



## NELCO NETWORK PRODUCT LIMITED (NNPL)

### ONBOARD WIFI TERMS OF USE

These Terms of Use ("**Terms**") apply to your access to and use of the onboard wireless access connectivity services and other online products and services that link to these Terms (collectively, the "**Services**") provided on behalf of the airline you are traveling with ("**your airline**") by Nelo Network Product Limited ("**NNPL**" or "**we**"). **By using the Services, you agree to these Terms, including the mandatory arbitration provision and class action waiver in Section 13. If you do not agree to these Terms, do not use our Services.**

We may make changes to these Terms from time to time. If we make changes, we will provide you with notice of such changes, such as by sending an email, providing a notice through our Services or updating the date at the top of these Terms. Unless we say otherwise in our notice, the amended Terms will be effective immediately, and your continued use of our Services after we provide such notice will confirm your acceptance of the changes. If you do not agree to the amended Terms, you must stop using our Services.

If you have any questions about these Terms or our Services, please contact us at [support.vistara@nelco.in](mailto:support.vistara@nelco.in)

#### 1. Privacy

For information about how we collect, use, share or otherwise process information about you, on behalf of your airline, please see our [Privacy Policy](#).

#### 2. Eligibility

You must be at least 18 years of age to use our Services. If you are under 18 years of age (or the age of legal majority where you live), you may use our Services only under the supervision of a parent or legal guardian who agrees to be bound by these Terms. If you are a parent or legal guardian of a user under the age of 18 (or the age of legal majority), you agree to be fully responsible for the acts or omissions of such user in relation to our Services. If you use our Services on behalf of another person or entity, (a) all references to "**you**" throughout these Terms will include that person or entity, (b) you represent that you are authorized to accept these Terms on that person's or entity's behalf, and (c) in the event you or the person or entity violates these Terms, the person or entity agrees to be responsible to us.

#### 3. User Accounts and Account Security

You may need to register for an account to access some or all of the Services. If you register for an account, you must provide accurate account information and promptly update this information if it changes. You also must maintain the security of your account and promptly notify us if you discover or suspect that someone has accessed your account without your permission. If you permit others to use your account credentials, you are responsible for the activities of such users that occur in connection with your account.

#### 4. Prohibited Conduct and Content

You will not violate any applicable law, contract, intellectual property right or other third-party right or commit a tort, and you are solely responsible for your conduct, while using the Services. You will not:

- Engage in any harassing, threatening, intimidating, predatory or stalking conduct;
- Use or attempt to use another user’s account without authorization from that user and NNPL;
- Use the Services other than for their intended purpose and in any manner that could interfere with, disrupt, negatively affect or inhibit other users from fully enjoying our Services or that could damage, disable, overburden or impair the functioning of our Services in any manner;
- Reverse engineer any aspect of our Services or do anything that might discover source code or bypass or circumvent measures employed to prevent or limit access to any part of our Services;
- Attempt to circumvent any content-filtering techniques we employ or attempt to access any feature or area of our Services that you are not authorized to access;
- Use any data mining, robots or similar data gathering or extraction methods designed to scrape or extract data from our Services;
- Develop or use any applications that interact with our Services without our prior written consent;
- Send, distribute or post spam, unsolicited or bulk commercial electronic communications, chain letters, or pyramid schemes; or
- Use our Services for any illegal or unauthorized purpose, or engage in, encourage or promote any activity that violates these Terms.

Enforcement of this Section 4 is solely at NNPL’s discretion, and failure to enforce this section in some instances does not constitute a waiver of our right to enforce it in other instances. In addition, this Section 4 does not create any private right of action on the part of any third party or any reasonable expectation that the Services will not contain any content that is prohibited by such rules.

## **5. Ownership; Limited License**

The Services, including the text, graphics, images, photographs, videos, illustrations and other content contained therein, are owned by NNPL or our licensors (e.g., the airline carrier) and are protected under both Indian and foreign laws wherever applicable. Except as explicitly stated in these Terms, all rights in and to the Services are reserved by us or our licensors. Subject to your compliance with these Terms, you are hereby granted a limited, nonexclusive, nontransferable, non-sublicensable, revocable license to access and use the Services for your own personal, noncommercial use. Any use of the Services other than as specifically authorized herein, without our prior written permission, is strictly prohibited, will terminate the license granted herein and violate our intellectual property rights.

## **6. Feedback**

You may voluntarily post, submit or otherwise communicate to us any questions, comments, suggestions, ideas, original or creative materials or other information about Panasonic or our Services (collectively, “**Feedback**”). You understand that we may use such Feedback for any purpose, commercial or otherwise,

without acknowledgment or compensation to you, including, without limitation, to develop, copy, publish, or improve the Feedback in NNPL's sole discretion. You understand that NNPL may treat Feedback as nonconfidential.

