

General Tariff Information

Service Provider Name	Vodafone Qatar Q.S.C
License	Public Mobile Telecommunications Networks and Services License
Tariff Number	EPP 1.3
Service Name	Postpaid
Tariff Type	Business
Tariff Notification Date	22 December 2016
Tariff Effective Date	22 December 2016
Tariff Version Number	EPP 1.22

Definitions

Bill Cycle	The period of time between billings. A Bill Cycle will begin on a set day each month and will last until that day the next month.
Close User Group	Local calling within the Customer's account (i.e. calls made between End Users when both parties are in the State of Qatar).
Customer	The Business subscribing to and using the Postpaid service
End User	A person using Equipment or a Service, who is an employee or contractor of Customer
Extras	Value bundles that you can purchase in addition to your Postpaid Plan
Plan	Our pricing plans that are charged in line with our enterprise rate card.
Postpaid	Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
Products and Services	The communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and international MMS (multi-media messages, to send photos), mobile internet, roaming, Extras, and any other products and services we offer you.
Rate card	The list of all our prices for our products and services.
Vodafone, We, us	Vodafone Qatar QSC (commercial registration number 39656, PO Box 27727, Doha Qatar).

1. Tariff Terms and conditions

- 1.1 Vodafone's General Business Terms and Conditions shall apply.
- 1.2 Where a product or service which a Customer uses has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- 1.3 Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 1.4 The Postpaid service will start and these terms and conditions will apply from the date set out on the General Business Terms and Conditions.
- 1.5 End User can recharge Plans with a consumer prepaid plan. When recharging with a Prepaid Plan on an enterprise line, customers will only get the standard credit and not the free Vodafone minutes and data.
- 1.6 End User may also recharge with the prepaid International Calling Card and Internet one off and they will get the full plan value added to their enterprise number.

2. Service Features

- There is a connection fee to join Vodafone Enterprise Postpaid which is the first month Postpaid Plan charge paid in advance.
- A Customer can choose from the Postpaid Plans below.
- Should a Customer exceed the allowances in their chosen plan, charges for all excess usage will be at standard Rate Card prices set out below:

2.1 Postpaid Plans

Plan Name	Vodafone Start	Vodafone Essential	Business Red M	Business Red L	Business Red XL	Business Red VIP
Monthly Fee	QR50	QR90	QR225	QR350	QR 650	QR 1100
Group Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National Minutes & SMS & MMS	200 minutes + 50 SMS	500 Minutes	Unlimited	Unlimited	Unlimited	Unlimited
National Data Traffic (MB)	500 MB	1GB	3GB	10GB	Unlimited ¹	Unlimited ²
International outgoing and roaming incoming Voice	N/A	N/A	150 international + roaming receiving all zones (as for today international key)	500 international + roaming receiving all zones (as for today international key)	1000 international + roaming receiving all zones (as for today international key)	2000 minutes intl. outgoing and roaming incoming (as per today international key) plus outgoing roaming from passport countries
Roaming outgoing Voice	N/A	N/A	N/A	N/A	300 minutes outgoing passport countries	
Roaming Data Traffic (MB)	N/A	N/A	N/A	N/A	300MB data rmg passport countries	2 GB
BIS and Roaming Passport	N/A	N/A	Included	Included	Included	Included
VSDM – (Vodafone Secure Device Management)³	15	15	Included	Included	Included	Included
International Key NEW (only for intl. calling and Roaming incoming) 75 QAR	N/A	300 mins	500 mins	1000 mins	1300 mins	2000 mins

¹ A Fair Usage Policy of 1TB shall apply.

² A Fair Usage Policy of 1TB shall apply.

³ VSDM is a Mobile security for business customers can quickly and easily manage and keep their smart devices secure through a simple easy to use console to lock, wipe, lost and return their data.

