

TERMS AND CONDITIONS: AIRTEL INTERNATIONAL ROAMING VALUE OFFER

1. The Airtel International Roaming Value Offer ('Offer') is being provided to Airtel customers travelling to select locations on or after 12:01 AM on 1st Apr, 2017.
2. Upon subscribing to select packs forming part of the Offer, an Airtel customer shall, in accordance with the respective pack being opted for, benefit from discount on charges for calls and SMS while travelling. Please scroll down to view details of packs and respective Partner Network Service Providers.
3. In the event a customer does not activate any of the packs forming part of the Offer, and travels to any of the countries covered by the Offer with International Roaming service activated, Airtel shall automatically accrue unto the customer the benefit of the One Day Pack in respect of the particular country as soon as the monetary usage of the customer reaches the value of the One Day Pack. This automatic accrual shall be in respect of the specific day only and the customer shall be able to benefit from the provisions of the One Day Pack for that day. The customer shall revert to the billing charges of applicable international roaming the next day till such time that the customer reaches the trigger amount for the automatic accrual for benefit of the One Day Pack.
4. There is no requirement of activation of International Roaming service for subscribing to any pack under the Offer. However, if the customer on International Roaming benefits from the automatic accrual of the Offer as per the previous Term hereto, there shall not be a waiver of the service charge for International Roaming.
5. Once the Airtel customer returns to India, the benefits of the pack shall cease and the customer shall automatically revert to the base plan opted for prior to the Offer, unless another plan is opted for.
6. This Offer cannot be combined with any other offer provided by Airtel.
7. An Airtel customer may subscribe to the Pack by calling the customer service helpline 121 in India, or dial toll free number 9910099100 from an international location or by visiting www.airtel.in/IR and subscribing to the plan for their desired destination. For company paid connections customers need to contact their company coordinator for the activation of the pack.
8. In order for an Airtel customer to benefit from the Offer, the customer should subscribe to the Offer at least 24 hours prior to departure from India. Irrespective of the time of subscription to the pack, the activation of the pack shall only take place upon commencement of usage in an international location. Example: In case of 30 day pack : Consumer makes first usage (incoming/outgoing/data/SMS etc.) and has 30 days pack on 24th July 2016 then it will be valid for next 30 days i.e. up to 22nd Aug 2016.
9. The activation – automatic or otherwise and calculation of usage of the packs forming part of the Offer shall be basis the time zone of the country / countries being visited.
10. The pack once opted by the customer under the present Offer, is auto renewed if post the pack validity mobile services are used while outside India. In case of daily pack, the customer would be charged for each day customer uses abroad.
11. Pack benefit is for the validity specified irrespective of the bill cycle.
12. Prepaid IR pack validity starts from date/time of recharge and not upon commencement of usage.
13. Prepaid Sim will not work in International Roaming for Assam, North East and J&K.
14. Prepaid Customer should maintain minimum Rs.5 balance in main account to use IR services/pack benefits.
15. Postpaid customers need to activate IR services which are charged at a monthly rental of Rs.149 to be able to use mobile services abroad, charges of the IR services would be waived off in case customer activates a pack. For Prepaid customer IR service charge is Rs.99 per month which is deducted as soon as the customer uses mobile service(OG Voice or SMS)/data/voice IC) abroad irrespective of the fact if customer has or hasn't taken an IR pack.
16. No manual network selection is needed as packs are applicable across all operators in the covered countries.
17. Data services can be switched off from the mobile handset in case customers do not wish to use mobile internet while roaming.

18. The benefits of the pack subscribed to can be seamlessly enjoyed in all countries covered under the respective block. Multiple packs need not be taken. Example : If a customer subscribed to pack under Block B, they may enjoy the benefits of the pack seamlessly in USA, Canada and all other countries under the block. However, if the customer latches on to the network belonging to a country not covered under the Block subscribed to, charges as per the tariff plans of the network latched on shall be payable.
19. The benefits of the Offer are not applicable for premium rate Numbers / Maritime / Satellite / Aero Mobile / Ship Cruise or Immarsat.
20. Airtel Customers in Bihar, West Bengal, North East and Assam, Orissa may be required to change their SIM for enjoying the benefits of the Offer. For more details, please visit the nearest Airtel store before your travel or call on 121 prior to your travel.
21. Data barring request to Airtel for local usage is different from data barring request to Airtel for international roaming. In the event an Airtel Customer has engaged the Data Barring service via Airtel in India for local usage, the same shall not be applicable while on roaming, and data remains "ACTIVE" on customer's number once connecting to the network in an international location. In case the customer wants to deactivate data services while on international roaming, the same needs to be done from the handset or by calling the customer care and specifically requesting data barring while on international roaming.
22. Once a subscriber gets data barring when on international roaming activated by Airtel, the deactivation of same needs to be specifically requested by calling the customer care irrespective of the amount of time that may have lapsed since the service was first activated. Activation of pack under Offer shall not automatically de-activate the data barring on international roaming.
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 bills (upto 3 bills). (Applicable for postpaid customers)
24. After consumption of applicable benefits of the subscribed pack, reduced rates will apply as per the pack selected by customer.
25. Caller Line Identification Number (CLI) is not guaranteed while the packs forming part of the Offer are active.
26. Video Calls feature provided by select international telecom service providers are NOT guaranteed on international roaming but might be successful in some networks. Video calls if successful will be charged as per the visited network tariff Type of calls (Outgoing local/national / international, incoming) and will be controlled by the roaming partner.
27. In case call divert or VMS is active on a mobile number, customer will be charged for both Incoming and Outgoing leg as per IR rates, if call gets diverted as per divert conditions. Customer must cancel the same by dialing ##002# before leaving home network.
28. Airtel bears no responsibility for the network quality of the select partner network service providers in the respective locations.
29. 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.
30. 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.
31. 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.
32. 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.
33. 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.

