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The Airtel International Roaming Service & packs are available to Airtel customers travelling abroad. The list of covered countries and the respective products are available in the tables at the end of this document.

Postpaid Packs – Appendix 1

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In-Flight Roaming Packs – Appendix 3

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Section-1: International Roaming (IR) Service Activation

- International Roaming (IR) service for all customers is “disabled” by default. Any customer who buys an international roaming pack or an in-flight roaming pack would get his/her IR service enabled automatically.
- For customers who want to have the convenience of using their India number abroad, it is advisable to go for International roaming packs [Pack details available in Appendices – 1, 2, 3]. Upon subscribing to International roaming packs, the customer will be able to use data, voice (Incoming & Outgoing) and SMS (Incoming & Outgoing) services as per pack details.

POSTPAID

- Postpaid customers may also enable the IR service without buying an international roaming 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>], and reflected in the monthly bill. IR service (not to be confused with IR packs) once enabled will remain enabled until explicitly disabled by the user through Airtel Thanks App or Call center.
- In the event a postpaid customer does not activate any of the packs but travels to a pack-covered country with International Roaming service activated and generates usage, then Airtel has the “Roam-Without-Fear” (1-Day pack) construct to protect him/her from excessive charges. The initial charging shall happen as per standard rates. Once the charges exceed the One-Day pack value for that country, then Airtel automatically applies the One Day pack with all its benefits to the customer [typically 1GB data, 100 mins (Outgoing + Incoming) (India + Local), 10 outgoing SMS & unlimited incoming SMS] to protect him/her 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.
- If postpaid customers on International roaming, benefits from such automatic accrual of “Roam-without-Fear” IR packs, he/she will be charged for these packs in the subsequent bill cycle. There shall not be any waiver of these charges whatsoever. Customers, however, have a choice to disable their IR service anytime.

PREPAID

- Prepaid customers may activate the International Roaming (IR) service by either:
 - a. Paying a service activation fee of Rs.98, valid for 28 days, which allows unlimited incoming SMS & data/calls/outgoing SMS at standard rates; or
 - b. purchasing an International Roaming packTo know more, visit <https://www.airtel.in/ir-packs/>
- For IR service activated with the Rs.98 activation fee, an active prepaid pack with valid validity is mandatory. If the prepaid pack's validity expires before the IR service validity period (enabled via Rs.98 activation fee), the customer will not be able to use the International Roaming service while abroad.
- For IR service activated with the Rs.98 activation fee, all usage (Data, Calls, and outgoing SMS) will be charged from the user's main account balance as per standard rates (available at [<http://bit.ly/standardcharges>]). The user will be allowed unlimited incoming SMS.
 - If the Main Balance is insufficient, the customer will be unable to use the IR service, including data, outgoing/incoming calls and outgoing SMS.
 - Only incoming SMS will be permitted.

Section-2: IR packs & In-Flight Roaming Packs – Activation, Validity and Quota

- Customers wishing to subscribe to the international roaming pack or in-flight roaming pack may do so by visiting www.airtel.in/IR or Airtel Thanks App.
- Data, Voice and SMS Usage can be tracked on Airtel Thanks App. Data usage will be available 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.

A. POSTPAID

- International Roaming Packs
 - Customers present in India may call the customer service helpline 121 or +919910099100 (international toll- free number). If the customer wishes to subscribe to pack from international location, it is advisable to call or WhatsApp +919910099100 to avoid any unwanted charges.
 - For company paid connections, customers will have to get in touch with their respective company co-coordinators to activate their packs.
 - Customers can opt for IR pack up to **365 days** prior to the actual date of travel. The pack validity starts only when the customer latches on to international network of any country covered by the pack and makes any chargeable usage like Outgoing SMS/incoming or outgoing/Incoming voice call/data consumption. The calculation of validity for postpaid IR packs shall be basis the time zone of the country visited and shall expire at 12 midnight local time of the country where first usage happened.

For instance, if a postpaid customer lands in Singapore at 6 PM local time with 10-day pack activated, then his/her first day of the pack validity will end at 11:59 PM local time on same day. The second day of the pack validity would start at 12:00 AM the next day and last till 11:59 PM local time (and so on).

- In-Flight Packs
 - For postpaid customers, for both In-flight roaming packs and free in-flight roaming benefits within pack, the pack validity starts once the user latches to the AeroMobile network while on selected international flights. Inflight roaming benefits will be available only once for a continuous period of 24 hours starting from the time of latch on AeroMobile network.
 - Please note that both the standalone In-flight roaming packs and In-flight roaming benefits within existing international roaming packs, get activated once the user latches onto the AeroMobile network while on the flight. On the other hand, the International Roaming packs (both with and without in-flight roaming benefits) shall get activated once the user latches to international network of any country post reaching the country.
 - For postpaid user, a user can use in-flight roaming benefits anytime for a continuous period of 24hrs, within 365 days from the date of pack purchase.
- Once the Airtel customer returns to India, the benefits of the International roaming pack, if activated, shall cease the moment he/she returns. Once in India, he/she will revert to the bill plan (postpaid) that he/she was subscribed to before they left India (provided their validity still apply).
However, if the customer returns to the IR pack-covered countries before the end of the pack's validity, then he/she would be able to continue enjoying the IR benefits until the end of pack's validity.
- The international roaming pack shall remain active until the end of its validity. Once the validity ends, the pack will not get automatically renewed by itself. However, Postpaid customers can enjoy the benefit of auto-renewal feature on their international roaming packs in which the same international roaming pack is renewed automatically once the existing pack expires. The pack will get activated only when the user visits abroad and performs first usage (in terms of data/calling/SMS) on his/her international roaming pack. The pack will be billed in the monthly cycle in which it was activated.
- **Auto renewal** can be enabled in 2 ways via Airtel Thanks App as mentioned below :

