

Customer protection policies

1. **Roam-without-fear:** In the event a customer does not activate any of the packs but travels to a pack-covered country with International Roaming service active and generates usage, then Airtel has the “Roam-without-Fear” construct to protect him/her from excessive charges. The initial charging shall happen as per standard rates. Once the usage exceeds the One-Day pack value for that country, Airtel automatically applies the One Day pack with all its benefits to protect the customer from any further charges for the day.

This application of One Day Pack shall be in respect of the specific day only. On the next day, the same principle applies again, i.e. standard charges applicable till threshold is reached followed by automatic application of One Day Pack. This option is advisable if the duration of the stay is very short.

Postpaid “Roam-without-fear” pack will have a validity of 24 hours from the time it has been applied

Prepaid “Roam-without-Fear” pack will expire at 11:59 PM IST same day

2. **Default Off-mode:** International Roaming (IR) service for all customers is “disabled” by default. Any customer who buys an international roaming pack would get his/her IR service enabled automatically.
Customers may also enable the IR service without taking a pack through Airtel Thank app or call center to use the services abroad. However, in this case, the usage will be charged as per Standard rates [<http://bit.ly/standardcharges>]. Please check standard charges before making data usage.
IR service (not to be confused with IR pack) once enabled will remain activated till explicitly disabled through Airtel Thanks App or Call center.
3. During IR pack usage in prepaid if a customer exhausts the high speed data quota available in the chosen pack, the data usage would be blocked immediately to avoid any further accidental usage. If customer wishes to use data for the rest of the validity, data top-up packs can be purchased
4. **Data Blocking (Pack unavailable countries):** For countries where Airtel roaming packs are not available, the data services have been blocked to avoid any accidental usage. However, customers will be able to make calls and send SMS and will be charged for the same as per standard rates [<http://bit.ly/standardcharges>].
5. **Usage Tracking on Airtel Thanks App:** Data, Voice and SMS Usage can be tracked on Airtel Thanks App. Data usage will be available near real time but voice/SMS usage update can have a delay of up to 4 hours. So, customers are advised to take this delay into due consideration while viewing their voice and SMS usages on Airtel Thanks App.
6. **Consumption Alerts:** Postpaid Customers will get alerts through SMS at 50%, 80%, and 100% consumption of their pack data quota.