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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**

**Prepaid Packs – Appendix 2**

**In-Flight Roaming Packs – Appendix 3**

**Pack Covered Countries-SET A and SET B – Appendix 4**

**Pack Covered Flights – Appendix 5**

**Key Changes:**

- All IR packs work on all 184 covered countries, Benefits will differ basis on the country of latch
- Postpaid customers can now enable auto renewal on their international roaming packs in which the same international roaming plan gets renewed automatically once the existing plan expires.
- Airtel now offers In-flight Roaming packs, which refers to the ability to access internet services, make calls and send messages while on the flight. The benefits are applicable on selected international flights and aircrafts. Refer to annexure 5 for the same.
- The in-flight benefits are same across both SET 1 & SET 2 countries. User can avail in-flight benefits on selected international flights while going abroad. To know the covered flights and respective benefits provided by them, refer to appendix 5.
- For bundled In-flight benefits within selected IR packs, the in-flight benefits shall apply only on packs which were purchased on or after 15<sup>th</sup> Feb 2024 for Himachal Pradesh and on or after 22<sup>nd</sup> Feb 2024 for rest of India.

**Postpaid:**

1. To facilitate seamless shuffling between multiple countries across the world, Airtel has revised the countries covered in its international roaming postpaid packs. Now all countries will be covered in the same pack. Benefits might differ based on the country of latch. Countries covered can be seen under Appendix 3.
2. All Postpaid Airtel IR packs which are subscribed but not yet active (i.e. validity of pack didn't start) as of 23:59hrs; 5th Dec, 2022 will continue as it is, however customer can choose to deactivate the upcoming pack and activate newly launched IR plan of choice. Customers are requested to check the benefits applicable for their country on Airtel website or App before activating any new pack

**Prepaid:**

3. To facilitate seamless shuffling between multiple countries across the world, Airtel has revised the countries covered in its international roaming prepaid packs. Now all countries will be covered in the same pack. Benefits might differ based on country of latch. Countries covered can be seen under Appendices – 3.
4. All Prepaid Airtel IR packs which are subscribed but not yet active (i.e. validity of pack didn't start) as of 23:59hrs; 5th Dec, 2022 will continue as it is.

**Section-1: International Roaming (IR) Service related**

5. 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. 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>]. IR service (not to be confused with IR packs) once enabled will remain enabled until explicitly disabled through Airtel Thanks App or Call center.

6. Prepaid customers can enable or disable IR service by sending **IRSTART** or **IRSTOP** to 121. In case a prepaid customer makes usage without purchasing an International roaming pack, the usage will be charged from Main Balance as per Standard rates [Link - <http://bit.ly/standardcharges>]. In case of no main balance, the customer will not be able to make any usage and hence will not get Incoming calls and will not be able to make Outgoing calls/SMS etc. Only Incoming SMS will be allowed
7. 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 services as per pack details.
8. 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” 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 500 Mb data, 100 Outgoing + Incoming minutes), to protect him/her from any further charges for the day.
9. 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.
10. 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.

## Section-2: IR packs – Activation, validity and quota

11. Customers wishing to subscribe to the international roaming pack or in-flight roaming pack may do so by visiting [www.airtel.in/IR](http://www.airtel.in/IR) or Airtel Thanks App. Postpaid 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.
12. For company paid connections, customers will have to get in touch with their respective company co-coordinators to activate their packs.
13. Postpaid subscribers 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).
14. Prepaid subscribers can book their IR 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 IR pack(s) upon expiry.

15. 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 IR 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).

16. For Prepaid customers, pack validity of Long Duration pack (365 days) starts from the date of recharge
17. 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.
18. 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.
19. 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. 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.
20. 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.

21. 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
22. 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) or recharge (prepaid) 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.
23. 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 gets 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 of the month in which it was activated.

24. 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](https://i.airtel.in/ir_autorenew3)
25. 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](https://i.airtel.in/ir_autorenew3)
26. 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.
27. 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.
28. 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.
29. During IR 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
30. During IR 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.
31. 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.
32. Also, there is a new voice top up launched for prepaid customers. If voice benefits are exhausted, this top up can be purchased as shown in Appendix -2.
33. 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.

### **Section-3: IR Packs – Benefits applicability and tracking**

34. 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).
35. For countries where Airtel roaming packs are not available, 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>]
36. There can be a mismatch on the IR 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
37. For postpaid, customers can buy only one IR pack in India.
38. Once a prepaid customer is in IR 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.
39. Total absolute validity by addition of multiple packs cannot exceed 730 days at any point of time.
40. Postpaid customer can buy a new international roaming pack if he does not have any active international roaming pack.
41. Postpaid customers, will have an option to buy additional High speed data top-up (Appendix-1) only when they reach international destination.
42. For Postpaid customers, roaming with 10 Days or 30 Days validity pack in any of the set 1 countries have 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
43. 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.
44. 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.
45. 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 IR pack, please be aware that any data benefits mentioned in the pack details are not applicable here.
46. 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 IR pack, please be aware that Outgoing call benefits mentioned in the pack benefits are not applicable here.
47. If customers have not taken an International Roaming Pack and wish to prevent the use of Voice/Data/SMS service in abroad, they can turn off data and should refrain from using Voice and SMS services. This is especially advised when their IR services are active and an International Roaming pack is not taken

48. The benefits of all IR 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.
49. For customers having Prepaid SIMs from Assam, North East and J&K circles, International roaming benefits and services will not work while in abroad.
50. SMS text length will be considered to be 160 characters
51. All toll free numbers in India and in the country you are visiting, will be charged as per standard charges or pack charges.
52. 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.

