

TERMS AND CONDITIONS: AIRTEL INTERNATIONAL ROAMING

(*These points are for both postpaid and prepaid, unless explicitly written)

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

Postpaid packs – Appendix 1 & 2 & 5

Prepaid packs – Appendix 3 & 4 & 6

Zone Realignment:

Postpaid:

2. To facilitate seamless shuffling between multiple countries in a geography, Airtel has revised the countries covered in its international roaming postpaid packs as on 23:59 hrs; 29th Sep, 2020. The countries covered under the new Zonal structure can be seen under Appendices – 1 & 2.
3. For ease of transition, all Postpaid Airtel IR packs which are subscribed but not yet active (i.e. validity of pack didn't start) as of 23:59 hrs; 29th Sep, 2020 will automatically be unsubscribed. Customers are requested to check the correct pack applicable for their country on Airtel website or App and subscribe again to the applicable new pack.
4. For customers whose validity of Postpaid IR pack has already started as of 23:59 hrs; 29th Sep, 2020 – the activated pack will continue to function according to the initial construct. There will be no changes in the pack behavior until its validity expires. Upon expiry, customer is requested to check the correct pack applicable for their country on Airtel website or App and subscribe again to the applicable new pack.

Prepaid:

5. To facilitate seamless shuffling between multiple countries in a geography, Airtel has revised the countries covered in its international roaming postpaid packs as on 23:59 hrs; 12th Oct, 2020. The countries covered under the new Zonal structure can be seen under Appendices – 3, 4 & 5.
6. The new pack construct would be applicable to customers purchasing Airtel Prepaid IR packs after 23:59 hrs, 12th Oct, 2020.
7. For customers who have purchased Prepaid IR pack before 23:59 hrs; 12th Oct, 2020 – the activated pack will continue to function according to the initial construct. There will be no changes in the pack behavior until its validity expires. Upon expiry, customer is requested to check the correct pack applicable for their country on Airtel website or App and purchase again the applicable new pack.

Section-1: International Roaming (IR) Service related

1. 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>]. This is not advisable especially in case of data usage.
IR service (not to be confused with IR packs – refer point 12) once enabled will remain activated till explicitly disabled through Airtel Thanks App or Call center.
8. 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.

9. 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 & 4]. Upon subscribing to International roaming packs, the customer will be able to use data, voice (IC & OG) and SMS services as per pack details.
10. In the event a 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 OG mins and unlimited IC minutes), 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. This option is advisable if the duration of the stay is very short.

11. 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

12. Customers wishing to subscribe to the Pack may do so by visiting 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, he/she is advised to call +919910099100 to avoid any unwanted charges.

For company paid connections, the customers have to get in touch with their respective company coordinators to activate their packs.

13. For Postpaid customers, 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.

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 doesn't travel till 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 packs of 180 and 365 days starts from the date of recharge.

17. 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 applies).
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 till the end of pack's validity.
18. The international roaming pack shall remain active till the end of its validity. Once the validity ends, the pack will not get automatically renewed by itself. If the customer wishes to continue enjoying pack-related benefits, then he/she should reactivate the pack by visiting Airtel Thanks App or website or call center.
19. If customer has subscribed to any IR pack and its validity has started, then he/she cannot deactivate the pack during its validity. However, if the validity has not started, customer can unsubscribe by reaching out to any of our call centers.
20. During IR pack usage, if customer exhausts entirety of IC minutes or OG 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, 3 & 4). To avoid such accidental over-usage which results in unwanted charges, customer is advised to keep track of usage of IC minutes and OG minutes and SMS benefits on Airtel Thanks App.
21. During IR pack usage, if 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 for postpaid and Appendix – 3 for prepaid.
22. 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 24 to 48 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

