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

Unlimited Packs			Unlimited Benefits in Set1 : Unlimited Countries					Benefits in Set2 Countries				
Type	Rental Charges	Validity	Data	Outgoing Local & to India	Incoming Calls	SMS	Outgoing to Rest of World	Data	Outgoing Local & to India	Incoming Calls	SMS	Outgoing to Rest of World
Unlimited BENEFITS & "ALWAYS ON" Thereafter	Rs 749	24 Hrs	FREE	FREE	FREE	FREE	Rs 35 / min	1 GB*	150 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3649	7 Days	FREE	FREE	FREE	FREE	Rs 35 / min	3 GB*	300 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3999	10 days	FREE	FREE	FREE	FREE	Rs 35 / min	14 GB*	300 Min*	FREE	100 sms*	Rs 35 / min
	Rs 4999	14 days	FREE	FREE	FREE	FREE	Rs 35 / min	21 GB*	500 Min*	FREE	100 sms*	Rs 35 / min
	Rs 5699	21 days	FREE	FREE	FREE	FREE	Rs 35 / min	21 GB*	600 Min*	FREE	100 sms*	Rs 35 / min
	Rs 5999	30 days	FREE^	1500*	FREE	FREE	Rs 35 / min	30 GB*	1500 Min*	FREE	100 sms*	Rs 35 / min
"ALWAYS ON"	Rs 749 per 24 hours	ALWAYS ON	FREE	FREE	FREE	FREE	Rs 35 / min	1 GB*	150 Min*	FREE	100 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											

^Up to 70 GB (30GB+40GB) 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 @ 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	1 day	1 GB*	150 Min*	FREE	100 sms*	Rs 35 / min
	Rs 1349	1 day	2 GB*	150 Min*	FREE	100 sms*	Rs 35 / min
	Rs 2649	7 days	2 GB*	300 Min*	FREE	100 sms*	Rs 35 / min
	Rs 2849	7 days	3 GB*	300 Min*	FREE	100 sms*	Rs 35 / min
	Rs 2999	10 days	10 GB*	300 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3499	10 days	14 GB*	300 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3599	14 days	12 GB*	500 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3749	14 days	21 GB*	500 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3799	21 days	14 GB*	600 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3849	21 days	21 GB*	600 Min*	FREE	100 sms*	Rs 35 / min
	Rs 3999	30 days	30 GB*	1500 Min*	FREE	100 sms*	Rs 35 / min
"ALWAYS ON"	Rs 749 per 24 hours	ALWAYS ON	1 GB*	150 Min*	FREE	100 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						

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

Future Date requests raised for old packs with same denominations as of 15th May'26 will be activated with the old pack benefits:

Set1 Unlimited Countries		
Albania	Kuwait	Thailand
Australia	Luxembourg	Tonga
Austria	Macau	Turkey
Belgium	Malaysia	UAE
Bosnia and Herzegovina	Maldives	United Kingdom
Brazil	Malta	USA
Croatia	Mauritius	Vanuatu
Czech Republic	Mexico	Vatican City
Denmark	Nauru	Vietnam
Faroe Islands	Netherlands	
Fiji	New Zealand	
France	Norway	
Germany	Oman	
Greece	Papua New Guinea	
Guernsey	Poland	
Hong Kong	Portugal	
Hungary	Romania	
Indonesia	Samoa	
Ireland	Seychelles	
Isle of Man	Singapore	
Israel	Slovakia	
Italy	Spain	
Japan	Sri Lanka	
Jersey	Sweden	
Kenya	Taiwan	

