

## General Tariff information

Service Provider Name	Vodafone Qatar Q.S.C
License	Public Mobile Telecommunications Networks and Services License
Tariff Number	CP 1.1
Service Name	Prepaid
Tariff Type	Consumer
Tariff Notification Date	18 November 2015
Tariff Effective Date	18 November 2015
Tariff Version Number	CP 1.1 – 3.34

## Definitions

Customer	means the person subscribing to and using Prepaid services
Smart Packs	means the Smart Packs that can be purchased from Prepaid balance.
Products and Services	means 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, and any other products and services we offer you.
Vodafone bonuses	means the bonus minutes or MB's included in your Prepaid plan.
Vodafone Retail Store	Vodafone retail stores across Qatar and available at <a href="http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations">http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations</a>
We, Us, Vodafone	means Vodafone Qatar QSC (commercial registration number 39656, PO Box 27727, Doha Qatar).

### 1. Tariff Terms and conditions

- Vodafone's Prepaid terms and conditions shall apply.
- Where a product or service which you use has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- The Prepaid service will start and this terms and conditions will apply from when the Customer puts the SIM card into a mobile phone and use any of our Products and Services.

### 2. Service Features

Prepaid Products and Services

### 3. Tariff Tables

#### 3.1 Prepaid Tariff Plans

- The International and Vodafone to Vodafone Minutes Bonus can be used to call other Vodafone numbers in Qatar and make international calls. Calls to satellite numbers and Thuraya are not included in the International and Vodafone to Vodafone Minutes and will be charged at standard rack rates.
- All calls to Vodafone numbers in Qatar will be deducted from the Vodafone to Vodafone Minutes Bonus first. When the Vodafone to Vodafone Minutes Bonus is exhausted, then calls to other Vodafone numbers in Qatar will be charged as per the rate card.
- If a customer has free Vodafone to Vodafone minutes as well as Smart Pack Vodafone Minutes then the Smart Pack minutes will be used first
- Data usage (excluding BlackBerry) will be deducted from the MB bonus first. When the MB bonuses are exhausted, then Data usage will be charged as per the rate card.
- Customers cannot use the included Bonuses whilst roaming.

- The validity of each Prepaid plan is as set out below. Every time a customer recharges with a Prepaid plan, the specific validity period set out below will apply.
- All free Bonuses are valid for 10 days. If a customer recharges before the end of 10 day period, any old Bonus validity will be extended for another 10 days.
- All customers who purchase a Prepaid plan will have free access to 0.facebook.
- 0.facebook.com is not available on apps. To access 0.facebook.com, you need to go to 0.facebook.com on your mobile phone, using the default phone browser;
- You will be able to update your status, view your news feed, Like or Comment on posts, send and reply to messages or write on your friends wall. However photos and videos are loaded as links and viewing photos and videos will be deducted from your data bundle if you have one or charged at standard data rate from your balance;
- If you access 0.facebook.com via a VPN connection or through a URL starting with https, you will be charged standard data rates for the usage;
- 0.facebook.com is not available for BlackBerry users and cannot be accessed via Opera mini browsers.

Price (QR)	Talk Time	Local On net mins	Validity of minutes
10	10	0	NA
20	20	5	10
35	35	15	10
55	55	25	10
100	100	50	10
150	150	80	10
200	200	120	10
300	300	200	10
500	500	350	10

#### 4. Welcome Pack Price

The Welcome Pack is sold at QR20.00

#### 5. BlackBerry Plans

- It is the customers' responsibility to have enough primary balance every month for the automatic add-on to renew;
- If Customer does not have enough primary balance at the time of Add-On renewal, the Customer will be given a 7 day grace period to top up the primary balance. If the customer does not top up within the 7 day grace period, then the Automatic Add On will be removed, and the customer will need to re-subscribe for the BlackBerry® service.
- Monthly BlackBerry® Add-on includes 1GB of data a month for local usage and up to 100MB of this can be used for streaming
- After a customer's 1GB or 250MB has been consumed, any additional local data usage during the month, including Facebook and other social media sites, will be charged at standard data rates.
- All streaming data content above 100MB or 25MB will be charged separately at the standard data rate.