23. 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).
24. 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>]
25. If prepaid customer makes recharges of 2 or more IR packs with same MRP, then the benefits of the earlier IR pack would get overwritten by the benefits of the latest pack. The validity and benefits of the earlier pack would get nullified.
26. If prepaid customer does recharge with 2 packs of different MRPs, then the following priority will be followed when it comes to benefit and validity start dates:
Priority: Travel extreme (4999) pack has higher priority than Smart packs. Smart packs [Appendix-4] have higher priority than 1199. 1199 has higher priority than 799 and 755.
 - a. The higher priority pack would take precedence and would be activated first. If none of the benefits of the higher priority MRP are exhausted before its validity, then the lower priority pack would be activated only upon completion of the higher priority pack's validity.
 - b. If any of the benefits of the higher priority pack is exhausted within its validity, then the lower priority pack would be activated automatically to provide uninterrupted usage to the customer.
27. Postpaid customer cannot activate two or more smart packs or long duration packs from the same zone.
 - a. If the customer has subscribed to a smart pack and the validity has started, he/ she cannot subscribe to long duration pack till the smart pack's validity has expired.

- b. If the customer has subscribed to a long duration pack and the validity has started, he/ she cannot subscribe to smart pack till the smart pack's validity has expired.

- 28. The outgoing mins offered under Long duration packs are applicable only for calls to India and not for local calls.
- 29. Postpaid customers who have taken a smart pack or long duration pack can take a data top-up (Appendix-2) if their pack data quota is exhausted only once they are in international roaming. In such a scenario the validity of the data top up is up to the data pack already activated.
- 30. 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.
- 31. 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 start and end dates in India do not affect either the start or the end of the validity of their International roaming pack.
- 32. 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.
- 33. 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.
- 34. If customers wish to protect themselves from any unwanted usage of data while in IR, please be aware that data-services can be switched off from the mobile handset. This is especially advised if the IR service is active and customer is without a pack, as in that case the charges could accumulate rapidly.
- 35. The benefits of all IR Offers mentioned in Appendices -1, 2, 3, 4 are not applicable for premium rate Numbers / Maritime / Satellite / Aero Mobile / 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.
- 36. For customers having Prepaid SIMs from Assam, North East and J&K circles, International roaming benefits and services will not work while in abroad.

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

- 37. Customers need not bother with manually selecting network when they land abroad as IR packs are applicable across all operators in the covered countries.
- 38. Airtel bears no responsibility for the network quality of the select partner network service providers in the respective locations.
- 39. 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.
- 40. Data barring request to Airtel for local usage in India is different from data barring request for international roaming.

- a. 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.
 - b. 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.
41. 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.
 42. 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 number while in IR, then it is not guaranteed that the number from whom he/she is receiving the call would be displayed.
 43. 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.
 44. 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 OG and IC 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

45. 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.
46. 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.
47. 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.
48. 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.
49. 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.
50. 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.
51. 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-5: Customer protection policies

52. **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.
53. **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>]. This is not advisable especially in case of data usage.
IR service (not to be confused with IR packs – refer point 12) once enabled will remain activated till explicitly disabled through Airtel Thanks App or Call center.
54. **Safe Packs:** During IR pack usage, if customer exhausts the 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
55. **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>].
56. **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 24 to 48 hours. So, customers are advised to take this delay into due consideration while viewing their voice and SMS usages on Airtel Thanks App.
57. **Consumption Alerts:** Postpaid Customers will get alerts through SMS at 50%, 80%, 90% and 100% consumption of their pack data quota. The same will be enabled for prepaid customers in near future.

Section-6: Airtel International Roaming Pack details

Appendix-1: Postpaid pack details: Zones A, B, C, D

Postpaid packs for Zone-A countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
499	1	500 MB	100	unlimited	100
1499	10	3 GB	250	unlimited	100
2499	30	5 GB	500	unlimited	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
499	blocked	3	35	na	3
1499	blocked	3	35	na	3
2499	blocked	3	35	na	3

Countries covered

Bangladesh Bhutan Myanmar Nepal Sri Lanka

Postpaid packs for Zone-B countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
649	1	500 MB	100	unlimited	100
3599	10	3 GB	250	unlimited	100
3999	30	5 GB	500	unlimited	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
649	blocked	3	35	na	3
3599	blocked	3	35	na	3
3999	blocked	3	35	na	3