Non - Telco Benefits	Hertz - car rental service. ⁴	N/A	N/A	Yes	Yes	Yes	Yes
	Priority Pass ⁵ - Promo Code providing a discount (up to 100% on the Priority Pass membership & free accesses)	N/A	N/A	Chargeable 100 QAR + 2 times	Yes + 4 times	Yes +10 times	Yes+14 times
	Quintessentially ⁶ - (International concierge support including requests for flight/hotel/restaurant booking plus entertainment, leisure, consultation & Support)	N/A	N/A	N/A	N/A	N/A	Yes
	Hotels ⁷	N/A	N/A	Yes 5%	Yes 5%	Yes 5%	Yes 5%
	Etihad Airways ⁸	N/A	N/A	Yes 5%	Yes 10%	Yes 15%	Yes 15%

2.2 Leaders Postpaid Plans

Telco Benefits	Name of Plan	Leaders Gold Plan	Leaders Diamond Plan
	Monthly fee (QR per Month)	1500	4500
	Minutes (National)	Unlimited	Unlimited
	SMS	Unlimited	Unlimited
	Local Data	50 GB	Unlimited -150 GB
	International & Roaming (incoming minutes)	2000 (Receiving)	5000 (Incoming)
	Outgoing Roaming – Voice	500 minutes	5000 minutes
	Roaming– Data (Local & International)	2GB	7 GB
	SMS International	350 SMS	1000 SMS
	SMS Roaming	350 SMS	1000 SMS
Non-telco benefits	MBB		30 GB ⁹
	Handset and accessories ¹⁰	1500QR	4000QR

⁴Hertz will offer 15% discount for rental less than 30 days & 25% discount for more than 30 days for local use. For international locations, Customers will receive 10% discount for rentals on showing their Red Card on car delivery at any Hertz Qatar's retail outlets in New Airport or Hertz Main office or by calling Hertz call Centre at +974-44489944.

⁵Sign up for Priority Pass service is required. Customers will be charged on his/her credit card for any accesses exceeding the agreed number of accesses. This service is valid for 12 months from the date of activation, and may be renewed by Vodafone at its discretion.

⁶The VIP Service is valid for 12 months from the date of activation, and may be renewed by Vodafone at its discretion

⁷Customers will receive 5% discount for local and international hotels at Regency Travel offices in Qatar on showing their Vodafone Red card.

⁸Customers shall receive discounts from 5% to 15% discount on the Air fare tickets from Doha to any destination based on the Plan as stated above on showing their Vodafone Red card to the Etihad Airways Main office in Qatar.

¹⁰Handset and Accessories can be availed only after completing 12 months without downgrade, port out or termination of services provided they don't have any pending bills.

- The included value of all Postpaid plans is valid up until the end of each bill cycle. Any unused value will be forfeited at the end of the Bill Cycle.
- Free Vodafone Minutes only applies for calls originating and terminating on the Vodafone Qatar Mobile Network.
- Customers can purchase or change these plans anytime during the month. Proration is applied for activation. When deactivating or upgrading a plan, the customer forfeits the remaining value within the current Postpaid plan.

2.3 Business Connect Plans

All new Business Customers who join the Business Connect Plans will receive the following benefits called flex which they can use as per the Flex Rating below based on the customer's usage and requirements:

	Business Connect 60	Business Connect 100	Business Connect 150	Business Connect 135 Int	Business Connect 175 Int	Business Connect 225 Int
Access Fees	60	100	150	135	175	225
Number of Flex	350	900	1800	1350	1900	2800
1 Local Min/SMS/Int. SMS	1 Flex					
Data (4 MB)	1 Flex					
CUG	Unlimited					
International Min to India	NA	NA	NA	1 Flex	1 Flex	1 Flex
International Min to Egypt	NA	NA	NA	5 Flex	5 Flex	5 Flex

Flex Rating

- Customer can use their Flex as below:

1 Flex	1 Local Min/SMS/MMS
1 Flex	4MB
1 Flex	1 International Min to India
5 Flex	1 International Min to Egypt
6 Flex or more*	1 International minute to other destinations ¹¹

