



# Telecom Consumers Charter

## (Mobile and Fixed Line Services)

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## **Preamble**

The Telecom Consumers Charter, hereafter referred to as, “the Charter”, is published in compliance with TRAI’s clause 17 of The Telecom Consumers Protection Regulation, 2012. The Charter is for informing the Customer of his/her rights and obligations of Airtel towards the Customer under various regulations, the quality of standards prescribed by the Authority and modes of redressal of grievances by the Customer.

## **Name and address:**

### **Head office:**

Bharti Airtel Ltd, Airtel Center, Plot No.16, Udyog Vihar, Phase- IV, Gurgaon-122015.

Website – [www.Airtel.in](http://www.Airtel.in)

**Service Area office** addresses and contact nos. are given in *Annexure I (A) & (B)*.

## **Services offered**

Mobile and Fixed Line services under Unified Access Service License/ Unified License

## **Details of Geographic areas where such services are available**

We cover whole of India across all 22 Telecom Service Areas, namely,

• Andhra Pradesh	• Jammu and Kashmir	• North East
• Assam	• Karnataka	• Orissa
• Bihar	• Kerala	• Punjab
• Delhi	• Kolkata	• Rajasthan
• Gujarat	• Madhya Pradesh	• Tamil Nadu (incl. Chennai)
• Haryana	• Maharashtra & Goa	• UP East
• Himachal Pradesh	• Mumbai	• UP West
• West Bengal		

## Terms and conditions of service offered by Airtel

### **Terms & Conditions for providing Prepaid Mobile Services:**

- The terms and conditions mentioned herein shall form a part of the Airtel Prepaid Enrollment form (APEF) signed by the customer and shall be binding on him/her.
  - “Bharti Airtel Limited” or “Airtel” means a company incorporated under the Company Act, 1956 with its registered office at Bharti Crescent, 1, Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi-110070, and its (respective circle office address).
  - “Customer” means a person/company/firm or any other association of persons who has subscribed for services under APEF. The APEF binds the customer and wherever applicable its/his/her, executors, administrators, successors and permitted assigns and benefits Bharti Airtel Limited and its successors and assigns.
  - “Equipment” means GSM compatible mobile telephone equipment. The equipment shall be of a type/model certified and approved in terms of applicable Indian Standards (Telecom Engineering Centre or Government of India Standards.)
  - “Services” means the services, which enable the customer when using the equipment to have two way communications over the network and included other value added/supplementary services offered by Bharti Airtel Limited and opted by the Customer.
  - “Network” means the Bharti Airtel Limited’s Cellular Mobile Telephone Network as operational from time to time in the telecom circle of ....(respective circle area).
  - “Tariff” means the tariff schedule and shall include, but not limited to, airtime, processing fee, usage charges and other related fees, and service charges and related conditions as notified and published by Bharti Airtel Limited from time to time for providing services and value added/supplementary services, wherever applicable.
  - Subscriber Identification Module (hereinafter referred to as ‘SIM’) means the non-transferable activation device being a card or microchip programmed with data, which is utilized by Bharti Airtel Limited to enable the customer gain access to the network of Bharti Airtel Limited. SIM shall, at all times, remain the property of Bharti Airtel Limited.
  - “Service Area” shall mean the Telecom Circle of ...(*respective circle area*)..... where the services are provided by Bharti Airtel Limited.
- The customer will be required to fill in the APEF besides furnishing other particulars, as required by Bharti Airtel Limited to become eligible for subscribing to services rendered by Bharti Airtel Limited. In the event of any default, on the part of customer as stated above, Bharti Airtel Limited shall be well within its right to refuse the connection of the said customer and any monies paid shall neither be credited nor refunded under any circumstances.
- The period of subscription shall commence upon activation of the services and shall be subject to address verification and all applicable laws, rules, regulations, notifications, orders and directions of the Government of India, regulatory authorities/courts/ tribunals and other terms and conditions of this APEF and shall run in concurrence with license agreement.
- The first outgoing call of the customer will be redirected to the Call Center. Activation of the SIM is only subject to the positive telephonic verification of the customers.
- If, due to any circumstances, the connection is not verified as positive, NO REFUNDS will be processed in favour of the customer and the documents submitted during applying for such connection shall remain with Airtel for record purposes.

- The customer must pay to Bharti Airtel Limited all charges for the services including applicable charges for the value added/supplementary services and other payable charges or levies as published and notified by Bharti Airtel Limited. It is specifically clarified that, in case of Short Messaging Service (SMS) the customer shall be liable for the payment of applicable charge as soon as the message leaves Bharti Airtel Limited's (SMS) centre.
- Bharti Airtel Limited reserves the right to verify, at any time during the subsistence of the service, any particulars furnished by the Customer and services provided shall, at all times, be subject to such verification.
- The grant of connection and subscription to the services is at the sole discretion of Bharti Airtel Limited and Bharti Airtel Limited reserves the right to reject any application, for any reason and/or without any liability, whatsoever. The information provided by the customer and/or gathered by Bharti Airtel Limited shall become Bharti Airtel Limited's property even if the application is rejected.
- Bharti Airtel Limited will allocate a mobile number at its sole discretion and connect the SIM to the network and will use all reasonable endeavors to maintain the connection and provide services to the customer.
- The Airtel Prepaid recharge cards shall be available separately in various denomination(s) on the terms and conditions as may be specified by Bharti Airtel Limited from time to time. Bharti Airtel Limited reserves the right to refuse the charging of any card at its sole discretion.
- Air time charges will be as per the prevailing tariff plan applicable for the Airtel Prepaid Card at the time of usage of the card. Bharti Airtel Limited reserves the right to change the tariff plan applicable on the Airtel Prepaid Card at any time at its sole discretion with or without notice, subject to TRAI regulations.
- Service to this SIM card will be discontinued if there is no usage, i.e., no voice calls, SMS and data for a continuous period of 90days. No refunds will be given for any unused talk time balance and validity on the card. Customer will not be able to use this number post disconnection.
- The Airtel Prepaid recharge coupon/balance is non-refundable for cash or transferable under any circumstances.
- The customer hereby understands and accepts that any change in tariff or related terms and conditions, schemes etc, communicated inter alia through SMS or USSD etc., shall be considered valid and proper.
- The Airtel prepaid Card has an independent tariff plan and has no bearing with on or the tariff plan of any other subscription/scheme/packages of Bharti Airtel Limited.
- Bharti Airtel Limited may, in its discretion, introduce and charge monthly service charges for the services being provided to Airtel Prepaid Card any time at its sole discretion, with prior notice, subject to TRAI regulations and charge the same from the balance amount in customer's account.

- As per the GSM technical standards, a single short message (SMS) shall contain up to a maximum of 160 characters of user data which can comprise of words, numbers or an alphanumeric combination. Any SMS containing more than 160 characters or in multiples thereof, would be delivered as a separate SMS and will be charged accordingly as a separate message as per the tariff applicable.
- The Airtel Prepaid Card comes with pre-activated roaming facility which shall be charged as may be decided by Bharti Airtel Limited from time to time subject to TRAI regulations, if any.
- In line with TRAI's regulations, customer who have not availed any data pack, would be provided data facility only after giving explicit consent on toll-free no. 1925 through SMS & IVR. For starting data services, customers have to send an SMS 'Start' to 1925. An existing customer can de-activate the data services by sending SMS, 'Stop' to 1925.
- Airtel Prepaid Card is valid depending upon the value of the recharge coupon loaded on the SIM. Bharti Airtel Limited reserves the right to change the validity of its recharge cards of various denominations lying unsold in the market at any time at its sole discretion without any prior notice, subject to TRAI regulations. For life time validity customers validity is applicable as per validity of the license period of the circle, i.e. till the expiry of the license period and is subject to change in case any regulatory and licensing condition changes in future. Details of life time validity are available on the website [www.Airtel.in](http://www.Airtel.in).
- The Airtel Prepaid Card shall be automatically deactivated when the calling value of the card is exhausted or the validity period expires without any notice. However, all free services which do not affect the calling value shall continue to be available during the entire validity period. Deactivation would necessarily mean that calls and other services to and from all places are barred. Under no circumstances shall Bharti Airtel Limited refund the residual value left on the Airtel Prepaid Card to the customer. If the Airtel Prepaid Card is recharged before expiry of the validity period, the residual value shall be carried forward to the next validity period counted from the date of recharge. The higher validity out of the coupon recharged, shall remain applicable. Bharti Airtel Limited does not offer the facility of cumulative validates. After the expiry of validity period, the card enters the grace period. Grace period and the period of carry forward of unused balance can be enquired at the Airtel Call Centre by dialing \*121#. Once expired, the Airtel Prepaid Card cannot be recharged.
- Bharti Airtel Limited reserves the right to change or alter at any point of time inter alia the composition of recharge coupon its validity period, grace period, period to carry forward of unused balance amount in customer's account.
- In case of expiry/deactivation, the cellular number may be allotted to another customer at the discretion of Bharti Airtel Limited. In no event shall the customer have any lien or right over the cellular number or associated SIM card.
- The actual credit/calling value as per Bharti Airtel limited's record shall be played on the interactive voice response (IVR) system of Bharti Airtel Limited which shall be treated as final and binding on the customer. Thus deactivation, cancellation, etc., shall be carried out on the basis of the credit as played on the said IVR system of Bharti Airtel Limited.