Countries covered

Albania	Australia	Austria	Bahamas	Belarus	Belgium
Bosnia & Herzegovina	Brunei	Bulgaria	Cambodia	Canada	China
Croatia	Cyprus	Czech Republic	Denmark	Egypt	Estonia
Faroe Islands	Finland	France	Georgia	Germany	Gibraltar
Greece	Guernsey	Hong Kong	Hungary	Iceland	Indonesia
Ireland	Isle of Mann	Israel	Italy	Japan	Jersey
Korea	Lao	Latvia	Liechtenstein	Lithuania	Luxembourg
Macau	Macedonia	Malaysia	Malta	Mauritius	Mexico
Moldova	Monaco	Mongolia	Montenegro	Netherlands	New Zealand
Norway	Philippines	Poland	Portugal	Romania	Senegal
Serbia	Singapore	Slovak Republic	Slovenia	Spain	Sweden
Switzerland	Taiwan	Thailand	Timor	Turkey	Ukraine
United Kingdom	U.S.	Vietnam			

Postpaid packs for Zone-C countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
649	1	500 MB	100	100	100
3599	10	3 GB	250	250	100
3999	30	5 GB	500	500	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
649	blocked	12	35	10	3
3599	blocked	12	35	10	3
3999	blocked	12	35	10	3

Countries covered

Afghanistan	Algeria	Armenia	Azerbaijan	Bahrain	Brazil
Iran	Iraq	Jordan	Kazakhstan	Kuwait	Kyrgyz Republic
Oman	Palestine	Qatar	Russia	Saudi Arabia	Sudan
Tajikistan	UAE	Uzbekistan	Yemen		

Postpaid packs for Zone-D countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
999	1	500 MB	100	100	100
3999	10	3 GB	250	250	100
6999	30	5 GB	500	500	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
999	blocked	35	35	25	10
3999	blocked	35	35	25	10
6999	blocked	35	35	25	10

Countries covered

Anguilla	Antigua & Barbuda	Argentina	Aruba	Barbados	Benin
Bermuda	Bolivia	Botswana	British Virgin Islands	Burkina Faso	Burundi
Cameroon	Cape Verde	Cayman Islands	Central African Republic	Chile	Colombia
Congo	Costa Rica	Cote D'Ivoire	Democratic Republic of Congo	Dominica	Dominican Republic
Ecuador	El Salvador	Fiji	French West Indies	Gabon	Ghana
Greenland	Grenada	Guam	Guatemala	Guinea	Guinea Bissau
Guyana	Haiti	Honduras	Jamaica	Kenya	Lesotho
Liberia	Madagascar	Malawi	Maldives	Mali	Montserrat
Morocco	Mozambique	Nauru	Nicaragua	Niger	Nigeria
Panama	Papua New Guinea	Paraguay	Peru	Puerto Rico	Reunion Island
Rwanda	Samoa	Seychelles	Sierra Leone	South Africa	St Lucia
St. Kitts & Nevis	St. Vincent & the Grenadines	Suriname	Swaziland	Tanzania	Tchad
Tonga	Trinidad	Tunisia	Turks & caicos	Uganda	Uruguay
Vanuatu	Zambia	Zimbabwe			

Appendix-2: Postpaid pack details: Data Top-up

Postpaid Data top-up pack

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
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750	accompanying main smart pack validity	1 GB	N/A	N/A	N/A
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Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
750	blocked	10	35	10	5