- If you are purchasing a new international roaming pack, postpaid users can enable auto renewal as mentioned below
Airtel Thanks App > International Roaming Tab > Enter Details > Submit > Enable Auto Renewal
- If you have already purchased a pack, you can manage auto renewal on your international roaming pack by visiting https://i.airtel.in/ir_autorenew3
- Auto renewal, if enabled on your international roaming pack, shall remain enabled until explicitly disabled by the user via Airtel Thanks App https://i.airtel.in/ir_autorenew3
- If customer has subscribed to any international roaming and its validity has started, then he/she cannot deactivate the pack during its validity.
- However, if the validity has not started, then postpaid customer can unsubscribe by reaching out to any of our call centers or through Thanks app.
- During IR pack usage, if customer exhausts entirety of Incoming minutes or Outgoing minutes or SMS benefit quotas given by the pack, then any further usage would be charged as per Post-pack benefit rates applicable for that particular pack (refer Appendices – 1, 2). To avoid such accidental over-usage, which results in unwanted charges, customer is advised to keep track of usage of Incoming minutes and Outgoing minutes and SMS benefits on Airtel Thanks App.
- During International Roaming pack usage, if a postpaid customer exhausts entirety of high speed data quota given by the pack, then speed will be throttled at 80 kbps. If customer wishes to use high speed data for the rest of the validity, he/she can purchase a data top-up as shown in Appendix – 1

B. PREPAID

- Prepaid subscribers can book their International Roaming pack up to **30 days** prior to the actual date of travel. The pack validity will start only when the customer latches on to international network of any country covered by the pack and makes any chargeable usage like Outgoing/Incoming SMS or outgoing/Incoming voice call/data consumption. In case the customer does not travel until the end of 30 days, then the pack automatically expires. The customer will not be entitled to any reimbursement of amounts used to purchase International Roaming pack(s) upon expiry.
- For Prepaid customers, pack validity starts only when the customer latches on to international network of any country covered by the pack (within 30 days of purchase as stated above) and makes any chargeable usage like Outgoing SMS/incoming or outgoing call/data consumption. The calculation of validity for prepaid International Roaming packs shall be based on Indian Standard Time (IST) and shall expire at 11:59 PM midnight IST.

For instance, if the customer lands in Singapore at 6 PM Indian Standard Time (IST) with 10-day pack activated, then his/her first day of the pack validity will end at 11:59 PM IST on same day. The second day of the pack validity would start at 12:00 AM IST the next day and last till 11:59 PM IST (and so on).
- For Prepaid customers, pack validity of Long Duration pack (365 days) starts from the date of recharge
- For Prepaid customers, for both In-flight roaming packs and free in-flight roaming benefits within pack, the pack validity starts once the user latches to the AeroMobile network while on selected international flights. In-flight roaming benefits will be available only once for a continuous period of 24 hours starting from the time of latch on AeroMobile network.
- Please note that both the standalone In-flight roaming packs and In-flight roaming benefits within existing international roaming packs, get activated once the user latches onto the AeroMobile network while on the flight. On the other hand, the International Roaming packs (both with and without in-flight roaming benefits) shall get activated once the user latches to international network of any country post reaching the country.
- For Prepaid users, a user can use in-flight roaming benefits anytime for a continuous period of 24hrs within 30 days from the date of in-flight roaming pack purchase.

- Once the Airtel customer returns to India, the benefits of the International roaming pack, if activated, shall cease the moment he/she returns. Once in India, he/she will revert to the recharge (prepaid) that he/she was subscribed to before they left India (provided their validity still apply).
- However, if the customer returns to the International Roaming pack-covered countries before the end of the pack's validity, then he/she would be able to continue enjoying the IR benefits until the end of pack's validity.
- The international roaming pack shall remain active until the end of its validity. Once the validity ends, the pack will not get automatically renewed by itself.
- If customer has subscribed to any international roaming or in-flight roaming pack and its validity has started, then he/she cannot deactivate the pack during its validity.
- During International Roaming pack usage, if customer exhausts entirety of Incoming minutes or Outgoing minutes or SMS benefit quotas given by the pack, then any further usage would be charged as per Post-pack benefit rates applicable for that particular pack (refer Appendices – 1, 2). To avoid such accidental over-usage which results in unwanted charges, customer is advised to keep track of usage of Incoming minutes and Outgoing minutes and SMS benefits on Airtel Thanks App.
- During International Roaming pack usage, if a prepaid customer exhausts entirety of data quota given by the pack, then data usage would be blocked immediately to avoid any further accidental usage. If customer wishes to use data for the rest of the validity, he/she can purchase a data top-up as shown in Appendix – 2.

C. IN-FLIGHT ROAMING PACKS (For both Postpaid/Prepaid)

- To access data, voice and SMS benefits while on flight, users will have to recharge/opt for In-flight roaming packs before onboarding the flight. Please note that in-flight benefits are applicable on selected flights only and are not applicable on domestic travel.

Once you are on flight and receive the crew confirmation to use mobile phones, follow below mentioned steps:

- Switch your phone on, making sure Airplane Mode is off
- Your phone will automatically connect to the AeroMobile network
- If your phone does not connect to the AeroMobile network automatically, go to phone settings and manually select AeroMobile
- To use data services, you will need to ensure Data Roaming is on.
- In-Flight communication services are provided at the discretion of the pilot in command. Certain services, like voice calls, might get restricted in certain scenarios based on the pilot's discretion
- If customer has subscribed to any international roaming or in-flight roaming pack and its validity has started, then he/she cannot deactivate the pack during its validity.
- However, if the validity has not started, then postpaid customer can unsubscribe by reaching out to any of our call centers or through Thanks app. This does not apply to Prepaid customers and the customers with company connections who have purchased the pack via recharge or on their corporate number via company coordinators.
- During In-flight roaming pack usage, if a user exhausts entirety of data/voice/SMS quota given by the pack, then any further respective data/voice/SMS usage would be blocked immediately. If customer wishes to use data/voice/SMS, he/she can purchase another In-flight roaming pack as shown in Appendix – 3.