- For International rates to other countries visit Vodafone Business Connect website (www.vodafone.qa/businessconnect).
- Customers can check their flex balance by dialling *130# or my Vodafone App.
- Customers will enjoy unlimited CUG within the same account only.
- All unused Flex from Business Connect plans are automatically carried for the next bill cycle month. Carried forward Flex will have a higher priority over the Plan flex and are consumer first.
- If you switch to a different Postpaid plan you will lose all the unused Flex included in your Business Connect Plan as the Flex are only available on Business Connect Plans.
- Customers can Add on Vodafone Passport Pack for QR 100 plan via the *100# menu or via the direct short code *110*110# to receive unlimited incoming calls, unlimited calling to Vodafone Qatar numbers and 2GB of Data for just QR 100/week on your Vodafone mobile
- All Connect customers can check their available balance using the direct short code *130# to receive a balance check SMS notification

¹¹ Countries includes in the 6 Flex are: Bahrain-Bangladesh-Indonesia- Nepal-Pakistan- Saudi Arabia-Sri Lanka- Sudan- Syria- Thailand- Turkey- UAE

- Standard rack rate of 0.35 QAR for local Minutes and 0.99 QAR for MB or International Minutes will apply one the flex units have expired or been used.

2.4 Business Ready plans

All new Business Small Office/Home Office (SOHO) Customers who join the Business Ready Plans will receive the following benefits including Business Ring Back Tune service (“BRBT”) and free International calls as below:

2.4.1 Ready Business 100 & 150

	Ready Business 100	Ready Business 150
Monthly fees	QR 100	QR 150
Local Minutes	500	1000
Local Data	1 GB	2 GB
International Minutes	10 minutes for 44 countries	60 minutes for 44 countries
International Bonus Minutes	6 Minutes for every 1 hour received calls	6 Minutes for every 1 hour received calls
Business Ring Back Tone	Available	Available
CUG	Unlimited	Unlimited
International Bonus Min Capping	60	102

2.4.2 Ready Business India 100 & 150

	Ready Business India 100	Ready Business India 150
Monthly fees	QR 100	QR 150
Local Minutes	500	1000
Local Data	1 GB	2 GB
International Minutes	450 minutes to India	600 minutes to India
International Bonus Minutes	30 Minutes for every 1 hour received calls	30 Minutes for every 1 hour received calls
Business Ring Back Tone	Available	Available
CUG	Unlimited	Unlimited
International Bonus Min Capping	300	510

- The Free International minutes are 6 minutes to 44 countries available at www.vodafone.qa/en/business/readybusiness and for Ready Business India Plan it is 30 minutes to India. Free International minutes under the Ready Business Plans are available only after the Customer has received 1 hour of Vodafone local calls.
- The Customer will get the free minutes within 72 hours from your bill cycle and notified through an SMS. Any unused Bonus International minutes in a month cannot be carried forward and will expire.
- Customer will send the BRBT by recording to their account manager to upload. However; Vodafone may withdraw this service anytime.
- Customer can record a BRBT for free for the first time. Thereafter the Customer will be charged five (5QR) Qatari Riyals for any change of BRBT.
- Customer can activate and deactivate BRBT through their Account Manager.
- The Customer agrees and acknowledges that Vodafone is not responsible of the content of your BRBT and shall ensure that the content of the BRBT complies with any applicable laws or any local regulation governing the content of messages. Further, the Customer shall indemnify and release and forever discharge Vodafone its agents, employees, successors and affiliates, from any and all claims, demands, damages, actions, causes of action or suits of any kind or nature whatsoever, arising out of or in any way relating to the content of the BRBT.
- Customer acknowledges that Vodafone has the right to remove the BRBT in case of receipt of any complaint regarding the content not being appropriate or if directed by the public authorities.

3. Free Bonuses

- 3.1 Blackberry, VSDM and Vodafone Passport.
- 3.2 Each Bonus and its value is valid up until the end of each bill cycle and any unused value will be forfeited at the end of the bill cycle.
- 3.3 Customers may change the bonuses only one time per month with no charge by contacting Vodafone Customer Care on 110 or through Vodafone Retail Stores.

