# Contents

**The Airtel International Roaming Service & packs are available to Airtel customers travelling abroad. The list of covered countries and the respective products are available in the tables at the end of this document.**
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## Section-1: International Roaming (IR) Service Activation

- International Roaming (IR) service for all customers is "disabled" by default. Any customer who buys an international roaming pack or an in-flight roaming pack would get his/her IR service enabled automatically.

- For customers who want to have the convenience of using their India number abroad, it is advisable to go for International roaming packs [Pack details available in Appendices – 1, 2, 3]. Upon subscribing to International roaming packs, the customer will be able to use data, voice (Incoming & Outgoing) and SMS (Incoming & Outgoing) services as per pack details.

  **POSTPAID**

  - Postpaid customers may also enable the IR service without buying an international roaming pack, through Airtel Thank app or call center to use the services abroad. However, in this case, the usage will be charged as per Standard rates [http://bit.ly/standardcharges], and reflected in the monthly bill. IR service (not to be confused with IR packs) once enabled will remain enabled until explicitly disabled by the user through Airtel Thanks App or Call center.

  - In the event a postpaid customer does not activate any of the packs but travels to a pack-covered country with International Roaming service activated and generates usage, then Airtel has the "**Roam-Without-Fear**" (1-Day pack) construct to protect him/her from excessive charges. The initial charging shall happen as per standard rates. Once the charges exceed the One-Day pack value for that country, then Airtel automatically applies the One Day pack with all its benefits to the customer [typically 1GB data, 100 mins (Outgoing + Incoming) (India + Local),10 outgoing SMS & unlimited incoming SMS] to protect him/her from any further charges for the day. This application of One Day Pack shall be in respect of the specific day only. On the next day, the same principle applies again, i.e. standard charges applicable till threshold is reached followed by automatic application of One Day Pack.

  - If postpaid customers on International roaming, benefits from such automatic accrual of "Roam-without-Fear" IR packs, he/she will be charged for these packs in the subsequent bill cycle. There shall not be any waiver of these charges whatsoever. Customers, however, have a choice to disable their IR service anytime.

  **PREPAID**

  - Prepaid customers may activate the International Roaming (IR) service by either:
    - a. Paying a service activation fee of Rs.98, valid for 28 days, which allows unlimited incoming SMS & data/calls/outgoing SMS at standard rates; or
    - b. purchasing an International Roaming pack
    To know more, visit https://www.airtel.in/ir-packs/

  - For IR service activated with the Rs.98 activation fee, an active prepaid pack with valid validity is mandatory. If the prepaid pack's validity expires before the IR service validity period (enabled via Rs.98 activation fee), the customer will not be able to use the International Roaming service while abroad.

  - For IR service activated with the Rs.98 activation fee, all usage (Data, Calls, and outgoing SMS) will be charged from the user's main account balance as per standard rates (available at [http://bit.ly/standardcharges]). The user will be allowed unlimited incoming SMS.
    - If the Main Balance is insufficient, the customer will be unable to use the IR service, including data, outgoing/incoming calls and outgoing SMS.
    - Only incoming SMS will be permitted.

## Section-2: IR packs & In-Flight Roaming Packs – Activation, Validity and Quota

- Customers wishing to subscribe to the international roaming pack or in-flight roaming pack may do so by visiting www.airtel.in/IR or Airtel Thanks App.
- Data, Voice and SMS Usage can be tracked on Airtel Thanks App. Data usage will be available real-time but voice/SMS usage update can have a delay of up to 4 hours. So, customers are advised to take this delay into due consideration while viewing their voice and SMS usages on Airtel Thanks App.

### A.   POSTPAID

- International Roaming Packs
    - Customers present in India may call the customer service helpline 121 or +919910099100 (international toll- free number). If the customer wishes to subscribe to pack from international location, it is advisable to call or WhatsApp +919910099100 to avoid any unwanted charges.

    - For company paid connections, customers will have to get in touch with their respective company co-coordinators to activate their packs.

    - Customers can opt for IR pack up to **365 days** prior to the actual date of travel. The pack validity starts only when the customer latches on to international network of any country covered by the pack and makes any chargeable usage like Outgoing SMS/incoming or outgoing/Incoming voice call/data consumption. The calculation of validity for postpaid IR packs shall be basis the time zone of the country visited and shall expire at 12 midnight local time of the country where first usage happened.

        For instance, if a postpaid customer lands in Singapore at 6 PM local time with 10-day pack activated, then his/her first day of the pack validity will end at 11:59 PM local time on same day. The second day of the pack validity would start at 12:00 AM the next day and last till 11:59 PM local time (and so on).

- In-Flight Packs
    - For postpaid customers, for both In-flight roaming packs and free in-flight roaming benefits within pack, the pack validity starts once the user latches to the AeroMobile network while on selected international flights. Inflight roaming benefits will be available only once for a continuous period of 24 hours starting from the time of latch on AeroMobile network.

    - Please note that both the standalone In-flight roaming packs and In-flight roaming benefits within existing international roaming packs, get activated once the user latches onto the AeroMobile network while on the flight. On the other hand, the International Roaming packs (both with and without in-flight roaming benefits) shall get activated once the user latches to international network of any country post reaching the country.

    - For postpaid user, a user can use in-flight roaming benefits anytime for a continuous period of 24hrs, within 365 days from the date of pack purchase.

- Once the Airtel customer returns to India, the benefits of the International roaming pack, if activated, shall cease the moment he/she returns. Once in India, he/she will revert to the bill plan (postpaid) that he/she was subscribed to before they left India (provided their validity still apply).
  However, if the customer returns to the IR pack-covered countries before the end of the pack's validity, then he/she would be able to continue enjoying the IR benefits until the end of pack's validity.

- The international roaming pack shall remain active until the end of its validity. Once the validity ends, the pack will not get automatically renewed by itself. However, Postpaid customers can enjoy the benefit of auto-renewal feature on their international roaming packs in which the same international roaming pack is renewed automatically once the existing pack expires. The pack will get activated only when the user visits abroad and performs first usage (in terms of data/calling/SMS) on his/her international roaming pack The pack will be billed in the monthly cycle in which it was activated.

- **Auto renewal** can be enabled in 2 ways via Airtel Thanks App as mentioned below :

- If you are purchasing a new international roaming pack, postpaid users can enable auto renewal as mentioned below

  **Airtel Thanks App > International Roaming Tab > Enter Details > Submit > Enable Auto Renewal**
- If you have already purchased a pack, you can manage auto renewal on your international roaming pack by visiting https://i.airtel.in/ir_autorenew3

- Auto renewal, if enabled on your international roaming pack, shall remain enabled until explicitly disabled by the user via Airtel Thanks App https://i.airtel.in/ir_autorenew3

- If customer has subscribed to any international roaming and its validity has started, then he/she cannot deactivate the pack during its validity.