- The customer must ensure the safe custody of the card, original receipt, and any important documents as the same might be required from time to time under different circumstances including interface with Bharti Airtel Limited.
- In case of lost/misplaced/stolen SIM card, the entire liability of the lost/misplaced/stolen SIM card will be borne by the customer. Further, it is the customer's responsibility that he informs Bharti Airtel of the lost/misplaced/stolen SIM card immediately. In the event that the SIM card has to be replaced for whatsoever reason, the same shall be done by Airtel on such charges as are fixed by Bharti Airtel Limited from time to time and only after submission of complaint/FIR along with all other relevant documents specified by Bharti Airtel Limited in this regard from time to time.
- Upon receipt of request, the information relating to the itemized usage charges showing actual service usage details in terms of all call data records including value added services, premium rate services and roaming charges, and their monetary value will be provided to the customer at a reasonable cost in accordance with the TRAI's Regulation.
- The mobile number is and shall always remain in the sole and exclusive domain of Bharti Airtel Limited. The subscriber shall have no claim on the same, at any point of time, for any reason whatsoever. The subscriber acknowledges that he/she has no interest in the SIM card and therefore is not entitled to transfer/assign/lease the SIM card(s)/mobile phone numbers to any other person under any circumstances. The ownership and effective control over the SIM always remain with Bharti Airtel Limited.
- In the event of consumer roaming out of home network, he/she shall ensure that the equipment which he/she is using is compatible to the frequency of the visiting network. Under no circumstances shall Bharti Airtel Limited be responsible or liable in any way for non-provision of roaming services for any reason whatsoever.
- Bharti Airtel Limited makes all reasonable commercial efforts to have the widest possible network coverage area possible, however, non-availability of network resources in any area/ during any time shall not constitute grounds for a valid claim against Bharti Airtel Limited. Customers are requested to check availability of network coverage prior to any proposed dependence on the same.
- Not all the value added/supplementary services available with Bharti Airtel Limited can be made available on this connection. The customer shall while be subscribing to the service make inquiries as to the value added/supplementary services available with Airtel Prepaid Card. Value added/supplementary services are chargeable only after intimation to the customer and obtaining his/her explicit content for subscribing/availing the said service. Each value added service/supplementary service is to be separately applied for.
- The customer shall not use the service for any improper, immoral, unlawful or abusive purpose, or for sending obscene, indecent, threatening, harassing, un-solicited messages or messages affecting/infringing upon national or social interest, nor create any damage or risk to Bharti Airtel Ltd. or its network or customers or any other person natural or legal whomsoever. Any such infringement or misuse shall under no circumstances be attributed to Bharti Airtel Ltd. and the customer shall be solely responsible for all such acts. The customer hereby agrees to indemnify and hold harmless Bharti Airtel Ltd. and its officials/agents from all suits, costs,

damages or claim of any kind arising out of any act or permission or misuse of the service by the customer or any other person with or without consent of the customer.

- The customer hereby agrees to indemnify and hold Bharti Airtel Ltd. harmless against any claim against Bharti Airtel Ltd. libel or slander arising out of communications sent or received by customer on Bharti Airtel Ltd. network. The customer shall also indemnify Bharti Airtel Ltd. for any claim against Bharti Airtel Ltd. out of any infringement or violation of copyright by the customer or by anyone else using the mobile connection of the customer.
- Bharti Airtel Ltd. shall not be responsible for any civil or criminal liability incurred by the customer due to misuse of the service provided by Bharti Airtel Ltd., i.e., any act of commission or omission by the customer.
- Bharti Airtel Ltd. shall not be liable for any act of commission or omission of any third party/supplier/manufacturer including any agency/company offering any privilege or benefits to customers without any specific permission or authority of Bharti Airtel Ltd.
- Bharti Airtel Limited reserves the right to temporarily/ permanently make any or all network resources unavailable due to technical reasons, for upgrade of network, for repair of network or for reasons of commercial unavailability and customer shall have no claim against Bharti Airtel Limited with respect to the same.
- Bharti Airtel Limited reserves the right to terminate the subscription of any customer who is not competent to enter into any contract under the Indian Contract Act, 1872.
- Any increase/addition/introduction of taxes and or levy of any taxes, duties or any other statutory charges etc. (present/future) shall be charged to the customer's account without any notice to him and shall at all times be deemed to be part of tariff.
- Service quality, functionality, availability and/or reliability may be affected, and/or/Bharti Airtel Limited is entitled to, without any liability whatsoever to refuse, limit, suspend, vary or disconnect the service, in whole or in part, at anytime, in its sole discretion, with respect to one/all customers without any notice, for any reason which is found to be reasonable by Bharti Airtel Limited, including, but not limited to the following:
  - Government's, TRAI's rules, regulations, orders, directions, notifications etc., including changes there to prohibiting and/or suspending the rendering of such Service.
  - Transmission limitation caused by topographical, geographical, atmospheric, hydrological and or mechanical conditions.
  - During technical failure, modification, up-gradation or variation, re-location, repair and/or maintenance of the systems/equipments.
  - To combat potential fraud, sabotage, willful destruction, etc.
  - If service is used in any manner, which violates any law etc. or adversely affects or interferes in any manner, the rendering of service by Bharti Airtel Limited.
  - Any other reason, which is found to be reasonable by Bharti Airtel Limited warranting suspension/disconnection.
  - Force majeure circumstances (i.e., Acts of God.)



- To assist Bharti Airtel Limited in maintaining the Quality of Service, the customer shall comply with all applicable legislations and regulations. The customer shall also comply with all instructions issued by Bharti Airtel Limited from time to time, which relate to the network, the services or matters connected there to and provide Bharti Airtel Limited with all information and cooperation that Bharti Airtel Limited may reasonably require from time to time.
- Privacy of communication is subject to Government regulations, the terms of the License Agreement of Bharti Airtel Limited and other statutory and regulatory factors. Bharti Airtel Limited may be required to disclose any information or particulars pertaining to the customer to any Authority, statutory or otherwise, including but not limited to any security agencies and reserves the right to comply with the directions of such authorities at its discretion and without intimating the customer. Bharti Airtel Limited reserves the right to share private information of the Customer with any third parties as may be necessary to ensure provision of services.
- It shall be the sole responsibility of the customer to ensure that the mobile handset is compatible to the frequency allocated to Bharti Airtel Limited for providing the services in the home network. It is advised that the customer should have a dual-band handset.
- Both parties shall act strictly according to the direction of any statutory body/Authority, Government of India/State or any court etc. and as per any applicable statute.
- Foreign National users will be given service period of maximum 90 days or VISA expiry, whichever is earlier.
- If an individual customer has a total number of nine (09) connections under his/ her name, irrespective of the service provider, then the customer shall not be granted an additional connection. In the event it is found that an individual has more than nine connections across operators and which remained undeclared, Airtel reserves the right to disconnect (with immediate effect) such additional connections, if any without prior notice to comply with regulatory guidelines/DOT directives and keep the overall connections equal to 9.
- The customer agrees that all the information provided in the Airtel Prepaid Enrollment form is true and correct and the customer is solely responsible and liable if the same is found incorrect. Bharti Airtel Limited reserves the right to cancel the connection and withdraw the service if the information is found to be incorrect at any point of time and the balance amount on the card will not be refunded. The customer also agrees to provide further information as and when demanded by Bharti Airtel Limited and to comply with all directions, guidelines, instructions etc., issued by Bharti Airtel Limited relating to the network, service and any/all matters, connected to the services of Bharti Airtel Limited.
- The customer must quote his PAN/GIR No. may be quoted till such time the PAN is allotted to him. If the customer has not been allotted a PAN or does not have GIR no, the customer will make a declaration in Form 60. In case the customer has agricultural income and does not have any other taxable income, he will make a declaration in Form 61. Non-residents should alternately furnish a copy of passport. If this information is not furnished, Bharti Airtel Limited

reserves the right to disconnect the customer, without any prior notice. No refunds shall be made for any outstanding balance under such circumstances. This is as per Notification from the Income Tax Department No. SO889(E), dated 9/10/98.

