

Terms and Conditions for Vi Postpaid International Roaming packs

Applicable with effect from 19.10.2019

Vi™ International roaming packs are provided to customers on short term travel (60 days or less) to select countries. These terms and conditions are effective since 19.10.2019 and applicable to all Postpaid subscribers who buy such roaming packs on or after 00:00:01 hours on 19.10.2019.

Product Details					Unlimited Benefits in 29 countries					Benefits in other 52 countries				
Type	Rental Charges	Validity		Rental per day of use	Data	Outgoing Local & to India	Outgoing to Rest of World	Incoming Calls	SMS	Data	Outgoing Local & to India	Outgoing to Rest of World	Incoming Calls	SMS
"ALWAYS ON" Daily Pack (Pay only for days when you use)	Rs 599 per 24 hours	ALWAYS ON		Rs 599 per 24 hours	FREE	FREE	Rs 35 / min	FREE	FREE	300 MB*	50 Min*	Rs 35 / min	FREE	10 sms*

Type	Rental Charges	Validity	After fixed Validity is over		Data	Outgoing Local & to India	Outgoing to Rest of World	Incoming Calls	SMS	Data	Outgoing Local & to India	Outgoing to Rest of World	Incoming Calls	SMS
FIXED BENEFITS & "ALWAYS ON" Thereafter	Rs 2999	7 days	ALWAYS ON	Rs 599 per 24 hours	FREE	FREE	Rs 35 / min	FREE	FREE	2 GB*	200 Min*	Rs 35 / min	FREE	25 sms*
	Rs 3999	10 days	ALWAYS ON	Rs 599 per 24 hours	FREE	FREE	Rs 35 / min	FREE	FREE	3 GB*	300 Min*	Rs 35 / min	FREE	50 sms*
	Rs 4499	14 days	ALWAYS ON	Rs 599 per 24 hours	FREE	FREE	Rs 35 / min	FREE	FREE	5 GB*	500 Min*	Rs 35 / min	FREE	100 sms*
	Rs 5999	28 days	ALWAYS ON	Rs 599 per 24 hours	FREE^	1500*	Rs 35 / min	FREE	FREE	5 GB*	500 Min*	Rs 35 / min	FREE	100 sms*

<i>^Up to 15GB at high speed Speed will be throttled to 64kbps thereafter *Post consumption, charges applicable are Rs. 3/min</i>					<i>*Post consumption, charges applicable are: - Outgoing Calls Re.3/min - Data Re.1/MB - SMS Re.1/sms</i>				
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29 Countries with Unlimited		52 Countries with Limited		
USA	Ireland	Afghanistan	Finland	Oman
UAE	Italy	Argentina	Ghana	Panama
Malaysia	Malta	Austria	Iceland	Peru
Singapore	Netherlands	Bhutan^	Israel	Philippines
Albania	Portugal	Bahrain	Japan	Poland
Czech Republic	Romania	Bangladesh	Kenya	Qatar
Germany	Spain	Belgium	Kuwait	Russia
Greece	Turkey	Bulgaria	Latvia	Saudi Arabia
Hungary	United Kingdom	Cambodia	Lesotho	Slovakia
Thailand	New Zealand	Canada	Lithuania	Slovenia
France	Mexico	China	Luxembourg	South Africa
Australia^	Indonesia^	Colombia	Mauritius	South Korea
Hong Kong^	Macau^	Croatia	Mozambique	Sweden
Sri Lanka^	Brazil	Dem. Republic of Congo	Myanmar^	Switzerland
Vatican City		Denmark	Nepal	Taiwan
		Egypt	Nigeria	Tanzania
		Fiji	Norway	Uruguay
				Vietnam

[^]Benefits in these countries would be applicable only if the packs are activated after 19-Oct-2019