- However, if the validity has not started, then postpaid customer can unsubscribe by reaching out to any of our call centers or through Thanks app.

- During IR pack usage, if customer exhausts entirety of Incoming minutes or Outgoing minutes or SMS benefit quotas given by the pack, then any further usage would be charged as per Post-pack benefit rates applicable for that particular pack (refer Appendices – 1, 2). To avoid such accidental over-usage, which results in unwanted charges, customer is advised to keep track of usage of Incoming minutes and Outgoing minutes and SMS benefits on Airtel Thanks App.

- During International Roaming pack usage, if a postpaid customer exhausts entirety of high speed data quota given by the pack, then speed will be throttled at 80 kbps. If customer wishes to use high speed data for the rest of the validity, he/she can purchase a data top-up as shown in Appendix – 1

## B. PREPAID

- Prepaid subscribers can book their International Roaming pack up to **30 days** prior to the actual date of travel. The pack validity will start only when the customer latches on to international network of any country covered by the pack and makes any chargeable usage like Outgoing/Incoming SMS or outgoing/Incoming voice call/data consumption. In case the customer does not travel until the end of 30 days, then the pack automatically expires. The customer will not be entitled to any reimbursement of amounts used to purchase International Roaming pack(s) upon expiry.

- For Prepaid customers, pack validity starts only when the customer latches on to international network of any country covered by the pack (within 30 days of purchase as stated above) and makes any chargeable usage like Outgoing SMS/incoming or outgoing call/data consumption. The calculation of validity for prepaid International Roaming packs shall be based on Indian Standard Time (IST) and shall expire at 11:59 PM midnight IST.

  For instance, if the customer lands in Singapore at 6 PM Indian Standard Time (IST) with 10-day pack activated, then his/her first day of the pack validity will end at 11:59 PM IST on same day. The second day of the pack validity would start at 12:00 AM IST the next day and last till 11:59 PM IST (and so on).

- For Prepaid customers, pack validity of Long Duration pack (365 days) starts from the date of recharge

- For Prepaid customers , for both In-flight roaming packs and free in-flight roaming benefits within pack, the pack validity starts once the user latches to the AeroMobile network while on selected international flights. In-flight roaming benefits will be available only once for a continuous period of 24 hours starting from the time of latch on AeroMobile network.

- Please note that both the standalone In-flight roaming packs and In-flight roaming benefits within existing international roaming packs, get activated once the user latches onto the AeroMobile network while on the flight. On the other hand, the International Roaming packs (both with and without in-flight roaming benefits) shall get activated once the user latches to international network of any country post reaching the country.

- For Prepaid users, a user can use in-flight roaming benefits anytime for a continuous period of 24hrs within 30 days from the date of in-flight roaming pack purchase.

- Once the Airtel customer returns to India, the benefits of the International roaming pack, if activated, shall cease the moment he/she returns. Once in India, he/she will revert to the recharge (prepaid) that he/she was subscribed to before they left India (provided their validity still apply).

- However, if the customer returns to the International Roaming pack-covered countries before the end of the pack's validity, then he/she would be able to continue enjoying the IR benefits until the end of pack's validity.

- The international roaming pack shall remain active until the end of its validity. Once the validity ends, the pack will not get automatically renewed by itself.

- If customer has subscribed to any international roaming or in-flight roaming pack and its validity has started, then he/she cannot deactivate the pack during its validity.

- During International Roaming pack usage, if customer exhausts entirety of Incoming minutes or Outgoing minutes or SMS benefitquotas given by the pack, then any further usage would be charged as per Post-pack benefit rates applicablefor that particular pack (refer Appendices – 1, 2). To avoid such accidental over-usage which results in unwanted charges, customer is advised to keep track of usage of Incoming minutes and Outgoing minutes and SMS benefits on Airtel Thanks App.

- During International Roaming pack usage, if a prepaid customer exhausts entirety of data quota given by the pack, then data usagewould be blocked immediately to avoid any further accidental usage. If customer wishes to use data for the restof the validity, he/she can purchase a data top-up as shown in Appendix – 2.


## C.   IN-FLIGHT ROAMING PACKS (For both Postpaid/Prepaid)

- To access data, voice and SMS benefits while on flight, users will have to recharge/opt for In-flight roaming packs before onboarding the flight. Please note that in-flight benefits are applicable on selected flights only and are not applicable on domestic travel.

   Once you are on flight and receive the crew confirmation to use mobile phones, follow below mentioned steps:
   - Switch your phone on, making sure Airplane Mode is off
   - Your phone will automatically connect to the AeroMobile network
   - If your phone does not connect to the AeroMobile network automatically, go to phone settings and manually select AeroMobile
   - To use data services, you will need to ensure Data Roaming is on.

- In-Flight communication services are provided at the discretion of the pilot in command. Certain services, like voice calls, might get restricted in certain scenarios based on the pilot's discretion

- If customer has subscribed to any international roaming or in-flight roaming pack and its validity has started, then he/she cannot deactivate the pack during its validity.

- However, if the validity has not started, then postpaid customer can unsubscribe by reaching out to anyof our call centers or through Thanks app. This does not apply to Prepaid customers and the customers with company connections who have purchased the pack via recharge or on their corporate number via company coordinators.

- During In-flight roaming pack usage, if a user exhausts entirety of data/voice/SMS quota given by the pack, then any further respective data/voice/SMS usage would be blocked immediately. If customer wishes to use data/voice/SMS, he/she can purchase another In-flight roaming pack as shown in Appendix – 3.

# Section-3: International Roaming Packs & In-Flight Roaming Packs – Benefits Applicability and Tracking

- Usage in international roaming is shared with Airtel by international operators. In case there is a delay in sharing this information, the usage charges may display in the subsequent postpaid bills (up to 3 bills).

- For countries where Airtel roaming packs are not available,
    - For Postpaid users, the data services have been barred to avoidany accidental usage by customers. However, the customer will be able to make calls and send SMS andhe/she will be charged for the same as per standard rates. [Link - http://bit.ly/standardcharges]
    - For Prepaid users, the data services have been barred to avoidany accidental usage by customers. However, for prepaid users opting for IR activation fee of Rs.98, the customer will be able to make calls and send SMS andhe/she will be charged for the same as per standard rates and the same shall be charges from the main account balance. [Link - http://bit.ly/standardcharges]

- There can be a mismatch on the International Roaming usage reported on the Airtel Thanks app and the generated bill for theuser later on, since bill is prepared as per actual usage reported by partner and it is not received real time, In case there is a difference of billing, customer is liable to pay based on billing details provided by partner operator

- International Roaming packs benefits are not applicable while calling local toll free numbers abroad. If acustomer tries calling such local toll free number abroad, he/she will be charged according to standard rates applicable in that country. For customers with company connections who buy the international roaming pack on their same company number by paying in advance, toll-free services are blocked.

