

## General Tariff information

Service Provider Name	Vodafone Qatar Q.S.C
License	Public Mobile Telecommunications Networks and Services License
Tariff Number	CPP 1.1
Service Name	Postpaid
Tariff Type	Consumer
Tariff Notification Date	13 November 2013
Tariff Effective Date	13 November 2013
Tariff Version Number	CPP 1.1 – 2.17

## Definitions

Bill Cycle	Monthly Bill Cycle assigned to your account.
Bonus	Value Bundles given for free when you subscribe to specific Plans using Postpaid
Customer	Person subscribing to and using the Postpaid service
Extras	Value bundles that you can purchase in addition to your Postpaid Plan
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, Bonuses and any other products and services we offer you
Plan	Our pricing plans that are charged in line with our 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, Bonuses 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 Postpaid general terms and conditions shall apply.
- 1.2 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.
- 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 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

- 2.1 There is no connection fee to join Vodafone Postpaid.
- 2.2 A Customer can choose one of the postpaid plans below. Customers who choose a Gold plan and above will be entitled to choose free bonuses. All customers can also purchase extras to their postpaid account.
- 2.3 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.

### Postpaid Plans

Plans	Monthly Fee	Local Minutes	Local SMS	Local Data	Free Vodafone Number	Number of Bonuses
Silver	QR100	400	50	50MB	2 Vodafone Number (Calls , SMS , MMS)	0
Gold	QR250	1200	250	250MB	2 Vodafone Number (Calls, SMS, MMS)	2
Platinum	QR450	2500	750	1GB	2 Vodafone Number (Calls, SMS , MMS)	3
Diamond	QR750	5000	1500	3GB	Unlimited (Calls Only)	4

- 2.4 All included minutes and SMS can be used for all local calling and messaging.
- 2.5 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.
- 2.6 All Postpaid plans allow Customers to choose at least 2 Vodafone numbers to which all local calls and SMS are not charged. A customer may change the selected Vodafone numbers once a month by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.
- 2.7 Free Vodafone and Calling and SMS only applies for calls and messages originating in Qatar.

### Free Bonuses

- 2.8 All customers on a Postpaid Gold plan and above can choose bonuses.
- 2.9 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.
- 2.10 Customers may change the bonuses only one time per month with no charge by contacting Vodafone Customer Care on 122 or through Vodafone Retail Stores.

Bonus	Value
Vodafone Unlimited	While in Qatar, customers can make unlimited Calls and SMS/MMS to any Vodafone Qatar number in Qatar. *This is subject to a fair usage policy set out below.
Vodafone Passport	This Bonus entitles customer to roam with one rate for all calling, Messaging and data services in 26 countries. Vodafone Passport countries and rates are set out below.

Bonus	Value
Local Minutes	Customers will receive 600 minutes to any local numbers in Qatar.
BlackBerry	This Bonus entitles customers to 1 GB of local data plus the BlackBerry Monthly Service
Internet	Customers will receive 1.5GB of local data
Favourite International Number	Gold Plans and above, Customers will receive three (3) hours of free international calling per month to any one (1) international number of their choice. For the list of over 100 eligible countries please visit <a href="http://www.vodafone.qa">www.vodafone.qa</a> . Customers can activate by calling 122 or by visiting the Vodafone store. Customers will receive an SMS notification on consumption of the three (3) free hours of calling. However, if the three (3) free hours are consumed before the month ends, Customers will be charged standard Vodafone rates for international calls to the country called. As this Favourite International Number is limited to only one number, the 3 hours bonus will always be used first, before consuming any other international minute's bundle (including International Key) or other Vodafone Bonuses. On activation, this will automatically renew every month on Customers Billing Date. Customers can deactivate this Favourite International Number by dialling "122" or by visiting any Vodafone store.

### Extras

- 2.11 All customers can purchase any of the monthly extras.
- 2.12 The value of each extra 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.
- 2.13 Each extra and the value it contains will be renewed on the Customer's Bill Cycle date.
- 2.14 Should a Customer exceed the allowances in their chosen extra, charges for all excess usage will be at standard Rate card prices set out below.
- 2.15 The included value is for local use only.
- 2.16 All out of bundle data usage will be charged at 10Dhs per MB

### International Key Extra

- 2.17 The International Key Extra allows customers to use fifty percent (50%) of their free local minutes included in the Postpaid Plan for international calls to all countries except for Premium Countries and for receiving calls whilst roaming. Customers need to pay QR50 per month to get International Key. The following destinations are not included in the International Key: Satellite, Nepal, Pakistan, Sri Lanka, Ethiopia, Bangladesh, Afghanistan, Somalia, Eritrea, Ghana and Mauritania. Calls to these destinations will be charged at standard rack rates. Customers can activate International Key by calling 122 from a Vodafone line or 8007122 from any other line in Qatar. The International Key offer will only be available for postpaid customers who have activated the International Key offer prior to 28 July 2013.