4. Extras

- 4.1 All Customers can purchase any of the below Extras.
- 4.2 Each Extra and its value is valid up until the end of each bill cycle and any unused value will be forfeited at the end of the bill cycle.
- 4.3 When deactivating any Extra, the customer forfeits the Extra value
- 4.4 Customers can add as many Extras on the same plan as they desire.
- 4.5 Customers cannot add the same Extra more than once on the same plan in the same month.
- 4.6 All Extras recur automatically each month and recurrence will only be stopped when requested by the customer by calling customer care on 110 from a mobile phone in Qatar or 974 800 110 from overseas and by sending an email to business.care@vodafone.com.
- 4.7 All included value in Extras are for local use only, except for Vodafone Passport and international key. Any usage in excess of the included value will be charged at standard prices.
- 4.8 The International Key Extra allows customers to use their free local minutes included in the Postpaid Plan for international calls and receive calls whilst roaming. The following countries are not included in International Key: Satellite, Pakistan Sri Lanka, Ethiopia, Bangladesh, Afghanistan, Somalia, Eritrea, Ghana and Mauritiana. Customers need to pay QR100 per month to get international Key. For a list of premium countries please visit www.vodafone.qa
- 4.9 Customers can activate International Key by calling 122 from a Vodafone line or 8007122 from the any other line in Qatar.
- 4.10 International Key cannot be used for SMS or Data in Qatar or while roaming or to make outgoing calls while roaming.
- 4.11 Once activated the International Key will be recurring monthly charge until cancelled by the Customer by calling 122 from a Vodafone line or 8007122 from the any other line in Qatar.

Extras	Price Per Month	Value
Vodafone Minutes	QR25	300 Vodafone Minutes
Vodafone Passport	QR50	This Extra entitles customer to roam with one rate for all
Cross- Net	QR40	200 local minutes
International key	QR100	Convert all cross-net minutes to international minutes (except to Premium countries, Bahamas, Barbados, Cuba, Dominica, Dominican Rep, East Timor, Gambia, Guam, Jamaica, Madagascar, Marshall Islands, Nauru Solomon Islands, Tuvalu, Nepal, Sri Lanka and Pakistan) and incoming roaming minutes.
International Key on Business Red Plans	QR75	Call international while in Qatar or to receive calls while roaming based on your Plan: <ul style="list-style-type: none"> • Business Red M: 500 minutes • Business Red L: 1000 minutes • Business Red XL: 1300

		minutes <ul style="list-style-type: none"> • Business Red VIP: 2000 minutes <p>*These countries will no longer be included as part of plans that include "Free International Minutes" or "International Key": Bahamas, Barbados, Cuba, Dominica, Dominican Rep, East Timor, Gambia, Guam, Jamaica, Madagascar, Marshall Islands, Nauru Solomon Islands and Tuvalu.</p>
Regular Data	QR50	250 MB
Super Data	QR100	1GB
BlackBerry Internet Service	QR49	1GB
BlackBerry Enterprise Service	QR150	1GB
India Red Add-on	QR35	1200 India Minutes

5. Mobile Broadband Plans

- 5.1 The value of each plan will be valid up until the end of each Bill Cycle, and any unused value will be forfeited at the end of the Bill Cycle Date.
- 5.2 The included value is for local use only.

Plan	Value	Price
New Mobile Broadband Regular	19GB	QR150
New Mobile Broadband Super	32GB	QR225
Mobile Broadband Ultimate	15GB	QR300
Machine to Machine	50GB	QR20
Mobile Broadband Unlimited	Unlimited ¹²	QR500

- All 'Unlimited' data Plans/Add Ons (Products) are subject to a 'Fair Usage Policy'. Customers subscribing to the Unlimited Data Products will have a reduced maximum speed of 1Mbps on reaching data usage of 400GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.