Set2 Limited Countries				
Afghanistan	Cayman Islands	Guinea Bissau*	Morocco	South Sudan
Algeria	Chad	Guinea*	Mozambique	Suriname
Angola	Chile	Guyana	Myanmar	Swaziland
Anguilla	China	Haiti	Nepal	Switzerland
Antigua and Barbuda	Colombia	Honduras	Netherland Antilles	Tanzania
Argentina	Congo	Iceland	Nicaragua	The Bahamas
Armenia	Costa Rica	Iraq	Nigeria	Togo
Aruba	Curacao	Ivory Coast	Panama	Trinidad and Tobago
Azerbaijan	Cyprus	Jamaica	Paraguay	Turks and Caicos
Bahrain	Dem. Republic of Congo	Jordan	Peru	Uganda
Bangladesh	Dominica	Kazakhstan	Philippines	Ukraine
Barbados	Ecuador	Kiribati	Puerto Rico	Uruguay
Belarus	Egypt	Kyrgyzstan	Qatar	Uzbekistan
Benin	El Salvador	Laos	Russia	Zambia
Bermuda	Equatorial Guinea	Latvia	Rwanda	Zimbabwe
Bhutan	Estonia	Lesotho	Saint Kitts and Nevis	
Bolivia	Ethiopia	Liberia	Saint Lucia	
Botswana	Finland	Liechtenstein	Vincent and the Grenadines	
British Virgin Islands	French Guiana	Lithuania	Saudi Arabia	
Brunei	Gambia	Macedonia	Senegal	
Bulgaria	Georgia	Mali	Serbia	
Cambodia	Ghana	Martinique	Sierra Leone	
Cameroon	Grenada	Moldova	Slovenia	
Canada	Guadeloupe	Montenegro	South Africa	
Cape Verde	Guatemala	Montserrat	South Korea	

****Guinea and Guinea Bissau : 4G data not available***

The "Always On" feature keeps you connected even after pack expiry.

a. Post expiry of your roaming pack (mentioned in above tables), continue using 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, which customer could deactivate anytime through Vi App from Roaming section.**

b. "Always On" feature benefits basis last active IR pack condition:
   i. **Unlimited pack users**: If you were on an unlimited IR pack, you will be charged Rs.749/day and can enjoy unlimited pack benefits throughout your travels.
   ii. **Limited pack users**: If you were on a limited IR pack, you will get limited one day pack benefit applicable as per your country at Rs.749/day. For example: If your last pack was a limited pack, then with Always ON feature also you will get 500 MB/1GB Data for 24 hours. However, if you exhaust 500 MB/1GB data before 24 hours, then you will be charged with discounted data pay as you go rates at Rs.1/MB of data for the hours left within the validity period.

IR service rental of Rs.149 per month will not be applicable for users active on IR packs in table above. And post IR pack expiry "Always On" feature discount the IR service rental of Rs.149, post Always On validity of 3 years the IR service rental will be chargeable at Rs.149 per month.

*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 https://www.myvi.in/international-roaming-packs/country-standard-rates), 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 2 Days and gets automatically deactivated after 2 Days. You can renew this service after every 2 Days by sending the SMS ACT IRDATA to 199.
III. To deactivate data services, 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 10th 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 days validity IR pack on 1st Aug 20:00 Hrs. UAE time. (21:30 Hrs. IST) Expiry date of pack will be 10th 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
- Data Add-on Packs for standard International Roaming Pack
    - Data Add-ons are available only for Vi postpaid users
    - Purchase of Addon is possible only while you have a base International Roaming pack as 2999 (10 days) / 3999 (30 days) / 3999 (UL-10 Days) / 4999 (UL – 14 Days) / RedX & exclusive packs for select subscriber.
    - Add-ons can be taken once your active on eligible IR pack, so you can continue using data without interruption
    - You can buy 2 Addons of different MRP at the same time however the validity is not additive i.e. the total validity received will be 2 days.
    - The Addon takes precedence in usage priority and will be used before the base IR pack
    - While you can buy Addon on an Unlimited IR pack, you ideally don't need the extra data from Addon. However, in case you travel to countries where the Unlimited pack provides limited benefit the you should buy an Addon. The Addon takes precedence in usage priority and will be used before the unlimited IR pack
    - 2 Top-ups option available Rs.651 offers 1GB for 2 Days & Rs.999 offers 2GB for 2 Days, making it easy to stay connected abroad.

Postpaid Data Add-On			
Rental Charges	**Rs.651**	**Rs.999**	**Rates Post Pack consumption**
Validity (Days)	2	2	*As per applicable tariff*
Data	**1GB**	**2GB**	
Outgoing Local & to India	-	-	
SMS	-	-	

- 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 wants 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
- Customer will not be able to use data in Non-pack countries (e.g. Mongolia)
- 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.

- **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 and will be charged basis standard rate applicable for respective country irrespective of active International Roaming packs.**
- 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.
- 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 using below

Call Centre: +91 98850 98850

Email: customercare@vodafoneidea.com

Chatbot: +91 9654297000 or https://www.myvi.in/help-support/faqs?chatbotopen=true

Live chat via WhatsApp https://bit.ly/3uVo2l7

Note: Your International Roaming service needs to be active when you are calling the above helpline number 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.