- Bharti Airtel Limited shall have the right to transfer or assign and/or delegate all/any part(s) of its obligations, right and/or duties under this APEF to any party. Such transfer/assignment shall release Bharti Airtel Limited from all liabilities under this APEF.
- The APEF binds the customers, its hires, executors, administrator, successors and permitted assign to the terms & conditions of this APEF.
- Bharti Airtel Limited may at its sole discretion vary, alter or amend any term(s) and conditions forming part of business operations. Bharti Airtel Limited shall also have the right to amend this APEF if this is necessary for interest of business operations. Bharti Airtel Limited shall also have the right to amend this APEF if this is necessary for the proper provisioning and conduct of the services or in public interest or is mandated by any change in the applicable law or regulation or consequent to change in the terms of the License Agreement granted to Bharti Airtel Limited.
- If any part of this APEF is held invalid, the remaining provision will remain unaffected and enforceable, except to the extent that Bharti Airtel limited's rights/obligations under the APEF are materially impaired. Customer represents that he/she has been fully informed about the service provided by Bharti Airtel Limited, its specification, requirements, limitations etc., and only thereupon signed the APEF which is the complete understanding between the parties hereto and it supersedes all understanding prior to this APEF whether oral or written.
- Bharti Airtel Limited's contractual right and remedies, as well as these available at law or equity are independent and cumulative.
- Both parties have understood the terms and conditions mentioned herein and the same have been explained to the Customer in a vernacular language as well. Parties agree that this APEF along with these terms and conditions shall constitute a legally binding relationship between the parties.
- In case the customer is company/firm or any subscription it taken in the name of the company/firm, the APEF shall be duly signed and sealed by its constituted and authorized signatory. Company/firm shall intimate Bharti Airtel limited in writing immediately in case of any change in the constituted and authorized signatory.
- The validity, construction and performance of this APEF shall be governed by and interpreted in accordance with the laws of Republic of India. Only the Courts at (*please refer your respective service area CAF for this*) shall have exclusive jurisdiction in respect of the subject matter of the APEF.
- No free or discounted voice call/ SMS will be available to existing/ new customers who subscribed to or have subscribed to voice or SMS packs/ promotional offers on the customary/ festival days (Blackout days). On these days, normal SMS rates of Rs.1 for Local SMS, Rs.1.5 for National and Rs 5 for International SMS and voice call rate of customer tariff plan will apply

between 00.00hrs to 24.00hrs. For complete details please visit your nearest Airtel relationship centre (ARC) or refer our website [www.Airtel.in](http://www.Airtel.in) or call 121.

- As per TRAI regulation, customer can send a maximum of 100 SMSs per day at discounted rate. Thereafter, customer should pay at-least 50p for each SMS beyond 100<sup>th</sup> SMS in a day.
- If customer's number is reported/found to be used for unsolicited promotional activities, all numbers for same name & address shall be disconnected. The name & address shall be blacklisted for next 2 years & subscription denied. The number will be recycled as per the Recycle Policy but the customer shall be denied subscription as per the prevailing guidelines at that point of time. Customers should register for telemarketing with the TRAI and use designated telemarketing series numbers/SMS resources for promotional calls/SMS.
- National Customer Preference Register (Do-Not-Disturb Registry)
  - Registration or changing preference in the Do-not-Disturb Registry can be done via our website [www.airtel.in/dnd](http://www.airtel.in/dnd) or via the 1909 IVR (toll free) or by sending an SMS "Start <option>" for preference based SMS-only communication, or SMS "Start 0" for fully blocking, to 1909. The preference options are 1 for Banking/Insurance/Financial products/Credit Cards, 2 for Real Estate, 3 for Education, 4 for Health, 5 for Consumer goods & automobiles, 6 for communication/Broadcasting/Entertainment/IT and 7 for Tourism & Leisure. The customers may also send a request by way of an email to [1909@airtel.com](mailto:1909@airtel.com) from their registered email address.
  - Post registration of preference(s), confirmatory SMS shall be sent to the customer along with unique registration number.
  - To de-register from the Do-Not-Disturb Registry, kindly Call 1909 IVR (toll free) or send SMS " Stop <option> for deregistering from subscribed preference(s), or "Stop 0" for complete deregistration from the Do-Not-Disturb Registry, to 1909(toll free). The customers may also send a request by way of an email to [1909@airtel.com](mailto:1909@airtel.com) from their registered email address.
  - Registration/preference change/deregistration in the TRAI's Do-Not-Disturb Registry shall be effective within 7 days from the date of submission of registration/preference change/deregistration request with airtel.
- For registering DND complaints, DND-subscribers may use the following channels:
  - DND complaints form available at <http://www.airtel.in/dnd>.
  - email to [1909@airtel.com](mailto:1909@airtel.com) with date of call/SMS, telemarketer number and brief context of the call/SMS.
  - SMS <Brief description of the promotion>, telemarketer number/Sender ID and date, to 1909.
  - Call 1909 (toll free) and speak to a Customer Care Executive.

- Mobile Number Portability (MNP) to begin with MNP, customer needs to generate UPC (Unique Porting Code) by sending SMS to 1900. UPC is an alphanumeric code allocated, upon request, by a mobile operator to its subscriber for the purpose of facilitation of porting of his/her mobile number to another operator. SMS to be sent: PORT <your Mobile Number> to 1900. Operator SMS charges will be applicable.
  - The activation of port-in mobile number will be done within a time frame of approx. 7 days, except 15 days in case of Assam, J&K and North East.
  - Customer can cancel his port-in request within 24 hours from the time of port request submission. However, the port fee will not be refunded.
  - Once a mobile number is ported-in, it cannot be ported out for the next 90 days.
  - The Donor operator may reject the Port-out request if subscriber is not eligible basis the following “Grounds of Rejection”
    - (a) The Porting request has been made before the expiry of 90 days from the date of activation of new connection.
    - (b) There are outstanding payments due from the subscriber by way of pending bill(s), issued as per the normal billing cycle but before the date of application for porting.
    - (c) A request for change of ownership of the mobile number is under process.
    - (d) The mobile number has been prohibited by a Court of Law.
    - (e) The mobile number sought to be ported is sub-judice.
    - (f) The unique porting code mentioned in the porting request does not match with the unique porting code allocated by the Donor Operator for the Mobile number sought to be ported.
    - (g) There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but the subscriber has not complied with such exit clause.
- It is hereby clarified that UPC code is valid only for 15 days from the date of generation.

## **Terms & Conditions for providing Postpaid Mobile and Fixed Line Services:**

The under mentioned terms and conditions apply to all telecom services provided by Bharti Airtel Limited.

### **Definitions**

- 'Bharti Airtel limited' or 'Airtel' means a company incorporated under the provisions of Companies Act, 1956, having its registered office at Bharti Crescent, 1, Nelson Mandela Road, VasantKunj, Phase II, New Delhi – 110070, India;
- 'Customer' shall mean a person (including any entity or association of persons) who has subscribed to the Services after completing the required formalities i.e. making necessary payments etc. and has had them activated on Airtel's Network. Mere execution of the CRF shall neither constitute person to be a customer/subscriber or consumer of Airtel;
- 'Customer Equipment' shall mean any equipment not provided by Airtel;
- 'Customer Premises Equipment' or 'CPE' shall mean and include the telephone instrument, modem, routers, batteries, all software, hardware and any other equipment/accessories included with it and supplied (but not sold) by Airtel;
- 'Customer Relationship Form' or 'CRF' shall mean the non-transferable form appended herewith, which has been filled and executed by the Customer for subscribing to the Service;
- 'Network' shall mean Airtel's telecommunication network in the concerned telecom circle through which Services are or would be made available to the Customer;
- 'Relationship Period' shall mean the period commencing upon activation of the Services and shall run in concurrence with the license agreement under which Airtel is authorized to provide Services within the Network ('License Agreement'), unless otherwise terminated;
- 'Services' shall mean all telecom services provided by Airtel to its Customer which, inter-alia shall include mobile, internet, fixed line telephone, value added services (VAS) and/or any supplementary/additional services made available to the Customer;
- 'Subscriber Identification Module' or 'SIM' shall mean a non-transferable activation device, being a card or programmed microchip, provided and owned by Airtel to enable the mobile Customer to gain access to the Network of Airtel;
- 'Tariff' shall mean all the rates, fees, charges, etc. and related conditions including but not limited to activation fee, usage charges, levies, deposits, advances and service charges including service tax and any other statutory outgoings under the tariff schedule as notified by Airtel for providing Services.

### **1. Reservations**

Airtel reserves the right;

- to seek and /or verify the particulars including financial information provided by the Customer, either by itself or from independent sources;
- to reject any CRF, in case the particulars provided therein are incomplete, incorrect or for any other legally just and valid reason. The information provided by the Customer / gathered by Airtel shall become Airtel's property even if CRF is rejected and Airtel may use the said data for any lawful purpose, subject to the applicable laws and regulations;
- to amend the present terms & conditions for the proper provisioning of services or to comply with the applicable laws and regulations.