Plan	Current Intl Key	New Intl Key
Postpaid Silver	400 @ QR100	200 @ QR50
Postpaid Gold	1200 @ QR100	600 @ QR50
Postpaid Platinum	2500 @ QR100	1250 @ QR50

Postpaid Diamond	5000 @ QR100	2500 @ QR50
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- 2.18 International Key cannot be used for SMS or Data in Qatar or while roaming, or to make outgoing calls while roaming. Once activated the International Key will be a recurring monthly charge until cancelled by the customer by calling 122 from a Vodafone line or 8007122 from any other Line in Qatar.

Extra	Price	Value
International Key	QR50	Converts local minutes in the Plans to international minutes and incoming roaming minutes.

### **International Calling Pack**

- 2.19 The new International Calling Pack, starting from 28 June 2013, offers all Postpaid customers a new International rate from Qatar to fifteen (15) countries listed below, for just QR 10 per month.

Countries Covered	Rate per Minute
India	20 Dhs
Egypt	35 Dhs
Indonesia	24 Dhs
Philippines, KSA, UAE, Bahrain, Sri Lanka, Pakistan, Nepal, Syria, Sudan, Turkey, Thailand	45 Dhs
Bangladesh	19 Dhs

- 2.20 The International Calling Pack can be used in conjunction with the International Key (2.17 above) by Vodafone's existing customers who have already activated the International Key. However, all Vodafone postpaid customers who have not activated the International Key till 27 July 2013, can only apply for the International Bundle from 28 July 2013.

### **Vodafone Passport Paid Ad-on**

- 2.21 This Paid Ad-on of 50QR per month entitles customer to roam with one rate for all calling, messaging and data services in 26 countries. Vodafone Passport countries and rates are set out below.

### **Mobile Internet Plans**

Extra	Price	Value
Internet Regular Pack	QR50	1GB
Internet Super Pack	QR100	7 GB
Internet Ultimate Pack	QR300	25 GB
BlackBerry Service	QR49	1GB

### **Mobile Broadband Plans**

- 2.22 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.
- 2.23 The included value is for local use only.

Plan	Value	Price
Mobile Broadband Regular	2.5GB	QR100
Mobile Broadband Super	7GB	QR200
Mobile Broadband Ultimate	15GB	QR300

- 2.24 **Vodafone Passport MBB extra details:** Customers can now opt in for 50 QR per month and enjoy 75 Dhs per MB rate in 26 countries. Customer can opt in by calling 122 or visiting the Vodafone stores.

### Welcome Pack Price

- 2.25 The Welcome Pack is sold at QR25.00

### National Rate Card

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

	Cost	Unit
National Voice	QR0.35	Per minute
Video Calling	QR0.45	Per minute
National SMS	QR0.30	Per SMS
National MMS	QR0.90	Per MMS
Mobile Internet	QR0.55	Per MB

### National Voice Opt in Rate

- 2.27 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\*25#. There is no charge for opting in for the 25Dhs rate. The customer can opt out of the rate by dialing \*250\*25#. Once the customer has cancelled the offer the standard national voice rate of 35Dhs will apply immediately.

### International Rate Card

- 2.28 International calls are QR0.66 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.

	Cost	Unit
International SMS	QR0.60	Per minute
International MMS	QR1.35	Per MMS
International Video Calling	QR1.80	Per minute
Satellite	QR 28.00	Per minute

### India Opt in Rate

- 2.29 Customers can make calls to India for 20Dhs per minute if they opt in for the offer. Customers can activate the India rate of 20Dhs per minute by dialling \*200\*91#. Once

opted in, all calls to India made by the customer will be charged at 20Dhs. The customer can opt out of the offer by dialing \*250\*91#. Once a customer opts out, the standard India rate will apply.

### Roaming Rate Card

	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/MMS
<b>GCC</b>	1.00	2.00	2.00	10.00	1.50	1.00	10.00	3.00
<b>Vodafone Countries</b>	2.00	4.00	10.00	10.00	1.50	1.50	10.00	5.00
<b>Vodafone Countries (with Vodafone Passport product)</b>	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
<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 and Europe</b>	3.00	10.00	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	75.00	10.00

### Roaming Countries

Zone	Countries
GCC	United Arab Emirates; Saudi Arabia; Bahrain; Kuwait and Oman
Vodafone Passport Countries	United Kingdom; Italy; Portugal; Egypt; Spain; New Zealand; India; Greece Czech Republic; Germany ; South Africa; Netherlands; Turkey ; Australia Ghana ; Ireland; Romania ; Hungary ; Albania, Iceland, Malta, Kingdom of Saudi Arabia; United Arab Emirates, France, USA and Switzerland.
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;

Zone	Countries
	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; 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; 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).