Section-3: International Roaming Packs & In-Flight Roaming Packs – Benefits Applicability and Tracking

- Usage in international roaming is shared with Airtel by international operators. In case there is a delay in sharing this information, the usage charges may display in the subsequent postpaid bills (up to 3 bills).
- For countries where Airtel roaming packs are not available,
 - For Postpaid users, the data services have been barred to avoid any accidental usage by customers. However, the customer will be able to make calls and send SMS and he/she will be charged for the same as per standard rates. [Link - <http://bit.ly/standardcharges>]
 - For Prepaid users, the data services have been barred to avoid any accidental usage by customers. However, for prepaid users opting for IR activation fee of Rs.98, the customer will be able to make calls and send SMS and he/she will be charged for the same as per standard rates and the same shall be charged from the main account balance. [Link - <http://bit.ly/standardcharges>]
- There can be a mismatch on the International Roaming usage reported on the Airtel Thanks app and the generated bill for the user later on, since bill is prepared as per actual usage reported by partner and it is not received real time, In case there is a difference of billing, customer is liable to pay based on billing details provided by partner operator
- International Roaming packs benefits are not applicable while calling local toll free numbers abroad. If a customer tries calling such local toll free number abroad, he/she will be charged according to standard rates applicable in that country. For customers with company connections who buy the international roaming pack on their same company number by paying in advance, toll-free services are blocked.
- If customers have their International Roaming service active on their number without an International Roaming Pack and wish to prevent the use of Voice/Data/SMS service abroad, they can turn off data and should refrain from using Voice and SMS services. This is especially advised when their International Roaming services are active and an International Roaming pack is not taken.
- The benefits of all International Roaming Offers (which does not include in-flight benefits) mentioned in Appendices -1, 2, 3, are not applicable for premium rate Numbers / Maritime / Satellite / Ship Cruise or Immarsat. Please note that additional charges over and above the pack charges would accumulate if usage is done in any of the above scenarios.
- For customers having Prepaid SIMs from Assam, North East and J&K circles, International roaming benefits and services will not work while abroad.
- SMS text length will be considered to be 160 characters
- All toll free numbers in India and in the country you are visiting, will be charged as per standard charges or pack charges.
- If there is any change in our international roaming plans MRP/Benefits/Rates and if you have not travelled after taking an international roaming pack; then we have a right to discontinue the pack as it will not be available on our platform anymore. However, we will inform you in due course of time.
- Please note that, due to government restrictions in Myanmar on data services for international roamers, data services included in the international roaming pack will not be available in Myanmar.

A. POSTPAID

- Customers can buy only one International Roaming pack in India.
- Postpaid customer can buy a new international roaming pack if he does not have any active international roaming pack.
- Postpaid customers, will have an option to buy additional High speed data top-up only when they reach international destination and their international roaming pack gets activated

- For Postpaid customers, roaming with 10 Days or 30 Days validity pack in any country has 100min/day (Incoming + outgoing) (Local+India) benefits. These minutes will be reset at 11:59 PM midnight of the local time of the country where first usage happened
- For postpaid customers, the validity of International Roaming Pack benefit works independent of the bill cycle of their postpaid bill plan back in India. In other words, the customers' bill cycle starts and end dates in India do not affect either the start or the end of the validity of their International roaming pack. The International roaming pack would get billed in the month in which it got activated.
- For Postpaid customers from UP East, Bihar, West Bengal and Orissa, data-service are not available in Dominican Republic. If customers from these circles are planning to travel to Dominican Republic and take International Roaming pack, please be aware that any data benefits mentioned in the pack details are not applicable here.

B. PREPAID

- Once a prepaid customer is in International Roaming with an active pack, and buys an additional pack – He/She will be able to enjoy accretive benefits of both packs. Data, Voice, SMS and Validity will be accretive in nature. Example if customer buys a 10 day 899 pack (1 GB data, 100 mins) and a 30 day 2998 (5 GB data, 200 mins) pack then customer will be able to use – 6 GB data, 300 mins for the period of 40 days from date of activation of first pack.
- Total absolute validity by addition of multiple packs cannot exceed 730 days at any point of time.
- However, for the long duration pack, accretive nature will not be valid. For instance, Rs.4000 prepaid long duration IR pack, offering benefits for use in India as well as abroad, is activated upon recharge and remains valid for 365 days from the date of recharge.
 - If a customer purchases an additional IR pack (e.g., Rs.798 pack with benefits 2GB, 150 mins, 20 outgoing SMS) alongside Rs. 4000 pack (with benefits 5GB, 100 mins, 20 outgoing SMS), the customer will enjoy cumulative benefits (e.g., 7GB, 250mins, 40 SMS) for data, calls, and outgoing SMS while abroad. However, the validity of the 2 packs will not be added and validity of the longer duration pack would be applicable on the cumulative benefits. In this case, the validity Rs.4000 pack will be applicable on the cumulative benefits.
 - For pack benefits in India, if the user purchases any other prepaid pack over and above the Rs.4000 pack, the user will not get any accretive benefits in terms of data/calls/outgoing SMS/validity.
- For Prepaid Customers Outgoing voice is not available in Timor, Serbia, Isle of Mann, Guinea Bissau, Guinea, El Salvador and Dominican Republic. If customers are planning to travel to these countries and take International Roaming pack, please be aware that Outgoing call benefits mentioned in the pack benefits are not applicable here.

