

Airtel India – Comprehensive Plans, Policies & Services Guide

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SECTION 1: COMPANY OVERVIEW

Bharti Airtel Limited, commonly known as Airtel, is one of India's leading integrated telecommunications companies. Founded in 1995 by Sunil Bharti Mittal, Airtel has grown to become one of the largest mobile network operators in the world, serving over 380 million subscribers across India. Airtel operates across multiple business segments including mobile services, broadband (Airtel Xstream Fiber), digital television (Airtel Digital TV / Airtel Xstream), and enterprise solutions (Airtel Business).

Airtel's network infrastructure covers all 22 telecom circles across India, offering 4G LTE services in over 500,000 towns and villages, and has been rapidly expanding its 5G Plus network across major metropolitan cities including Delhi, Mumbai, Bengaluru, Chennai, Hyderabad, Kolkata, Pune, Jaipur, Lucknow, and Ahmedabad. As of 2026, Airtel 5G Plus covers over 5,000 cities and towns across India.

Airtel's customer-first approach is reflected in its wide range of plans tailored to every budget and usage pattern. Whether you are a light user who primarily makes voice calls, or a heavy data consumer who streams content and works remotely, Airtel has a plan designed specifically for you.

SECTION 2: PREPAID MOBILE PLANS

Airtel offers a comprehensive range of prepaid plans catering to diverse customer needs. All prepaid plans include access to Airtel 5G Plus network in supported areas at no extra cost. Below is a detailed breakdown of all available prepaid plans.

2.1 Popular Prepaid Plans

Airtel Smart Recharge – ₹199 Plan

- **Validity:** 28 days
- **Data:** 1.5 GB per day (total 42 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Free Airtel Thanks benefits including free Hellotunes, Wynk Music subscription, and access to Airtel Xstream Play mobile-only content
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy of 60 GB applies)
- **Best For:** Regular users who need a balanced mix of data and calling
- **Auto-renewal:** Available via Airtel Thanks app

Airtel Smart Recharge – ₹249 Plan

- **Validity:** 28 days
- **Data:** 2 GB per day (total 56 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Free Airtel Thanks benefits, Wynk Music, Apollo 24/7 Circle (3-month free trial), Amazon Prime Mobile Edition (28-day trial)
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy of 80 GB applies)
- **Best For:** Moderate data users who enjoy streaming content on mobile

Airtel Smart Recharge – ₹299 Plan

- **Validity:** 28 days
- **Data:** 2.5 GB per day (total 70 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Disney+ Hotstar Mobile subscription (28 days), Airtel Xstream Play Premium, Wynk Music, Apollo 24/7 Circle, Free Hellotunes
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy of 100 GB applies)
- **Best For:** Entertainment enthusiasts and heavy data users

Airtel Unlimited Max – ₹449 Plan

- **Validity:** 56 days
- **Data:** 3 GB per day (total 168 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Disney+ Hotstar Mobile subscription, Amazon Prime Mobile Edition, Airtel Xstream Play Premium, Wynk Music, Apollo 24/7 Circle (6-month trial)
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy of 200 GB applies)
- **Best For:** Users looking for long-validity plans with premium entertainment bundles

Airtel Unlimited Max – ₹599 Plan

- **Validity:** 84 days

- **Data:** 2 GB per day (total 168 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Disney+ Hotstar Mobile, Wynk Music, Apollo 24/7 Circle (3-month trial)
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy of 180 GB applies)
- **Best For:** Budget-conscious users who want long validity

2.2 Budget-Friendly Prepaid Plans

Airtel Value Plan – ₹99 Plan

- **Validity:** 28 days
- **Data:** 500 MB total (no daily limit)
- **Voice Calls:** Unlimited local and national calls to all networks (fair usage: 1,000 minutes)
- **SMS:** 100 SMS for the entire validity
- **Additional Benefits:** Hellotunes
- **Best For:** Light users who primarily make calls with minimal data usage

Airtel Value Plan – ₹149 Plan

- **Validity:** 28 days
- **Data:** 1 GB per day (total 28 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Wynk Music, Hellotunes
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy of 30 GB applies)
- **Best For:** Light-to-moderate users looking for an affordable daily data plan

Airtel Minimum Recharge – ₹79 Plan

- **Validity:** 28 days
- **Data:** No data included
- **Voice Calls:** Unlimited local and national calls to all networks (fair usage: 1,000 minutes)
- **SMS:** No SMS included
- **Best For:** Users who only need voice calling without data or SMS