BlackBerry Plan	You pay	Value	Validity
Automatic monthly plan	QR49	1GB	1 Month
Automatic weekly plan	QR12	250MB	1 Week

## 6. Mobile Internet Packs

- Customers can choose between Automatic or once off mobile internet options
- If you have a once off Mobile internet Pack and use up your entire data limit, then you will not be able to connect to the internet until you purchase another Mobile Internet Pack.
- If you however have an automatic Mobile Internet Pack, then your Prepaid balance will be automatically charged with another Mobile Internet Pack.
- For the Internet daily Pack 2, customers will only receive the 10MB and pay QR2 on the days when they use internet on their phones.
- Data Allowance on Mobile Internet Packs are for local usage only
- Customers can use Mobile Internet whilst roaming; however the data roaming charges will apply. The data roaming prices are available on Vodafone website [www.vodafone.com.qa](http://www.vodafone.com.qa)
- All customers can access 0.facebook.com for free.

Internet Pack	Type	You Pay	Allowance	Validity
Internet Pack 1	Automatic	QR1	10 MB	1 Day
Internet Pack 6	Automatic	QR6	75 MB	7 Days
Internet Pack 10	Automatic	QR10	150 MB	7 Days
Internet Pack 15	Automatic	QR15	60 MB	30 Days
Internet Pack 15	Automatic	QR15	250 MB & 30 on-net	7 Days
Internet Pack 20	Automatic	QR20	250	30 Days Card
Internet Pack 20	Automatic	QR20	750 MB & 60 on-net	7 days
Internet Pack 50	One-off	QR50	1 GB	30 Days card
Internet Pack 80	One-Off	QR80	3 GB	30 days card
Internet Pack 100	One-off	QR100	6 GB	30 Days card
Internet Pack 200	Automatic	QR200	12 GB	60 Days card

## 7. Smartphone Data Offer

- Customers purchasing a Smartphone Device from:
  - Any Vodafone Retail Store; or
  - Vodafone Online Store

Will be entitled to the 1 GB of data free valid for 1 month from the date of purchase of the Smartphone Device:

	Data Free	Validity
Prepaid	1GB	1 month

- Once the free data period expires, as mentioned above, any remaining free data will be removed and any data usage thereafter will be charged at Vodafone's regular standard rates.
- Customers will receive a SMS notification when the free data is consumed or if the validity expires, whichever is earlier.
- Customers can use the free data along with other Data offers.

## 8. Swalif 150 Prepaid Add-On

- All new and existing Customers can subscribe to Vodafone's Swalif 150 Prepaid Add-On ("Swalif 150 Customers") provided they have at least **6 QR** balance in their Prepaid account.
- Swalif Prepaid Add-On is a weekly product that automatically renews every seven (7) days. To unsubscribe Customers can send message to \*250\*400# or visit Vodafone Retail Stores.
- Any unused calls of the Swalif 150 prepaid add on shall expire automatically at the end of seven (7) days.
- Customer shall get the following on joining the Swalif 150 prepaid add on:

Swalif 150 Prepaid Add on	Vodafone local Minutes
Vodafone Swalif 150 Weekly Prepaid Add-On	150 minutes per week

- On joining Swalif 150, Customers will not receive the standard bonus minutes of recharge currently received on every Prepaid recharge, however, they will now get **100 MB** of free Internet access on every recharge of QR 35 or more as per the table below:

Recharge Value	Credit Validity	Included Free MB	Included Free MB Validity
10	60	-	-
20	60	-	-
35	180	100 MB	2 days
55	180		4 days
100	180		10 days
150	180		15 days
200 or above	180		20 days

## 9. Credit Transfer

- Credit Transfer is a new service that will allow Prepaid Customers to transfer credit to any other Vodafone Prepaid customer.
- To transfer credit, Customer will need to send an SMS to '97800'-Type "Amount <space> Vodafone number"
- Credit Transfer is available for Vodafone Prepaid Customers with the following criteria:
  - a. Customers should be Vodafone prepaid Customers for at least than 30 days or more;
  - b. Customers must have a minimum balance of QR 1 to make a credit transfer
  - c. Customers must not have any Advance Credit which has not been returned
- Any Prepaid customers that do not fulfil the above criteria aren't able to use the Credit Transfer service.
- Customers can transfer a minimum amount One (1) QR and a maximum One thousand (1000) QR per day.
- Sender will be charged 50 dirhams per transaction however there is no charge for receiving the credit.
- The validity of the credit received will be the same as the receiving Customers existing balance. However, if the receiving Customers existing balance is zero, then the validity their previous balance will apply.
- Customers can receive and use the credit while roaming however Customers cannot transfer credit while roaming.

- Customers can send 'Transfer' to 97800, for free to get details of their Credit Transfer transactions and 'Receive' to 97800, for free to get details of their Credit Transfers received.