- If customers have their International Roaming service active on their number without an International Roaming Pack and wish to prevent the use of Voice/Data/SMS serviceabroad, they can turn off data and should refrain from using Voice and SMS services. This is especially advised whentheir International Roaming services are active and an International Roaming pack is not taken.

- The benefits of all International Roaming Offers (which does not include in-flight benefits) mentioned in Appendices -1, 2, 3, are not applicable for premium rate Numbers / Maritime / Satellite / Ship Cruise or Immarsat. Please note that additional charges over and above the pack charges would accumulate if usage is done in any of the above scenarios.

- For customers having Prepaid SIMs from Assam, North East and J&K circles, International roaming benefits andservices will not work while abroad.

- SMS text length will be considered to be 160 characters

- All toll free numbers in India and in the country you are visiting, will be charged as per standard charges or pack charges.

- If there is any change in our international roaming plans MRP/Benefits/Rates and if you have not travelled after taking an international roaming pack; then we have a right to discontinue the pack as it will not be available on our platform anymore. However, we will inform you in due course of time.

- Please note that, due to government restrictions in Myanmar on data services for international roamers, data services included in the international roaming pack will not be available in Myanmar.

A. **POSTPAID**

- Customers can buy only one International Roaming pack in India.

- Postpaid customer can buy a new international roaming pack if he does not have any active international roaming pack.

- Postpaid customers, will have an option to buy additional High speed data top-up only when they reach international destination and their international roaming pack gets activated

- For Postpaid customers, roaming with 10 Days or 30 Days validity pack in any country has 100min/day (Incoming + outgoing) (Local+India) benefits. These minutes will be reset at 11:59 PM midnight of thelocal time of the country where first usage happened

- For postpaid customers, the validity of International Roaming Pack benefit works independent of the bill cycle of their postpaid bill plan back in India. In other words, the customers' bill cycle starts and end dates in India do not affect either the start or the end of the validity of their International roaming pack. The International roaming pack would get billed in the month in which it got activated.

- For Postpaid customers from UP East, Bihar, West Bengal and Orissa, data-service are not available in DominicanRepublic. If customers from these circles are planning to travel to Dominican Republic and take International Roaming pack, please be aware that any data benefits mentioned in the pack details are not applicable here.

B. **PREPAID**

- Once a prepaid customer is in International Raoming with an active pack, and buys an additional pack – He/She will be able to enjoyaccretive benefits of both packs. Data, Voice, SMS and Validity will be accretive in nature. Example if customer buys a 10 day 899 pack (1 GB data, 100 mins) and a 30 day 2998(5 GB data, 200 mins) pack then customer will be able to use – 6 GB data, 300 mins for the period of 40 days from date of activation of first pack.

- Total absolute validity by addition of multiple packs cannot exceed 730 days at any point of time.

- However, for the long duration pack, accretive nature will not be valid. For instance, Rs.4000 prepaid long duration IR pack, offering benefits for use in India as well as abroad, is activated upon recharge and remains valid for 365 days from the date of recharge.
    - If a customer purchases an additional IR pack (e.g., Rs.798 pack with benefits 2GB, 150 mins, 20 outgoing SMS) alongside Rs. 4000 pack (with benefits 5GB, 100 mins, 20 outgoing SMS), the customer will enjoy cumulative benefits (e.g., 7GB, 250mins, 40 SMS) for data, calls, and outgoing SMS while abroad. However, the validity of the 2 packs will not be added and validity of the longer duration pack would be applicable on the cumulative benefits. In this case, the validity Rs.4000 pack will be applicable on the cumulative benefits.
    - For pack benefits in India, if the user purchases any other prepaid pack over and above the Rs.4000 pack, the user will not get any accretive benefits in terms of data/calls/outgoing SMS/validity.

- For Prepaid Customers Outgoing voice is not available in Timor, Serbia, Isle of Mann, Guinea Bissau, Guinea, ElSalvador and Dominican Republic. If customers are planning to travel to these countries and take International Roaming pack, please be aware that Outgoing call benefits mentioned in the pack benefits are not applicable here.

# Section-4: Network, Credit Limit, Data Barring and Other Services

- Customers need not bother with manually selecting network when they land abroad as International Roaming packs are applicableacross all operators in the covered countries.

- Airtel bears no responsibility for the network quality of the select partner network service providers in the respective locations.

- Customer's credit limit is not monitored on real-time basis while he/she is in International roaming. The International Roaming usagedetails are dependent on international operators and are not available with Airtel in real-time. Hence, credit- limit as per Airtel is not applicable while in international roaming. Customers are advised to be aware of this fact while he/she is making usage with the International Roaming service being ON.

- For In-flight packs, the data speed primarily operates on 3G networks. However, please note that depending on various factors such as your device compatibility and the specific aircraft, the data speed may fluctuate and occasionally operate at 2G speeds.

- Data barring request to Airtel for local usage in India is different from data barring request for international roaming.
    - If a customer has engaged the Data barring service for local usage in India, it does not mean that data would remain barred after connecting to an International network. If International Roaming service is "On", the customer is free to consume Data in IR and accumulate charges irrespective of local Data barring service being active or inactive in India.
    - In case the customer wants to deactivate data services while on international roaming, the same needs to be done from the handset or disabling International Roaming service on Airtel Thanks App or by calling the customer care & specifically requesting data barring while on international roaming.

- If customer has requested and enabled data barring in International roaming, then it shall remain activated (irrespective of amount of time elapsed since enabling) till the customer specifically requests for deactivation of data barring. Even if the customer activates a pack while his/her International Roaming data barring is "on", the customer would not be able to use any data in roaming until the International Roaming data barring service is deactivated.

- 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/her number while in International Roaming or makes an outgoing call from his/her number, then it is not guaranteed that the number from whom he/she is receiving the call would be displayed or his/her number would be displayed correctly to the receiver.

- Video Calls feature provided by select international telecom service providers are NOT guaranteed on international roaming but might be successful in some networks. If successful, the consumption of video call minutes will be charged in a manner similar to voice calls.