Section-4: Network, Credit Limit, Data Barring and Other Services

- Customers need not bother with manually selecting network when they land abroad as International Roaming packs are applicable across all operators in the covered countries.
- Airtel bears no responsibility for the network quality of the select partner network service providers in the respective locations.
- Customer's credit limit is not monitored on real-time basis while he/she is in International roaming. The International Roaming usage details are dependent on international operators and are not available with Airtel in real-time. Hence, credit- limit as per Airtel is not applicable while in international roaming. Customers are advised to be aware of this fact while he/she is making usage with the International Roaming service being ON.
- For In-flight packs, the data speed primarily operates on 3G networks. However, please note that depending on various factors such as your device compatibility and the specific aircraft, the data speed may fluctuate and occasionally operate at 2G speeds.

- Data barring request to Airtel for local usage in India is different from data barring request for international roaming.
 - If a customer has engaged the Data barring service for local usage in India, it does not mean that data would remain barred after connecting to an International network. If International Roaming service is “On”, the customer is free to consume Data in IR and accumulate charges irrespective of local Data barring service being active or inactive in India.
 - In case the customer wants to deactivate data services while on international roaming, the same needs to be done from the handset or disabling International Roaming service on Airtel Thanks App or by calling the customer care & specifically requesting data barring while on international roaming.
- If customer has requested and enabled data barring in International roaming, then it shall remain activated (irrespective of amount of time elapsed since enabling) till the customer specifically requests for deactivation of data barring. Even if the customer activates a pack while his/her International Roaming data barring is “on”, the customer would not be able to use any data in roaming until the International Roaming data barring service is deactivated.
- Caller Line Identification Number (CLI) is not guaranteed while any International roaming pack is active. That is, if a customer receives a call on his/her number while in International Roaming or makes an outgoing call from his/her number, then it is not guaranteed that the number from whom he/she is receiving the call would be displayed or his/her number would be displayed correctly to the receiver.
- Video Calls feature provided by select international telecom service providers are NOT guaranteed on international roaming but might be successful in some networks. If successful, the consumption of video call minutes will be charged in a manner similar to voice calls.
- If call divert or VMS is active on a mobile number, then customers would be charged for both Incoming and outgoing minutes of the call duration as per divert conditions. If International Roaming pack is active, then both Outgoing and Incoming minutes would be consumed depending on the type of call made. **If customers plan to cancel the same, they may do so by dialing ##002# before leaving India network.**

Section-5: T&C Applicability and Legality

- These Terms and Conditions shall constitute an agreement between Airtel and each customer and by subscribing to the Offer, customer accepts the same as binding upon him/her.
- The terms and conditions of usage of Airtel, so far as the same are not inconsistent with the present terms and conditions, continue to be applicable upon you as a user of the mobile services.
- Airtel will be entitled to postpone, suspend, modify or cancel the Offer or any aspect thereof, across the entire territories of service or any part thereof, at any time with or without notice, for any reason, including, but not limited to, acts of God, force majeure, technical difficulties, or any other reasons beyond Airtel’s reasonable control. If Airtel suspends or cancels the Offer, all aspects of the Offer shall be null and void. Airtel will not be liable to compensate any customer for any postponement or cancellation or for any reason directly or indirectly arising out of this Offer.
- AIRTEL HAS NO LIABILITY WHATSOEVER IN RESPECT OF ANY CLAIMS OR DISPUTES AND ANY RESULTING DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, RELATING TO THE CUSTOMER AVAILING, NOT RECEIVING OR CUSTOMER’S USE OF THE OFFER.
- AIRTEL MAKES NO WARRANTIES OR REPRESENTATIONS WHATSOEVER IN RESPECT OF THE OFFER AND THE MOBILE SERVICES INCLUDING AS TO ITS FITNESS FOR ANY PARTICULAR PURPOSE, MERCHANTABILITY, QUALITY, AVAILABILITY, DISRUPTION OR ERROR FREE OPERATION.
- These Terms and Conditions shall constitute an agreement between Airtel and each customer and by subscribing to the Offer, customer accepts the same as binding upon him/her.

- 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 network and the provisions of the Offer 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.

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.

Section-6: Customer Protection Policies

- **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

- **International Roaming-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.
 - Postpaid customers may also enable the IR service without taking a pack through Airtel Thanks 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.
 - Prepaid customers can enable IR service by purchasing an International roaming pack. Additionally, Prepaid user can also activate IR service by paying a service activation fee of Rs.98 by visiting Airtel Thanks App. <https://www.airtel.in/ir-packs/>

IR service (not to be confused with IR pack) once enabled will remain activated till explicitly disabled through Airtel Thanks App or Call center.

- **Auto Renewal on International Roaming Packs-Default Off-mode:** Auto renewal on international roaming for all postpaid customers is "disabled" by default. Any customer who wishes to enable auto renewal can do so via Airtel Thanks App while either purchasing the pack or by visiting https://i.airtel.in/ir_autorenew3
Auto renewal is not applicable on standalone in-flight roaming packs.
- 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. During In-flight roaming pack usage for both prepaid and postpaid, if a customer exhausts the high speed data quota available in the chosen in-flight 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 in case of International Roaming pack or new pack could be purchased in case of in-flight packs.
- **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>].
- **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.

- **Consumption Alerts:** Postpaid Customers will get alerts through SMS at 50%, 90%, and 100% consumption of their pack data quota. Prepaid Customers will get alerts through SMS at 50%, 80%, and 100% consumption of their pack data quota.