## 2. **Services**

- Services will be provided within a reasonable time, on receipt of duly completed CRF. Airtel will use all reasonable endeavours to provide and maintain Service(s) during the Relationship Period.
- Airtel has the right to predetermine, prefix or refix the credit limit for the usage of Services availed by the Customer based on its internal credit rating. In the event of exceeding of the credit limit, Customer shall be liable to make interim payment forthwith for the Services availed including rentals failing which Airtel reserves the right to totally or partially disconnect/suspend the Services.
- Quality, functionality, and/or availability of the services, may be affected. Airtel, without any liability, whatsoever, is entitled to refuse, limit, suspend, vary or disconnect the Services at any time, for any reasonable cause, including, but not limited, to the following:-
  - i. Any violation of applicable rules, regulations, orders, directions, notifications, conditions of License Agreement etc. issued by the Government/Telecom Regulatory Authority of India ("TRAI") etc;
  - ii. Any discrepancy in the particular(s) provided by the Customer;
  - iii. If the Customer is in default (including past defaults) in making payment for the Services or for any other telecom service provided by Airtel;
  - iv. During technical failure, modification, up-gradation, variation, relocation, repair and/or maintenance of the system/equipment;
  - v. To combat potential fraud, sabotage, willful destruction, national security or for any other force majeure reasons etc;
  - vi. Transmission limitation caused by topographical, geographical, atmospheric, hydrological and/or mechanical or electronic constraints/limitations and/or availability of suitable cellsites;

- vii. If services are used in violation of any law, rule/regulation;
  - viii. Interconnection failure between Airtel and other service provider/s;
  - ix. Any other reason, which is found to be reasonable by Airtel warranting limiting/suspension/disconnection of Services.
- Airtel shall allocate a telephone/mobile number and/or broadband ID at its sole and absolute discretion. The said number/ID shall remain in the exclusive domain of Airtel and the Customer is entitled to use the same only during the Relationship Period. Upon termination of the Relationship Period, Airtel shall have the right to allocate the said number/ID to any other Customer. It is made clear that the ownership and right over the allocated number/ID shall vest with Airtel in its sole discretion can alter/change the same for any reason whatsoever, including but not limited to any directive of government/quasi government authority. DoT, TRAI, technical reason etc.
  - All discounts/special benefits/scheme(s) pertaining to the Services shall be as per the terms and conditions as may be specified by Airtel.
  - In case of Short Messaging Services (SMS) the Customer shall be liable for the payment of applicable charge as soon as the message reaches the switch/leaves the Network of Airtel.
  - As per the GSM technical standard, a single short message (SMS) shall contain up to a maximum of 160 characters of user data which can comprise of word or alphanumeric combination. Any SMS containing more than 160 characters or in multiples thereof, would be delivered as a separate SMS will be charged accordingly as separate message as per tariff applicable.
  - In line with TRAI's regulations, customer who have not availed any data pack, would be provided data facility only after giving explicit consent on toll-free no. 1925 through SMS & IVR. For starting data services, customers have to send an SMS 'Start' to 1925. An existing customer can de-activate the data services by sending SMS, 'Stop' to 1925.

### **3. Billing, Payment and Security Deposit**

- Airtel shall bill the Customer as per the billing cycle which shall run on a the frequency as may be decided by Airtel from time to time. Taxes shall be as per applicable law.
- Bills will be sent at the billing address of the Customer as mentioned in the CRF. Airtel shall not be responsible for non-receipt of bill(s), and in such and event, it shall be incumbent on the Customer to enquire about the dues and settle the same.
- All payments are to be made by the prescribed due date. All non-cash payments are subject to realization. Payment beyond due date shall entail late fees as prescribed by Airtel from time to time and taxes thereon. The same shall be payable from the due date till actual realization of payment.

- Customer must pay all the dues in full, without any deduction, set-off or withholding in respect of Services availed by him. However, in case of any disputes(s) regarding the change(s) levied, Customer shall intimate Airtel in writing within seven (7) days of receipt of the bill(s). Customer shall also pay full amount of disputed charges, if any, irrespective of any pending dispute(s) However no waiver by Airtel to the Customer shall, in any event, become effective unless the same is in writing and such waiver shall be effective for the limited and specific instance described and for the purpose that the waiver is given.
- Customer shall deposit such amount as interest free security deposit, as may be determined by Airtel. Airtel reserves the right to forfeit/adjust/apply the said security deposit in full or in part satisfaction of any sum which may be due from the Customer to Airtel at any time. Customer shall continue to be liable for balance, if any, Airtel may call for additional security deposit for Services made available to the Customer.
- Airtel in accordance with TRAI guidelines/regulations is entitled to charge, vary, add, withdraw any services and/or to vary the Tariff on these services and/or make any stage chargeable which is not initially or at any stage chargeable.
- Upon delay/non-payment of bills beyond the due date or non-deposit of any applicable fee, charge or deposit, or any increase thereof, Airtel reserves the right to totally or partially disconnect the services of such customer. For restoring the Services, the Customer shall have to apply for reactivation of the connection, after making the due payment and the applicable restoration charges.
- Airtel will not be liable for Customer Equipment being faulty/ incompatible. Customer must pay all the dues in full, without any deduction, set off or withholding.
- In case of customer opting for e-bill facility, ID, password and other information or details shall be exchanged through the medium of internet and Airtel shall not in any manner be responsible or liable for the secrecy or security of the same under any circumstances.

#### **4. Customer's Obligation**

- If the SIM/CPE is lost or stolen, the Customer shall forthwith inform Airtel. This notification shall authorize Airtel to suspend all or any part of the Services and/or disconnect the Services. Airtel reserves the right to charge the customer for all losses, damages and costs accrued to be or incurred by Airtel for any unauthorized use and replacement of the SIM.
- Customer shall not use the Services for any unlawful, immoral or abusive purposes in violation or derogation of any law/rule or regulation or statutory directive or order for the time being in force or against any public policy or for sending/receiving obscence, threatening, harassing message/communications or sending messages or communications that affect national interest, or create any damage or risk to Airtel or its Network/equipments/call centre and/or other Customer(s). Any violation or misuse by



Customer shall under no circumstances be attributed to Airtel and the Customer shall be solely responsible for all such acts or omissions.

- Customer shall intimate Airtel about change in address, if any, in writing along with such proof, as may be deemed necessary by Airtel.
- Customer shall not use the Services as a 'OSP' (Other Service Provider) or for the purposes of telemarketing, directly or indirectly, without submitting to Airtel the required approvals/registration from relevant authorities.
- Unless specifically allowed by Airtel, the Customer shall not change the configuration of its EPBAX set during installation or any time subsequent thereof by way of which any of the undermentioned possibility could arise.
  - (i.) Any setting in the EPBAX resulting in only the Pilot number being transmitted irrespective of the extension (Directory Number) from which the call is originating.
  - (ii.) Any setting in the EPBAX resulting in incomplete extension (Directory Number) being displayed. Thereby meaning that a lesser number of digits are either allotted or displayed.
  - (iii.) The Customer shall provide a certificate from the EPBAX Equipment Vendor (wherever specially sought by Airtel) that the software has not been tampered in violation of the National Numbering Plan specified by DoT.
  - (iv.) In case the Customer wishes to use the EPBAX with private network & PSTN, they must have proper authorisation from DoT/TRAI and must ensure that the separation of traffic is done through logical partitioning.

## 5. Confidentiality

Privacy of communication is subject to the terms of the License Agreement of Airtel with DoT and other statutory and regulatory notifications/directives etc. The Customer specifically agrees that in order to facilitate Airtel to provide Services, Airtel may be required to disclose any information or particulars pertaining to the Customer to any authority, statutory or otherwise, including by not limited to any debt collection agency, credit reference agency, security agency, and reserves the right to comply with the directions of such authorities at its discretion and without intimating the Customer.

## 6. Ownership

- The Customer shall have no title and/or ownership and/or interest in the SIM and/or the CPE and therefore shall not be entitled to transfer/assign/lease and/or otherwise part with the same under any circumstance. The ownership and effective control over the SIM/CPE shall always remain with Airtel. The Customer shall return the SIM/CPE immediately on termination of the Relationship Period. The Customer shall not claim any charge or lien on the SIM, CPE, even if any dispute is pending between the Customer and Airtel. Customer

shall be responsible for the maintenance and upkeep of the CPE subject to normal wear and tear.

- All CPE, provided (but not sold) by Airtel shall always remain absolute property of Airtel. The Customer shall only have limited right to use the custody of the equipment or other equipment/accessories during the enrolment period.
- The CPE has been provided to the Customer in order to facilitate Airtel to exclusively use the same for rendering its Services. The Customer shall not deal with the CPE independent of Airtel in any manner whatsoever.
- Customer shall neither shift the CPE nor transfer the same in any manner. In case the Customer fails to comply with the terms and conditions of enrolment, Airtel reserves the right to lift or remove the CPE from the Customer's premises and terminate the enrolment without any liability whatsoever on its part.
- Airtel reserves the right to visit the premises of the customer where CPE is installed/SIM taken to check for the bonafide usage of the services provided after giving a reasonable notice to the Customer.
- Further, acceptance of bill payments by Airtel from a person other than the Customer does not mean acceptance of transfer/assignment/lease of any rights or obligation of the Customer to such person making the payment.
- This relationship envisages a pure and simple service agreement and it is categorically understood that the Customer shall not have any interest or domain over the Network and the technology utilized by Airtel to provide services. There is no intention of sale or transfer of right to use in any manner whatsoever.