2.3 Annual / Long-Validity Prepaid Plans

Airtel Annual Plan – ₹2,999 Plan

- **Validity:** 365 days
- **Data:** 2 GB per day (total 730 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Disney+ Hotstar Mobile subscription (1 year), Amazon Prime Mobile Edition (1 year), Airtel Xstream Play Premium, Wynk Music, Apollo 24/7 Circle (1-year subscription), Shaw Academy (1-year access)
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy applies)
- **Best For:** Users who want the best value with annual validity and maximum entertainment

Airtel Semi-Annual Plan – ₹1,799 Plan

- **Validity:** 180 days
- **Data:** 2 GB per day (total 360 GB)
- **Voice Calls:** Unlimited local and national calls to all networks
- **SMS:** 100 SMS per day
- **Additional Benefits:** Disney+ Hotstar Mobile (6 months), Wynk Music, Apollo 24/7 Circle (6-month trial)
- **5G Data:** Unlimited 5G data in 5G coverage areas (fair usage policy applies)
- **Best For:** Users looking for half-year validity with generous data

2.4 Data Top-Up / Add-On Packs

Data Add-On – ₹19 Pack

- **Data:** 1 GB (no daily limit, valid until plan expiry)
- **Note:** Can be purchased multiple times

Data Add-On – ₹49 Pack

- **Data:** 3 GB (no daily limit, valid until plan expiry)

Data Add-On – ₹98 Pack

- **Data:** 6 GB (no daily limit, valid until plan expiry)

Night Data Pack – ₹25 Pack

- **Data:** 5 GB (valid 12:00 AM to 6:00 AM only, valid for 28 days)

Weekend Data Rollover Pack – ₹39 Pack

- **Data:** Unused weekday data rolls over to the weekend (Saturday and Sunday). Valid for 28 days.

SECTION 3: POSTPAID MOBILE PLANS

Airtel Postpaid plans, branded as "Airtel Infinity," offer premium experiences with no daily data limits, international roaming benefits, and bundled OTT subscriptions. Postpaid users also receive priority customer service through a dedicated helpline.

3.1 Individual Postpaid Plans

Airtel Infinity – ₹399 Plan

- **Data:** 40 GB per month (post-limit speed reduced to 64 Kbps)
- **Voice Calls:** Unlimited local, STD, and national roaming calls
- **SMS:** 100 SMS per day
- **Rollover Data:** Up to 200 GB data can roll over to the next month
- **Additional Benefits:** Airtel Xstream Play Premium subscription, Wynk Music, Apollo 24/7 Circle (free), Hellotunes
- **International Roaming:** Available as an add-on starting ₹196/day in select countries
- **5G Data:** Unlimited 5G data in coverage areas (fair usage: 60 GB)
- **Best For:** Individual users who want hassle-free billing with moderate data needs

Airtel Infinity – ₹599 Plan

- **Data:** 75 GB per month (post-limit speed reduced to 64 Kbps)
- **Voice Calls:** Unlimited local, STD, and national roaming calls
- **SMS:** 100 SMS per day
- **Rollover Data:** Up to 200 GB data can roll over to the next month
- **Additional Benefits:** Disney+ Hotstar Mobile, Amazon Prime Video Mobile Edition, Airtel Xstream Play Premium, Wynk Music, Apollo 24/7 Circle
- **International Roaming:** ₹196/day pack available for 35+ countries
- **5G Data:** Unlimited 5G data (fair usage: 100 GB)
- **Best For:** Heavy data users who want premium entertainment bundles

Airtel Infinity – ₹999 Plan

- **Data:** 150 GB per month (post-limit speed reduced to 128 Kbps)
- **Voice Calls:** Unlimited local, STD, and national roaming calls
- **SMS:** 100 SMS per day
- **Rollover Data:** Up to 500 GB data can roll over to the next month
- **Additional Benefits:** Netflix (Mobile Plan), Disney+ Hotstar Super, Amazon Prime (full), Airtel Xstream Play Premium, Wynk Music, Apollo 24/7 Circle, Shaw Academy (1-year access)
- **International Roaming:** Complimentary pack covering 35+ countries (data limit of 500 MB/day while roaming)
- **5G Data:** Unlimited 5G data (fair usage: 200 GB)
- **Handset Protection:** Free screen damage protection worth ₹5,999 (1 claim per year)
- **Priority Service:** Dedicated relationship manager and priority customer care
- **Best For:** Premium users who want the best of everything

Airtel Infinity – ₹1,599 Plan

- **Data:** Unlimited data (fair usage: 300 GB, post-FUP speed 256 Kbps)
- **Voice Calls:** Unlimited local, STD, national roaming, and calls to 50+ countries
- **SMS:** 100 SMS per day
- **Additional Benefits:** Netflix (Standard Plan), Disney+ Hotstar Premium, Amazon Prime (full), ZEE5 Premium, SonyLIV Premium, Airtel Xstream Play Premium, Wynk Music, Apollo 24/7 Gold Circle
- **International Roaming:** Complimentary pack covering 70+ countries (data limit of 1 GB/day while roaming)
- **5G Data:** Unlimited 5G data (no fair usage limit)
- **Handset Protection:** Comprehensive device protection worth ₹12,999 (2 claims per year)
- **Airport Lounge Access:** 4 complimentary domestic airport lounge visits per quarter
- **Priority Service:** Platinum-level dedicated relationship manager
- **Best For:** Ultra-premium users, business professionals, and frequent travelers

