content in an unchanged form for private use if and to the extent that is permitted by the copyright owner. You're not entitled in respect of any content to allow third parties to access it unless and to the extent expressly permitted; or to change the chatbot in any other way.

9. Complaints

- 9.1 If you have a complaint, please contact us using the contact details set out at www.voxi.co.uk/complaints.

10. General

- 10.1 We reserve the right to modify or update these terms. Where this is to your disadvantage, we will notify you. Your continued use of the chatbot after any changes signifies your acceptance of the revised terms.
- 10.2 We reserve the right to modify or discontinue the service at any time without notice. We also reserve the right to refuse you the right to use the chatbot if you are acting in a fraudulent way, or in a way which is not in line with applicable laws or these terms.
- 10.3 These terms will be governed by and interpreted in accordance with English law and you and we both consent to the non-exclusive jurisdiction of the English courts.

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