

Terms & Conditions

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- You agree that Services are for a limited time period ([click here](#) for details) on Preferred Network. You agree that the services related to outgoing voice, incoming voice, outgoing SMS, mobile internet may not be available in all Preferred Networks. Vodafone will endeavour to activate the Services on your mobile number no later than 48 hours from the subscription of International Roaming Pack. To check the pack activation time in your circle, [click here](#). You may receive the SMS or other communication for activation of International Roaming Pack on your mobile number. In case of any queries you can call 24 X 7 helpline services at 199 or Customer Care number(s) ([click here](#) for details). The Services are offered for personal use and normal calling patterns only. You agree that during the activation of International Roaming Pack, you will not be eligible to subscribe for other international roaming schemes.
- The Services are special offer for limited period and will be available in Pack Country and on selected Preferred Network only. You agree and acknowledge that if the usage of the roaming service is availed on any other network other than the Preferred Network, the rates will be charged as per standard International Roaming rates in that country, without any scheme benefit of this International Roaming Pack. [Click here](#) for standard international roaming rates.
- 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, Vodafone does not guarantee the service levels or turnaround time as per the Indian standards. Vodafone does not guarantee for the continuous, ubiquitous and uninterrupted coverage or availability of the Services in all time and at all places.
- In case you wish to know the international roaming retail rates in Non Pack Countries please [click here](#) and for international roaming rates for Pack Countries please [click here](#). The rates chargeable for the Service are special rates ([click here](#) for details) applicable in Pack Country and on Preferred Network. The rates under International Roaming Pack will be

applicable only if the usage of the Services is after activation of International Roaming Pack. If usage is carried out, prior to activation of International Roaming Pack, the standard retail rates will be applicable. After the expiry or termination of Services, you will be charged at full rates in the Preferred Network as applicable in that country. You are solely responsible for usage of outgoing voice calls, incoming voice, outgoing SMS, mobile internet on your mobile number on International Roaming. The satellite calls will continue to be charged according to the rates charged by the International Roaming partner including 15% surcharge. Vodafone can charge as per the tariff rates applicable for such Services, as may be amended from time to time and you hereby provide unconditional acceptance for the same.

- 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 thirty (30) 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 Vodafone 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.

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