3.2 Family / Multi-Connection Postpaid Plans

Airtel Infinity Family – ₹799 Plan (2 Connections)

- **Primary Connection:** 75 GB data, unlimited calls, all ₹599 plan benefits
- **Add-on Connection:** 30 GB data, unlimited calls
- **Shared Benefits:** All OTT subscriptions shared across connections
- **Savings:** ₹399 saved compared to two separate ₹599 plans

Airtel Infinity Family – ₹1,199 Plan (3 Connections)

- **Primary Connection:** 100 GB data, unlimited calls, all ₹599 plan benefits
- **Add-on Connections (2):** 30 GB data each, unlimited calls
- **Shared Benefits:** All OTT subscriptions shared across connections
- **Savings:** ₹598 saved compared to three separate ₹599 plans

Airtel Infinity Family – ₹1,999 Plan (4 Connections)

- **Primary Connection:** 150 GB data, unlimited calls, all ₹999 plan benefits
- **Add-on Connections (3):** 50 GB data each, unlimited calls
- **Shared Benefits:** All OTT subscriptions shared across connections (including Netflix)
- **Savings:** Up to ₹1,997 saved compared to individual ₹999 plans

3.3 Postpaid Billing and Payment

- **Bill Cycle:** Bills are generated on the 1st of every month for the previous month's usage
- **Payment Due Date:** 15th of every month
- **Late Payment Fee:** ₹50 flat fee if payment is not received by the due date
- **Grace Period:** 5 days after the due date before outgoing services are temporarily suspended
- **Payment Methods:** Airtel Thanks app, Paytm, PhonePe, Google Pay, NEFT/RTGS, Auto-debit (credit card/debit card/bank account), Airtel Payments Bank, Cheque, or at any Airtel retail store
- **Credit Limit:** Default credit limit is ₹2,000 for new connections. Can be increased based on payment history up to ₹15,000
- **Security Deposit:** ₹500 for new postpaid connections (refundable on plan closure after clearing all dues)
- **Bill Disputes:** Must be raised within 60 days of bill generation. Disputes can be raised via Airtel Thanks app, email, or customer care call

SECTION 4: AIRTEL XSTREAM FIBER (BROADBAND PLANS)

Airtel Xstream Fiber offers high-speed fiber-to-the-home (FTTH) broadband services across 1,100+ cities in India. All plans include a free Wi-Fi router and unlimited data with fair usage policies.

4.1 Broadband Plans

Airtel Xstream Fiber – Basic Plan (₹499/month)

- **Speed:** Up to 40 Mbps
- **Data:** Unlimited (FUP: 3.3 TB/month, post-FUP speed: 1 Mbps)
- **Bundled OTT:** Airtel Xstream Play
- **Router:** Free dual-band Wi-Fi router
- **Installation:** Free standard installation
- **Best For:** Light browsing, email, social media, and standard-definition streaming

Airtel Xstream Fiber – Entertainment Plan (₹799/month)

- **Speed:** Up to 100 Mbps
- **Data:** Unlimited (FUP: 3.3 TB/month, post-FUP speed: 5 Mbps)
- **Bundled OTT:** Airtel Xstream Play, Disney+ Hotstar, Amazon Prime Video
- **Router:** Free dual-band Wi-Fi router
- **Installation:** Free standard installation
- **Best For:** Families who stream HD content on multiple devices

Airtel Xstream Fiber – Super Star Plan (₹1,099/month)

- **Speed:** Up to 200 Mbps
- **Data:** Unlimited (FUP: 3.3 TB/month, post-FUP speed: 10 Mbps)
- **Bundled OTT:** Airtel Xstream Play, Disney+ Hotstar Super, Amazon Prime Video, Netflix (Basic), ZEE5 Premium
- **Router:** Free tri-band Wi-Fi 6 router
- **Installation:** Free standard installation
- **Best For:** Households with multiple heavy users, gamers, and HD/4K streamers

Airtel Xstream Fiber – Entertainment Plus Plan (₹1,499/month)