- If call divert or VMS is active on a mobile number, then customers would be charged for both Incoming and outgoing minutes of the call duration as per divert conditions. If International Roaming pack is active, then both Outgoing and Incoming minutes would be consumed depending on the type of call made. **If customers plan to cancel the same, they may do so by dialing ##002# before leaving India network.**

## Section-5: T&C Applicability and Legality

- These Terms and Conditions shall constitute an agreement between Airtel and each customer and by subscribing to the Offer, customer accepts the same as binding upon him/her.

- The terms and conditions of usage of Airtel, so far as the same are not inconsistent with the present terms and conditions, continue to be applicable upon you as a user of the mobile services.

- Airtel will be entitled to postpone, suspend, modify or cancel the Offer or any aspect thereof, across the entire territories of service or any part thereof, at any time with or without notice, for any reason, including, but not limited to, acts of God, force majeure, technical difficulties, or any other reasons beyond Airtel's reasonable control. If Airtel suspends or cancels the Offer, all aspects of the Offer shall be null and void. Airtel will not be liable to compensate any customer for any postponement or cancellation or for any reason directly or indirectly arising out of this Offer.

- AIRTEL HAS NO LIABILITY WHATSOEVER IN RESPECT OF ANY CLAIMS OR DISPUTES AND ANY RESULTING DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, RELATING TO THE CUSTOMER AVAILING, NOT RECEIVING OR CUSTOMER'S USE OF THE OFFER.

- AIRTEL MAKES NO WARRANTIES OR REPRESENTATIONS WHATSOEVER IN RESPECT OF THE OFFER AND THE MOBILE SERVICES INCLUDING AS TO ITS FITNESS FOR ANY PARTICULAR PURPOSE, MERCHANTABILITY, QUALITY, AVAILABILITY, DISRUPTION OR ERROR FREE OPERATION.

- These Terms and Conditions shall constitute an agreement between Airtel and each customer and by subscribing to the Offer, customer accepts the same as binding upon him/her.

- Please note that the statements in these terms and conditions do not constitute any general representation from Airtel regarding Airtel's services or its availability. Airtel's network and the provisions of the Offeris available on an 'as is where is available' basis and Airtel makes no representation, guarantee or warranty regarding the availability, fitness for any specified purpose or error free operation of the network. Network availability may be affected due to various reasons including force majeure, acts ofgod, inclement weather, topographical/ geographic/ demographic factors, maintenance work, availability of interconnection with other networks, etc.

  Any dispute or claim (contractual or non-contractual) arising out of or in relation to this agreement,including disputes as to its formation, will be governed by and construed in accordance with Indian laws. Subject to the point above, Airtel and the customer submit to the exclusive jurisdiction of Courts at New Delhi alone.

## Section-6: Customer Protection Policies

- **Roam-without-fear**: In the event a customer does not activate any of the packs but travels to a pack- covered country with International Roaming service active and generates usage, then Airtel has the "Roam-without-Fear" construct to protect him/her from excessive charges. The initial charging shall happen as per standard rates. Once the usage exceeds the One-Day pack value for that country, Airtelautomatically applies the One Day pack with all its benefits to protect the customer from any further charges for the day.
  This application of One Day Pack shall be in respect of the specific day only. On the next day, the same principle applies again, i.e. standard charges applicable till threshold is reached followed by automatic application of One Day Pack. This option is advisable if the duration ofthe stay is very short.
  Postpaid "Roam-without-fear" pack will have a validity of 24 hours from the time it has beenapplied

- **International Roaming-Default Off-mode**: International Roaming (IR) service for all customers is "disabled" by default. Any customer who buys an international roaming pack would get his/her IR service enabled automatically.
  - Postpaid customers may also enable the IR service without taking a pack through Airtel Thank app orcall center to use the services abroad. However, in this case, the usage will be charged as per Standard rates [http://bit.ly/standardcharges]. Please check standard charges before making data usage.
  - Prepaid customers can enable IR service by purchasing an International roaming pack. Additionally, Prepaid user can also activate IR service by paying a service activation fee of Rs.98 by visiting Airtel Thanks App. https://www.airtel.in/ir-packs/

  IR service (not to be confused with IR pack) once enabled will remain activated till explicitlydisabled through Airtel Thanks App or Call center.

- **Auto Renewal on International Roaming Packs-Default Off-mode**: Auto renewal on international roaming for all postpaid customers is "disabled" by default. Any customer who wishes to enable auto renewal can do so via Airtel Thanks App while either purchasing the pack or by visiting https://i.airtel.in/ir_autorenew3
  Auto renewal is not applicable on standalone in-flight roaming packs.

- During IR pack usage in prepaid if a customer exhausts the high speed data quota available in the chosen pack, the data usage would be blocked immediately to avoid any further accidental usage. During In-flight roaming pack usage forboth prepaid and postpaid, if a customer exhausts the high speed data quota available in the chosen in-flight pack, the data usage would be blocked immediately to avoid any further accidental usage. If customer wishes to use data for the rest of the validity, data top-up packs can be purchased in case of International Roaming pack or new pack could be purchased in case of in-flight packs.

- **Data Blocking (Pack unavailable countries):** For countries where Airtel roaming packs are not available, the data services have been blocked to avoid any accidental usage. However, customers willbe able to make calls and send SMS and will be charged for the same as per standard rates [http://bit.ly/standardcharges].

- **Usage Tracking on Airtel Thanks App:** Data, Voice and SMS Usage can be tracked on Airtel Thanks App.Data usage will be available near real time but voice/SMS usage update can have a delay of up to 4 hours. So, customers are advised to take this delay into due consideration while viewing their voice andSMS usages on Airtel Thanks App.

- **Consumption Alerts**: Postpaid Customers will get alerts through SMS at 50%, 90%, and 100%consumption of their pack data quota. Prepaid Customers will get alerts through SMS at 50%, 80%, and 100%consumption of their pack data quota.