#### **Section-4: Network, Credit Limit, Data barring and other services**

53. Customers need not bother with manually selecting network when they land abroad as IR packs are applicable across all operators in the covered countries.
54. Airtel bears no responsibility for the network quality of the select partner network service providers in the respective locations.
55. Customer's credit limit is not monitored on real-time basis while he/she is in International roaming. The IR 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 IR service being ON.
56. With our 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.
57. 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 IR 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 IR service on Airtel Thanks App or by calling the customer care & specifically requesting data barring while on international roaming.
58. 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 IR data barring is "on", the customer would not be able to use any data in roaming until the IR data barring service is deactivated.
59. 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 IR 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.

60. 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.
61. 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 IR 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**

62. 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.
63. 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.
64. 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.
65. 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.
66. 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.
67. 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.
68. 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**

69. **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

70. **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. 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. IR service (not to be confused with IR pack) once enabled will remain activated till explicitly disabled through Airtel Thanks App or Call center.
71. **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](https://i.airtel.in/ir_autorenew3). Auto renewal is not applicable on standalone in-flight roaming packs.
72. 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 IR pack or new pack could be purchased in case of in-flight packs.
73. **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>].
74. **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.
75. **Consumption Alerts:** Postpaid 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 pack details:

#### 7.1.1: Postpaid Packs

(For covered countries in Set 1 and Set 2 countries – please refer Appendix 3)

	Set1			Set2		
Validity (days)	1	10	30	1	10	30
Rental (Rs.)	649	2999	3999	649	2999	3999
Data	500MB	5GB	12GB	250MB	2.5GB	6GB
Outgoing Calls + Incoming Calls (local + India mins)	100 mins	100 min/day	100 mins/day	50 mins	100 mins	200 mins
SMS	10	20	20	5	10	10
In-flight Benefits	NA	NA	250 MB, 100 mins outgoing calls , 100 outgoing SMS	NA	NA	250 MB, 100 mins outgoing calls , 100 outgoing SMS
Rates Post pack benefits						
Data	Unlimited throttle @Rs80kbps			Unlimited throttle @Rs80kbps		
SMS (Rs/SMS)	5	5	5	10	10	10
Calls (Local + India) (Rs/mins)	10	10	10	50	50	50
International Calls (Rs/mins)	45	45	45	70	70	70
In-Flight Benefits	Block	Block	Block	Block	Block	Block

#### 7.1.2 : Postpaid Pack (Long Duration)

	Set1		Set2	
Validity (days)	90	365	90	365
Rental (Rs.)	5999	14999	5999	14999
Data	2 GB	15 GB	1 GB	7.5 GB
Outgoing Calls + Incoming Calls (local + India mins)	900	3000	450	1500
SMS	100	100	100	100
In-flight Benefits	250 MB, 100 mins outgoing calls , 100 outgoing SMS	250 MB, 100 mins outgoing calls , 100 outgoing SMS	250 MB, 100 mins outgoing calls , 100 outgoing SMS	250 MB, 100 mins outgoing calls , 100 outgoing SMS
Rates Post pack benefits				
Data	Unlimited throttle @Rs80kbps		Unlimited throttle @Rs80kbps	
SMS (Rs/SMS)	5	5	10	10
Calls (Local + India) (Rs/mins)	10	10	50	50
International Calls (Rs/mins)	45	45	70	70
In-Flight Benefits	Block	Block	Block	Block

#### 7.1.3 : Postpaid Data Top-ups

	Set1			Set2		
Validity (days)	5	10	30	5	10	30
Rental (Rs.)	755	2499	14999	755	2499	14999
Data	1 GB	5 GB	30 GB	500 MB	2.5 GB	15 GB
Outgoing Calls + Incoming Calls (local + India mins)	0	0	0	0	0	0
SMS	0	0	0	0	0	0
Rates Post pack benefits						
Data	Unlimited throttle @Rs80kbps			Unlimited throttle @Rs80kbps		
SMS (Rs/SMS)	5	5	5	10	10	10
Calls (Local + India) (Rs/mins)	10	10	10	50	50	50
International Calls (Rs/mins)	45	45	45	70	70	70