Section-7: Airtel International Roaming Pack Detail

Appendix-1: Postpaid :

7.1.1: Postpaid Packs

Postpaid	Pack Details					Rates post pack benefits
Validity	1	10	30	90	365	
Rental	Rs.648	Rs.2999	Rs.3999	Rs.5999	Rs.14999	
Data	Unlimited (high-speed - 1GB)	Unlimited (high-speed - 10GB)	Unlimited (high-speed - 30GB)	Unlimited (high-speed - 40GB)	Unlimited (high-speed - 40GB)	Throttles to 80kbps
Calls (Outgoing + Incoming) (local + India)	100 mins	100mins/day	100mins/day	900 mins	3000mins	Rs.10/min
SMS	Outgoing SMS - 10	Outgoing SMS - 20	Outgoing SMS - 20	Outgoing SMS - 100	Outgoing SMS - 100	Rs.5/SMS
Other Benefits	-	-	In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS	In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS	In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS	Block
International Calls	Rs.45	Rs.45	Rs.45		Rs.45	Rs.45/min

* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

7.1.2 Postpaid Data Top-ups

Postpaid	Pack Details	Rates post pack benefits
Validity (Days)	5	
Rental	Rs.699	
Data	High-speed - 2GB	Throttles at 80kbps
Calls (Outgoing + Incoming) (local + India)	-	Rs.10/min
SMS	-	Rs.5/SMS
Other Benefits	-	Block
International Calls (Rs./min)	Rs.45	Rs.45/min

* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

7.1.3 Postpaid Exclusive Pack on MakeMyTrip

Validity (days)	10 Days
Rental	Rs.2999
Data	6 GB
Calls (Outgoing + Incoming) (local + India)	110 mins/day
SMS	20
Rates Post Pack Benefits (During the pack validity)	
Data	Throttles at 80kbps
Calls (Outgoing + Incoming) (local + India) (Rs./min)	Rs.10
International Calls (Rs./min)	Rs.45
SMS (Rs./SMS)	Rs.5

7.1.4 Postpaid In-flight Packs

	24 Hours	24 Hours	24 Hours
Validity			
Rental	Rs.195	Rs.295	Rs.595
Data	250 MB	500 MB	1 GB
Outgoing Calls	100 mins	100 mins	100 mins
Outgoing SMS	100	100	100
Rates Post Pack Benefits (During the pack validity)			
Data	Block	Block	Block
Calls	Block	Block	Block
SMS	Block	Block	Block

Appendix 2: Prepaid

7.2.1 Prepaid International Roaming packs

Prepaid	Pack Details					Rates post pack benefits
Validity	1	5	10	30	365	
Rental	Rs.648	Rs.798	Rs.1098	Rs.2998	Rs.4000	
Data	1GB	2GB	3GB	10GB	5GB	Block
Calls (Outgoing + Incoming) (local + India)	100 mins	150 mins	200 mins	300 mins	100 mins	Rs.10/min
SMS	Outgoing SMS - 10; Incoming SMS - Free	Outgoing SMS - 20; Incoming SMS - Free	Outgoing SMS - 20; Incoming SMS - Free	Outgoing SMS - 20; Incoming SMS - Free	Outgoing SMS - 100; Incoming SMS - Free	Rs.5/SMS
Other Benefits	-		-	In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS	India Benefits : 1.5GB/day, Unlimited local calls, 100 SMS/day	Block
International Calls (Rs./min)	Rs.45	Rs.45	Rs.45	Rs.45	Rs.45	Rs.45/min

* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

7.2.2 Prepaid International Roaming service activation

Prepaid	Pack Details
Validity	28
Rental	Rs.98
Data	Standard charges
Calls (Outgoing + Incoming) (local + India)	Standard charges
SMS	Incoming SMS - Free; Outgoing SMS - Standard charges

* Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

7.2.3 Prepaid International Roaming data top-up

Prepaid	Pack Details
Validity	Till roaming pack validity
Rental	Rs.699
Data	High-speed - 2GB
Calls (Outgoing + Incoming) (local + India)	-
SMS	-

* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

7.2.4 Prepaid exclusive pack on MakeMyTrip

Validity (days)	10 Days
Rental	Rs.2999
Data	6 GB
Calls (Outgoing + Incoming) (local + India)	110 mins/day
SMS	20
Rates Post Pack Benefits (During the pack validity)	
Data	Block
Calls (Outgoing + Incoming) (local + India) (Rs./min)	Rs.10
International Calls (Rs./min)	Rs.45
SMS (Rs./SMS)	Rs.5

7.1.5 Prepaid In-flight Packs

Validity	24 Hours	24 Hours	24 Hours
Rental	Rs.196	Rs.295	Rs.595
Data	250 MB	500 MB	1 GB
Outgoing Calls	100 mins	100 mins	100 mins
Outgoing SMS	100	100	100
Rates Post Pack Benefits (During the pack validity)			
Data	Block	Block	Block
Calls	Block	Block	Block
SMS	Block	Block	Block

Appendix 3: International Roaming Pack Covered Countries

Countries				
Afghanistan	Congo	Iceland	Montserrat	South Africa
Albania	Costa Rica	Indonesia	Morocco	South Sudan
Algeria	Cote D'Ivoire	Iran	Mozambique	Spain
Andorra	Croatia	Iraq	Myanmar	Sri Lanka
Anguilla	Cyprus	Ireland	Namibia	St Lucia
Antigua & Barbuda	Czech Republic	Isle of Mann	Nauru	St. Kitts & Nevis
Argentina	Democratic Republic of Congo	Israel	Nepal	St. Vincent & the Grenadines
Armenia	Denmark	Italy	Netherland Antilles	Sudan
Aruba	Dominica	Jamaica	Netherlands	Suriname
Australia	Dominican Republic	Japan	New Zealand	Swaziland
Austria	Ecuador	Jersey	Nicaragua	Sweden
Azerbaijan	Egypt	Jordan	Niger	Switzerland
Bahamas	El Salvador	Kazakhstan	Nigeria	Taiwan
Bahrain	Estonia	Kenya	Northern Mariana Islands	Tajikistan
Bangladesh	Ethiopia	Korea	Norway	Tanzania
Barbados	Faroe Islands	Kuwait	Oman	Tchad
Belarus	Fiji	Kyrgyz Republic	Palestine	Thailand
Belgium	Finland	Lao	Panama	Timor
Benin	France	Latvia	Papua New Guinea	Tonga
Bermuda	French West Indies	Lesotho	Paraguay	Trinidad
Bhutan	Gabon	Liberia	Peru	Tunisia
Bolivia	Gambia	Liechtenstein	Phillipines	Turkey
Bosnia & Herzegovina	Georgia	Lithuania	Poland	Turks & caicos
Botswana	Germany	Luxembourg	Portugal	UAE
Brazil	Ghana	Macau	Puerto Rico	Uganda
British Virgin Islands	Gibraltar	Macedonia	Qatar	Ukraine
Brunei	Greece	Madagascar	Reunion Island	United Kingdom
Bulgaria	Greenland	Malawi	Romania	Uruguay
Burkina Faso	Grenada	Malaysia	Russia	USA
Burundi	Guam	Maldives	Rwanda	Uzbekistan
Cambodia	Guatemala	Mali	Samoa	Vanuatu
Cameroon	Guernsey	Malta	Saudi Arabia	Vietnam
Canada	Guinea	Mauritius	Senegal	Yemen
Cape Verde	Guinea Bissau	Mayotte	Serbia	Zambia
Cayman Islands	Guyana	Mexico	Seychelles	Zimbabwe
Central African Republic	Haiti	Moldova	Sierra Leone	
Chile	Honduras	Monaco	Singapore	
China	Hong Kong	Mongolia	Slovak Republic	
Colombia	Hungary	Montenegro	Slovenia	

