

Terms & Conditions for Complimentary International Roaming Benefit

These Terms & Conditions govern the complimentary International Roaming benefit offered to eligible prepaid customers recharging with select Vi Annual Prepaid Packs. By availing, claiming, or using the complimentary IR benefit, the customer agrees to be bound by these T&Cs.

1. Definitions

1.1. Eligible Pack means a select Vi Annual Prepaid recharge pack designated by Vi from time to time for the complimentary IR benefit.

1.2. Complimentary IR Benefit means the International Roaming entitlement provided at no additional charge with an Eligible Pack.

2. Eligibility

2.1. The complimentary IR benefit is available exclusively to Vi prepaid customers who recharge with an Eligible Pack.

2.2. Eligibility of recharge packs may vary based on circle, offer configuration, and Vi's business requirements.

2.3. Customers may verify the availability of Eligible Packs applicable to their circle through Vi's official website, Vi App, or other Vi communication channels.

3. Complimentary IR Benefit

3.1. Each Eligible Pack provides one (1) complimentary International Roaming benefit during the validity period of the Eligible Pack.

3.2. The complimentary IR benefit available to a customer shall depend on the Eligible Pack purchased. The entitlement, validity, usage allowances, countries covered, and other applicable benefits may vary based on the Eligible Pack and applicable offer configuration.

3.3. Customers may refer to the Vi website or Vi App for details of the complimentary IR benefit associated with their Eligible Pack.

4. Creation of Entitlement

4.1. Upon successful recharge with an Eligible Pack, the complimentary IR benefit entitlement shall be automatically created against the customer's mobile number.

4.2. Creation of the entitlement does not constitute activation of the IR benefit. The customer must claim the benefit through the Vi App.

5. Claim Process

5.1. The complimentary IR benefit may currently be claimed only through the Vi App.

5.2. Customers may claim the complimentary IR benefit at any time during the validity period of the Eligible Pack.

6. Validity and Expiry

6.1. The complimentary IR benefit must be claimed during the validity period of the Eligible Pack.

6.2. Where the Eligible Pack has a validity period of 365 days, the complimentary IR benefit must be claimed within such validity period.

6.3. Any complimentary IR benefit that remains unclaimed upon expiry of the Eligible Pack shall automatically lapse and shall not be reinstated, refunded, extended, exchanged, or converted into cash, credit, or any other benefit.

7. Charges

7.1. The complimentary IR benefit is provided at no additional charge to eligible customers.

7.2. No activation fee is payable for claiming the complimentary IR benefit.

7.3. Any charges incurred beyond the entitlement included in the complimentary IR benefit shall be governed by applicable International Roaming tariffs and prevailing terms and conditions.

8. Geographical Coverage

8.1. The complimentary IR benefit may be used in more than 140 countries, subject to the applicable IR benefit configuration and availability of international roaming services.

8.2. Country coverage, roaming partners, and service availability may change from time to time without prior notice.

9. Multiple Eligible Recharges

9.1. Each Eligible Pack recharge entitles the customer to one (1) separate complimentary IR benefit.

9.2. Where a customer performs multiple recharges of Eligible Packs, the complimentary IR benefits associated with each recharge may be claimed independently and separately, subject to applicable eligibility criteria.

9.3. Multiple complimentary IR benefits may be cumulative or additive, subject to applicable system configurations, technical limitations, and business rules.

10. Co-Existence with Other IR Packs

10.1. The complimentary IR benefit may co-exist with another active International Roaming pack on the customer's account.

10.2. The manner in which multiple active roaming entitlements are utilized shall be governed by Vi's applicable business and system rules.

11. General Conditions

11.1. The complimentary IR benefit is non-transferable and may be used only by the customer to whom it has been assigned.

11.2. Vi reserves the right to modify, suspend, withdraw, discontinue, or replace the complimentary IR benefit, Eligible Packs, covered countries, validity, eligibility criteria, or any related feature at its sole discretion and without prior notice, subject to applicable law.

11.3. Vi's decision regarding eligibility, entitlement, claim processing, or interpretation of these T&Cs shall be final and binding.

11.4. These T&Cs shall be read in conjunction with Vi's prepaid terms of service, International Roaming terms and conditions, tariff policies, and applicable regulatory requirements.

11.5. In the event of any inconsistency between promotional communication and these T&Cs, these T&Cs shall prevail to the extent of such inconsistency.

12. Countries Covered

The list of covered countries is indicative and subject to change from time to time based on roaming partner availability, commercial arrangements, regulatory requirements, and operational considerations.

Afghanistan, Albania, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Australia, Austria, Azerbaijan, Bahrain, Bangladesh, Barbados, Belgium, Benin, Bermuda, Bhutan, Brazil, British Virgin Islands, Bulgaria, Cambodia, Cameroon, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Croatia, Curacao, Czech Republic, Democratic Republic of Congo, Denmark, Dominica, Ecuador, Egypt, El Salvador, Estonia, Fiji, Finland, France, Georgia, Germany, Ghana, Greece, Grenada, Guadeloupe, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Hong Kong, Hungary, Iceland, Indonesia, Iraq, Ireland, Israel, Italy, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Latvia, Lesotho, Liberia, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Malaysia, Maldives, Malta, Mauritius, Mexico, Moldova, Montserrat, Morocco, Mozambique, Myanmar, Nauru, Nepal, Netherlands Antilles, Netherlands, New Zealand, Nicaragua, Nigeria, Norway, Oman, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Romania, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, Saudi Arabia, Seychelles, Singapore, Slovakia, Slovenia, South Africa, South Korea, South Sudan, Spain, Sri Lanka, Suriname, Eswatini (formerly Swaziland), Sweden, Switzerland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turkey, Turks & Caicos, United Arab Emirates, Uganda, United Kingdom, Uruguay, United States of America, Uzbekistan, Vanuatu, Vatican City, Vietnam and Zambia.

Vodafone Idea Limited ("Vi") reserves all rights relating to the complimentary International Roaming benefit and may amend these Terms & Conditions from time to time in accordance with applicable laws and regulations.