## Appendix 2: Prepaid Pack Details

### 7.2.1 Prepaid Packs

	Set1				Set2			
Validity (days)	1	10	30	365	1	10	30	365
Rental (Rs.)	649	899	2998	2997	649	899	2998	2997
Data	500 MB	1 GB	5 GB	2 GB	250 MB	500 MB	2.5 GB	1 GB
Outgoing Calls + Incoming Calls (local + India) (mins)	100	100	200	100	50	50	100	50
SMS	10	20	20	20	10	20	20	10
In-flight Benefits	NA	NA	250 MB, 100 mins outgoing calls, 100 outgoing SMS	250 MB, 100 mins outgoing calls, 100 outgoing SMS	NA	NA	250 MB, 100 mins outgoing calls, 100 outgoing SMS	250 MB, 100 mins outgoing calls, 100 outgoing SMS
Rates Post pack benefits								
Data	Block	Block	Block	Block	Block	Block	Block	Block
SMS (Rs/SMS)	5	5	5	5	10	10	10	10
Calls (Local + India) (Rs/mins)	10	10	10	10	50	50	50	50
International Calls (Rs/mins)	45	45	45	45	70	70	70	70
In-Flight Benefits	Block	Block	Block	Block	Block	Block	Block	Block

### 7.2.1 : Prepaid Data and Voice Top ups

	Set1		Set2	
Validity (days)	5	5	5	5
Rental (Rs.)	755	756	755	756
Data	1 GB	0	500 MB	0
Outgoing Calls + Incoming Calls (local + India mins)	0	100	0	50
	0	0	0	0
SMS	0	0	0	0
Rates Post pack benefits				
Data	Block		Block	
SMS (Rs/SMS)	5	5	10	10
Calls (Local + India) (Rs/mins)	10	10	50	50
International Calls (Rs/mins)	45	45	70	70

## Appendix 3: In-Flight Packs

### 7.3.1: In-Flight Packs

Validity (days)	24 Hrs	24 Hrs	24 Hrs
Rental (Rs.)	195	295	595
Data	250 MB	500 MB	1 GB
Outgoing Calls	100	100	100
Outgoing SMS	100	100	100
Rates Post pack benefits			
Data	Block	Block	Block
SMS (Rs/SMS)	Block	Block	Block
Calls (Local + India) (Rs/mins)	Block	Block	Block
International Calls (Rs/mins)	Block	Block	Block

\*Applicable in Himachal Pradesh w.e.f 15<sup>th</sup> Feb '24 and rest of India w.e.f 22<sup>nd</sup> Feb '24.

## Appendix 4: Covered Countries

Set 1 Countries					
Afghanistan	China	Guatemala	Kyrgyz Republic	Nicaragua	Slovenia
Albania	Colombia	Guernsey	Lao	Norway	Spain
Argentina	Costa Rica	Guyana	Latvia	Oman	Sri Lanka

Armenia	Croatia	Honduras	Liechtenstein	Palestine	Suriname
Australia	Cyprus	Hong Kong	Lithuania	Panama	Sweden
Austria	Czech Republic	Hungary	Luxembourg	Papua New Guinea	Switzerland
Azerbaijan	Denmark	Iceland	Macau	Paraguay	Taiwan
Bahrain	Ecuador	Indonesia	Macedonia	Peru	Tajikistan
Bangladesh	El Salvador	Iran	Malaysia	Philippines	Thailand
Belarus	Estonia	Iraq	Malta	Poland	Timor
Belgium	Faroe Islands	Ireland	Mexico	Portugal	Turkey
Bhutan	Fiji	Isle of Mann	Moldova	Puerto Rico	UAE
Bolivia	Finland	Israel	Monaco	Qatar	Ukraine
Bosnia & Herzegovina	France	Italy	Mongolia	Romania	United Kingdom
Brazil	Georgia	Japan	Montenegro	Russia	Uruguay
Brunei	Germany	Jersey	Myanmar	Samoa	USA
Bulgaria	Gibraltar	Jordan	Nauru	Saudi Arabia	Uzbekistan
Cambodia	Greece	Kazakhstan	Nepal	Serbia	Vietnam
Canada	Greenland	Korea	Netherlands	Singapore	Yemen
Chile	Guam	Kuwait	New Zealand	Slovak Republic	
Set 2 Countries					
Algeria	Burundi	Ethiopia	Liberia	Reunion Island	Tanzania
Anguilla	Cameroon	French West Indies	Madagascar	Rwanda	Tchad
Antigua & Barbuda	Cape Verde	Gabon	Malawi	Senegal	Tonga
Aruba	Cayman Islands	Ghana	Maldives	Seychelles	Trinidad
Bahamas	Central African Republic	Grenada	Mali	Sierra Leone	Tunisia
Barbados	Congo	Guinea	Mauritius	South Africa	Turks & Caicos
Benin	Cote D'Ivoire	Guinea Bissau	Montserrat	St Lucia	Uganda
Bermuda	Democratic Republic of Congo	Haiti	Morocco	St. Kitts & Nevis	Vanuatu
Botswana	Dominica	Jamaica	Mozambique	St. Vincent & the Grenadines	Zambia
British Virgin Islands	Dominican Republic	Kenya	Niger	Sudan	Zimbabwe
Burkina Faso	Egypt	Lesotho	Nigeria	Swaziland	

## Appendix 5: Covered Flights in In-Flight Packs and Free In-Flight Benefits within Packs

\*Covered Airlines, Fleets and routes are subject to change.

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.
Etihad 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.