Appendix 5: Telecom Partners

List of Telecom Partners			
Country	Telecom Partner	Country	Telecom Partner
Afghanistan	AWCC	Kazakhstan	Mobitel
Afghanistan	Etisalat	Kazakhstan	Kcell
Afghanistan	MTN	Kazakhstan	Tele2
Afghanistan	TDCA	Kenya	Airtel
AIR	AeroMobile AS	Kiribati	Vodafone
Albania	One Albania/AMC	Korea	KT Corporation
Albania	Vodafone	Korea	SK Telecom
Algeria	ATM Mobilis	Kosovo	Monaco Telecom
Algeria	Djezzy	Kuwait	STC
Algeria	Ooredoo	Kuwait	Zain
Angola	Movicel	Kuwait	Ooredoo
Angola	Unitel	Kyrgyz Republic	Sky Mobile
Anguilla	FLOW /C&W	Kyrgyz Republic	Nur Telecom
Antigua & Barbuda	FLOW /C&W	Lao	ETL
Argentina	Claro	Lao	Lao Telecommunication
Argentina	Telefonica / O2	Latvia	Bite
Argentina	Telecom Personal	Latvia	Latvijas Mobilais
Armenia	Team Telecom/Armentel	Latvia	Tele2
Armenia	Ucom	Lebanon	Alfa
Armenia	Viva-MTS/Vivacell	Lebanon	Touch
Aruba	SETAR	Lesotho	Vodacom
Australia	Telstra Limited	Liberia	Orange
Australia	Vodafone	Liberia	Lonestar Communications
Australia	Optus	Libya	Al Madar
Austria	A1 Telekom	Liechtenstein	Salt / Orange
Austria	T-Mobile	Liechtenstein	Mobilcom
Austria	Three Austria	Lithuania	Bite Lithuanian
Azerbaijan	Bakcell	Lithuania	Telia Lietuva
Azerbaijan	Azercell Telecom	Lithuania	UAB Tele2
Bahamas	BTC	Luxembourg	Tango
Bahrain	STC	Luxembourg	POST
Bahrain	Zain	Luxembourg	Orange
Bahrain	Bahrain	Macau	CTM
Bangladesh	Robi Axiata	Macau	SmarTone Mobile
Bangladesh	Grameenphone	Macau	Hutchison Telephone
Bangladesh	Banglalink	Macedonia	A1 / VIP
Barbados	FLOW/C&W	Macedonia	Makedonski Telekom
Belarus	Unitary enterprise A1	Madagascar	Airtel
Belarus	life	Malawi	Airtel
Belgium	ORANGE	Malaysia	U Mobile
Belgium	Proximus/Belgacom	Malaysia	Celcom Axiata Berhad
Belgium	Telenet/Base	Malaysia	Maxis Broadband

Benin	Moov/Etisalat	Malaysia	Digi Telecommunications
Benin	Spacotel/Areeba/MTN	Maldives	Dhiraagu
Bhutan	B-Mobile	Mali	Orange
Bhutan	Tashi	Malta	Epic / Vodafone
Bolivia	Entel	Malta	GO Mobile
Bolivia	Nuevatel	Malta	Melita
Bosnia & Herzegovina	BH Telecom	Mauritius	Emtel
Bosnia & Herzegovina	HT Eronet	Mauritius	MTML
Botswana	BTC	Mauritius	Cellplus
Botswana	Mascom Wireless	Mayotte	Outremer Télécom
Botswana	Orange	Mexico	Telefonica / O2
Brazil	Claro Brazil	Mexico	Telcel/Telefonica
Brazil	Vivo	Moldova	Moldcell
Brazil	TIM	Moldova	Orange
British Virgin Islands	FLOW /C&W	Monaco	Monaco Telecom
Brunei	UNN	Mongolia	MobiCom Corporation LLC
Brunei	B Mobile	Mongolia	Unitel LLC
Brunei	DST	Montenegro	One
Bulgaria	A1 Bulgaria	Montenegro	MTEL
Bulgaria	Vivacom	Montserrat	FLOW /C&W
Bulgaria	Yettel	Morocco	Maroc Telecom
Burkina Faso	Moov/Onatel	Morocco	Orange Maroc
Burkina Faso	Orange	Namibia	MTC
Burundi	Lacell	Namibia	TN Mobile
Cambodia	Cellcard	Nepal	Ncell Axiata/Spice
Cambodia	Viettel/Metfone	Nepal	Nepal Telecom
Cambodia	Smart Axiata	Netherlands	KPN
Cameroon	Orange	Netherlands	T-Mobile
Canada	Bell Mobility	Netherlands	Vodafone
Canada	Rogers Communications	New Caledonia	OPT
Canada	Sasktel	New Zealand	Spark / Telecom New Zealand
Canada	TELUS	New Zealand	Two Degrees
Canada	Videotron	New Zealand	One NZ
Cape Verde	CVMovel	Nicaragua	Enitel
Cayman Islands	FLOW Cayman	Nicaragua	Tigo / Columbia Movil
Central African Republic	Orange	Niger	Airtel
Chile	Entel	Nigeria	Airtel
Chile	Telefonica / O2	Northern Mariana Islands	IT&E
China	China Mobile	Norway	Telenor
China	China Unicom	Norway	Telia
Colombia	Claro	Norway	Telia Norge
Colombia	Telefonica / O2	Norway	ICE
Colombia	Tigo	Oman	Omantel
Congo	Airtel Congo B	Oman	Ooredoo
Cook Islands	Telekom Cook/ Vodafone	Palestine	Jawwal
Costa Rica	ICE	Palestine	Ooredoo

