

## Terms and Conditions for Vodafone Idea Limited (VIL/Vi) Postpaid International Roaming packs

Unlimited Packs		Unlimited Benefits in 29 countries				Benefits in Set2 Countries				Benefits in Set3 Countries			
Type	Rental Charges	Data	Outgoing Local & to India	Incoming Calls	SMS	Data	Outgoing Local & to India	SMS	Outgoing to Rest of World	Data	Outgoing Local & to India + Incoming	SMS	Outgoing to Rest of World
FIXED BENEFITS & "ALWAYS ON" Thereafter	Rs 749	FREE	FREE	FREE	FREE	500 MB*	50 Min*	10 sms*	Rs 35 / min	100 MB*	50 Min*	5 SMS	Rs 35 / min
	Rs 3999	FREE	FREE	FREE	FREE	5 GB*	300 Min*	50 sms*	Rs 35 / min	2 GB*	200 Min*	10 SMS	Rs 35 / min
	Rs 4999	FREE	FREE	FREE	FREE	5 GB*	300 Min*	50 sms*	Rs 35 / min	2 GB*	200 Min*	10 SMS	Rs 35 / min
	Rs 5999	FREE^	1500*	FREE	FREE	12 GB*	1500 Min*	100 sms*	Rs 35 / min	5 GB*	300 Min*	10 SMS	Rs 35 / min
"ALWAYS ON"	Rs 749 per 24 hours	FREE	FREE	FREE	FREE	500 MB*	50 Min*	10 sms*	Rs 35 / min	No Data	50 Min*	5 SMS	Rs 35 / min
ALWAYS ON Remarks	The initial charging shall happen as per standard rates. Once the charges exceed the Rs 749, then automatically Always on pack with all its benefits will apply to the customer, to protect him/her from any further standard charges for the												

*^Up to 30 GB at high speed  
 Speed will be throttled to 64kbps thereafter  
 \*Post consumption, charges applicable are Rs. 3/min*

*\*Post consumption, charges applicable are:*  
 - Outgoing Calls / Incoming Calls Rs.3/min  
 - Data Re.1/MB  
 - SMS Re.1/sms

Standard Packs		Benefits in Unlimited Countries and Set2 Countries					
Type	Rental Charges	Validity	Data	Outgoing Local & to India	Incoming Calls	SMS	Outgoing to Rest of World
FIXED BENEFITS & "ALWAYS ON" Thereafter	Rs 649	24 Hrs	500 MB*	50 Min*	FREE	10 sms*	Rs 35 / min
	Rs 2999	10 days	5 GB*	300 Min*	FREE	50 sms*	Rs 35 / min
	Rs 3999	30 days	12 GB*	1500 Min*	FREE	100 sms*	Rs 35 / min
"ALWAYS ON"	Rs 749 per 24 hours	ALWAYS ON	500 MB*	50 Min*	FREE	10 sms*	Rs 35 / min
ALWAYS ON Remarks	The initial charging shall happen as per standard rates. Once the charges exceed the Rs 749, then automatically Always on pack with all its benefits will apply to the customer, to protect him/her from any further standard charges for the day						
Maldives Remarks, Always on benefits	Rs 2999	10 days	5 GB*	50 min	50 min	10 SMS	Rs 35 / min
	Rs 749 per 24 hours	ALWAYS ON	NA	10 min	10 min	2 SMS	Rs 35 / min

*\*Post consumption, charges applicable are:*  
 - Outgoing Calls Re.3/min  
 - Data Re.1/MB  
 - SMS Re.1/sms