- **Speed:** Up to 300 Mbps
- **Data:** Unlimited (FUP: 3.3 TB/month, post-FUP speed: 15 Mbps)
- **Bundled OTT:** All OTT apps in previous tier plus Netflix (Standard), SonyLIV Premium, Lionsgate Play
- **Router:** Free tri-band Wi-Fi 6 router
- **Mesh Network:** 1 additional Wi-Fi extender for large homes
- **Installation:** Free premium installation with cable concealment
- **Best For:** Large families and work-from-home professionals

Airtel Xstream Fiber – Ultra Plan (₹3,999/month)

- **Speed:** Up to 1 Gbps

- **Data:** Truly unlimited (no FUP)
- **Bundled OTT:** All available OTT platforms including Netflix Premium (4K)
- **Router:** Free tri-band Wi-Fi 6E router
- **Mesh Network:** 2 additional Wi-Fi extenders
- **Installation:** Free premium installation with cable concealment
- **Static IP:** 1 static IP address included
- **Priority Support:** Dedicated broadband support line with 4-hour resolution SLA
- **Best For:** Power users, content creators, small businesses, and tech enthusiasts

4.2 Broadband Installation and Setup

- **Installation Fee:** Free for all plans (standard installation). Premium installation with cable concealment available at ₹500 extra
- **Installation Timeline:** Within 48 hours of request in metro cities; within 7 working days in other cities
- **Router Security Deposit:** ₹1,500 (refundable on return of router in working condition upon plan cancellation)
- **ONU/ONT Device:** Provided free of charge; must be returned on disconnection
- **Contract Period:** Minimum 1-month commitment. No long-term contracts required
- **Shifting Charges:** Free of charge for relocation within the same city (subject to feasibility)
- **Speed Test Guarantee:** If actual speed is consistently below 80% of promised speed, customer is eligible for a pro-rated credit

SECTION 5: AIRTEL DIGITAL TV / XSTREAM BOX (DTH PLANS)

5.1 Airtel Xstream Box

The Airtel Xstream Box is a hybrid set-top box that combines satellite DTH channels with OTT streaming apps. It supports HD and 4K content, voice-controlled remote, built-in Chromecast, and access to 5,000+ apps via Android TV.

- **Xstream Box Price:** ₹2,500 (one-time, with 1-month free base subscription)
- **Xstream Stick:** ₹1,999 (one-time, OTT only, no DTH channels)

5.2 DTH Channel Packs

Base Pack – ₹153/month (+ applicable taxes)

- Includes 200+ free-to-air (FTA) channels
- Access to Doordarshan, regional, and general entertainment channels

Value HD Pack – ₹325/month (+ applicable taxes)

- Includes 300+ channels (HD and SD)
- Includes Star Sports, Sony Sports, Hindi entertainment HD, regional channels
- Bundled: Airtel Xstream Play

Premium HD Pack – ₹453/month (+ applicable taxes)

- Includes 350+ channels
- All sports channels including Star Sports Select, Sony Six HD, Fan Code
- All Hindi, English, and regional entertainment channels in HD
- Bundled: Airtel Xstream Play, Disney+ Hotstar

Ultra HD Pack – ₹584/month (+ applicable taxes)

- Includes 400+ channels including 4K channels
- All channels from Premium HD plus international channels
- Bundled: Airtel Xstream Play, Disney+ Hotstar, Amazon Prime Video
- Access to 4K content on supported TVs

5.3 DTH Add-On Packs

- **Sports Add-On:** ₹75/month – All sports channels (can be added to any base pack)
- **Kids Add-On:** ₹35/month – Cartoon Network, Pogo, Nick, Disney Channel (HD)
- **English Entertainment Add-On:** ₹59/month – Star World, AXN, Comedy Central, HBO, Colors Infinity
- **Regional Language Pack:** ₹49–₹99/month – Available for Tamil, Telugu, Kannada, Malayalam, Bengali, Marathi, Gujarati, Punjabi, Assamese, and Odia languages

SECTION 6: INTERNATIONAL ROAMING

6.1 International Roaming Packs

Airtel offers international roaming packs for postpaid customers traveling abroad. Prepaid customers must convert to a temporary postpaid plan or activate a special international roaming pack before traveling.

IR Pack – ₹196/day (Postpaid Only)

- **Coverage:** 35+ countries including USA, UK, UAE, Singapore, Thailand, Australia, Germany, France
- **Data:** 500 MB/day
- **Voice Calls:** Incoming calls free; outgoing calls ₹4/minute (local), ₹8/minute (to India)
- **SMS:** ₹3/SMS outgoing
- **Activation:** Via Airtel Thanks app, SMS, or customer care (must be activated 24 hours before travel)

IR Pack – ₹396/day (Postpaid)

- **Coverage:** 70+ countries
- **Data:** 1 GB/day
- **Voice Calls:** Incoming free; outgoing ₹2/minute (local and to India)
- **SMS:** Free (100 SMS/day)
- **Wi-Fi Calling:** Available (calls routed over Wi-Fi count as local calls)