Costa Rica	Claro	Panama	Cable & Wireless
Costa Rica	LIBERTY/Telefonica	Panama	Claro
Cote D'Ivoire	MTN	Panama	Tigo / Telemovil
Cote D'Ivoire	Orange	Papua New Guinea	Telikom / Bemobile
Croatia	Hrvatski Telekom/ T-Mobile	Paraguay	Claro
Croatia	Telemach / Tele2	Paraguay	Núcleo
Croatia	A1 Hrvatska	Paraguay	Tigo
Cuba	Cubacel	Peru	Claro
Cyprus	Epic	Peru	Entel
Cyprus	PrimeTel PLC	Peru	Telefonica / O2
Czech Republic	Vodafone	Phillipines	Globe Telecom
Czech Republic	O2	Phillipines	Smart
Democratic Republic of Congo	Airtel	Poland	Orange
Denmark	Nuuday / TDC	Poland	PLAY
Denmark	Telia	Poland	Plus / Polkomtel
Denmark	Three / Hi3G	Portugal	MEO
Denmark	Telenor	Portugal	NOS Communications
Djibouti	Djibouti Telecom	Portugal	Vodafone
Dominica	FLOW /C&W	Puerto Rico	Claro
Dominican Republic	Altice / Orange	Qatar	Ooredoo
Dominican Republic	Claro	Qatar	Vodafone
Ecuador	Telefonica / O2	Reunion Island	SRR
Egypt	Etisalat	Romania	Digi
Egypt	Orange	Romania	Orange
Egypt	Vodafone	Romania	Telekom
El Salvador	CTE Telecom Personal	Romania	Vodafone
El Salvador	Telefonica / O2	Russia	OJSC Vimpelcom Beeline
El Salvador	Tigo / Telemovil	Russia	Tele2
Equatorial Guinea	GETESA	Russia	MTS
Estonia	Elisa	Russia	Megafon
Estonia	Telia	Rwanda	Airtel
Estonia	Tele2	Saudi Arabia	Mobily
Ethiopia	Ethio Telecom / ETC	Saudi Arabia	STC
Ethiopia	Safaricom	Saudi Arabia	Zain
Faroe Islands	Foroya Tele / Faroese	Senegal	Free
Faroe Islands	Nema / Kall	Senegal	Orange
Fiji	Vodafone	Serbia	Telekom Srbija
Finland	DNA	Serbia	Yettel
Finland	Elisa	Seychelles	Airtel
Finland	Telia	Sierra Leone	Comium
France	Bouygues Télécom	Sierra Leone	Orange
France	Free Mobile	Sierra Leone	Qcell
France	Orange	Singapore	M1
France	SFR	Singapore	StarHub
French Polynesia	Onati	Slovak Republic	Slovak Telekom
French West Indies	Outremer Télécom	Slovak Republic	Orange Slovakia

French West Indies	Orange	Slovenia	A1
Gabon	Airtel	Slovenia	Telemach
Georgia	Mobitel/Beeline	Slovenia	Telekom
Georgia	Silknet JSC / Geocell	Somalia	Golis Telecom
Germany	Telekom Deutschland	Somalia	Telesom Company
Germany	Vodafone	South Africa	Cell C
Germany	Telefónica	South Africa	MTN
Ghana	AirtelTigo	South Africa	Telkom
Ghana	MTN	South Africa	Vodacom
Ghana	Vodafone	Spain	Orange
Gibraltar	Gibtelecom	Spain	Telefónica Móviles
Greece	NOVA / Tim / Wind	Spain	Vodafone
Greece	Vodafone	Spain	Xfera Móviles
Greece	COSMOTE	Sri Lanka	Airtel
Greenland	Tusass / Tele Greenland	Sri Lanka	Dialog Axiata
Grenada	FLOW /C&W	Sri Lanka	Hutch
Guam	IT&E	Sri Lanka	Mobitel
Guam	Pulse	St Lucia	FLOW /C&W
Guatemala	Claro	St. Kitts & Nevis	FLOW /C&W
Guatemala	Tigo	St. Vincent & the Grenadines	FLOW /C&W
Guatemala	Telefonica	Sudan	MTN
Guinea	Orange	Sudan	Sudatel
Guinea Bissau	MTN	Sudan	Zain
Guinea Bissau	Orange Bissau	Suriname	Telesur
Guyana	GTT	Swaziland	Swazi MTN Limited
Honduras	Claro	Sweden	Three / Hi3G
Honduros	Tigo	Sweden	Tele2 AB
Hong Kong	China Mobile	Sweden	Telenor
Hong Kong	HKT	Sweden	Telia Company
Hong Kong	SmarTone Mobile	Switzerland	Salt / Orange
Hungary	Magyar Telekom Nyrt./ T-Mobile	Switzerland	Sunrise LLC
Hungary	Vodafone	Switzerland	Swisscom
Hungary	Yettel / Globul	Syria	Syriatel
Iceland	Nova	Syria	MTN
Iceland	Síminn / Landssíminn	Taiwan	Chunghwa Telecom
Iceland	Viking Wireless	Taiwan	Taiwan Mobile
Iceland	Vodafone	Taiwan	Taiwan Star
Indonesia	XL Axiata	Tajikistan	Indigo
Indonesia	Telkomsel	Tajikistan	Babilon - M
Indonesia	XL Axiata	Tanzania	Airtel
Indonesia	Hutchison	Tchad	Airtel
Iran	MCI	Thailand	DTAC
Iran	MTN Irancell	Thailand	AWN
Iraq	Asiacell	Thailand	AIS
Iraq	Zain	Timor	Telkomcel
Iraq	Zain / Atheer	Togo	Togo Telecom