# Section-7: Airtel International Roaming Pack Detail

## Appendix-1: Postpaid :

### 7.1.1: Postpaid Packs

| Postpaid | Pack Details | | | | | Rates post pack benefits |
|---|---|---|---|---|---|---|
| Validity | 1 | 10 | 30 | 90 | 365 | |
| Rental | Rs.648 | Rs.2999 | Rs.3999 | Rs.5999 | Rs.14999 | |
| Data | Unlimited (high-speed - 1GB) | Unlimited (high-speed - 10GB) | Unlimited (high-speed - 30GB) | Unlimited (high-speed - 40GB) | Unlimited (high-speed - 40GB) | Throttles to 80kbps |
| Calls (Outgoing + Incoming) (local + India) | 100 mins | 100mins/day | 100mins/day | 900 mins | 3000mins | Rs.10/min |
| SMS | Outgoing SMS - 10 | Outgoing SMS - 20 | Outgoing SMS - 20 | Outgoing SMS - 100 | Outgoing SMS - 100 | Rs.5/SMS |
| Other Benefits | - | - | In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS | In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS | In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS | Block |
| International Calls | Rs.45 | Rs.45 | Rs.45 | | Rs.45 | Rs.45/min |

\* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

### 7.1.2 Postpaid Data Top-ups

| Postpaid | Pack Details | Rates post pack benefits |
|---|---|---|
| Validity | Till roaming pack validity | |
| Rental | Rs.699 | |
| Data | High-speed - 2GB | Throttles at 80kbps |
| Calls (Outgoing + Incoming) (local + India) | - | Rs.10/min |
| SMS | - | Rs.5/SMS |
| Other Benefits | - | Block |
| International Calls (Rs./min) | Rs.45 | Rs.45/min |

\* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

### 7.1.3 Postpaid Exclusive Pack on MakeMyTrip

| | |
|---|---|
| Validity (days) | 10 Days |
| Rental | Rs.2999 |
| Data | 6 GB |
| Calls (Outgoing + Incoming) (local + India) | 110 mins/day |
| SMS | 20 |
| Rates Post Pack Benefits (During the pack validity) | |
| Data | Throttles at 80kbps |
| Calls (Outgoing + Incoming) (local + India) (Rs./min) | Rs.10 |
| International Calls (Rs./min) | Rs.45 |
| SMS (Rs./SMS) | Rs.5 |

### 7.1.4 Postpaid In-flight Packs

| Validity | 24 Hours | 24 Hours | 24 Hours |
|---|---|---|---|
| Rental | Rs.195 | Rs.295 | Rs.595 |
| Data | 250 MB | 500 MB | 1 GB |
| Outgoing Calls | 100 mins | 100 mins | 100 mins |
| Outgoing SMS | 100 | 100 | 100 |
| **Rates Post Pack Benefits (During the pack validity)** | | | |
| Data | Block | Block | Block |
| Calls | Block | Block | Block |
| SMS | Block | Block | Block |

## Appendix 2: Prepaid

### 7.2.1 Prepaid Packs

| Prepaid | Pack Details | | | | | | Data Top-up | Rates post pack benefits |
|---|---|---|---|---|---|---|---|---|
| Validity | 1 | 5 | 10 | 30 | 365 | 28 | Valid till IR pack validity | |
| Rental | Rs.648 | Rs.798 | Rs.1098 | Rs.2998 | Rs.4000 | Rs.98 | Rs.699 | |
| Data | 1GB | 2GB | 3GB | 10GB | 5GB | Standard charges | 2GB | Block |
| Calls (Outgoing + Incoming) (local + India) | 100 mins | 150 mins | 200 mins | 300 mins | 100 mins | Standard charges | - | Rs.10/min |
| SMS | Incoming SMS - Free; Outgoing SMS - 10 | Incoming SMS - Free; Outgoing SMS - 20 | Incoming SMS - Free; Outgoing SMS - 20 | Incoming SMS - Free; Outgoing SMS - 20 | Incoming SMS - Free; Outgoing SMS - 100 | Incoming SMS - Free; Outgoing SMS - Standard charges | - | Rs.5/SMS |
| Other Benefits | - | - | - | In-flight benefits : 250MB, 100mins Outgoing calls, 100 outgoing SMS | India Benefits : 1.5GB/day, Unlimited local calls, 100 SMS/day | - | - | Block |
| International Calls (Rs./min) | Rs.45 | Rs.45 | Rs.45 | Rs.45 | Rs.45 | - | Rs.45/min | Rs.45/min |

* Pack Details are w.e.f 0:00 hrs, 25th April 2025 for PAN India

### 7.2.1 Prepaid data top-up

| Prepaid | Pack Details | Rates post pack benefits |
|---|---|---|
| Validity | Till roaming pack validity | |
| Rental | Rs.699 | |
| Data | High-speed - 2GB | Block |
| Calls (Outgoing + Incoming) (local + India) | - | Rs.10/min |
| SMS | - | Rs.5/SMS |
| Other Benefits | - | Block |
| International Calls (Rs./min) | Rs.45 | Rs.45/min |

* Pack Details are w.e.f 0:00 hrs, 24th April 2025 for PAN India

### 7.1.5 Prepaid Exclusive Pack on MakeMyTrip

| | |
|---|---|
| Validity (days) | **10 Days** |
| Rental | Rs.2999 |
| Data | 6 GB |
| Calls (Outgoing + Incoming) (local + India) | 110 mins/day |
| SMS | 20 |
| **Rates Post Pack Benefits (During the pack validity)** | |
| Data | Block |
| Calls (Outgoing + Incoming) (local + India) (Rs./min) | Rs.10 |
| International Calls (Rs./min) | Rs.45 |
| SMS (Rs./SMS) | Rs.5 |

### 7.1.6 Prepaid In-flight Packs

| Validity | 24 Hours | 24 Hours | 24 Hours |
|---|---|---|---|
| Rental | Rs.196 | Rs.295 | Rs.595 |
| Data | 250 MB | 500 MB | 1 GB |
| Outgoing Calls | 100 mins | 100 mins | 100 mins |
| Outgoing SMS | 100 | 100 | 100 |
| **Rates Post Pack Benefits (During the pack validity)** | | | |
| Data | Block | Block | Block |
| Calls | Block | Block | Block |
| SMS | Block | Block | Block |