## **7. Third-Party Content**

We may provide information about third-party products, services, activities or events, or we may allow third parties, such as the airline carrier, to make their content and information available on or through the Services (collectively, "**Third-Party Content**"). We provide Third-Party Content as a service to those interested in such content. Your dealings or correspondence with third parties and your use of or interaction with any Third-Party Content are solely between you and the third party. NNPL does not control or endorse, and makes no representations or warranties regarding, any Third-Party Content, and your access to and use of such Third-Party Content is at your own risk.

## **8. Indemnification**

To the fullest extent permitted by applicable law, you will indemnify, defend and hold harmless NNPL and each of our respective officers, directors, agents, partners and employees (individually and collectively, the "**NNPL Parties**") from and against any losses, liabilities, claims, demands, damages, expenses or costs ("**Claims**") arising out of or related to (a) your access to or use of the Services; (b) your User Content or Feedback; (c) your violation of these Terms; (d) your violation, misappropriation or infringement of any rights of another (including intellectual property rights or privacy rights); or (e) your conduct in connection with the Services. You agree to promptly notify NNPL of any third-party Claims, cooperate with NNPL in defending such Claims and pay all fees, costs and expenses associated with defending such Claims (including, but not limited to, attorneys' fees). You also agree that the NNPL will have control of the defense or settlement, at NNPL's sole option, of any third-party Claims. This indemnity is in addition to, and not in lieu of, any other indemnities set forth in a written agreement between you and NNPL.

## **9. Disclaimers**

**Some jurisdictions do not allow the exclusion of certain warranties. To the extent such exclusions are specifically prohibited by applicable law, some of the exclusions set forth below may not apply. Your use of the Services is at your sole risk. Except as otherwise provided in a writing by us, the Services and any content therein are provided "as is" and "as available" without warranties of any kind, either express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement. In addition, NNPL does not represent or warrant that the Services are accurate, complete, reliable, current or error-free. While NNPL attempts to make your use of our Services and any content therein safe, we cannot and do not represent or warrant that our Services or servers are free of viruses or other harmful components. You assume the entire risk as to the quality and performance of the Services.**

## **10. Limitation of Liability**

**To the fullest extent permitted by applicable law, NNPL and the other NNPL Parties will not be liable to you under any theory of liability—whether based in contract, tort, negligence, strict liability, warranty, or**

**otherwise—for any indirect, consequential, exemplary, incidental, punitive or special damages or lost profits, even if NNPL or the other NNPL Parties have been advised of the possibility of such damages.**

**The total liability of NNPL and the other NNPL Parties for any claim arising out of or relating to these Terms or our Services, regardless of the form of the action, is limited to the amount paid by you to use our Services.**

**The limitations set forth in this Section 10 will not limit or exclude liability for the gross negligence, fraud or intentional misconduct of NNPL or for any other matters in which liability cannot be excluded or limited under applicable law. Additionally, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.**

#### **11. Release**

To the fullest extent permitted by applicable law, you release NNPL from responsibility, liability, claims, demands and/or damages (actual and consequential) of every kind and nature, known and unknown (including, but not limited to, claims of negligence), arising out of or related to disputes between users and the acts or omissions of third parties. If you are a consumer who resides in California, you hereby waive your rights under California Civil Code § 1542, which provides: “A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.”

#### **12. Transfer and Processing Data**

In order for us to provide our Services, you agree that we may process, transfer and store information about you in the United States and other countries, where you may not have the same rights and protections as you do under local law.

#### **13. In order for us to provide our Services, you agree that we may process, transfer and store information about you in India. Dispute Resolution; Binding Arbitration**

**Please read the following section carefully because it requires you to arbitrate certain disputes and claims with NNPL and limits the manner in which you can seek relief from us, unless you opt out of arbitration by following the instructions set forth below. No class or representative actions or arbitrations are allowed under this arbitration agreement. In addition, arbitration precludes you from suing in court or having a jury trial.**

**No Representative Actions. To the fullest extent permitted by applicable law, you and NNPL agree that any dispute arising out of or related to these Terms or our Services is personal to you and NNPL and that any dispute will be resolved solely through individual action, and will not be brought as a class arbitration, class action or any other type of representative proceeding.**

**Arbitration of Disputes.** Except for small claims disputes in which you or NNPL seeks to bring an individual action in small claims court located in the county of your billing address or disputes in which you or NNPL seeks injunctive or other equitable relief for the alleged unlawful use of intellectual property, **you and NNPL waive your rights to a jury trial and to have any dispute arising out of or related to these Terms or our**

**Services resolved in court.** Instead, to the fullest extent permitted under applicable law, for any dispute or claim that you have against NNPL, including claims relating to the privacy policy, privacy, data security, and data protection, or relating in any way to the Services, you agree to first contact NNPL and attempt to resolve the claim informally by sending a written notice of your claim ("**Notice**") to NNPL's Authorized Representative by email at [girish.kirkinde@nelco.in](mailto:girish.kirkinde@nelco.in). The Notice must (a) include your name, residence address, email address, and telephone number; (b) describe the nature and basis of the claim; and (c) set forth the specific relief sought. Our notice to you will be similar in form to that described above. If you and NNPL cannot reach an agreement to resolve the claim within thirty (30) days after such Notice is received, then either party may submit the dispute to binding arbitration administered under the Indian Arbitration and Conciliation Act 1996, as amended and Rules made thereunder. All disputes shall be heard by a single arbitrator, in English language, and the arbitration proceedings shall be heard in Mumbai, India. Except as may be required by law, neither a party nor its representatives may disclose the existence, content, or results of any arbitration hereunder without the prior written consent of (all/both) parties. You either acknowledge and agree that you have read and understand the Indian Arbitration & Conciliation Act and Rules made thereunder or waive your opportunity to read the Act and Rules and waive any claim that the Rules are unfair or should not apply for any reason.