6. Roaming Packs

- 6.1 Customers can benefit from the following daily, weekly and monthly packs for a cost-effective voice and data roaming service when travelling to any of the Vodafone Passport countries below:

Pack	Price	Benefits	Activation Code	Validity
Passport Daily Pack	QR 30	Get 60 minutes to receive calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 150 MB	To activate: Dial *110*50#. No automatic renewal.	1 day

Passport Weekly Pack	QR 100	Get 100 Minutes to receive calls and make calls to all numbers. Excluding Premium and Satellite Numbers. 1GB *1GB Extra for GCC Countries No automatic renewal.	To activate: Dial *110*110#	1 week
Passport Bi-Weekly Pack	QR 150	Get 200 minutes to receive calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 2GB	To activate: Dial *110*5000# No automatic renewal	2 weeks

- Customers can subscribe to Vodafone Roaming Packs while you are in Qatar or abroad by dialling the activation code or through the MyVodafone App.
- Vodafone Passport Pack has a specific validity period from activation. Customers can re-subscribe only after their current Roaming Packs subscription has expired. After the validity any remaining voice/data allowance will expire.
- Customers will receive an SMS when their data benefits are consumed or when the validity period has expired. If additional data is consumed before the expiry date, standard rates will apply available at vodafone.qa/roaming

6.2. Vodafone Passport Card

- All Customers who purchase the Passport Card (“**Passport Card**”) by paying QR100 shall receive the benefits below with 7 days validity:

Roaming Offer	Roaming Minutes
1 GB	100 outgoing and incoming
1 GB extra for GCC Countries	Excludes Premium and Satellite Numbers

- The benefits are only applicable in the passport pack countries available at www.vodafone.qa/passportpack
- Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website www.vodafone.qa
- Activation is valid for seven (7) days and Customers can active several cards at the same time.
- If the Customer consumes more than the total data/voice allowance before the expiry then standard rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial *129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the Passport Card if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Card along with Vodafone Passport Pack.

6.3 Passport Countries are available at <http://www.vodafone.qa/en/business/services-and-solutions/roaming-solutions>

6.4 Roaming Monthly Pack

- Customers can subscribe to Vodafone Business Roaming Monthly Pack while in Qatar or abroad by dialling the activation code as below:

Pack	Price	Benefits	Activation Code	Validity
Passport Monthly Pack	QR 500	200 minutes to receive calls from any country or make calls to any country while roaming in any country worldwide (except below) and 2GB for Internet.	To activate: Dial *110*222# No automatic renewal	30 days

- All countries worldwide are included in the Roaming Monthly Pack excluding- American Samoa, Andorra, , Belize, Bhutan, , Brunei Darussalam, Bermuda Cameroon, Cambodia, Comoros Islands, Cote d Ivoire, Central African Republic, Djibouti, Ecuador, Equatorial Guinea, Falkland Islands, Iceland, Lebanon, Lesotho, Macau, Mongolia, Mauritania, Mali, Niger, Philippines, Palau, Russian federation, Saint Pierre and Miquelon, Sao Tome and Principe, Singapore, Somalia, Seychelles, Vietnam and Zimbabwe.
- Vodafone Passport Pack is valid for 30 days from activation. Customers can re-subscribe only after their current Vodafone Business Roaming Monthly Pack subscription has expired. After the validity any remaining data allowance will expire.
- Customers will receive an SMS when their data benefits are consumed or when the validity period has expired. If additional data is consumed before the expiry date, standard rates will apply available at vodafone.qa/roaming

7. Welcome Pack Price

The Welcome Pack is for free for enterprise clients.

8. National Rate Card

	Cost	Unit
National Voice	QR 0.25	Per minute
Video Calling	QR 0.45	Per minute
National SMS	QR 0.30	Per SMS
National MMS	QR 0.90	Per MMS
Mobile Internet	QR 0.99	Per MB
Mobile Broadband	QR 0.10	Per MB

All calling prices are charged per minute and Mobile internet usage is charged on per KB increments.

9. International Rate Card

	Cost	Unit
International SMS	QR0.60	Per SMS
International Video Calling	QR 1.80	Per MMS
International MMS	QR1.35	Per minute

10 Roaming Rate Card

- Customer can now get roaming in over 180 countries. However, roaming in a small portion of these countries (less than 1% of total) may have delayed charges of up to 31 days.