## Appendix 4: International Roaming Pack Covered Countries

| Covered Countries | | | | | | | |
|---|---|---|---|---|---|---|---|
| Afghanistan | Brazil | Dominican Republic | Guinea Bissau | Latvia | Nauru | Rwanda | Tanzania |
| Albania | British Virgin Islands | Ecuador | Guyana | Lesotho | Namibia | Samoa | Tchad |
| Algeria | Brunei | Egypt | Haiti | Liberia | Nepal | Saudi Arabia | Thailand |
| Andorra | Bulgaria | El Salvador | Honduras | Liechtenstein | Netherlands | Senegal | Timor |
| Anguilla | Burkina Faso | Estonia | Hong Kong | Lithuania | Netherlands Antilles | Serbia | Tonga |
| Antigua & Barbuda | Burundi | Ethiopia | Hungary | Luxembourg | New Zealand | Seychelles | Trinidad |
| Argentina | Cambodia | Faroe Islands | Iceland | Macau | Nicaragua | Sierra Leone | Tunisia |
| Armenia | Cameroon | Fiji | Indonesia | Macedonia | Niger | Singapore | Turkey |
| Aruba | Canada | Finland | Iran | Madagascar | Nigeria | Slovak Republic | Turks & caicos |
| Australia | Cape Verde | France | Iraq | Malawi | Norway | Slovenia | UAE |
| Austria | Cayman Islands | French West Indies | Ireland | Malaysia | Oman | South Africa | Uganda |
| Azerbaijan | Central African Republic | Gabon | Isle of Mann | Maldives | Palestine | South Sudan | Ukraine |
| Bahamas | Chile | Gambia | Israel | Mali | Panama | Spain | United Kingdom |
| Bahrain | China | Georgia | Italy | Malta | Papua New Guinea | Sri Lanka | Uruguay |
| Bangladesh | Colombia | Germany | Jamaica | Mauritius | Paraguay | St Lucia | USA |
| Barbados | Congo | Ghana | Japan | Mexico | Peru | St. Kitts & Nevis | Uzbekistan |
| Belarus | Costa Rica | Gibraltar | Jersey | Moldova | Phillipines | St. Vincent & the Grenadines | Vanuatu |
| Belgium | Cote D'Ivoire | Greece | Jordan | Monaco | Poland | Sudan | Vietnam |
| Benin | Croatia | Greenland | Kazakhstan | Mongolia | Portugal | Suriname | Yemen |
| Bermuda | Cyprus | Grenada | Kenya | Montenegro | Puerto Rico | Swaziland | Zambia |
| Bhutan | Czech Republic | Guam | Korea | Montserrat | Qatar | Sweden | Zimbabwe |
| Bolivia | Democratic Republic of Congo | Guatemala | Kuwait | Morocco | Reunion Island | Switzerland | |
| Bosnia & Herzegovina | Denmark | Guernsey | Kyrgyz Republic | Mozambique | Romania | Taiwan | |
| Botswana | Dominica | Guinea | Lao | Myanmar | Russia | Tajikistan | |

## Appendix 5: Telecom Partners

| List of Telecom Partners | | | |
|---|---|---|---|
| Country | Telecom Partner | Country | Telecom Partner |
| Afghanistan | AWCC | Kazakhstan | Mobitel |
| Afghanistan | Etisalat | Kazakhstan | Kcell |
| Afghanistan | MTN | Kazakhstan | Tele2 |
| Afghanistan | TDCA | Kenya | Airtel |
| AIR | AeroMobile AS | Kiribati | Vodafone |
| Albania | One Albania/AMC | Korea | KT Corporation |
| Albania | Vodafone | Korea | SK Telecom |
| Algeria | ATM Mobilis | Kosovo | Monaco Telecom |
| Algeria | Djezzy | Kuwait | STC |
| Algeria | Ooredoo | Kuwait | Zain |
| Angola | Movicel | Kuwait | Ooredoo |
| Angola | Unitel | Kyrgyz Republic | Sky Mobile |
| Anguilla | FLOW /C&W | Kyrgyz Republic | Nur Telecom |
| Antigua & Barbuda | FLOW /C&W | Lao | ETL |
| Argentina | Claro | Lao | Lao Telecommunication |
| Argentina | Telefonica / O2 | Latvia | Bite |
| Argentina | Telecom Personal | Latvia | Latvijas Mobilais |
| Armenia | Team Telecom/Armentel | Latvia | Tele2 |
| Armenia | Ucom | Lebanon | Alfa |
| Armenia | Viva-MTS/Vivacell | Lebanon | Touch |
| Aruba | SETAR | Lesotho | Vodacom |
| Australia | Telstra Limited | Liberia | Orange |
| Australia | Vodafone | Liberia | Lonestar Communications |
| Australia | Optus | Libya | Al Madar |
| Austria | A1 Telekom | Liechtenstein | Salt / Orange |
| Austria | T-Mobile | Liechtenstein | Mobilcom |
| Austria | Three Austria | Lithuania | Bite Lithuanian |
| Azerbaijan | Bakcell | Lithuania | Telia Lietuva |
| Azerbaijan | Azercell Telecom | Lithuania | UAB Tele2 |
| Bahamas | BTC | Luxembourg | Tango |
| Bahrain | STC | Luxembourg | POST |
| Bahrain | Zain | Luxembourg | Orange |
| Bahrain | Bahrain | Macau | CTM |
| Bangladesh | Robi Axiata | Macau | SmarTone Mobile |
| Bangladesh | Grameenphone | Macau | Hutchison Telephone |
| Bangladesh | Banglalink | Macedonia | A1 / VIP |
| Barbados | FLOW/C&W | Macedonia | Makedonski Telekom |
| Belarus | Unitary enterprise A1 | Madagascar | Airtel |
| Belarus | life | Malawi | Airtel |
| Belgium | ORANGE | Malaysia | U Mobile |
| Belgium | Proximus/Belgacom | Malaysia | Celcom Axiata Berhad |
| Belgium | Telenet/Base | Malaysia | Maxis Broadband |

| | | | |
|---|---|---|---|
| Benin | Moov/Etisalat | Malaysia | Digi Telecommunications |
| Benin | Spacetel/Areeba/MTN | Maldives | Dhiraagu |
| Bhutan | B-Mobile | Mali | Orange |
| Bhutan | Tashi | Malta | Epic / Vodafone |
| Bolivia | Entel | Malta | GO Mobile |
| Bolivia | Nuevatel | Malta | Melita |
| Bosnia & Herzegovina | BH Telecom | Mauritius | Emtel |
| Bosnia & Herzegovina | HT Eronet | Mauritius | MTML |
| Botswana | BTC | Mauritius | Cellplus |
| Botswana | Mascom Wireless | Mayotte | Outremer Télécom |
| Botswana | Orange | Mexico | Telefonica / O2 |
| Brazil | Claro Brazil | Mexico | Telcel/Telefonica |
| Brazil | Vivo | Moldova | Moldcell |
| Brazil | TIM | Moldova | Orange |
| British Virgin Islands | FLOW /C&W | Monaco | Monaco Telecom |
| Brunei | UNN | Mongolia | MobiCom Corporation LLC |
| Brunei | B Mobile | Mongolia | Unitel LLC |
| Brunei | DST | Montenegro | One |
| Bulgaria | A1 Bulgaria | Montenegro | MTEL |
| Bulgaria | Vivacom | Montserrat | FLOW /C&W |
| Bulgaria | Yettel | Morocco | Maroc Telecom |
| Burkina Faso | Moov/Onatel | Morocco | Orange Maroc |
| Burkina Faso | Orange | Namibia | MTC |
| Burundi | Lacell | Namibia | TN Mobile |
| Cambodia | Cellcard | Nepal | Ncell Axiata/Spice |
| Cambodia | Viettel/Metfone | Nepal | Nepal Telecom |
| Cambodia | Smart Axiata | Netherlands | KPN |
| Cameroon | Orange | Netherlands | T-Mobile |
| Canada | Bell Mobility | Netherlands | Vodafone |
| Canada | Rogers Communications | New Caledonia | OPT |
| Canada | Sasktel | New Zealand | Spark / Telecom New Zealand |
| Canada | TELUS | New Zealand | Two Degrees |
| Canada | Videotron | New Zealand | One NZ |
| Cape Verde | CVMovel | Nicaragua | Enitel |
| Cayman Islands | FLOW Cayman | Nicaragua | Tigo / Columbia Movil |
| Central African Republic | Orange | Niger | Airtel |
| Chile | Entel | Nigeria | Airtel |
| Chile | Telefonica / O2 | Northern Mariana Islands | IT&E |
| China | China Mobile | Norway | Telenor |
| China | China Unicom | Norway | Telia |
| Colombia | Claro | Norway | Telia Norge |
| Colombia | Telefonica / O2 | Norway | ICE |
| Colombia | Tigo | Oman | Omantel |
| Congo | Airtel Congo B | Oman | Ooredoo |
| Cook Islands | Telekom Cook/ Vodafone | Palestine | Jawwal |
| Costa Rica | ICE | Palestine | Ooredoo |