#### 10. Advance Credit Modification

- Advance Credit is a new Value Added Service that allows customers with a balance below QR1 to get QR5 Advance Credit.
- Advance Credit is available for Vodafone Prepaid customers with the following criteria:
  - a. Customers need to have been on the Vodafone network for 60 days or more.
  - b. Customers must have a balance of less than QR1
- Any Prepaid customers that do not fulfil the above criteria aren't able to use Advance Credit.
- To get advance credit, you need to send an SMS with the number '5' to 97555 and QR5 of credit will be added to your Prepaid balance.
- The SMS to activate Advance Credit costs QR1. Since you will have less than QR1 when you send the SMS then the cost of the SMS will get deducted from the QR5 that Vodafone adds to your balance. For example, if you have 50Dhs balance and send the number '5' to 97555 to get Advance Credit. Q 5 will be added to your balance and QR1 will immediately be deducted for the cost of the SMS for this service. After these two transactions you will have QR4.50 balance remaining.
- The amount of QR5 Advance Credit will then be deducted from your next recharge. For example, if you recharge with QR35 after you have used Advance Credit then you will receive QR30 on your next recharge.
- Advance Credit is available only twice in between recharges.
- The validity of Advance Credit is the same as your current credit balance and Advance Credit does not extend the validity of your existing credit or bonuses in the way a regular recharge would.
- Advance Credit can be used on any of the standard Vodafone services. You can make international, local or video calls, use mobile internet, and send local or international SMS/MMS until the advance credit is used up or expired.
- You can also buy other products from Vodafone with Advance Credit, as long as the product or service you are purchasing is less than the amount of Advance Credit on your balance. for example the Daily Internet Pack 2.
- You cannot transfer Advance Credit to other Customers.
- You can activate Advance Credit whilst roaming in countries where charges can be applied in real time. For a full list of countries where you can use Advance Credit whilst roaming please visit [www.vodafone.qa/roaming](http://www.vodafone.qa/roaming)

#### 11. National Rate Card

	Cost	Unit
National Voice	QR0.55	Per minute
Video Calling	QR0.55	Per minute
National SMS	QR0.39	Per SMS
MMS	QR0.80	Per MMS
Mobile Internet	QR0.55	Per MB

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

## 12. National Voice Opt in Rate

- Customers can make national voice calls for 25Dhs per minute if they opt in for the rate.
- Customers can activate the national voice call rate of 25Dhs per minute by dialing \*200\*225# and QR2 will be deducted from the prepaid balance every 30 days.
- The 25Dhs rate for national voice calls will be valid for 30 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 30 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the 25Dhs rate for national voice calls will remain on the account 'on hold' for 7 days and will renew as soon as the customer recharges with sufficient credit.
- The customer will be charged the standard rate for national voice calls while the promotion is 'on hold'. If there is no recharge during this 7 day period the 25Dhs rate for national voice calls will be removed and the standard national voice rate will apply.
- The customer can opt out of the offer by dialing \*250\*9910#. Once the customer has cancelled the offer the standard national voice rate of 49Dhs will apply immediately and the national voice opt in rate will no longer renew.
- The customer can activate the Opt in to the 25Dhs national voice rate again by dialing \*200\*225# at any time. Customers will be charged QR2 for another 30 days on reactivation.

## 13. 10Dhs Local Promo

- Customer can make local calls for just 10 Dhs per minute to any network for QR 1 per week ("Offer").
- The Offer is for local calls in Qatar only.
- Customer can activate this Offer by dialing \*200\*10# from their mobile and the Offer will renew automatically every week.
- Customer will receive an SMS from Vodafone confirming that the Offer has been activated and that QR1 has been debited from the balance.
- If the Customer doesn't have enough balance for the renewal, the Offer will go into Sleep Period for 30 days. If the Customer recharges during the Sleep Period, the renewal will automatically happen and QR1 will be debited from the Customers balance.
- Priority of usage of the Offer shall be after the Customer utilises any included minutes which it already subscribes to and before standard rate apply.
- A Customer can deactivate the Offer at any given time by dialing \*250\*262# after which the Offer will not automatically renew, however the Customer can still activate the Offer by dialing 200\*10#

## 14. International Calling Rate Card

	Cost	Unit
International SMS	QR0.60	Per SMS
International MMS	QR1.20	Per MMS
International Video Calling	QR1.80	Per minute

- International calls are QR0.99 per minute for over 145 countries.
- Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for a full list of countries and rates

### 14.1 Free Data on International Calling Card

- Customers who purchase any International Calling Card (ICC) will get 56 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international).
- Customer who recharges their ICC will also get 2GB local data free which will be valid for one (1) day.
- The free data will expire midnight of the following day.

- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

**15. International 45**

- Customers can make calls to 124 countries for 45Dhs per minute if they opt in to the offer.
- Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for the list of countries.
- Customers can activate the International rate of 45Dhs per minute by dialling \*200\*260# and QR1 will be deducted from the prepaid balance every week. If a customer does not have sufficient balance at time of renewal, the International 45 rate will remain on the account 'on hold' for 7 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 7 day period the International 60 rate will be removed and the standard rates will apply.
- Customer can opt out of the offer by dialling \*250\*260#. Once the customer has cancelled the offer the standard rack rates in 18 below will apply.
- The customer can activate the 45Dhs offer again by dialling \*200\*260# at any time.
- Customers will be charged QR1 for another week for the opt in rate on reactivation.

**16 India Opt in Rate**

- Customers can make calls to India for 10Dhs per minute if they opt in for the offer.
- Customers can activate the India rate of 10Dhs per minute by dialling \*200\*202# and QR2 will be deducted from the prepaid balance every 30 days.
- The Opt in rate to India will be valid for 30 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 30 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days period the India opt in rate will be removed and the standard India rate will apply.
- The customer can opt out of the offer by dialling \*250\*9911#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the India opt in rate again by dialling \*200\*202# at any time. Customers will be charged QR 2 for another 30 days of the Opt in rate on reactivation.

**17 Super Sunday Offer**

- All existing Customers who have already opted in for the Super Sunday promotion on or before 22 January 2014 can continue to make calls to 124 countries for 55Dhs per minute every Sunday.
- The full list of countries and rates is available at [www.vodafone.qa/international](http://www.vodafone.qa/international).
- Customers will always be charged the lowest possible rate on Sunday. For Example: Customers who subscribe to the India Opt in Rate of 20Dhs and the International Pack Rate of 60Dhs will be charged 20Dhs for all calls to India on Sundays and 55Dhs to all other Super Sunday Countries on Sundays.
- Customers can opt out of the Super Sunday Offer by dialling \*250\*266# anytime. Once the Customer has opted out the standard international calling rate will apply immediately and the promotional rate will no longer renew.
- The special rate is only available for calls made from Qatar and standard roaming rates will apply for all international calls made whilst roaming.

**18. International Discount Extra**

- All new and existing Vodafone Customers can opt in and enjoy discounts in the following countries:

Countries Covered	Rate per Minute
India	20 Dhs
Egypt	30 Dhs

Indonesia	24 Dhs
Philippines, KSA, UAE, Bahrain, Sri Lanka, Pakistan, Nepal, Syria, Sudan, Turkey, Thailand	45 Dhs
Bangladesh	19 Dhs

- To Opt in Customers can call centre by calling “122” or visit the Vodafone stores.
- On expiry of the Offer Period from activation, the standard Data rates will apply.

## 19. Premium Service

19.1 Customers making voice calls to the number range in Bahrain will be at the following rate below:

Number Range	Standard Rate	Premium Call Rate
Bahrain	Prepaid	Prepaid
+97371110000 till +97371119999	99Dhs per min	2.50QR per min

## 19.2 SMS Alert Services

- Customers can subscribe to SMS Alert Services and receive SMS notification on any of the following categories:
  - News - newspapers, local and international news agencies and the biggest news websites.
  - Sports news - sports newspapers, sports clubs and TV programs.
  - Daily tips - for family, children, and women, as well as weather news.
  - Entertainment: includes the entertainment, movie and TV stars' news, downloading mobile ringtones and backgrounds.
  - Religious services - Fatawa, prayers, and supplications by the famous Sheikhs and prayer times.
  - Talk Shows – clips of videos from famous Talk Shows.
- Customers can subscribe to the SMS Alert Service by dialling “65651” and unsubscribe by dialling “65651”
- Customers who subscribe will receive the alerts as either Text SMS or Wireless Application Protocol (“WAP”) service for audio, video or static and animated pictures. Customer’s subscribing for WAP services will require Vodafone’s internet packs to download the files.
- The recurring charges for the SMS Alert Services are as below:
  - Daily - QR0.5
  - Weekly - QR3.5
  - Monthly - QR15
- Customers without enough credit in their account will be automatically charged as per the below rates:
  - Daily subscription – 50 Dhs
  - Weekly subscription - QR 3.5
  - Monthly subscription – QR 15

## 20. Vodafone Passport Pack

- All Customers will receive the benefits in the countries covered for just QR 100 per week when they activate the Vodafone Passport Pack as below:



	Benefit	Validity
Incoming Calls	Unlimited	7 days
Calling to Qatar (Vodafone local Numbers)	Unlimited	7 days
Data	1 GB	7 days
Extra Data for GCC (Kuwait Saudi Arabia, Bahrain Oman UAE.)	1 GB	7 days