You and NNPL agree that the arbitrator will have exclusive authority to make all procedural and substantive decisions regarding any dispute and to grant any remedy that would otherwise be available in court, including the power to determine the question of arbitrability. The arbitrator may conduct only an individual arbitration and may not consolidate more than one individual's claims, preside over any type of class or representative proceeding or preside over any proceeding involving more than one individual.

The arbitrator, NNPL, and you will maintain the confidentiality of any arbitration proceedings, judgments and awards, including, but not limited to, all information gathered, prepared and presented for purposes of the arbitration or related to the dispute(s) therein. The arbitrator will have the authority to make appropriate rulings to safeguard confidentiality, unless the law provides to the contrary. The duty of confidentiality does not apply to the extent that disclosure is necessary to prepare for or conduct the arbitration hearing on the merits, in connection with a court application for a preliminary remedy or in connection with a judicial challenge to an arbitration award or its enforcement, or to the extent that disclosure is otherwise required by law or judicial decision.

You and NNPL agree that for any arbitration you initiate, you will pay the filing and incidental fee. For any arbitration initiated by NNPL, NNPL will pay the filing and incidental fee. You and NNPL agree that the Courts of Mumbai, India have exclusive jurisdiction over any appeals and the enforcement of an arbitration award.

**Any claim arising out of or related to these Terms or our Services must be filed within one year after such claim arose; otherwise, the claim is permanently barred, which means that you and NNPL will not have the right to assert the claim.**

**You have the right to opt out of binding arbitration within 30 days of the date you first accepted the terms of this Section 13 by sending us a letter including your opt-out request to Legal Department, NNPL, EL-6, TTC Industrial Area, MIDC Electronics Zone, Mahape, Navi Mumbai – 400 710, India.** In order to be effective, the opt-out notice must include your full name and address and clearly indicate your intent to opt out of binding arbitration. By opting out of binding arbitration, you are agreeing to resolve disputes in accordance with Section 14.

If any portion of this Section 13 is found to be unenforceable or unlawful for any reason, (a) the unenforceable or unlawful provision shall be severed from these Terms; (b) severance of the unenforceable or unlawful provision shall have no impact whatsoever on the remainder of this Section 13 or the parties' ability to compel arbitration of any remaining claims on an individual basis pursuant to this Section 13; and (c) to the extent that any claims must therefore proceed on a class, collective, consolidated, or representative basis, such claims must be litigated in a civil court of competent jurisdiction and not in arbitration, and the parties agree that litigation of those claims shall be stayed pending the outcome of any individual claims in arbitration. Further, if any part of this Section 13 is found to prohibit an individual claim seeking public injunctive relief, that provision will have no effect to the extent such relief is allowed to be sought out of arbitration, and the remainder of this Section 13 will be enforceable.

#### **14. Governing Law and Venue**

Any dispute arising from these Terms and your use of the Services will be governed by and construed and enforced in accordance with the laws of India.

#### **15. Modifying and Terminating our Services**

We reserve the right to modify our Services or to suspend or stop providing all or portions of our Services at any time. You also have the right to stop using our Services at any time. We are not responsible for any loss or harm related to your inability to access or use our Services.

#### **16. Severability**

If any provision or part of a provision of these Terms is unlawful, void or unenforceable, that provision or part of the provision is deemed severable from these Terms and does not affect the validity and enforceability of any remaining provisions.

#### **17. Miscellaneous**

These Terms constitute the entire agreement between you and NNPL relating to your access to and use of our Services. Notwithstanding any other provisions of these Terms, Sections 4, 6, 8, 9, 10, 11, 13, 14, and 17 survive any expiration or termination of these terms. The failure of NNPL to exercise or enforce any right or provision of these Terms will not operate as a waiver of such right or provision. The section titles in these Terms are for convenience only and have no legal or contractual effect. Except as otherwise provided herein, these Terms are intended solely for the benefit of the parties and are not intended to confer third-party beneficiary rights upon any other person or entity. You agree that communications and transactions between us may be conducted electronically. These Terms may not be transferred, assigned or delegated by you, by operation of law or otherwise, without our prior written consent, and any attempted transfer, assignment or delegation without such consent will be void and without effect. We may freely transfer, assign or delegate these Terms or the Services, in whole or in part, without your prior written consent.

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