34. 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.

35. 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 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.

36. Postpaid Customers:

For UP East, Bihar, West Bengal, Orissa customers -Voice services are not available in Belarus & Uruguay, Data service are not available in Belarus, Dominican Republic, Honduras & Uruguay.

Data services are not available in Honduras for all postpaid customers

Prepaid:

For UP East, Bihar, West Bengal, Orissa customers -Outgoing Voice is not available in Slovenia, Bulgaria, Cambodia, China & Greece
Outgoing voice is not available in the below countries:

Albania	Congo	El Salvador	Latvia	Panama	Slovakia
Azerbaijan	Costa Rica	Estonia	Lithuania	Paraguay	Taiwan
Brunei	Croatia	Honduras	Malta	Peru	Ukraine
Chile	Dominican republic	Jordan	Moldova	Serbia	Uruguay
Colombia	Ecuador	Korea	Nicaragua	Sierra Leone	Vanuatu

Smart Pack Details:

	Zone A			Zone B			Zone C			Zone D		
	1	10	30	1	10	30	1	10	30	1	10	30
Validity (days)												
Rental (Rs.)	499	1199	2499	649	2999	3999	649	2999	3999	999	3999	6999
Data	500 MB	3GB	5GB	500 MB	3GB	5GB	500 MB	3GB	5GB	500 MB	3GB	5GB
SMS	100			100			100			100		
local + india call (mins)	100	250	500	100	250	500	100	250	500	100	250	500
incoming calls	unlimited			unlimited			unlimited			unlimited		
	Rate post pack benefit			Rate post pack benefit			Rate post pack benefit			Rate post pack benefit		
Data (Rs/mb)	3			3			3			10		
SMS(Rs/sms)	3			3			3			10		
Call to India(Rs/min)	3			3			12			35		
Local Calls(Rs/min)	3			3			12			35		
Incoming Calls(Rs/min)	NA			NA			10			25		
International calls(Rs/min)	35			35			35			35		
	Countries covered			Countries covered			Countries covered			Countries covered		
	Australia	Bangladesh	Malaysia	albania	hungary	new zealand	Brazil	Japan	Jordan	afghanistan	gabon	paraguay
	Singapore	Sri Lanka	Thailand	austria	indonesia	norway	Nepal	Qatar	Saudi Arabia	argentina	ghana	peru
				bahrain	ireland	philippines	Russia	UAE		azerbaijan	guatemala	puerto rico
				belgium	israel	poland				belarus	honduras	seychelles
				brunei	italy	portugal				bhutan	kazakhstan	sierra leone
				bulgaria	jersey	romania				cambodia	kenya	south africa
				canada	korea	serbia				chile	madagascar	tanzania
				china	kuwait	slovakia				colombia	malawi	tchad
				croatia	latvia	slovenia				congo	moldova	uganda
				czech	Liechtenstein	spain				congo republic	myanmar	ukraine
				denmark	lithuania	sweden				costa rica	nicaragua	uruguay
				estonia	luxembourg	switzerland				dominican republic	niger	vanuatu
				finland	macau	taiwan				ecuador	nigeria	zambia
				france	malta	turkey				el salvador	oman	
				germany	Mauritius	united kingdom				fiji	panama	
				greece	mexico	USA						
				hong kong	netherlands							

- Rentals shared above are for Postpaid IR pack, Prepaid pack rentals may vary.

Countries covered

Afghanistan	Congo republic	Indonesia	Mauritius	Romania	Uganda
Albania	costa Rica	Ireland	Mexico	Russia	Ukraine
Argentina	Croatia	Israel	Moldova	Saudi Arabia	united kingdom
Australia	Czech	Italy	Myanmar	Serbia	Uruguay
Austria	Denmark	Japan	Nepal	Seychelles	USA
Azerbaijan	Dominican republic	jersey	Netherlands	sierra Leone	Vanuatu
Bahrain	Ecuador	Jordan	new Zealand	Singapore	Zambia
Bangladesh	el Salvador	Kazakhstan	Nicaragua	Slovakia	
Belarus	Estonia	Kenya	Niger	Slovenia	
Belgium	Fiji	Korea	Nigeria	South Africa	
Bhutan	Finland	Kuwait	Norway	Spain	
Brazil	France	Latvia	Oman	Sri Lanka	
Brunei	Gabon	Liechtenstein	panama	Sweden	
Bulgaria	Germany	Lithuania	Paraguay	Switzerland	
Cambodia	Ghana	Luxembourg	Peru	Taiwan	
Canada	Greece	Macau	Philippines	Tanzania	
Chile	Guatemala	Madagascar	Poland	Tchad	
china	Honduras	Malawi	Portugal	Thailand	
Colombia	Hong Kong	Malaysia	Puerto Rico	Turkey	
Congo	Hungary	Malta	Qatar	UAE	