- Customers can subscribe while in Qatar or abroad by dialling the activation code as below:

Plan	Activation Code
Prepaid	*200*100#
Postpaid	*110*101#

- The list of countries, irrespective of the operator on which the Customer is roaming, are:

Countries Covered		
Saudi Arabia	USA	Indonesia
UAE	Egypt	Malaysia
Bahrain	India	Pakistan
Kuwait	Turkey	Switzerland
Oman	Greece	South Korea
Albania	Australia	Japan
Czech Republic	Thailand	Sri Lanka
Germany	France	Bulgaria
Ghana	New Zealand	Norway
Hungary	Portugal	Sweden
Ireland	Romania	Ukraine
Italy	Spain	Fiji
Malta	South Africa	Jersey
Netherlands	Hong Kong	Guernsey
UK	Taiwan	Jordan

- Once activated it is valid for one (1) week and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than 1 GB before the expiry, then the rate will be QR 1 per 1MB until the 7 day period expires and thereafter the standard rates below will apply.
- Customer will receive an SMS notification when their data is consumed or when the validity period has expired. Customer can also dial \*129# to know the remaining data allowance in the Offer.
- Any remaining data in the passport Pack if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Pack along with Vodafone Passport Rate. However any roaming usage beyond the Passport pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travel in the countries covered above.

## 21. Roaming Rate Card

The latest List of Prepaid Roaming Countries are available at VQ's website [www.vodafone.com.qa/roaming](http://www.vodafone.com.qa/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/SM S	QR/MB	QR/MS
<b>GCC</b>	1.00	2.00	2.00	17.00	1.50	1.00	15.00	3.00
<b>Vodafone Countries</b>	3.00	8.00	17.00	17.00	2.25	1.50	15.00	5.00
<b>Middle East and North Africa</b>	3.00	8.00	17.00	17.00	2.25	1.50	55.00	5.00
<b>Americas &amp; Europe</b>	3.00	12.00	17.00	17.00	2.25	1.50	55.00	7.00
<b>Asia &amp; Oceania</b>	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00
<b>Africa &amp; Rest of the World</b>	5.00	12.00	17.00	17.00	2.25	1.50	55.00	9.00
<b>Satellite &amp; In-flight Services</b>	30.00	30.00	30.00	30.00	30.00	2.00	75	10.00

## 22. Falla Prepaid Add On

- All Customers who opt in by dialling \*100# or visiting our retail stores will receive the following benefits:

Falla Prepaid	Benefits
Local Minutes	100
Local Data	1 GB
Price Per Week	20 QR

- Falla Prepaid Add on is a weekly product that automatically renews every week on Opt-in and can be deactivated by dialling \*100# or by visiting the retail stores.
- Customers who are less than 24 years will also get automatic membership to an exclusive Falla Club along with 10 GB of data free in the first month of joining as a welcome gift.
- Data usage (excluding BlackBerry) will be deducted from the 10 GB joining bonus first. When the GB bonus is exhausted, then Data usage will be charged as per the Plan and then the standard rate card shall apply.
- Falla Club rules and details of other non-Telco benefits such as Anghami membership, Food-on-Click discounts, Star Numbers discount etc. are available at <http://www.vodafone.qa/en/falla/faqs>

## 23. International Standard Rate

The standard rack rates for international calls are available at <http://www.vodafone.qa/en/plans-and-numbers/prepaid/prepaid-rates>

### 24.1 Revised International Calling rates effective as on 5 August 2015 are as below:

Countries	Current Rack Rate	New Rack Rate
Trinidad & Tobago	0.99	3.99
Puerto Rico	1.50	3.99
Cayman Islands	0.99	3.99
Marshall Islands	0.99	3.99
Dominica	1.50	3.99
Bermuda	0.99	3.99
Guam	1.50	3.99
Dominican Republic	1.50	3.99
Diego Garcia	3.50	5.99
Bahamas	1.50	3.99
Jamaica	1.50	3.99
Barbados	1.50	3.99
Algeria	0.99	1.66
Madagascar	2.50	2.99
East Timor	2.50	3.99
Somalia	1.50	1.66
Togo	1.50	1.66
Djibouti	1.50	1.66
Morocco	1.50	1.66
Tunisia	1.50	1.66
Senegal	1.50	1.66
Albania	1.50	1.66
Montenegro	1.50	1.66
Macedonia	1.50	1.66
Tonga	1.50	1.66
Liberia	1.50	1.66

**Service Provider Obligations**

N/A

**Customer Obligations**

N/A