IR Pack – ₹296/week (Limited Countries)

- **Coverage:** Select Asian countries (Thailand, Singapore, Malaysia, Indonesia, Sri Lanka, Nepal)
- **Data:** 2 GB total for 7 days
- **Voice Calls:** Incoming free; outgoing ₹5/minute
- **SMS:** ₹3/SMS outgoing

6.2 International Roaming Policy

- International roaming is automatically activated for postpaid subscribers. Prepaid subscribers must request activation and pay a refundable security deposit of ₹500
- Customers are liable for all charges incurred while roaming, including charges from partner networks
- Data usage is tracked in near real-time; however, a delay of up to 72 hours may occur in some countries
- Bill shock protection: Airtel will automatically disable mobile data if roaming charges exceed ₹5,000 in a billing cycle (can be overridden by the customer via the Airtel Thanks app)
- Customers can set spending limits and alerts through the Airtel Thanks app
- Wi-Fi Calling is recommended as a cost-effective alternative while roaming

SECTION 7: AIRTEL THANKS REWARDS PROGRAM

Airtel Thanks is a tiered loyalty program that rewards customers based on their plan value. The program has the following tiers:

7.1 Tier Structure

Silver Tier

- **Eligibility:** Prepaid plans ₹149 and above, or any postpaid plan
- **Benefits:** Free Wynk Music, Hellotunes, basic Apollo 24/7 teleconsultation, Airtel Xstream Play mobile content

Gold Tier

- **Eligibility:** Prepaid plans ₹249 and above, or Postpaid ₹599 and above
- **Benefits:** All Silver benefits plus Disney+ Hotstar Mobile, Amazon Prime Mobile Edition, priority customer care (shorter wait times)

Platinum Tier

- **Eligibility:** Postpaid ₹999 and above, or Xstream Fiber ₹1,499 and above
- **Benefits:** All Gold benefits plus Netflix, ZEE5 Premium, SonyLIV, airport lounge access, handset protection, dedicated relationship manager

VIP Tier

- **Eligibility:** Postpaid ₹1,599 and above, or cumulative Airtel services worth ₹3,000+/month
- **Benefits:** All Platinum benefits plus international roaming complimentary pack, premium device upgrade offers, exclusive event invitations, same-day home service for device issues

7.2 Rewards Points

- Customers earn 1 Airtel Thanks point for every ₹10 spent on Airtel services
- Points can be redeemed for: plan upgrades, data add-ons, bill credits, partner vouchers (Amazon, Flipkart, Zomato, Swiggy, BookMyShow, and others)
- Points expire 12 months after earning
- Points are non-transferable between accounts

SECTION 8: CUSTOMER SUPPORT POLICIES

8.1 Contact Channels

- **Airtel Thanks App:** Preferred channel for all service requests, plan changes, bill payments, and complaint tracking
- **Customer Care Helpline:** 121 (from Airtel number) or 1800-103-4444 (toll-free from any number)
- **WhatsApp Support:** Message "Hi" to +91-8800-1034-44 for automated and agent-assisted support
- **Email Support:** care@airtel.com (response within 24–48 hours)
- **Social Media:** @airabotelindia on Twitter/X, Facebook, and Instagram (response within 4 hours during business hours)
- **Airtel Store:** Walk-in support at 2,500+ Airtel retail stores across India
- **IVR Self-Service:** Dial 121 and follow voice prompts for balance, plan info, data usage, and more

8.2 Complaint Resolution Policy

Airtel follows a structured three-tier complaint resolution process as mandated by the Telecom Regulatory Authority of India (TRAI):

Level 1 – Customer Care

- Raise a complaint via any channel (app, call, email, store)
- A unique complaint ID (Docket Number) is provided
- Resolution timeline: 7 working days for general issues, 3 working days for billing disputes
- If the issue is not resolved or the customer is dissatisfied, they may escalate to Level 2

Level 2 – Appellate Authority

- If Level 1 does not resolve the issue within 7 days, or the resolution is unsatisfactory, the customer can escalate to the Appellate Authority
- Contact: appellate.authority@airtel.com or via the Airtel Thanks app under "Escalate Complaint"
- The Appellate Authority will review and respond within 10 working days
- The Appellate Authority is a senior officer designated by Airtel as per TRAI regulations

Level 3 – TRAI / TDSAT

- If the Appellate Authority does not resolve the issue, customers may approach the Telecom Disputes Settlement and Appellate Tribunal (TDSAT) or file a complaint with TRAI via their portal at www.trai.gov.in
- No fee is charged for filing a complaint with TRAI