Countries covered

Afghanistan	Albania	Algeria	ARMENIA	Australia	Austria
AZERBAIJAN	Bahamas	Bahrain	Bangladesh	Belgium	Bhutan
Brazil	Brunei	Bulgaria	Cambodia	Canada	China
Croatia	Cyprus	Czech Republic	Denmark	Egypt	Estonia
FAROE ISLANDS	Finland	France	Georgia	Germany	Gibraltar
Greece	Hong Kong	Hungary	Iceland	Indonesia	Iran
Iraq	Ireland	Israel	Italy	Japan	Jersey
Jordan	Kazakhstan	Korea	Kuwait	Lao	Latvia
Liechtenstein	Lithuania	Luxembourg	Macau	MACEDONIA	Malaysia
Malta	Mauritius	Mexico	MOLDOVA	MONACO	Mongolia
MONTENEGRO	Myanmar	Nepal	Netherlands	New Zealand	Norway
Oman	PALESTINE	Philippines	Poland	Portugal	Qatar
Romania	Russia	Saudi Arabia	Senegal	Singapore	Slovak Republic
SLOVENIA	Spain	Sri Lanka	Sweden	Switzerland	Taiwan
Tajikistan	Thailand	Turkey	UAE	United Kingdom	USA
Vietnam					

Appendix-3: Global Prepaid packs

Pack Benefits

Pack MRP	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
4999	10	1 GB/day	500	unlimited	100
1199	30	1GB	100	100	N/A
799	30	N/A	100	100	N/A
755	5	1GB	N/A	N/A	N/A

Post-pack benefits rates

Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
4999	blocked	10	35	10	5
1199	blocked	10	35	10	5
799	blocked	10	35	10	5
755	blocked	10	35	10	5

Countries covered

Afghanistan	Albania	Algeria	ARMENIA	Australia	Austria
AZERBAIJAN	Bahamas	Bahrain	Bangladesh	Belgium	Bhutan

Brazil	Brunei	Bulgaria	Cambodia	Canada	China
Croatia	Cyprus	Czech Republic	Denmark	Egypt	Estonia
FAROE ISLANDS	Finland	France	Georgia	Germany	Gibraltar
Greece	Hong Kong	Hungary	Iceland	Indonesia	Iran
Iraq	Ireland	Israel	Italy	Japan	Jersey
Jordan	Kazakhstan	Korea	Kuwait	Lao	Latvia
Liechtenstein	Lithuania	Luxembourg	Macau	MACEDONIA	Malaysia
Malta	Mauritius	Mexico	MOLDOVA	MONACO	Mongolia
MONTENEGRO	Myanmar	Nepal	Netherlands	New Zealand	Norway
Oman	PALESTINE	Phillipines	Poland	Portugal	Qatar
Romania	Russia	Saudi Arabia	Senegal	Singapore	Slovak Republic
SLOVENIA	Spain	Sri Lanka	Sweden	Switzerland	Taiwan
Tajikistan	Thailand	Turkey	UAE	United Kingdom	USA
Vietnam					

Appendix-4: Prepaid pack details: Zones A, B, C, D

Prepaid packs for Zone-A countries

<i>Pack Benefits</i>					
Pack MRP	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
496	1	500 MB	100	unlimited	100
1499	10	3 GB	250	unlimited	100
2499	30	5 GB	500	unlimited	100

<i>Post-pack benefits rates</i>					
Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
496	blocked	3	35	na	3
1499	blocked	3	35	na	3
2499	blocked	3	35	na	3

<i>Countries covered</i>					
Bangladesh	Bhutan	Myanmar	Nepal	Sri Lanka	

Prepaid packs for Zone-B countries

<i>Pack Benefits</i>					
Pack MRP	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
649	1	500 MB	100	unlimited	100
3599	10	3 GB	250	unlimited	100
3997	30	5 GB	500	unlimited	100

<i>Post-pack benefits rates</i>					
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Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
649	blocked	3	35	na	3
3599	blocked	3	35	na	3
3997	blocked	3	35	na	3

Countries covered

Albania	Australia	Austria	Bahamas	Belgium	Brunei
Bulgaria	Cambodia	Canada	China	Croatia	Cyprus
Czech Republic	Denmark	Egypt	Estonia	Faroe Islands	Finland
France	Georgia	Germany	Gibraltar	Greece	Hong Kong
Hungary	Iceland	Indonesia	Ireland	Israel	Italy
Japan	Jersey	Korea	Lao	Latvia	Liechtenstein
Lithuania	Luxembourg	Macau	Macedonia	Malaysia	Malta
Mauritius	Mexico	Moldova	Monaco	Mongolia	Montenegro
Netherlands	New Zealand	Norway	Philippines	Poland	Portugal
Romania	Senegal	Singapore	Slovak Republic	Slovenia	Spain
Sweden	Switzerland	Taiwan	Thailand	Turkey	United Kingdom
USA	Vietnam				