Ireland	Meteor	Tunisia	Ooredoo
Ireland	Vodafone	Tunisia	Tunisie Telecom
Ireland	Three	Tunisia	Orange
Isle of Mann	Manx Telecom	Turkey	Turkcell
Isle of Mann	FLOW /C&W	Turkey	Vodafone
Israel	Cellcom	Turkmenistan	BCTI
Israel	Partner Communications	Turkmenistan	TMCELL
Israel	Pelephone	Turks & caicos	FLOW /C&W
Israel	Hot Mobile Ltd.	UAE	DU
Italy	ILIAD	UAE	Etisalat
Italy	Vodafone	Uganda	Airtel
Italy	WINDTRE	Ukraine	Vodafone
Italy	TIM	Ukraine	Kyivstar
Jamaica	FLOW /C&W	Ukraine	lifecell
Japan	NTT DOCOMO	United Kingdom	Cable & Wireless
Japan	SoftBank Corp.	United Kingdom	Vodafone
Jersey	Airtel	United Kingdom	Telefonica / O2
Jordan	Orange	United Kingdom	Hi3G / Three
Jordan	Umniah Mobile Company	Uruguay	Antel
Jordan	Zain	Uruguay	Claro
		Uruguay	Telefonica / O2
		USA	Manx Telecom
		USA	Verizon
		USA	T-Mobile
		Uzbekistan	Ucell
		Uzbekistan	UzMobile
		Uzbekistan	Unitel
		Vanuatu	Vodafone
		Venezuela	Corporacion Digitel
		Vietnam	Mobifone
		Vietnam	Vietnamobile
		Vietnam	Vinaphone
		Vietnam	Viettel Group
		Yemen	Spacetel
		Zambia	Airtel
		Zimbabwe	Telecel

Appendix 6: Covered Flights For In-Flight Packs

AIRLINES	SERVICES PROVIDED	FLEET	ROUTES
Aer Lingus	Data & SMS	A330 Aircraft	Scheduled Routes: Ireland and Orlando, Chicago, Boston, San Francisco, Washington DC, Newark, Los Angeles, Miami, Seattle, New York and Toronto.
Asiana Airlines	Voice, Data & SMS	A350 Aircraft	Scheduled Routes : Seoul hub to China, Japan, Philippines, Singapore and the United States.
Biman Bangladesh Airlines	Voice, Data & SMS	B787 Aircraft	Scheduled Routes: Global destinations from its Dhaka hub.
Cathay Pacific	Data & SMS	A350 Aircraft	Scheduled Routes: Cathay Pacific's Hong Kong hub to destinations including Bangkok, Singapore, Osaka and other long-haul destinations.
Egyptair	Voice, Data & SMS	B787 Aircraft	Scheduled Routes: To Europe , USA, Canada, South Africa and Asia.
Emirates	Voice, Data & SMS	B777 Aircraft	Scheduled Routes: To and from Dubai.
Etihaad Airways	Voice, Data & SMS	A350 Aircraft, B777 Aircraft, B787 Aircraft,	Scheduled Routes: To and from Abu Dhabi.
Eva Air	Data & SMS	B777 Aircraft	Scheduled Routes: To and from Taipei, New York, Los Angeles and Vietnam.
Kuwait Airways	Voice, Data & SMS	B777 Aircraft	Scheduled Routes: From Kuwait International Airport to various long-haul destinations.
Lufthansa	Data & SMS	A330 Aircraft, A340 Aircraft, A350 Aircraft, A380 Aircraft, B747 Aircraft	Scheduled Routes: Munich and Frankfurt hubs.
Malaysia Airlines	Voice, Data & SMS	A350 Aircraft	Scheduled Routes: To and from London Heathrow, Japan (Narita International Airport) and Hong Kong from their hub in Kuala Lumpur.
SAS Scandinavian Airlines	Voice, Data & SMS	A330 Aircraft	Scheduled Routes: Domestic Scandinavian routes and long haul flights to USA, Hong Kong, China and Japan.
Singapore Airlines	Data & SMS	A350 Aircraft, B777 Aircraft, B787 Aircraft	Scheduled Routes: To and from Singapore including London Heathrow, Hong Kong, Australia and Tokyo.
Swiss International Airlines	Voice, Data & SMS	A330 Aircraft, A340 Aircraft, B777 Aircraft	
TAP Air Portugal	Voice, Data & SMS	A330 Aircraft	Scheduled Routes: To South and Central America including; Brazil, El Salvador and Mexico.
Turkish Airlines	Data & SMS	A330 Aircraft, A350 Aircraft, B777 Aircraft, B787 Aircraft	Scheduled Routes: From Turkish Airlines Istanbul hub to various long-haul destinations.
Uzbekistan Airways	Voice, Data & SMS	B787 Aircraft	Scheduled Routes: To destinations including Europe, Asia and USA.
Air Belgium	Voice, Data & SMS	A330neo	Scheduled Routes: Mauritius and Curacao via Punta Cana
ITA Airways	Voice, Data & SMS	A330 Aircraft	Scheduled Routes: To destinations including New York from ITA Airways' hub airports Rome Fiumicino and Milan Linate.

*Covered Airlines, Fleets and routes are subject to change