| | | | |
|---|---|---|---|
| Costa Rica | Claro | Panama | Cable & Wireless |
| Costa Rica | LIBERTY/Telefonica | Panama | Claro |
| Cote D'Ivoire | MTN | Panama | Tigo / Telemovil |
| Cote D'Ivoire | Orange | Papua New Guinea | Telikom / Bemobile |
| Croatia | Hrvatski Telekom/ T-Mobile | Paraguay | Claro |
| Croatia | Telemach / Tele2 | Paraguay | Núcleo |
| Croatia | A1 Hrvatska | Paraguay | Tigo |
| Cuba | Cubacel | Peru | Claro |
| Cyprus | Epic | Peru | Entel |
| Cyprus | PrimeTel PLC | Peru | Telefonica / O2 |
| Czech Republic | Vodafone | Phillipines | Globe Telecom |
| Czech Republic | O2 | Phillipines | Smart |
| Democratic Republic of Congo | Airtel | Poland | Orange |
| Denmark | Nuuday / TDC | Poland | PLAY |
| Denmark | Telia | Poland | Plus / Polkomtel |
| Denmark | Three / Hi3G | Portugal | MEO |
| Denmark | Telenor | Portugal | NOS Communications |
| Djibouti | Djibouti Telecom | Portugal | Vodafone |
| Dominica | FLOW /C&W | Puerto Rico | Claro |
| Dominican Republic | Altice / Orange | Qatar | Ooredoo |
| Dominican Republic | Claro | Qatar | Vodafone |
| Ecuador | Telefonica / O2 | Reunion Island | SRR |
| Egypt | Etisalat | Romania | Digi |
| Egypt | Orange | Romania | Orange |
| Egypt | Vodafone | Romania | Telekom |
| El Salvador | CTE Telecom Personal | Romania | Vodafone |
| El Salvador | Telefonica / O2 | Russia | OJSC Vimpelcom Beeline |
| El Salvador | Tigo / Telemovil | Russia | Tele2 |
| Equatorial Guinea | GETESA | Russia | MTS |
| Estonia | Elisa | Russia | Megafon |
| Estonia | Telia | Rwanda | Airtel |
| Estonia | Tele2 | Saudi Arabia | Mobily |
| Ethiopia | Ethio Telecom / ETC | Saudi Arabia | STC |
| Ethiopia | Safaricom | Saudi Arabia | Zain |
| Faroe Islands | Foroya Tele / Faroese | Senegal | Free |
| Faroe Islands | Nema / Kall | Senegal | Orange |
| Fiji | Vodafone | Serbia | Telekom Srbija |
| Finland | DNA | Serbia | Yettel |
| Finland | Elisa | Seychelles | Airtel |
| Finland | Telia | Sierra Leone | Comium |
| France | Bouygues Télécom | Sierra Leone | Orange |
| France | Free Mobile | Sierra Leone | Qcell |
| France | Orange | Singapore | M1 |
| France | SFR | Singapore | StarHub |
| French Polynesia | Onati | Slovak Republic | Slovak Telekom |
| French West Indies | Outremer Télécom | Slovak Republic | Orange Slovakia |

| | | | |
|---|---|---|---|
| French West Indies | Orange | Slovenia | A1 |
| Gabon | Airtel | Slovenia | Telemach |
| Georgia | Mobitel/Beeline | Slovenia | Telekom |
| Georgia | Silknet JSC / Geocell | Somalia | Golis Telecom |
| Germany | Telekom Deutschland | Somalia | Telesom Company |
| Germany | Vodafone | South Africa | Cell C |
| Germany | Telefónica | South Africa | MTN |
| Ghana | AirtelTigo | South Africa | Telkom |
| Ghana | MTN | South Africa | Vodacom |
| Ghana | Vodafone | Spain | Orange |
| Gibraltar | Gibtelecom | Spain | Telefónica Móviles |
| Greece | NOVA / Tim / Wind | Spain | Vodafone |
| Greece | Vodafone | Spain | Xfera Móviles |
| Greece | COSMOTE | Sri Lanka | Airtel |
| Greenland | Tusass / Tele Greenland | Sri Lanka | Dialog Axiata |
| Grenada | FLOW /C&W | Sri Lanka | Hutch |
| Guam | IT&E | Sri Lanka | Mobitel |
| Guam | Pulse | St Lucia | FLOW /C&W |
| Guatemala | Claro | St. Kitts & Nevis | FLOW /C&W |
| Guatemala | Tigo | St. Vincent & the Grenadines | FLOW /C&W |
| Guatemala | Telefonica | Sudan | MTN |
| Guinea | Orange | Sudan | Sudatel |
| Guinea Bissau | MTN | Sudan | Zain |
| Guinea Bissau | Orange Bissau | Suriname | Telesur |
| Guyana | GTT | Swaziland | Swazi MTN Limited |
| Honduras | Claro | Sweden | Three / Hi3G |
| Honduros | Tigo | Sweden | Tele2 AB |
| Hong Kong | China Mobile | Sweden | Telenor |
| Hong Kong | HKT | Sweden | Telia Company |
| Hong Kong | SmarTone Mobile | Switzerland | Salt / Orange |
| Hungary | Magyar Telekom Nyrt./ T-Mobile | Switzerland | Sunrise LLC |
| Hungary | Vodafone | Switzerland | Swisscom |
| Hungary | Yettel / Globul | Syria | Syriatel |
| Iceland | Nova | Syria | MTN |
| Iceland | Síminn / Landssiminn | Taiwan | Chunghwa Telecom |
| Iceland | Viking Wireless | Taiwan | Taiwan Mobile |
| Iceland | Vodafone | Taiwan | Taiwan Star |
| Indonesia | XL Axiata | Tajikistan | Indigo |
| Indonesia | Telkomsel | Tajikistan | Babilon - M |
| Indonesia | XL Axiata | Tanzania | Airtel |
| Indonesia | Hutchison | Tchad | Airtel |
| Iran | MCI | Thailand | DTAC |
| Iran | MTN Irancell | Thailand | AWN |
| Iraq | Asiacell | Thailand | AIS |
| Iraq | Zain | Timor | Telkomcel |
| Iraq | Zain / Atheer | Togo | Togo Telecom |