Unlimited Countries	Set2 Countries	Set3 Countries
USA	Afghanistan	Azerbaijan
UAE	Anguilla	Benin
Malaysia	Antigua and Barbuda	Cameroon
Singapore	Argentina	Ivory Coast****
Albania	Aruba**	Swaziland
Czech Republic	Austria	Guinea Bissau
Germany	Bahrain	Guinea***
Greece	Bangladesh	Liberia
Hungary	Barbados	Jordan
Thailand	Belgium	Rwanda
France	Bermuda	South Sudan****
France	Bhutan	Sudan
Hong Kong	British Virgin Islands	Uganda
Sri Lanka	Bulgaria***	Zambia
Vatican City	Cambodia	
	Canada	
	Cayman Islands	
	Chile	
	China	
	Colombia	
	Costa Rica	
	Croatia	
	Dem. Republic of Congo	
	Denmark	
	Dominica	
	Ecuador	
	Egypt	
	El Salvador	
	Fiji	
	Finland	
	Ghana	
	Grenada	
	Haiti	
	Iceland	
	Iraq	
	Israel	
	Jamaica	
	Japan	
	Kenya	
	Kuwait	
	Kazakhstan	
	Latvia	
	Lesotho	
	Lithuania	
	Luxembourg	
	Maldives*	
	Mauritius	
	Montserrat	
	Mozambique	
	Myanmar	
	Nepal	
	Netherland Antilles	
	Nigeria	
	Norway	
	Oman	
	Panama	
	Peru****	
	Phillippines	
	Poland	
	Qatar	
	Russia	
	Saint Kitts and Nevis	
	Saint Lucia	
	Saint Vincent and the Grenadines	
	Saudi Arabia	
	Slovakia	
	Slovenia***	
	South Africa	
	South Korea	
	Sweden	
	Switzerland	
	Taiwan	
	Tanzania	
	Turks and Caicos	
	Uruguay	
	Uzbekistan	
	Vietnam	

\*\*Aruba: Erstwhile Idea subscribers will not be able to use roaming service  
 \*\*\*Bulgaria, Peru, Slovenia, Ivory Coast, Guinea and South Sudan : 4G data not available  
 \* Maldives benefit in 2999 10 day pack differ from rest Set 2 Countries

1. The "Always On" feature keeps you connected even after pack expiry.
  - a. Post expiry of your roaming pack, continue using all IR pack benefits where you will be charged as per the standard rates till the usage value accumulates to Rs.749 for that day, post which you will be charged as per 1 day Roaming 749 Pack. The initial charging shall happen as per standard rates. Once the charges exceed the One-Day pack value for that country, then automatically 'Always On' with all its benefits applies to the customer to protect him/her from any further standard charges for the day. The "Always On" feature has a validity of 3 years once it gets activated.
  - b.
2. IR service rental of Rs.149 per month will not be applicable for users active on IR packs in table above.

*Outgoing call benefits are not applicable for calling premium rate numbers/special codes/toll free number abroad/Maritime/Satellite/Ship Cruise or Inmarsat.*

All Roaming packs are meant only for the use of retail customers and are **not meant for commercial/non-retail use**. Any commercial/non-retail usage on these packs are subject to scrutiny and appropriate action as deemed fit, will be taken by Vodafone Idea limited. Non-retail usage is defined as cumulative duration of outgoing or incoming calls > 120 minutes per day and/or data usage > 2GB/day, which is far in excess of the average daily usage by individual subscribers in the course of international roaming.

#### **RoamSafe Feature**

In order to safeguard a customer from accidental data usage when travelling abroad, the data service would be inactive by default in the following scenarios:

- I. A customer is roaming in any country without an international roaming pack.
- II. A customer is active on an international roaming pack, but roaming in a country where the pack is not applicable.

However, in such scenarios, if a customer wishes to use data which will be charged at standard international roaming rates (available at [International Roaming - Country \(myvi.in\)](http://International Roaming - Country (myvi.in))), he/she can request to activate the service as below:

- I. To activate the data service, send **SMS ACT IRDATA to 199**
- II. This service will remain active for 7 Days and gets automatically deactivated after 7 Days. You can renew this service after every 7 Days by sending the SMS ACT IRDATA to 199.
- III. To deactivate data service, send **SMS CAN IRDATA to 199**

Note: The SMS would be charged at Rs15/SMS if sent from an international location

All Calls to Vi™ Customer Care Number, on International Roaming, are free of cost. To check the customer care number for your state, please check FAQs on myvi.in or Vi app.

#### **Other Terms & Conditions**

- 'VIL Postpaid Roaming Pack' or 'Pack' shall mean and include VIL Postpaid SIM Card and the international roaming pack purchased for use on such SIM Card.
- All pack activations will be basis Indian Standard Time (IST) and applicable until pack validity calculated as 1 day =24 Hrs from time of activation of the pack.
  - For e.g. Roaming - 2999 pack - If you requested for Roaming - 2999 pack at 15:00 hrs IST on the 1st of Aug, you start availing pack benefits immediately on receipt of the activation confirmation SMS (approx. 30 mins after request). Benefits will be

applicable till 14:59 hrs IST on the 10th of Aug. Post 10<sup>th</sup> Aug, if you are still in one of the pack countries, and without a pack, the 'Always On' feature will get activated