## **7. Roaming Guidelines**

- Airtel reserves the right to provide roaming facility on such Tariff as may be decided by Airtel from time to time within the realm of TRAI guidelines/rules/regulations.
- While roaming out of the Network, the Customer shall ensure that the cellular mobile handset is compatible to the frequency of the visiting network and Airtel shall not be liable for non-availing of Services on account of such non-compatibility. Roaming facility shall be subject to interconnect agreements/arrangements of Airtel with other telecom operators operating in other networks.
- Roaming Tariff may differ from operator to operator. Applicable operator specific tariff(s) will be charged from the Customer. Details of tariff may be obtained from Customer Care (by calling 121) or visiting the website [www.Airtel.in](http://www.Airtel.in)
- Customer can avail VAS while roaming outside the Network, provided the respective roaming operator's network supports the same. Applicable operator specified tariffs will be charged for these Services.

- In the event of international roaming, the call details will be passed on to the Customer on request on such conditions as Airtel may prescribe, subject to the availability of the same with Airtel from the respective international operator. The Customer shall not raise any dispute unless as provided for in this CRF with regard to the calls, caller line identification, etc. and shall make payment within specified time as per the bills raised by Airtel, without any protest or demur. The completion of call in roaming locations is subject to the call being transferred effectively by the applicable operator.

#### **8. Disclaimer of Liability**

- Airtel makes no express or implied warranty, guarantee, representation or undertaking whatsoever regarding the Services, which are not expressly mentioned herein.
- Airtel shall not be responsible for any acts or omissions of any third party including franchisees/ dealers/ distributors/ retailers etc., with regard to scheme(s) which are not expressly authorized by Airtel.
- Airtel shall not be liable to the Customer for any delays, loss of business, profit, revenue or goodwill, anticipated savings, use of contracts, damages, fees, costs, expense, orders, judgment, etc. or for any indirect or consequential loss, howsoever, it arises for or on account of unavailability/ usage of Services or otherwise.
- Airtel shall not be liable to the Customer for injuries or damages resulting from omissions, interruptions, delays, errors in transmission, failures or defects in equipment, or any other cause including but not limited to the failure to transmit, which are connected with incidents of fire, explosion, war, riots, strikes, lockouts, picketing, boycotts, and cause originating in the facilities or operations of other telecom or allied service providers and other reasons or causes beyond the control of Airtel or for any reason whatsoever.
- The terms and conditions herein shall be subject to the notification/guidelines issued by TRAI and DoT, from time to time.

#### **9. Additional T&Cs for Telemedia (Fixed Line) Services**

- The DSL/Broadband speed available to the Customer is the maximum prescribed speed for which the Customer is entitled and Airtel does not hold out any assurance that the said speed shall be maintained at all time and the same may vary depending upon the Network congestion, technical reasons or any other unavoidable circumstances.
- It is clearly understood that installation of broadband and/or fixed lines services require several vital and time consuming activities, inter-alia, including laying down of cable, proper wiring of the area/premises, allocation of tag in the switch, other technical requirements etc. and therefore Airtel does not prescribe or hold out any fixed timeline after execution of the CRF, during which the said Services shall be activated. Airtel shall endeavour to activate the Service within reasonable time and it is expressly agreed that the person executing the CRF shall not be entitled to raise any claim or action or damages of whatsoever nature on account of delay in activation of

Services and the Customer shall only be entitled to refund of the initial amount paid by the Customer.

- With a view to give all Customers optimum Service, the Tariff plans offered by Airtel shall be subject to Fair-Usage policy as formulated and implemented by Airtel from time to time.

#### 10. Mobile Number Portability

- To begin with MNP, customer needs to generate UPC (Unique Porting Code) by sending SMS to 1900. UPC is an alphanumeric code allocated, upon request, by a mobile operator to its subscriber for the purpose of facilitation of porting of his/her mobile number to another operator. SMS to be sent: PORT <your Mobile Number> to 1900. Operator SMS charges will be applicable.
- The activation of port-in mobile number will be done within a time frame of approx. 7 days, except 15 days in case of Assam, J&K and North East.
- Customer can cancel his port in request within 24 hours from the time of port request submission. However the port fee will not be refunded.
- Once a mobile number ports-in, it cannot be ported out for the next 90 days.
- The Donor operator may reject the Port-out request if subscriber is not eligible basis the following " Grounds of Rejection" -
  - a. The porting request has been made before the expiry of 90 days from the date of activation of a new connection.
  - b. There are outstanding payments due from the subscriber by way of pending bill(s), issued as per the normal billing cycle but before the date of application for porting.
  - c. A request for change of ownership of the mobile number is under process.
  - d. The mobile number sought to be ported is sub judice.
  - e. Porting of the mobile number has been prohibited by a Court of Law.
  - f. The unique porting code mentioned in the porting request does not match with the unique porting code allocated by the Donor Operator for the mobile number sought to be ported.
  - g. There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but the subscriber has not complied with such exit clause.
- In case of Postpaid Customer, after port-in number activation, address verification may be carried out and the services may be barred if the same is found to be negative.
- UPC code is valid only for 15 days from the date of generation.

## 11. Severability

If any part/clause of their CRF becomes illegal, invalid or unenforceable, that part/clause shall be ineffective to the extent of such invalidity or un-enforceability only without in any way affecting the validity or enforceability of the remaining parts of said provision/clause or any other clause/provision of this CRF.

## 12. Jurisdiction

The courts at ...(Please refer the respective circle area CAF for this)..... shall have exclusive jurisdiction in respect of the subject matter of the CRF.

- National Customer Preference Register (Do-Not-Disturb Registry)
  - Registration or changing preference in the Do-not-Disturb Registry can be done via our website [www.airtel.in/dnd](http://www.airtel.in/dnd) or via the 1909 IVR (toll free) or by sending an SMS “Start <option>” for preference based SMS-only communication, or SMS “Start 0” for fully blocking, to 1909. The preference options are 1 for Banking/Insurance/Financial products/Credit Cards, 2 for Real Estate, 3 for Education, 4 for Health, 5 for Consumer goods & automobiles, 6 for communication/Broadcasting/Entertainment/IT and 7 for Tourism & Leisure. The customers may also send a request by way of an email to [1909@airtel.com](mailto:1909@airtel.com) from their registered email address.
  - Post registration of preference(s), confirmatory SMS shall be sent to the customer along with unique registration number.
  - To de-register from the Do-Not-Disturb Registry, kindly Call 1909 IVR (toll free) or send SMS “ Stop <option> for deregistering from subscribed preference(s), or “Stop 0” for complete deregistration from the Do-Not-Disturb Registry, to 1909(toll free). The customers may also send a request by way of an email to [1909@airtel.com](mailto:1909@airtel.com) from their registered email address.
  - Registration/preference change/deregistration in the TRAI’s Do-Not-Disturb Registry shall be effective within 7 days from the date of submission of registration/preference change/deregistration request with airtel.
  - If customer’s number is reported/found to be used for unsolicited promotional activities, all numbers for same name & address shall be disconnected. The name & address shall be blacklisted for next 2 years & subscription denied. The number will be recycled as per the Recycle Policy but the customer shall be denied subscription as per the prevailing guidelines at that point of time. Customers should register for telemarketing with the TRAI and use designated telemarketing series numbers/SMS resources for promotional calls/SMS.
- For registering DND complaints, DND-subscribers may use the following channels:
  - DND complaints form available at <http://www.airtel.in/dnd>.

- email to 1909@airtel.com with date of call/SMS, telemarketer number and brief context of the call/SMS.
- SMS <Brief description of the promotion>, telemarketer number/Sender ID and date, to 1909.
- Call 1909 (toll free) and speak to a Customer Care Executive.

**Valid documents which can be enclosed**

1. Proof of identity: Aadhaar card, Passport, Arms Licence, Driving Licence, Income Tax Pan Card, Photo Credit Card/Debit Card (with photo), Smart Card/Dependent Card (issued by Defence).
2. Proof of Address: Aadhaar card, Passport, Arms Licence, Driving Licence, Ration Card, Water Bill (Not Older than 3 months). Telephone Bill of a Fixed line (Not Older than 3 months), IT Assessment Order.

For updated list please visit [www.Airtel.in](http://www.Airtel.in).