1. The "Always On" feature keeps you connected even after pack expiry.
 - a. Post expiry of your roaming pack (7, 10, 14, 28 day), continue using all IR pack benefits where you will be charged as per the standard rates till the usage value accumulates to Rs.599 for that day, post which you will be charged as per 1 day Roaming 599 Pack. The charges would apply only when there is a usage (voice, data, SMS) and whenever you are abroad in applicable countries. No charges would be incurred when in India. The "Always On" feature has a validity of 3 years once it gets activated. This functionality of Always On will be applicable to all the customers who have activated Vi Roaming Pack before 24th Nov 2019 or have raised a FDR (Future Dated Request) for Vi Roaming Pack Activation before 24th Nov 2019.
 - b. For Subscribers who have activated their Vi Roaming Pack after on or after 24th Nov (excluding the customers who had placed a Future dated, Post expiry of your roaming pack (7, 10, 14, 28 day), continue using all IR pack benefits only at 599/day. The charges would apply only when there is a usage (voice, data, SMS) and whenever you are abroad in applicable countries. No charges would be incurred when in India. The "Always On" feature has a validity of 3 years once it gets activated. This functionality of Always On will be applicable to all the customers who have activated Vi Roaming

Pack before 24th Nov 2019 or have raised a FDR (Future Dated Request) for Vi Roaming Pack Activation before 24th Nov 2019.

2. IR service rental of Rs.149 per month will no longer be charged for users active on these packs

Outgoing call benefits are not applicable for calling premium rate numbers/special codes/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 is subject to scrutiny and action from Vi™. Commercial/ non-retail usage is defined as cumulative duration of outgoing or incoming calls > 120 minutes per day and/or data usage > 1GB/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 automatically kept OFF 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, he/she can request to activate the service as below:

- I. To activate the data service, send **SMS ACT IRDATA to 199**
- II. Once the data service has been made active, it will remain ON unless a customer specifically deactivates the data service again.
- III. To again deactivate data service again, send **SMS CAN IRDATA to 199**

Note: The SMS would be charged at Rs15/SMS if sent from an international location. RoamSafe is effective for Vi™ postpaid customers starting 12.07.2019.

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

International roaming pack claimed as “Best Ever International Roaming plan” basis independent agency report on existing international roaming plans offered by Indian Telecom Service Providers, as published on respective websites in September 2017. Valu Connex Telecom Services Pvt. Ltd is the independent research agency that released the report basis desktop research done on information available online on competition websites. Competition is considered as any other telecom service provider operating in India.

The claim ‘Best Ever International Roaming Plan’ is based on findings vis-à-vis benefits offered in its International Roaming pack,

1. The Unlimited free outgoing calls are also free to destinations apart from the visited country and India. Other providers do not provide unlimited free outgoing calls
2. Free Incoming calls from any originating network
3. The Data is Free and without any Fair Usage Policy (FUP) restrictions. No other service provider offers this
4. International Roaming footprint for these plans covers 81 countries, which is the maximum offered on 1 plan
5. Unlimited roaming plans are available at 4 different price points and with 4 different validities. This is the widest range of International Roaming plans amongst other service providers

Other Terms & Conditions

- ‘Vi™ Postpaid Roaming Pack’ or ‘Pack’ shall mean and include Vi™ 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)

- All pack activations (except the “Pay only when you use” option) will be counted as applicable from the time of activation to 23:59 IST on the expiry date.
 - 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 23:59 hrs IST on the 7th of Aug. Post 7th Aug, if you are still in one of the 80 countries, and without a pack, the ‘Always On’ feature will get activated
 - You will start enjoying discount early and same will end early too. Pack expiry date will always be 23:59:59 Hrs. IST of last pack validity day.
 - If you are in UAE (1.5 Hrs. behind IST) & opting for a 7 day validity IR pack on 1st Aug 20:00 Hrs. UAE time. (21:30 Hrs. IST)....example
 - Expiry date of pack will be 7th Aug 22:29:59 UAE time (23:59:59 IST), if you are still in UAE, you will get discount up to 22:29:59 Hrs. UAE local time
- For “Pay only when you use” option, the pack rental of Rs.599 will automatically apply on the first instance of usage done in one of the applicable country & operator. The customer will automatically get the benefits of the pack for the next 24 hours. Post 24 hours, there will be no rental charge till the next instance of usage.