Prepaid packs for Zone-C countries

Pack Benefits

Pack MRP	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
648	1	500 MB	100	100	100
3598	10	3 GB	250	250	100
3998	30	5 GB	500	500	100

Post-pack benefits rates

Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
648	blocked	12	35	10	3
3598	blocked	12	35	10	3
3998	blocked	12	35	10	3

Countries covered

Afghanistan	Iran	Palestine	Algeria	Iraq	Qatar
Armenia	Jordan	Russia	Azerbaijan	Kazakhstan	Saudi Arabia
Bahrain	Kuwait	Tajikistan	Brazil	Oman	UAE

Prepaid packs for Zone-D countries

Pack Benefits

Pack MRP	Validity (days)	Data	Outgoing Calls- local + India (mins)	Incoming calls (mins)	SMS
997	1	500 MB	100	100	100

3995	10	3 GB	250	250	100
6999	30	5 GB	500	500	100

Post-pack benefits rates

Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
997	blocked	35	35	25	10
3995	blocked	35	35	25	10
6999	blocked	35	35	25	10

Countries covered

Anguilla	Antigua & Barbuda	Argentina	Aruba	Barbados	Bermuda
Bolivia	Botswana	British Virgin Islands	Burkina Faso	Burundi	Cameroon
Cape Verde	Cayman Islands	Central African Republic	Chile	Colombia	Congo
Costa Rica	Cote D'Ivoire	Democratic Republic of Congo	Dominica	Ecuador	Fiji
Gabon	Ghana	Greenland	Grenada	Guam	Guatemala
Guinea Bissau	Haiti	Honduras	Jamaica	Kenya	Lesotho
Liberia	Madagascar	Malawi	Maldives	Mali	Montserrat
Morocco	Mozambique	Nauru	Nicaragua	Niger	Nigeria
Papua New Guinea	Paraguay	Peru	Puerto Rico	Rwanda	Samoa
Sierra Leone	South Africa	St Lucia	St. Kitts & Nevis	St. Vincent & the Grenadines	Suriname
Swaziland	Tanzania	Tchad	Tonga	Trinidad	Tunisia
Turks & caicos	Uganda	Uruguay	Vanuatu	Zambia	

Appendix-5: Postpaid long duration pack details: Zones A, B, C

Postpaid packs for Zone-A countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- India (mins)	Incoming calls (mins)	SMS
5999	90	0 MB	1800	unlimited	100
8999	180	0 MB	3600	unlimited	100
14999	365	0 MB	7200	unlimited	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
5999	blocked	10	35	na	5
8999	blocked	10	35	na	5

14999	blocked	10	35	na	5
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Countries covered

Bangladesh	Bhutan	Myanmar	Nepal	Sri Lanka
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Postpaid packs for Zone-B countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- India (mins)	Incoming calls (mins)	SMS
5999	90	0 MB	1800	unlimited	100
8999	180	0 MB	3600	unlimited	100
14999	365	0 MB	7200	unlimited	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
5999	blocked	10	35	na	5
8999	blocked	10	35	na	5
14999	blocked	10	35	na	5

Countries covered

Albania	Australia	Austria	Bahamas	Belarus	Belgium
Bosnia & Herzegovina	Brunei	Bulgaria	Cambodia	Canada	China
Croatia	Cyprus	Czech Republic	Denmark	Egypt	Estonia
Faroe Islands	Finland	France	Georgia	Germany	Gibraltar
Greece	Guernsey	Hong Kong	Hungary	Iceland	Indonesia
Ireland	Isle of Mann	Israel	Italy	Japan	Jersey
Korea	Lao	Latvia	Liechtenstein	Lithuania	Luxembourg
Macau	Macedonia	Malaysia	Malta	Mauritius	Mexico
Moldova	Monaco	Mongolia	Montenegro	Netherlands	New Zealand
Norway	Philippines	Poland	Portugal	Romania	Senegal
Serbia	Singapore	Slovak Republic	Slovenia	Spain	Sweden
Switzerland	Taiwan	Thailand	Timor	Turkey	Ukraine
United Kingdom	U.S.	Vietnam			

