

New Terms and Conditions for Postpaid International Roaming packs

Applicable with effect from 05th Nov 2018

The Idea International roaming packs are provided to Idea customers travelling to select locations. These terms and conditions are effective since 5th Nov 2018 and applicable to all Postpaid subscribers who buy such roaming packs on or after 00:00:01 hours on 01.11.2018.

Pack Options :

IR Packs	Rental (Rs)	Validity
i-Roam Packs (Fixed-Validity)	1,799	3 days
	2,999	7 days
	3,999	10 days
	5,999	28 days

Fixed validity packs get deactivated at 23:59 hrs Indian Standard Time on the final day of validity

Pack Benefits :

	Rental (Rs)	1,799	2,999	3,999	5,999
	Validity	3 days	7 days	10 days	28 days
19 Countries with Unlimited usage	Outgoing	FREE*			
	Incoming	FREE			
	SMS	FREE			
	Data	FREE			
35 Countries with Bundled Free usage	Outgoing	150 min*	200 min*	300 min*	500 min*
	Incoming	FREE			
	SMS	20 SMS	25 SMS	50 SMS	100 SMS
	Data	900 MB	2 GB	3 GB	5 GB

* FREE & bundled minutes do not include calls to satellite/Inmarsat/Premium/Maritime/Ship/Cruise

Overages – Charges beyond free usage (for countries with Bundled Free usage):

Call Type	Charges
Outgoing Calls	Re 1/min
Outgoing SMS	Re 1/SMS
Data	Re 1/MB (Rs 0.00976 per 10KB)

List of Countries – Unlimited & bundled free usage

Countries with UNLIMITED usage		Countries with bundled free usage		
USA	Ireland	Australia	France	Philippines
UAE	Italy	Austria	Ghana	Qatar
Malaysia	Malta	Bangladesh	Hong Kong	Russia
Singapore	Netherlands	Belgium	Indonesia	Saudi Arabia
Albania	Portugal	Brazil	Japan	Slovakia
Czech Republic	Romania	Cambodia	Kuwait	South Africa
Germany	Spain	Canada	Luxembourg	South Korea
Greece	Turkey	China	Macau	SriLanka
Hungary	United Kingdom	Colombia	Mexico	Sweden
New Zealand		Croatia	Nepal	Switzerland
		Denmark	Oman	Thailand
		Egypt	Peru	

- All Calls to Customer Care Number, on International Roaming, are free of cost.
- All Data rates displayed are per MB. Charging is done per 10 KB
- All i-Roam 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. Commercial/ non-retail usage is defined as cumulative duration of outgoing 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

Terms & Conditions

- 'Idea Postpaid International Roaming Pack' or 'Pack' shall mean and include Idea Postpaid SIM Card and the i-Roam Pack purchased for use on such SIM Card.
- All pack activations will be basis Indian Standard Time (IST)
- All pack activations will be counted as applicable from the time of activation to 23:59 IST on the expiry date.
 - For e.g. i-Roam 7 day pack - If you requested for i-Roam 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. 2 hours after request). Benefits will be applicable till 23:59 hrs IST on the 7th of Aug.
 - 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)
 - Expiry date of pack will be 7th Aug 22:29:59 UAE time (23:59:59 IST), if you are is still in UAE, you will get discount up to 22:29:59 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 Idea Credit services, additional security deposit may or may not be payable.
- Monthly rental for IR service is Rs. 149. This gets auto-renewed in each bill cycle, unless deactivated, via customer request. You can provide request to deactivate the IR service by calling Idea customer care or through My Idea App.
- If i-Roam (fixed validity) pack is 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 i-Roam Packs are applicable for usage in 54 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
- All voice call rates displayed are rates per minute.
- SMS code for activation is toll-free only if sent from India.

- Idea 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 visited country's 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, Idea does not guarantee the service levels or turnaround time as per the Indian standards. Idea 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. Idea 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. Idea 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 Idea 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 Idea 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
 - To i-Roam pack customers
 - In Unlimited Country – No Alerts sent
 - In Bundled Free Usage Country - when balance data volume is 500MB, 100MB, 10MB.
 - In Non-pack country – every 10 MB
 - To customers who have not taken any pack - every 10 MB
- No alerts will be sent out on voice & sms usage i.e. outgoing call minutes & sms 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.
- Idea 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.
- Idea 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. Idea 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 / unauthorised 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.

- Idea International Roaming packs are provided basis terms and conditions agreed between Idea and the concerned roaming partner of foreign countries.
- Please ensure your Preferred Network Type is set to 3G/4G in your handset settings while roaming in USA/Singapore/Japan/ New Zealand/Australia/South Korea.
- CLI will not be guaranteed while roaming due to its limited or non-availability with operators.