*Usage is defined as an incoming call, outgoing call, outgoing SMS or mobile internet usage.
- For activation of International Roaming packs, International Roaming (IR) service activation is mandatory.
- For IR service activation, based on the discretion of Vi™ 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
- The benefits available in Packs are applicable for usage in 81 countries (Postpaid).
- 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 / 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).
- Missed calls, unanswered calls, calls sent to voicemail, calls answered by answering machines etc. will be chargeable on AT&T USA, T-Mobile USA, Claro Chile, Hutchison (Hong Kong) & other applicable operators as per applicable International Roaming tariffs.
- All voice call rates displayed are rates per minute.
- SMS code for activation is toll-free only if sent from India.
- Vi™ 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, Vi™ does not guarantee the service levels or turnaround time as per the Indian standards. Vi™ 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. Vi™ 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. Vi™ 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 Vi™ 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 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 Vi™ 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 usage on pack.
- No alerts will be sent out on voice usage i.e. outgoing call minutes consumed.
- No manual network selection is needed as packs are applicable across all operators in the covered countries.
- 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.
- Vi™ 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.
- Vi™ 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. Vi™ 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.*
- Vi™ International Roaming packs are provided basis terms and conditions agreed between Vodafone Idea Limited and the concerned roaming partner of foreign countries.

Applicable Countries for i-RoamFREE			
Countries	Countries	Countries	Countries
Afghanistan	Greece	Nigeria	UAE
Albania	Hong Kong	Norway	United Kingdom^
Argentina	Hungary	Oman	Uruguay
Australia*	Iceland	Panama	USA^
Austria	Indonesia	Peru	Vietnam
Bahrain	Ireland	Philippines	Vatican
Bangladesh	Israel	Poland	
Belgium	Italy	Portugal	
Bhutan	Japan	Qatar	
Brazil	Kenya	Romania	
Bulgaria	Kuwait	Russia	
Cambodia	Latvia	Saudi Arabia	
Canada	Lesotho	Singapore*	
China	Lithuania	Slovakia	
Colombia	Luxembourg	Slovenia	
Croatia	Macau	South Africa	
Czech Republic	Malaysia	South Korea	
Dem. Republic of Congo	Malta	Spain^	
Denmark	Mauritius	Sri Lanka	
Egypt	Mexico	Sweden	
Fiji	Mozambique	Switzerland	
Finland	Myanmar	Taiwan*	
France	Nepal	Tanzania	
Germany	Netherlands	Thailand	
Ghana	New Zealand	Turkey	

* Please ensure your Preferred Network Type is set to 3G/4G in your handset settings while roaming in Singapore/New Zealand/Australia/Taiwan

^ 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 Vi™ mobile. We recommend calling your circle's customer care number for fastest possible resolution. For numbers, Please refer section below.

Circles	Long Code
Andhra Pradesh	9848012345
Assam	9085012345
Bihar & Jharkhand	9708012345
Delhi NCR	9891012345
Gujarat	9824012345
Haryana	9812012345
Himachal Pradesh	9882012345
Jammu & Kashmir	9086012345
Karnataka	9844012345
Kerala	9847012345
Kolkata	9088012345
Madhya Pradesh & Chattisgarh	9826012345
Maharashtra & Goa	9822012345
Mumbai	9702012345
NESA	9089012345
Orissa	9090012345
Punjab	9814012345
Rajasthan	9887012345
Rest of Bengal	9093012345
Tamil Nadu	9092012345
UP(E)	9889012345
UP(W)	9837012345

Note: Your International Roaming service needs to be active if you are calling from your Vi™ mobile no. Also, you can dial these numbers from a local phone abroad, and call charges will apply as per the country's call rates.

You may write to us on: customercare@vodafoneidea.com

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