**Quality of Service parameters specified by the TRAI in respect of services:**

<b>Serial Number</b>	<b>Name of Parameter</b>	<b>Benchmark</b>	<b>Averaged over a period</b>
(i)	Fault incidences (No. of faults/100 subscribers /month)	≤ 7	One Quarter
(ii)	Fault repair by next working day	<p><b>For urban areas:</b> By next working day: ≥ 85% and within 5 days: 100%.</p> <p><b>For rural and hilly areas:</b> By next working day: ≥ 75% and within 7 days: 100%.</p> <p><b>Rent Rebate</b> Faults pending for &gt;3 days and ≤7 days: Rent rebate for 7 days. Faults pending for &gt;7 days and ≤15 days: Rent rebate for 15 days. Faults pending for &gt;15 days:</p>	One Quarter

		rent rebate for one month.	
(iii)	Mean Time To Repair (MTTR)	≤ 10 Hrs	One Quarter
(iv)	Point of Interconnection (POI) Congestion (on individual POI)	≤ 0.5%	One month
(v)	Metering and billing credibility – post paid	Not more than 0.1% of bills issued should be disputed over a billing cycle	One Billing Cycle
(vi)	Metering and billing credibility – pre-paid	Not more than 1 complaint per 1000 customers, i.e., 0.1% complaints for metering, charging, credit, and validity	One Quarter
(vii)	Resolution of billing/ charging complaints	98% within 4 weeks and 100% within 6 weeks	One Quarter
(viii)	Period of applying credit/ waiver/ adjustment to customer's account from the date of resolution of complaints	within 1 week of resolution of complaint	One Quarter
(ix)	Response Time to the customer for assistance		
	(a) Accessibility of call centre/ customer care	≥ 95%	One Quarter
	(b) Percentage of calls answered by the operators (voice to voice) within 90 seconds	≥ 95%	One Quarter
(x)	Termination/ closure of service		

	(a) %age of requests for Termination/ Closure of service complied within 7 days	100% within 7 days.	One Quarter
	(b) Time taken for refund of deposits after closures	9 100% within 60 days.	One Quarter

### **Quality of service parameters specified by Airtel for mobile services**

- Activating your phone connection : Within three days of receiving your completed application along with all requisite documentation;
- Termination of Connection : Within 7 days ;
- \*Resolving your billing complaints/queries -All billing complaints will be resolved within four weeks;
- Refunds/roll-backs All refunds and roll-backs will be conducted within one week from date of resolution of complaints;
- Refunding your deposits (Refundable components) after resolution of outstanding charges Within sixty days after disconnection/termination;

\* There may be some complaints which may take more than 3 days to resolve due to inherent reasons and necessary investigations required for resolution.

### **Details about equipment offered to the consumer**

Not applicable. No equipment is offered in mobile services except, SIM card. In Fixed Line services, Customer Premises Equipment (CPE) is offered to customers. For details, please refer terms & conditions above.

### **Rights of consumers under various regulations and duties and obligations of Airtel**

#### **Mobile Number Portability**

- The Customer has the right to retain the same number while moving from one mobile service provider to another under the Telecommunication Mobile Number Portability Regulations, 2009.



- The Customer is allowed to move to another mobile Service Provider only after 90 days of the date of activation of mobile connection or from the date of last porting of mobile number, whichever is applicable.
- Customer can cancel his port-in request within 24 hours from the time of port request submission. However, the port fee will not be refunded.
- The activation of port-in mobile number will be done within a time frame of approx. 7 days, except 15 days in case of Assam, J&K and North East.
- The Donor operator may reject the Port-out request if subscriber is not eligible basis the following “Grounds of Rejection” (a) The Porting request has been made before the expiry of 90 days from the date of activation of new connection; (b) There are outstanding payments due from the subscriber by way of pending bill(s), issued as per the normal billing cycle but before the date of application for porting; (c) A request for change of ownership of the mobile number is under process; (d) The mobile number has been prohibited by a Court of Law; (e) The mobile number sought to be ported is sub judice; (f) The unique porting code mentioned in the porting request does not match with the unique porting code allocated by the Donor Operator for the Mobile number sought to be ported; (g) There are subsisting contractual obligations in respect of which an exit clause has been provided in the subscriber agreement but the subscriber has not complied with such exit clause.
- The Unique Porting Code is valid only for 15 days from the date of generation.

### **Value Added Services**

- The service provider cannot provide any chargeable value added service without the explicit consent of a customer.
- Any value added service, which was earlier being provided free of charge shall not be chargeable without his explicit consent.
- No chargeable value added service shall be activated through pressing of a single key in the telephone set / mobile handset.
- In case the subscriber seeks to unsubscribe the value added service within 24 hours from the time of its activation on the ground that the subscription was unintentional or accidental, the service provider shall unsubscribe such value added service and reimburse or credit to the customers’ account the charges, if any, deducted or levied for subscription to such value added service.
- The service provider shall inform subscriber at least 3 days before the due date of renewal of a subscribed value added service, the due date for renewal, the charges for renewal and the toll free telephone number for unsubscribing of such value added service.
- Customer can stop VAS subscription by sending SMS “STOP” (toll free) to 155223 and select the service he/ she wish to deactivate. Or, call 155223 (toll free), listen to the services you currently live on and select the one he/ she wish to deactivate.

## **Important General Information:**

- Customer for assistance can email us at [121@in.Airtel.com](mailto:121@in.Airtel.com) or call us at Customer Care Number/ General Information Number 121(0.50p/3min for agent assistance) for queries/ information and Customer Complaint Number 198 (toll free) for complaints. Customer can also contact us through our website- [www.Airtel.in](http://www.Airtel.in)
- In case Customer do not get any satisfactory response, he/she can highlight the matter to our appellate authority at numbers mentioned above or email id mentioned. Working hours 9:30am to 6:30pm, Monday to Friday.
- To avoid unwanted telemarketing calls, Customer can register mobile number in ndnc registry - call 1909 or send sms "start dnd" on 1909.
- To change address in our records Customer can send us an email at [121@in.Airtel.com](mailto:121@in.Airtel.com) , call us at Customer Care Number/ General Information Number 121 (0.50p/3min for agent assistance) or visit any of our Airtel relationship centers.
- Customer by paying bills on time would ensure a good credit rating and uninterrupted services. Customer is requested to make the payments by the due date to ensure that late fee charges are not levied. Late payment charges applicable on non- payment of bill on or before due date – Rs.100 or 2% of invoice value whichever is higher subject to maximum charge of Rs 300.
- Credit limit is the sole discretion of the Bharti Airtel Limited, Customer's credit limit is just an indicator of Customer's monthly usage and in the event Customer's usage exceeds the given credit limit, Customer would be required to pay for all calls and services obtained even beyond the stated limit.
- Please note that a single short message (sms) contains a maximum of 160 characters including spaces. Any sms containing more than 160 characters, or multiples thereof, is delivered as separate sms and is charged as per the number of sms delivered.
- No migration fee is chargeable for migration to any bill plan. Customer can use our tariff plan calculator available at [www.Airtel.in](http://www.Airtel.in) to calculate financial implication of migrating to a new tariff plan
- No free or discounted voice call/ SMS will be available to existing/ new customers who subscribed to or have subscribed to voice or SMS packs/ promotional offers on the customary/ festival days (Blackout days). On these days, normal SMS rates of Rs.1 for Local SMS, Rs.1.5 for National and Rs 5 for International SMS and voice call rate of customer tariff plan will apply between 00.00hrs to 24.00hrs. For complete details please visit your nearest Airtel relationship centre (ARC) or refer our website [www.Airtel.in](http://www.Airtel.in) or call 121.

- No increase permissible in any item of the tariff for a period of 6 months from the date of enrolment under a tariff plan.
- No charge will be levied for any value added service without the customer's explicit consent
- In case of permanent disconnection security deposit will be refunded to the Customer within 60 days of disconnection, failing which Customer shall be paid an interest at the rate of 10 percent per annum
- Airtel has full right to change the terms & conditions applicable to tariff plans from time to time. please visit [www.Airtel.in](http://www.Airtel.in) for other terms & conditions applicable.

### **General Information Number/ Customer Care Number**

Airtel Customer care service is accessible from anywhere in the country, even while roaming. Just dial 121(for agent assistance at 50p per 3 min) from your Airtel mobile. You may also reach us from other service provider numbers at our numbers mentioned in Annexure I (standard rates as per bill plans are applicable).

### **Consumer Complaint Number**

Our complaint center number 198 (toll free from your Airtel mobile) is accessible from anywhere in the country from your Airtel mobiles. You may also reach us from other service provider numbers at our numbers mentioned in Annexure I (standard rates as per bill plans are applicable). You may write to us at [121@in.Airtel.com](mailto:121@in.Airtel.com) or visit our website [www.Airtel.in](http://www.Airtel.in).