8.3 SIM Replacement and Porting

SIM Replacement

- Damaged, lost, or stolen SIM can be replaced at any Airtel store
- Fee: ₹25 for regular SIM, ₹50 for 5G-ready SIM
- Documents required: Government-issued photo ID (Aadhaar, PAN, Voter ID, Passport, or Driving Licence)
- Processing Time: Instant activation at the store; some services may take up to 4 hours to fully restore

SIM Upgrade (4G to 5G)

- Free upgrade at any Airtel store
- Must carry original ID proof
- Existing plan and balance will be retained

Mobile Number Portability (MNP) – Porting to Airtel

- SMS "PORT" followed by your 10-digit mobile number to 1900
- You will receive a Unique Porting Code (UPC), which is valid for 4 days
- Visit an Airtel store or apply online with your UPC
- Porting is completed within 3–7 working days
- One-time porting fee: ₹6.46 (inclusive of GST)
- You must not have any pending contractual obligations with your existing operator

Mobile Number Portability (MNP) – Porting Out of Airtel

- Customers are free to port out at any time provided there are no pending dues or minimum contract violations
- Outstanding postpaid dues must be cleared before porting out
- The security deposit (if any) will be refunded within 60 days of porting out

SECTION 9: FAIR USAGE POLICY (FUP)

9.1 Mobile Data FUP

Airtel implements a Fair Usage Policy to ensure an optimal network experience for all users:

- **Prepaid plans with "unlimited" daily data:** After the daily data limit is exhausted, speed is reduced to 64 Kbps for the remainder of the day. Data resets at 12:00 AM midnight
- **Prepaid 5G data:** 5G data is truly unlimited in 5G coverage areas. However, a soft FUP applies (typically 60–200 GB depending on plan). After FUP, the user is moved to 4G speeds
- **Postpaid monthly FUP:** After the monthly data quota is exhausted, speed is reduced to 64 Kbps (₹399 plan), 128 Kbps (₹999 plan), or 256 Kbps (₹1,599 plan). Users can purchase data add-ons to restore full speed
- **Tethering/Hotspot:** Data used via hotspot/tethering is deducted from the plan's data quota at a 1:1 ratio. No separate hotspot charges apply

9.2 Voice Call FUP

- "Unlimited" voice calls are subject to a fair usage limit of 3,000 minutes per month across all networks, or a maximum of 250 unique numbers per week
- If the FUP is exceeded, outgoing calls will be charged at ₹1/minute to Airtel numbers and ₹1.5/minute to other networks
- This policy is in place to prevent commercial or fraudulent use of consumer plans

9.3 Broadband FUP

- All Airtel Xstream Fiber plans offer unlimited data with a soft FUP limit (typically 3.3 TB/month)
- After FUP exhaustion, speeds are reduced (varies by plan, see Section 4)
- The Ultra Plan (₹3,999) is the only plan with no FUP

SECTION 10: PRIVACY AND DATA SECURITY POLICIES

10.1 Data Collection

Airtel collects the following categories of personal data:

- Identity information: Name, address, date of birth, government ID details
- Contact information: Mobile number, email address
- Usage data: Call records, data consumption patterns, browsing history (aggregated), location data (for network optimization)
- Financial data: Payment information, billing address, bank account details (for auto-debit)
- Device information: IMEI number, device model, operating system

10.2 Data Usage

- Personal data is used for: service provisioning, billing, customer support, personalized offers and recommendations, network optimization, regulatory compliance, and fraud prevention
- Airtel does not sell personal data to third parties
- Aggregated, anonymized data may be shared with partners for analytics and research purposes
- Customers can opt out of promotional communications by: SMS "STOP" to 1925, calling 121, or via the Airtel Thanks app settings

10.3 Data Retention

- Customer records are retained for the duration of the active relationship plus 2 years post-disconnection (as required by DoT regulations)
- Call detail records (CDRs) are retained for a minimum of 2 years as per government regulations
- Financial records are retained for 7 years as per Income Tax and GST regulations

10.4 Security Measures

- All customer data is encrypted in transit (TLS 1.3) and at rest (AES-256)
- Multi-factor authentication is required for sensitive account changes (SIM swap, plan changes above ₹500, address change)
- Airtel maintains a 24/7 Security Operations Center (SOC) to monitor for threats
- Regular third-party security audits are conducted quarterly
- Customers are notified within 72 hours in the event of a data breach affecting their personal information

10.5 Customer Rights

Under applicable Indian data protection laws, customers have the right to:

- Access their personal data held by Airtel
- Correct inaccurate personal data
- Request deletion of personal data (subject to regulatory retention requirements)
- Withdraw consent for marketing communications
- Data portability (receive their personal data in a machine-readable format)

Requests can be made via the Airtel Thanks app or by writing to: privacy.officer@airtel.com