- To activate full roaming in certain countries list available at <http://www.vodafone.qa/en/support/faqs/plans/roaming>, please note that Customer will need to provide a valid credit card as a security guarantee or pay a deposit of QR 2,000 at any Vodafone Store
- To learn more and find out which other countries are included, please contact 122 or visit our nearest Vodafone store or <http://www.vodafone.qa/en/plans-and-numbers/other-services/roaming>.

	Local Calls	Calls back to Qatar	GCC	International Calls	Receiving calls	SMS	Data	MMS
	QR/min	QR/min	QR/min	QR/min	QR/min	QR/SMS	QR/MB	QR/MS
GCC	0.95	2.00	2.00	17.00	1.25	0.25	4.75	3.00
Vodafone Countries	2.00	4.00	10.00	17.00	1.50	1.50	15.00	5.00
Middle East and North Africa	3.00	8.00	17.00	17.00	2.25	1.50	55.00	5.00
Americas and Europe	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00
Asia & Oceania	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00
Africa & Rest of the World	5.00	12.00	17.00	17.00	2.25	1.50	55.00	9.00
Satellite & In-flight Services	30.00	30.00	30.00	30.00	30.00	2.00	75.00	10.00

Roaming Countries

Zone	Countries
GCC	United Arab Emirates; Saudi Arabia; Bahrain; Kuwait and Oman
Middle East and North Africa	Lebanon; Iran; Syria; Morocco; Tunisia; Iraq; Jordan; Algeria; Yemen; Palestine (including Gaza & West Bank) and Sudan
Asia and Oceania	Nepal; Thailand; French Polynesia; Philippines; Vietnam; Guam; Sri Lanka Japan; Nauru; Pakistan; Cambodia; Norfolk Island; Bangladesh; Hong Kong Northern Mariana Islands; China; Brunei; Papua New Guinea; Indonesia; Taiwan; Samoa; Singapore; East Timor; Solomon Islands; Malaysia; Fiji; Tonga; Macau, New Caledonia, Vanuatu; South Korea; Kyrgyzstan and Cook Islands
Africa and Rest of the World	Russia; Aruba; Falkland Islands; Croatia; Guatemala French Antilles; Brazil Peru; Grenada; Bosnia & Herzegovina; Lithuania Guyana; Mexico; Luxembourg; Haiti; Belarus; Liechtenstein; Honduras; Colombia; Jamaica; Kosovo; Serbia; Anguilla; Montserrat; Argentina; Antigua & Barbuda; Netherlands; Antilles; Venezuela; Bahamas; Nicaragua; Iceland, Ukraine; Barbados; Panama; Montenegro; Belize; Puerto Rico; Georgia; Bolivia; St Barth; Greenland ; British Virgin Islands; St Kitts & Nevis ; Dominican Republic; Cayman Islands; St Lucia; Bermuda; Chile; St Martin; Moldova; Costa Rica; St Vincent & The Grenadines; Paraguay; Cuba; Trinidad & Tobago; El Salvador; Ecuador; Turks & Caicos Islands; Uruguay; Senegal; Rwanda; Virgin Islands (USA); Botswana; Gabon; Latvia; Ivory Coast; Mali; Afghanistan; Mozambique; Niger; Azerbaijan; Togo; Réunion; Kazakhstan; Uganda; Comoros;

Zone	Countries
	Maldives; Chad; Antarctica; Mongolia ;Mauritius ;Burkina Faso; Kyrgyzstan; Gambia; Burundi; Armenia; Mauritania; Cameroon; Laos Seychelles; Congo; Palau; Benin; Guinea Bissau; Tajikistan; Equatorial Guinea; Lesotho; Turkmenistan; Libya ; Madagascar; Uzbekistan; Namibia; Malawi; Ethiopia; Sierra Leone; Mayotte; Kenya; Angola; Sao Tome & Principe; Djibouti; Central African Republic; Swaziland; Nigeria; Guinea; Cape Verde; Tanzania; Liberia and Congo (DRC).