### **Complaint redressal mechanism, its procedure and its time limits**

#### **Where to contact us**

Our offices are located in all cities where we service you. You may contact us at any of these offices closest to your location (Refer Annexure I). You may also contact our Airtel Relationship Centers for all your queries, requests or complaints. Alternatively, you may choose to call us from the comfort of your home, day or night, at our complaint center number 198 (toll free), or email at [121@in.Airtel.com](mailto:121@in.Airtel.com), or visit our website [www.Airtel.in](http://www.Airtel.in)

Complaint Redressal Process: Supporting you at two Levels

- First Level: Complaint center

In case you find that our services do not meet your expectations, please feel free to contact us, either at our consumer care number, or at one of our offices, or at an Airtel Relationship Center.

You could reach our Customer Care team by:

- Calling us at 121 for queries

- Sending us an SMS at 121
- Sending us an email at 121@in.Airtel.com
- Calling us toll-free at 198 for Complaints
- Visit our website [www.Airtel.in/Airtelpresence](http://www.Airtel.in/Airtelpresence)

We will log your concern, giving you a Service Request number (complaint registration number), which is a unique identification number for your complaint. We will let you know a timeline by which your concern will be resolved through an SMS. Our team will resolve all your concerns according to the timelines promised. You may also login to our website and go to “Need Help” Option to lodge all your queries, complaints, requests and feedback related to your Airtel number and services. You may also check the status of your complaints on the same link and notify us your satisfaction or dissatisfaction over resolution. In case the resolution is not as expected then you may share with us the reason for dissatisfaction and our team will re-assess your complaint and provide resolution within 10 days.

### **Second Level: File appeal with the Appellate Authority**

Should the complaint center be unable to resolve your grievance to your satisfaction, you could approach the next level, the Appellate Authority.

A consumer may prefer an appeal before the Appellate Authority either through e-mail or facsimile or post, or in person; Appellate Authority can be contacted at the details provided in Annexure II. Appellate Authority will revert to you with resolution within 39 working days.

Please keep in mind:

- a) The working hours for Appellate Authority are between 9:30 am to 6:30 pm from Monday to Friday.
- b) The Appellate Authority will provide you with a Unique Reference number within 3 days of reporting the issue
- c) The Appellate Authority shall decide every appeal within 39 working days from the date of filing the appeal.

### **Contact details of the Appellate Authority and time limits for disposal of appeals**

Appellate Authority can be contacted as per details given on Annexure II. Appellate Authority will revert to you with resolution within 39 working days.

### **Web Based Complaint Monitoring System**

To check the status of your complaint or to log a complaint, visit [www.Airtel.in/Airtelpresence](http://www.Airtel.in/Airtelpresence) or click the “Need Help” tab on the home page of [www.Airtel.in](http://www.Airtel.in)

- a) To check the status of your complaint, visit [www.Airtel.in/Airtelpresence](http://www.Airtel.in/Airtelpresence) and click on the available link to check the status of a previous complaint.

- b) To log a complaint, visit [www.Airtel.in/Airtelpresence](http://www.Airtel.in/Airtelpresence) select service type and enquiry type and fill the required details.

### **Termination & disconnection of services**

- Customer can submit its request for termination or disconnection of service by various means viz - request made in writing, Fax, email-ID (preferably registered with us), SMS and Telephone call at Customer Care Number. The time period for closure is maximum 7 days uniformly for all means of requests.
- The service provider shall cease to charge rental or any other charges beyond the period of 7 days of request for closure made by the customer.
- The bills shall be raised only after adjustment of the security deposit and the closure/ termination of service will not be made conditional upon payment of dues/bills/settlement of dispute.
- No fixed monthly charges will be charged like rental beyond the above prescribed period of termination of service or from the date of last usage, whichever is later.
- Refund of security deposit will be made within 60 days after closure/ termination of service. Any delay in refund of deposits will attract interest of @10% per annum.

## Annexure-I(A) - Contact Centre Numbers for Mobile Services

Circle	Postpaid Contact Centers	Prepaid Contact Centers	Office Address
Registered Office (New Delhi)	-	-	Bharti Crescent, 1, Nelson Mandella Road, Vasant Kunj, Phase II, New Delhi -110070
Andhra Pradesh	9849012345	9849098490	Bharti Airtel Limited, Splendid Towers, Opp.Begumpet Police Station, Begumpet, Hyderabad - 500 016.
Assam	9954012345	9954099540	Bharti Airtel Limited Bharti House, 6 mile Khanapara, Guwahati – 781022
Bihar & Jharkhand	9934012345	9934099340	Bharti Airtel Limited, Anand Vihar, 7th Floor, Guinea Motors, West Boring Canal Rd., Patna – 800001
Delhi	9810012345	9810198101	Bharti Airtel Limited, Mobile Services, Plot No.-16, Udyog Vihar, Phase - IV, Gurgaon – 122015
Gujarat	9898012345	9898098980	Bharti Airtel Limited,Zodiac Square, 2nd Floor, SG Road, Opp Gurudwara, Ahmedabad 380 054
Haryana	9896012345	9896098960	Bharti Airtel Limited, 85, Durand Road, Ambala Cantt.,133001, Haryana
Himachal Pradesh	9816012345	9816098160	Bharti Airtel Limited, Block No. 11 A, SDA Complex, Kasumpti, Shimla 171009
Jammu & Kashmir	9906012345	9906099060	Bharti Airtel Limited, B2, 3rd Floor, South Block, Bahu Plaza, Gandhi Nagar, Jammu, Jammu & Kashmir 180012
Karnataka	9845012345	9845098450	Bharti Airtel Limited, 55, Divyasree Towers, Bannerghatta Road, Bangalore 560 029
Kerala	9895012345	9895198951	Bharti Airtel Limited, N H Bypass Kundanoor Jn,Maradu P O Kochi 682034.Kerala
Kolkatta	9831012345	9831098310	Bharti Airtel Limited, Infinity Building,7th Floor,Salt Lake Electronics Complex,Kolkata-700091 , West Bengal
MP & Chattisgarh	9893012345	9893098930	Bharti Airtel Limited, 3rd Floor, Metro Towers, AB Road, Near Vijay Nagar, Indore, Madhya Pradesh

Maharashtra & Goa	9890012345	9890098900	Bharti Airtel Limited, Vega Centre,A-Building, Shankarseth Road, Next to Income Tax Office, Swargate, Pune - 411 037
Mumbai	9892012345	9892098920	Bharti Airtel Limited,7th Floor,Interface Bldg No -7, Mindspace, Link Road, Malad (W),Mumbai - 400064, Maharashtra
North East	9862012345	9862098620	Bharti Airtel Limited Modrina Mansion , Shillong-793003
Orissa	9937012345	9937099370	Bharti Airtel Limited, Infocity Campus,6th Floor,E-13/1,Chandak Industrial Estate,Chandrasekharpur,Bhubaneswar-751024,Orissa
Punjab	9815012345	9815098150	Bharti Airtel Ltd Plot No.21, Rajiv Gandhi Technology Park, Chandigarh 160101
Rajasthan	9829012345	9950099500	Bharti Airtel Limited, K-21, Sunny House, Malviya Marg, C-Scheme, Jaipur, RAJASTHAN
Tamil Nadu (Chennai)	9894012345	9894198941	Bharti Airtel Limited, Oceanic Towers, 8th Floor, 101 Santhome High Road, Chennai 600 028
UP East	9935012345	9935199351	Bharti Airtel Limited, Jehangirabad Palace, 12, Rani Laxhmi Bai Marg, Near Tulsi Traders, Hazrat Ganj, Lucknow, (UP)
UP West & Uttarakhand	9897012345	9897098970	Bharti Airtel Limited C-31, Divider Road, Ganga Nagar Mawana Road Meerut – 250004
West Bengal	9933012345	9933099330	Infinity Building,7th Floor,Salt Lake Electronics Complex,Kolkata-700091, West Bengal

### Annexure-I(B) - Contact Centre Numbers for Fixed Line Services

Circle	Contact Centers	For Request & queries from Airtel Landline	For Complaints from Airtel Landline
Andhra Pradesh	040-44444121	121	198
TamilNadu (incl. Chennai)	044-44444121	121	198
Delhi	011-4444121	121	198
Gujrat	079-4444121	121	198
Haryana	0180-4444121	121	198
Karnataka	080-44444121	121	198
Kerala	0484-4444121	121	198
Kolkata	033-44444121	121	198
Madhya Pradesh (incl. Chattisgrah)	0755-4444121	121	198
Maharashtra & Goa	020-44444121	121	198
Mumbai	022-44444121	121	198
Punjab	0172-4444121	121	198
Rajasthan	0141-4444121	121	198
UP East	0522-4444121	121	198
UP West & Uttarakhand	0121-4444121	121	198