Offer: Mumbai Duty Free Shop Voucher from 15th October 2024

- **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 3999/4999/5999.
- The Mumbai Duty Free Shop voucher code need to claim in Vi App under International Roaming section within International Roaming pack validity
- The validity of the voucher will be for 3 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 commences on 15th October 2024
- VIL & 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-ospree@adani.com
- In case of non-receipt of the voucher code, write to CustomerCare@vodafoneidea.com (please mention "**DFS voucher code for <registered mobile number>**" on the subject line))

Offer: Free VISA Offer (Only for Delhi Circle)

Offer: Get your next visa free — up to ₹4,000 off on the Atlys Service Charge

Offer Validity Period: Up to 31st December, 2026 (inclusive)

Summary: Eligible Vi users can avail **100% off the Atlys Service Charge (up to ₹4,000)** on their first visa per passport holder. Any subsequent visa applications will be eligible for a **Flat 15% off the Atlys Service Charge**, subject to the terms below (fees payable to governments and logistics providers are excluded).

How to avail the Offer: The offer could be avail through the Vi App under International Roaming Section. (Vi App --> International Roaming--> Free VISA Banner --> Redirection to cobranded page (Vi & Atlys) --> Complete the Application --> Free Discount Applicable on check out page

1. Offer Eligibility

Only for Vi Postpaid Customer (Delhi Circle).

One time per passport holder: The **First Visa Free offer (cap of up to ₹4,000)** may be applied once per unique passport holder.

Continuous value proposition: Any subsequent visa applications by the user will be eligible for a **Flat 15% off the Atlys Service Charge**, without any capping.

Redemption window: Applications must be created and payment initiated within the offer period and before **31st December, 2026 23:59 PM IST.**

2. What's covered vs. not covered

Covered (Discount applies)

- **Atlys Service Charge** for a qualifying visa application.
- Discount amount is limited by the cap of up to ₹4,000 on Atlys Service Charge

Not covered (Payable in full)

- **Government fee** (also shown as *Cost of Visa* on invoices).
- **Logistics / Courier fees** (also shown as *Courier Fees*).
- **Add-ons** such as insurance or any optional services.

3. How to redeem

- Click the link provided and register https://viapp.onelink.me/bSC3/VIRSEG
- Click on VISA Free banner and fill the details on the Vi – Atlys Visa application page
- Offer discount is automatically applied at checkout
- Complete payment for any remaining Service Charge (post-cap), Government fee, Courier fees, and any selected add-ons.

4. Important conditions

- The First Visa Free offer is applied **per passport holder**, and for one time use only.
- Any subsequent visa applications by the user will be eligible only for the applicable continuous value proposition.

- The offer provides a **discount solely on the Atlys Service Charge**. It **does not** reduce, reimburse, or subsidize Government or logistics fees, nor any add-ons.
- Non-transferable, not redeemable for cash, and cannot be clubbed with other Atlys promotions unless expressly stated.
- Any suspected misuse (e.g., duplicate accounts, false information, or circular billing) may result in reversal of the discount and/or account suspension.
- Where required by law or platform logic, taxes are computed on the post-discount Service Charge; statutory taxes on Government or logistics fees remain payable.

5. Cancellations, changes & expiry

- Discount applies only to qualifying payments made within the validity window. If an application is cancelled or re-created after the window closes, the offer will not re-apply.
- Atlys may modify or withdraw this offer at any time; changes will not affect redemptions already completed at the time of change.

6. Relationship to Standard Terms

This promotion is governed by these offer-specific Terms & Conditions and the Atlys Standard Terms. In the event of any conflict, the **promotion-specific rules above** apply only to the discount mechanics; all other matters (including privacy, liability, dispute resolution, etc.) are governed by the Standard Terms.

7. Disputes & Final Decision

- In case of any dispute relating to eligibility, redemption, applicability, invoicing, or interpretation of this promotion, **the decision of Atlys shall be final and binding**. Atlys reserves the right, in its **sole discretion**, to interpret these terms, determine eligibility, decline, revoke, or reverse the offer where misuse, inaccuracy, or ambiguity is detected, and to take appropriate action including account suspension and charge reversals where applicable and permitted by law.
- In case of applicant VISA rejects, the government fees are used to log application and hence non-refundable, although in certain circumstances refund for other charges, applicant can send the enquire to support@atlys.com
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