SECTION 11: REFUND AND CANCELLATION POLICIES

11.1 Prepaid Refund Policy

- **Prepaid recharges are non-refundable** once activated
- In case of accidental recharge or wrong number recharge, customers must report within 24 hours via customer care. Refunds are credited as talk-time balance (not cash) within 7 working days
- If a prepaid recharge fails but the amount is deducted, the refund is automatically processed to the original payment method within 5-7 working days. If not received, customers should contact their bank

11.2 Postpaid Cancellation

- Postpaid connections can be cancelled at any time by visiting an Airtel store with original ID proof, or by calling customer care
- Outstanding bills must be cleared in full before cancellation
- Security deposit (₹500) is refunded via NEFT within 60 working days of cancellation, after adjusting any pending dues
- The final bill is generated within 15 days of cancellation and includes any charges incurred up to the cancellation date
- If the customer cancels within the first 30 days of activation, a ₹200 early cancellation fee applies

11.3 Broadband Cancellation

- Broadband connections can be cancelled with 30 days' written notice (via app, email, or store visit)
- Router and ONU equipment must be returned within 15 days of disconnection in working condition
- Equipment deposit is refunded within 60 working days after equipment return and inspection
- If equipment is damaged or not returned, the deposit is forfeited
- Unused monthly charges are pro-rated and credited back

11.4 DTH Cancellation

- DTH connections can be cancelled at any time
- The set-top box must be returned within 30 days for deposit refund
- Unused subscription charges are not refundable unless cancellation is due to service quality issues reported and acknowledged by Airtel

SECTION 12: TERMS AND CONDITIONS

12.1 General Terms

1. All plans and offers are subject to change without prior notice. Airtel reserves the right to modify, discontinue, or introduce new plans at any time
2. Prices mentioned are inclusive of applicable GST (18%) unless explicitly stated otherwise
3. Voice and data services are subject to network availability. Airtel does not guarantee uninterrupted service in all areas
4. Airtel is not responsible for service interruptions caused by natural disasters, government orders, equipment failure, or third-party actions
5. Customers must provide accurate personal information during registration. Providing false information may result in disconnection of services
6. Airtel reserves the right to disconnect services in case of: misuse, non-payment, fraudulent activity, or violation of these terms
7. All disputes are subject to the jurisdiction of courts in New Delhi, India

12.2 Acceptable Use Policy

Customers shall not use Airtel services for:

- Sending spam or unsolicited commercial communications
- Engaging in fraudulent or illegal activities
- Deliberately congesting the network or interfering with other users' experience
- Using SIM boxes, call-forwarding services for commercial purposes, or any unauthorized resale of services
- Accessing or distributing illegal, harmful, or offensive content
- Circumventing FUP limits through technical means

Violation of the Acceptable Use Policy may result in temporary suspension or permanent disconnection of services without refund.

12.3 Network Management

Airtel may implement network management practices to:

- Ensure equitable distribution of network resources during peak hours
- Protect the network from security threats, spam, and denial-of-service attacks
- Comply with government directives (e.g., lawful interception, internet shutdowns)
- Optimize network performance and reliability

These practices may include traffic shaping, prioritization, and throttling during periods of extreme congestion. Airtel is committed to net neutrality principles and does not discriminate between types of content or applications.

SECTION 13: FREQUENTLY ASKED QUESTIONS (FAQ)

Q1: How do I check my current plan and balance? A: Dial *121# from your Airtel number, or open the Airtel Thanks app and go to "My Plan." You can also SMS "BAL" to 121.

Q2: How do I recharge my prepaid number? A: You can recharge via the Airtel Thanks app, Airtel website (airtel.in), Paytm, PhonePe, Google Pay, Amazon Pay, or at any Airtel retail store or authorized recharge point.

Q3: Can I change my prepaid plan mid-cycle? A: Yes. If you recharge with a new plan before the current one expires, the new plan activates immediately. Unutilized benefits from the old plan are forfeited.

Q4: How do I switch from prepaid to postpaid? A: Visit an Airtel store with your original government-issued ID proof. The migration takes 2-4 hours. Your existing mobile number is retained. A postpaid security deposit of ₹500 is required.

Q5: How do I switch from postpaid to prepaid? A: Visit an Airtel store with your ID proof. All outstanding dues must be cleared. The conversion takes 24-48 hours. Your mobile number is retained.

Q6: What happens if I don't recharge my prepaid number? A: If your plan expires and no recharge is done:

- First 15 days: Incoming services remain active, outgoing services are blocked
- 15-30 days: Both incoming and outgoing services are blocked
- After 90 days: The number is deactivated and returned to the pool for reallocation. Airtel sends multiple reminders before deactivation

Q7: How do I activate Wi-Fi Calling? A: Open the Airtel Thanks app → Go to "More" → Select "Wi-Fi Calling" → Toggle ON. Your device must support Wi-Fi Calling (VoWiFi). Most smartphones launched after 2019 support this feature.

