

TERMS AND CONDITIONS FOR OPEN SIGNAL “INDIA’S BEST LATENCY EXPERIENCE”

1. The present claim of Airtel as being “India’s Best Latency Experience” is following the receipt of the [Opensignal Awards India: Mobile Network Experience Report April 2020](#), based on independent analysis of 4G mobile measurements recorded during the period Dec 01 2019 – Feb 28, 2020 © 2020 Opensignal Limited.
2. The above claim is based on Opensignal’s measurement of average latency experienced by Opensignal users across operator’s 3G and 4G networks. Latency, measured in milliseconds, is the delay users experience as data makes a round trip through the network. A lower score in this metric is a sign of a more responsive network.
3. Airtel is also rated as “India’s Fastest Download Speed Experience” by Opensignal, which measures the average download speed experienced by Opensignal users across an operator's 4G networks. It factors in 3G and 4G speeds, along with the availability of each network technology, based on independent analysis of mobile measurements recorded during the period Dec 01 2019 – Feb 28, 2020 © 2020 Opensignal Limited.
4. Airtel has now won “India’s Best Download Speed Experience” award for the second time in a row based on the [Opensignal Awards India: Mobile Network Experience Report April 2020](#), based on independent analysis of 4G mobile measurements recorded during the period Dec 01 2019 – Feb 28, 2020 © 2020 Opensignal Limited.
5. Opensignal is an independent global standard for measuring real-world mobile network experience, reporting the real-world mobile experience as recorded by mobile network users.
6. Globally renowned network testing agency Opensignal has created a methodology wherein it measures the average latency experienced by the users across an operator's 3G and 4G networks. Latency, measured in milliseconds, is the delay users experience as data makes a round trip through the network. A lower score in this metric is a sign of a more responsive network. Opensignal’s download speed experience analysis measures the average download speed experienced by Opensignal users across an operator's 3G and 4G networks, factoring in not just the 3G and 4G speeds, but also the availability of each network technology.
7. The detailed methodology used by Open Signal to conduct the said test can be found [here](#)
8. Open Signal trademarks have been used under license and reprinted with permission.
9. The general Terms and Conditions applicable to Airtel mobile network subscribers shall continue to be applicable in addition to the terms and conditions herein.
10. Please note that the statements in these terms and conditions do not constitute any general representation from Airtel regarding Airtel’s services or its availability. Airtel’s mobile network is available on an ‘as is where is available’ basis and Airtel makes no representation, guarantee or warranty regarding the availability, fitness for any specified purpose or error free operation of the network. Network availability may be affected due to various reasons including force majeure, acts of god, inclement weather, topographical/ geographic/ demographic factors, maintenance work, availability of interconnection with other networks, etc., In any such case of network services being affected due to the reasons mentioned

hereinabove, Airtel will not be liable to compensate any subscriber for any loss or damages arising out of this.

11. Any dispute or claim (contractual or non-contractual) arising out of or in relation to this agreement, including disputes as to its formation, will be governed by and construed in accordance with Indian laws. Subject to the point above, Airtel and the customer submit to the exclusive jurisdiction of Courts at New Delhi alone.