Postpaid packs for Zone-C countries

Pack Benefits

Pack Rental	Validity (days)	Data	Outgoing Calls- India (mins)	Incoming calls (mins)	SMS
5999	90	0 MB	300	300	100

8999	180	0 MB	600	600	100
14999	365	0 MB	1200	1200	100

Post-pack benefits rates

Pack Rental	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
5999	blocked	12	35	12	5
8999	blocked	12	35	12	5
14999	blocked	12	35	12	5

Countries covered

Afghanistan	Algeria	Armenia	Azerbaijan	Bahrain	Brazil
Iran	Iraq	Jordan	Kazakhstan	Kuwait	Kyrgyz Republic
Oman	Palestine	Qatar	Russia	Saudi Arabia	Sudan
Tajikistan	UAE	Uzbekistan	Yemen		

Appendix-6: Prepaid long duration pack details: Zones A, B, C

Prepaid packs for Zone-A countries

Pack Benefits

Pack MRP	Validity (days)	Data	Outgoing Calls- India (mins)	Incoming calls (mins)	SMS
5997	90	0 MB	1800	unlimited	100
8997	180	0 MB	3600	unlimited	100
14997	365	0 MB	7200	unlimited	100

Post-pack benefits rates

Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
5997	blocked	10	35	na	5
8997	blocked	10	35	na	5
14997	blocked	10	35	na	5

Countries covered

Bangladesh	Bhutan	Myanmar	Nepal	Sri Lanka
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Prepaid packs for Zone-B countries

Pack Benefits

Pack MRP	Validity (days)	Data	Outgoing Calls- India (mins)	Incoming calls (mins)	SMS
5998	90	0 MB	1800	unlimited	100
8998	180	0 MB	3600	unlimited	100
14998	365	0 MB	7200	unlimited	100

Post-pack benefits rates

Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
5998	blocked	10	35	na	5
8998	blocked	10	35	na	5
14998	blocked	10	35	na	5

Countries covered

Albania	Australia	Austria	Bahamas	Belgium	Brunei
Bulgaria	Cambodia	Canada	China	Croatia	Cyprus
Czech Republic	Denmark	Egypt	Estonia	Faroe Islands	Finland
France	Georgia	Germany	Gibraltar	Greece	Hong Kong
Hungary	Iceland	Indonesia	Ireland	Israel	Italy
Japan	Jersey	Korea	Lao	Latvia	Liechtenstein
Lithuania	Luxembourg	Macau	Macedonia	Malaysia	Malta
Mauritius	Mexico	Moldova	Monaco	Mongolia	Montenegro
Netherlands	New Zealand	Norway	Philippines	Poland	Portugal
Romania	Senegal	Singapore	Slovak Republic	Slovenia	Spain
Sweden	Switzerland	Taiwan	Thailand	Turkey	United Kingdom
USA	Vietnam				

Prepaid packs for Zone-C countries**Pack Benefits**

Pack MRP	Validity (days)	Data	Outgoing Calls- India (mins)	Incoming calls (mins)	SMS
5999	90	0 MB	300	300	100
8999	180	0 MB	600	600	100
14999	365	0 MB	1200	1200	100

Post-pack benefits rates

Pack MRP	Data (Rs/mb)	Outgoing Calls- local + India (Rs/min)	International calls(Rs/min)	Incoming Calls(Rs/min)	SMS(Rs/sms)
5999	blocked	12	35	12	5
8999	blocked	12	35	12	5
14999	blocked	12	35	12	5

Countries covered

Afghanistan	Iran	Palestine	Algeria	Iraq	Qatar
Armenia	Jordan	Russia	Azerbaijan	Kazakhstan	Saudi Arabia
Bahrain	Kuwait	Tajikistan	Brazil	Oman	UAE