Q8: What is Airtel 5G Plus and do I need a new SIM? A: Airtel 5G Plus is Airtel's 5G network. If your SIM is a 4G SIM issued before 2022, you may need a free 5G-ready SIM upgrade at an Airtel store. SIMs issued after 2022 are already 5G-ready. You also need a 5G-compatible handset to access 5G services. 5G services are available on all prepaid plans ₹149 and above and all postpaid plans.

Q9: Does Airtel offer student or senior citizen discounts? A: Airtel currently does not have a dedicated student or senior citizen plan. However, special promotional offers may be available from time to time. Check the Airtel Thanks app for the latest offers personalized to your usage.

Q10: How do I report a network issue? A: Open the Airtel Thanks app → Go to "Help" → Select "Network Issue" → Follow the guided troubleshooting steps. If the issue persists, a complaint will be automatically registered with a docket number for tracking. You can also call 121 from your Airtel number.

Q11: Is there a way to estimate my monthly bill (Postpaid)? A: Yes. The Airtel Thanks app provides a "Bill Estimate" feature that shows your real-time usage and estimated charges for the current billing cycle. You can also set billing alerts to receive notifications when you exceed a certain threshold.

Q12: Can I keep my number if I move to a different city? A: Yes. Mobile Number Portability (MNP) is not required if you move cities but stay with Airtel. Your Airtel number works across India. You simply need to update your address in the Airtel Thanks app or at an Airtel store for your records. For broadband, you can request a shift of connection to the new city (subject to service availability in the new location).

Q13: How do I set up auto-pay for my postpaid bill? A: Open the Airtel Thanks app → Go to "Payments" → Select "Auto-Pay" → Add your credit card, debit card, or bank account → Set the auto-debit date. You will receive a reminder 3 days before each debit.

Q14: What are the charges for exceeding my data limit? A: For prepaid plans, there are no extra charges – the speed is simply reduced after the daily limit is exhausted. For postpaid plans, speed is reduced after the monthly data quota is used. You can purchase data add-ons at any time to restore full-speed access.

Q15: How do I apply for a corporate/business plan? A: Visit airtel.in/business or call the Airtel Business helpline at 1800-103-5800 (toll-free). Corporate plans offer customized pricing, bulk discounts, dedicated account management, and enterprise-grade SLAs.

SECTION 14: REGULATORY COMPLIANCE

Airtel operates in full compliance with:

- **Telecom Regulatory Authority of India (TRAI)** regulations on tariffs, quality of service, and consumer protection
- **Department of Telecommunications (DoT)** license conditions including spectrum usage, security, and lawful interception requirements
- **Information Technology Act, 2000** and corresponding rules for data protection, cybersecurity, and electronic commerce
- **Digital Personal Data Protection Act, 2023 (DPDP Act)** for the processing and protection of personal data
- **Consumer Protection Act, 2019** for fair trade practices, complaint redressal, and consumer rights
- **Goods and Services Tax (GST)** regulations – all Airtel services attract 18% GST, which is included in the plan prices wherever stated as "inclusive of taxes"

Airtel publishes quarterly Quality of Service (QoS) reports as mandated by TRAI, covering network availability, call drop rates, data throughput, and customer complaint resolution metrics. These reports are available on the Airtel website under the "Regulatory" section.

SECTION 15: AIRTEL PAYMENTS BANK

Airtel Payments Bank (APB) is a subsidiary of Bharti Airtel that provides digital banking services. Key features include:

- **Savings Account:** Interest rate of 6% p.a. (among the highest in India for savings accounts). Minimum balance: ₹0. Maximum balance: ₹2,00,000 as per RBI guidelines for payments banks
- **Debit Card:** Free physical Visa debit card with contactless payment capability. Daily ATM withdrawal limit: ₹25,000
- **UPI Payments:** Full UPI support for sending and receiving money. No transaction charges for UPI
- **Bill Payments:** Pay utility bills, recharges, insurance premiums, and more through the app
- **FASTag:** Airtel Payments Bank FASTag for toll payments on national highways
- **Insurance:** Affordable micro-insurance products starting at ₹30/month

Airtel Payments Bank is regulated by the Reserve Bank of India (RBI) and deposits up to ₹5,00,000 are insured under the Deposit Insurance and Credit Guarantee Corporation (DICGC).

This document is a proprietary reference guide of Bharti Airtel Limited. All plans, prices, and policies mentioned herein are subject to change. For the most up-to-date information, please visit airtel.in or the Airtel Thanks app. This document is intended for internal training and customer support reference purposes only.

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