**Annexure II(A) – Appellate Authority for Mobile Services**

Service Areas covered by Complaint Centre (s)	General Information Number	Toll free Consumer Care Number(s) at Complaint Centre (s)	Telephone No.	Name, Address, Email and T. No. of Appellate Authority
Andhra Pradesh	121	198	9959444865	Mr. Nikhil Mutnalkar Bharti Airtel Limited, Splendid Towers, Opp. Begumpet Police Station, Begumpet, Hyderabad - 500016 appellate.andhra@in.airtel.com
Assam	121	198	9957599118	Ms. Manjula Menon Bharti Airtel Limited, Bharti House, Six mile Khanapara, Guwahati - 781022 appellate.nesa@in.airtel.com
Bihar & Jharkhand	121	198	9934844866	Mr. Rachit Saxena Bharti Airtel Limited, Plot no 18, Patliputra Industrial area, Patna- 800013, Bihar appellate.bihar@in.airtel.com
Delhi	121	198	9958444865	Mr. Navin Pathak Bharti Airtel Limited, Plot No. 16, Udyog Vihar, Phase - IV, Gurgaon - 122015 appellate.del@in.airtel.com
Gujarat	121	198	9724544865	Mr. Ravi kumar Kartha Bharti Airtel Limited, Zodiac Square, 2nd Floor, SG Road, Opp Gurudwara, Ahmedabad - 380054 appellate.guj@in.airtel.com
Haryana	121	198	9729044865	Mr. Jitender Pasricha Bharti Airtel Limited, Plot No 41 & 42, Industrial Park , Sector 2, Growth Center, Saha, Distt Ambala , Haryana appellate.har@in.airtel.com 9729044865
Himachal Pradesh	121	198	9805044865	Mr. Mahender Singh Bharti Airtel Limited, Block No. 11 A, SDA Complex, Kasumpti, Shimla - 171009 appellate.hp@in.airtel.com

Jammu & Kashmir	121	198	9797344865	Mr. Ankur Arora Bharti Airtel Limited, B2, 3rd Floor, South Block, Bahu Plaza, Gandhi Nagar, Jammu, Jammu & Kashmir - 180012 appellate.jk@in.airtel.com
Karnataka	121	198	9972544865	Mr. Pandian M Bharti Airtel Limited, No 55, Divyashree Towers , Bannerghatta Road Bangalore - 560029 appellate.kk@in.airtel.com
Kerala	121	198	9894010102 / 9995844865	Mr. Jayan Menon Bharti Airtel Limited, SL Avenue, N H Bypass Kundanoor Jn, Maradu P O Kochi. 682304 Kerala appellate.ker@in.airtel.com
Kolkata	121	198	9831844865	Mr. Riaz Motiwala Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal appellate.wb@in.airtel.com
Madhya Pradesh & Chhattisgarh	121	198	9981544865	Mr. Suresh Kumar B Bharti Airtel Limited, Vega centre , A - Building , 2nd Floor, Shankarsheth Road , Next to Income tax office , Swargate , Pune - 411037 appellate.mah@in.airtel.com
Maharashtra & Goa	121	198	9987244865	Ms. Mayuri Bharali Bharti Airtel Limited, 3rd Floor, Metro Towers, AB Road, Near Vijay Nagar , Indore, Madhya Pradesh appellate.mpcg@in.airtel.com
Mumbai	121	198	9987244865	Mr. Manish Jain Bharti Airtel Limited, 7th Floor , Interface Building No 7 , Mindspace , Link Road , Malad west , Mumbai - 40064 appellate.mumbai@in.airtel.com
North East	121	198	9612906264	Mr. Augustine Sarkar Bharti Hexacom Limited, Modrina Mansion, 1st Floor, Laitumukrah Main Road, Shillong- 793003 appellate.nesa@in.airtel.com

Odisha	121	198	9937044865	Mr. Bipul Chatterjee Bharti Airtel Limited, Infocity Campus, 6th Floor, E-13/1, Chandak Industrial Estate, Chandrasekharpur, Bhubaneshwar-751024, Odisha appellate.orissa@in.airtel.co m
Punjab	121	198	9878444865	Ms. Swati Gaur Bharti Airtel Limited Plot No.21, Rajiv Gandhi Technology Park, Chandigarh-160101 appellate.pb@in.airtel.com
Rajasthan	121	198	9928944865	Mr. Abhishek Sharma Bharti Hexacom Limited, K- 21, Sunny House, Malviya Marg, C-Scheme, Jaipur- 302001, Rajasthan appellate.raj@in.airtel.com
Tamil Nadu (incl. Chennai)	121	198	9940644865	Mr. Manikandan R Bharti Airtel Limited, Oceanic Towers, 8th Floor, 101 Santhome High Road, Chennai-600028 appellate.tn@in.airtel.com
UP East	121	198	9794544865	Mr. Prashant Gambhir Bharti Airtel Limited, TCG 7/7, Vibhuti Khand, Gomti Nagar, Lucknow - 226010 appellate.upe@in.airtel.com
UP West & Uttarakhand	121	198	9997444865	Ms. Prashant Gambhir Bharti Airtel Limited, B38/C1, Sector 57, Noida- 201301 Uttar Pradesh appellate.upw@in.airtel.com
West Bengal	121	198	9831844865	Mr. Arnab Bose Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata- 700091, West Bengal appellate.wb@in.airtel.com

## Annexure II(B) – Appellate Authority for Fixed Line & Broadband Services

<b>Service Areas covered by Complaint centre (s)</b>	<b>General Information Number</b>	<b>Toll free Consumer Care Number(s) at Complaint Centre (s)</b>	<b>Name, Address, Email and T. No. of Appellate Authority</b>
Andhra Pradesh	121	198	Mr. Nikhil Mutnalkar Bharti Airtel Limited, Splendid Towers, Opp. Begumpet Police Station, Begumpet, Hyderabad-500016 appellate.southabts@in.airtel.com 040-40000222
Delhi	121	198	Mr. Navin Pathak Bharti Airtel Limited, Plot No. 16, Udyog Vihar, Phase - IV, Gurgaon - 122015 appellate.ncr@in.airtel.com 011-41614690
Gujarat	121	198	Mr. Ravi kumar Kartha Bharti Airtel Limited, Zodiac Square, 2nd Floor, SG Road, Opp Gurudwara, Ahmedabad 380054 appellate.west@in.airtel.com 079-40020143
Haryana	121	198	Mr. Jitender Pasricha Bharti Airtel Limited, Plot No 41 & 42, Industrial Park , Sector 2, Growth Center, Saha, Distt Ambala , Haryana appellate.haryana@in.airtel.com 0180-4600150
Karnataka	121	198	Mr. Pandian M Bharti Airtel Limited, 55, Divyasree Towers, Bannerghatta Road, Bangalore - 560029 appellate.southabts@in.airtel.com 080-41115201
Kerala	121	198	Mr. Jayan Menon Bharti Airtel Limited, N H Bypass Kundanoor Jn, Maradu P O Kochi - 682034, Kerala appellate.southabts@in.airtel.com 0484-4015201
Kolkata	121	198	Mr. Riaz Motiwala Bharti Airtel Limited, Infinity Building, 5th Floor, Salt Lake Electronics Complex, Kolkata-700091, West Bengal appellate.kolkata@in.airtel.com 033-40016676
Madhya Pradesh & Chhattisgarh	121	198	Mr. Suresh Kumar B Bharti Airtel Limited, 3rd Floor, Metro Towers, AB Road, Near Vijay Nagar, Indore- 452010, Madhya Pradesh appellate.central@in.airtel.com

			0755-4221100
Maharashtra & Goa	121	198	Ms. Mayuri Bharali Bharti Airtel Limited, Vega Centre, A-Building, 1st Floor, Shankarseth Road, Next to Income Tax Office, Swargate, Pune - 411037 appellate.west@in.airtel.com 020-40031233
Mumbai	121	198	Mr. Manish Jain Bharti Airtel Limited, 7th Floor, Interface Bldg No -7, Mindspace, Link Road, Malad (W), Mumbai - 400064, Maharashtra appellate.west@in.airtel.com 022-40030143
Punjab	121	198	Ms. Swati Gaur Bharti Airtel Limited, Plot No.21, Rajiv Gandhi Technology Park, Chandigarh - 160101 appellate.punjab@in.airtel.com 0172-4600150
Rajasthan	121	198	Mr. Abhishek Sharma Bharti Hexacom Limited, K-21, Sunny House, Malviya Marg, C-Scheme, Jaipur-302001, Rajasthan appellate.rajasthan@in.airtel.com 0141-4034338
Tamil Nadu (incl. Chennai)	121	198	Mr. Manikandan R Bharti Airtel Limited, Oceanic Towers, 8th Floor, 101 Santhome High Road, Chennai - 600028 appellate.southabts@in.airtel.com 044-42039583
UP East	121	198	Mr. Prashant Gambhir Bharti Airtel Limited, TCG 7/7, Vibhuti Khand, Gomti Nagar, Lucknow - 226010 appellate.upeast@in.airtel.com 0522-4600150
UP West & Uttarakhand	121	198	Ms. Prashant Gambhir Bharti Airtel Limited, B38/C1, Sector 57, Noida- 201301 Uttar Pradesh appellate.upwest@in.airtel.com 0121-4600150