- If you are in UAE (1.5 Hrs. behind IST) & opting for a 10 day validity IR pack on 1st Aug 20:00 Hrs. UAE time. (21:30 Hrs. IST) Expiry date of pack will be 10<sup>th</sup> Aug 19:59:59 UAE time (21:29:59 IST), if you are is still in UAE, you will get discount up to 19:59:59 Hrs. UAE local time
- For activation of International Roaming packs, International Roaming (IR) service activation is mandatory.
- For IR service activation, based on the discretion of VIL's credit services, additional security deposit may or may not be payable.
- Future-dated pack deactivation: If a customer want to deactivate their future-dated roaming pack, before the pack gets activated, they need to call customer care.
- If international roaming (fixed validity) packs active, customer will be charged rental for each day of pack active irrespective of usage
- Discounted rates are applicable on local calls, international calls, SMS & data usage in International roaming within the validity of the pack
- There is no proration of rental charges. Rentals will be charged in full, irrespective of the usage done.
- If International Roaming pack is activated, customers can roam in any other country other than the countries mentioned in the respective packs as well, but would be charged as per standard international roaming rates.
- Benefits are valid only on international roaming usage and cannot be used for local/STD/ISD/National Roaming usage.
- International Roaming pack/quota benefits are not applicable for premium rate numbers / special codes / Toll free numbers abroad/Maritime / Satellite / Ship Cruise or Inmarsat. Calls to premium rate numbers or special numbers / special codes / Maritime / Satellite / Ship Cruise or Inmarsat will be charged at the rates charged by the visited network.
- Customers can switch off the data services from their mobile handset in case they don't wish to use mobile internet while roaming.
- 1 SMS = 160 characters. In case you send more than 160 characters in 1 SMS then the rates will be applicable accordingly
- Call duration is rounded upwards to the nearest 60 secs, since pulse rate for voice call is 60 seconds. Data usage is rounded upwards to the nearest multiple of 1 MB, since pulse rate for data is 1 MB. SMS beyond 160 characters (i.e. including blank space, words, characters, numbers, special characters, symbols etc.) is considered as 2 or more SMS (as the case may be).
- Caller Line Identification Number (CLI) is not guaranteed while any International roaming pack is active. That is, if a customer receives a call on his number while in IR, then it is not guaranteed that the number from whom he/she is receiving the call would be displayed.
- All voice call rates displayed as rates per minute.
- SMS code for activation is toll-free only if sent from India.
- VIL reserves the right to amend or withdraw the offer without prior notice.
- International Roaming packs for company paid connections cannot be activated online or through SMS/USSD/IVR/Website/App and customers need to contact their relationship managers for any requirements
- Usage in the bill is displayed basis the country local time
- You understand and agree that the use of the Services involves the Preferred Network of International Roaming Partner, having different time zone, technical support, customer support and usage of language. Due to dependency on International Roaming Partner, VIL does not guarantee the service levels or turnaround time as per the Indian standards. VIL does not guarantee for the continuous, ubiquitous and uninterrupted coverage or availability of the Services in all time and at all places.
- Services under international roaming packs will be available subject to foreign operator's network conditions as well as Indian regulatory guidelines applicable from time to time: Services will be available subject to **compatible handset**, foreign operator's network conditions as well as Indian regulatory guidelines applicable from time to time. VIL cannot

guarantee and makes no representation that International roaming services shall always be available or fit in terms of the coverage, reception quality, connectivity as Services are offered on best effort basis. VIL will not be liable for the coverage, reception quality, connectivity and Services while on International roaming.