| Country | Operator | Country | Operator |
|---------|----------|---------|----------|
| Ireland | Meteor | Tunisia | Ooredoo |
| Ireland | Vodafone | Tunisia | Tunisie Telecom |
| Ireland | Three | Tunisia | Orange |
| Isle of Mann | Manx Telecom | Turkey | Turkcell |
| Isle of Mann | FLOW /C&W | Turkey | Vodafone |
| Israel | Cellcom | Turkmenistan | BCTI |
| Israel | Partner Communications | Turkmenistan | TMCELL |
| Israel | Pelephone | Turks & caicos | FLOW /C&W |
| Israel | Hot Mobile Ltd. | UAE | DU |
| Italy | ILIAD | UAE | Etisalat |
| Italy | Vodafone | Uganda | Airtel |
| Italy | WINDTRE | Ukraine | Vodafone |
| Italy | TIM | Ukraine | Kyivstar |
| Jamaica | FLOW /C&W | Ukraine | lifecell |
| Japan | NTT DOCOMO | United Kingdom | Cable & Wireless |
| Japan | SoftBank Corp. | United Kingdom | Vodafone |
| Jersey | Airtel | United Kingdom | Telefonica / O2 |
| Jordan | Orange | United Kingdom | Hi3G / Three |
| Jordan | Umniah Mobile Company | Uruguay | Antel |
| Jordan | Zain | Uruguay | Claro |
| | | Uruguay | Telefonica / O2 |
| | | USA | Manx Telecom |
| | | USA | Verizon |
| | | USA | T-Mobile |
| | | Uzbekistan | Ucell |
| | | Uzbekistan | UzMobile |
| | | Uzbekistan | Unitel |
| | | Vanuatu | Vodafone |
| | | Venezuela | Corporacion Digitel |
| | | Vietnam | Mobifone |
| | | Vietnam | Vietnamobile |
| | | Vietnam | Vinaphone |
| | | Vietnam | Viettel Group |
| | | Yemen | Spacetel |
| | | Zambia | Airtel |
| | | Zimbabwe | Telecel |

## Appendix 6: Covered Flights For In-Flight Packs

| AIRLINES | SERVICES PROVIDED | FLEET | ROUTES |
|---|---|---|---|
| Aer Lingus | Data & SMS | A330 Aircraft | Scheduled Routes: Ireland and Orlando, Chicago, Boston, San Francisco, Washington DC, Newark, Los Angeles, Miami, Seattle, New York and Toronto. |
| Asiana Airlines | Voice, Data & SMS | A350 Aircraft | Scheduled Routes : Seoul hub to China, Japan, Philippines, Singapore and the United States. |
| Biman Bangladesh Airlines | Voice, Data & SMS | B787 Aircraft | Scheduled Routes: Global destinations from its Dhaka hub. |
| Cathey Pacific | Data & SMS | A350 Aircraft | Scheduled Routes: Cathay Pacific's Hong Kong hub to destinations including Bangkok, Singapore, Osaka and other long-haul destinations. |
| Egyptair | Voice, Data & SMS | B787 Aircraft | Scheduled Routes: To Europe , USA, Canada, South Africa and Asia. |
| Emirates | Voice, Data & SMS | B777 Aircraft | Scheduled Routes: To and from Dubai. |
| Etihad Airways | Voice, Data & SMS | A350 Aircraft, B777 Aircraft, B787 Aircraft, | Scheduled Routes: To and from Abu Dhabi. |
| Eva Air | Data & SMS | B777 Aircraft | Scheduled Routes: To and from Taipei, New York, Los Angeles and Vietnam. |
| Kuwait Airways | Voice, Data & SMS | B777 Aircraft | Scheduled Routes: From Kuwait International Airport to various long-haul destinations. |
| Lufthansa | Data & SMS | A330 Aircraft, A340 Aircraft, A350 Aircraft, A380 Aircraft, B747 Aircraft | Scheduled Routes: Munich and Frankfurt hubs. |
| Malaysia Airlines | Voice, Data & SMS | A350 Aircraft | Scheduled Routes: To and from London Heathrow, Japan (Narita International Airport) and Hong Kong from their hub in Kuala Lumpur. |
| SAS Scandinavian Airlines | Voice, Data & SMS | A330 Aircraft | Scheduled Routes: Domestic Scandinavian routes and long haul flights to USA, Hong Kong, China and Japan. |
| Singapore Airlines | Data & SMS | A350 Aircraft, B777 Aircraft, B787 Aircraft | Scheduled Routes: To and from Singapore including London Heathrow, Hong Kong, Australia and Tokyo. |
| Swiss International Airlines | Voice, Data & SMS | A330 Aircraft, A340 Aircraft, B777 Aircraft | |
| TAP Air Portugal | Voice, Data & SMS | A330 Aircraft | Scheduled Routes: To South and Central America including; Brazil, El Salvador and Mexico. |
| Turkish Airlines | Data & SMS | A330 Aircraft, A350 Aircraft, B777 Aircraft, B787 Aircraft | Scheduled Routes: From Turkish Airlines Istanbul hub to various long-haul destinations. |
| Uzbekistan Airways | Voice, Data & SMS | B787 Aircraft | Scheduled Routes: To destinations including Europe, Asia and USA. |
| Air Beligium | Voice, Data & SMS | A330neo | Scheduled Routes: Mauritius and Curacao via Punta Cana |
| ITA Airways | Voice, Data & SMS | A330 Aircraft | Scheduled Routes: To destinations including New York from ITA Airways' hub airports Rome Fiumicino and Milan Linate. |

*Covered Airlines, Fleets and routes are subject to change