- Charges may be delayed if the external carrier is delayed in advising VIL of roaming activity.
- You understand and agree that billing for the Services is dependent upon the Call Data Records (CDR's) sent by the International Roaming Partner. As per the process set forth by the GSMA, an International Roaming Partner can send CDR's within sixty (60) days after the usage event. There can be the events that International Roaming Partner sends CDR's:
  - After your billing cycle date.
  - Or your billing cycle date and the date of receipt of CDR are not the same.
  - In case of the above events VIL may not be able to send alarms to you for high usage and/or the customer uses services beyond the credit limit assigned. Also, in such cases you may be billed for international roaming usage in the current or subsequent bill cycles. In all cases you unconditionally agree to make the timely full payment of your bills for the usage of the Services.
- Data Alerts will be sent out at 50%, 90% and 100% of the data usage on pack.
- No alerts will be sent out on voice usage i.e. outgoing call minutes consumed.
- 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.
- VIL's Postpaid SIM and International Roaming Pack purchased by customer is intended for his / her own individual use and shall not, under any circumstances, be transferred / alienated to others.
- VIL's International Roaming Pack purchased by a customer is intended for his / her short term foreign travel for leisure, business travel, medical purposes etc. ('Foreign Travel'), and shall not, under any circumstances, be used as a substitute of local mobile connections available in a foreign country for long term stay of more than 60 days. VIL's International roaming packs cannot be used by a customer continuously for more than 60 days.
- In case of any breach of the terms and conditions herein and / or misuse / fraudulent use / unauthorized use or for the cases where the SIM is transferred / alienated and / or used for any commercial purpose, including telemarketing or otherwise, the preferential tariff plan for the international roaming pack shall be withdrawn, and normal roaming tariff/ charges including voice and data charges shall be applicable.
- VIL's International Roaming packs are provided basis terms and conditions agreed between Vodafone Idea Limited and the concerned roaming partner of foreign countries.

^ USA (United States of America) only includes the 50 states in the US. It does not include other territories overseen by the US govt like Puerto Rico, US Virgin Islands, Guam, Northern Mariana Islands and American Samoa.

^Spain does not include Gibraltar. Standard roaming rates would apply in Gibraltar.

^United Kingdom does not include territories like Jersey, Guernsey and Isle of Man. Standard roaming rates would apply in these territories.

Need any assistance when you are abroad?

Now you can reach out on our below helpline from your VIL mobile. We recommend calling your circle's customer care number for fastest possible resolution. For numbers, Please refer section below.

<b>Circles</b>	<b>Long Code</b>
Andhra Pradesh	9848012345
Assam	9085012345
Bihar & Jharkhand	9708012345
Delhi NCR	9891012345
Gujarat	9824012345
Haryana	9982012345
Himachal Pradesh	9882012345
Jammu & Kashmir	9086012345
Karnataka	9844012345
Kerala	9847012345
Kolkata	9088012345
Madhya Pradesh & Chhattisgarh	9826012345
Maharashtra & Goa	9822012345
Mumbai	9702012345
NESA	9089012345
Orissa	9090012345
Punjab	9984012345
Rajasthan	9887012345
Rest of Bengal	9093012345
Tamil Nadu	9092012345
UP(E)	9889012345
UP(W)	9837012345

**Note:** Your International Roaming service needs to be active when you are calling the above helpline numbers from your VIL number. No charges apply when you call these helpline numbers from your VIL number when abroad. You can also dial these numbers from a local phone abroad, call charges apply as per the country's call rates.

You may write to us on: [customercare@vodafoneidea.com](mailto:customercare@vodafoneidea.com)

Or reach out to us on our chat bot: +91 9654297000 or <https://www.myvi.in/help-support/faqs?chatbotopen=true>

#### **Offer: Mumbai Duty Free Shop Voucher**

- **This offer is available for Postpaid subscriber of Vodafone Idea limited of Mumbai Vi telecom circle only.**
- Offer: get voucher value of INR 500 against IR pack of 2999 & Voucher value of INR 750 against IR pack of 3999/4999/5999
- The Mumbai Duty Free Shop Voucher code will be shared on the registered mobile number on which the IR pack is activated
- The voucher will be sent via SMS within 48 Hours of IR Pack activation
- The validity for the Vouchers will be for 6 months from the date of issuance
- Voucher codes are to be produced at the time of billing at the Mumbai DFS billing counter
- Vouchers are only valid at Mumbai Duty Free shop of Mumbai International Airport T2 terminal
- Offer period commences on 8<sup>th</sup> August 2022
- VIL and Mumbai DFS reserves the right to withdraw this offer without any prior notice
- In case of any issue with the voucher code, customer to raise grievances with Mumbai Duty Free Shop on [india.customerservice@mumbaidutyfree.net](mailto:india.customerservice@mumbaidutyfree.net)
- In case of non-receipt of the voucher code, write to [CustomerCare@vodafoneidea.com](mailto:CustomerCare@vodafoneidea.com) (please mention “**DFS Voucher code for < registered mobile number>**” on the subject line))