

General Tariff information

Service Provider Name	Vodafone Qatar Q.S.C
License	Public Mobile Telecommunications Networks and Services License
Tariff Number	CPP 1.2
Service Name	Postpaid
Tariff Type	Consumer
Tariff Notification Date	31 December 2017
Tariff Effective Date	31 December 2017
Tariff Version Number	CPP 1.2 – 1.50

Definitions

Bill Cycle	Monthly Bill Cycle assigned to your account.
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 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.
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).
Vodafone Retail Store	Vodafone retail stores across Qatar and available at http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations

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 a connection fee of QR50 to join Vodafone Postpaid.
- 2.2 Customers will be charged QR50 to migrate from Postpaid to Prepaid and Postpaid to Mobile Broadband Plans
- 2.3 A Customer can choose one of the postpaid plans below. All customers can also purchase extras to their postpaid account.
- 2.4 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:

3. Postpaid Plans

3.1 Vodafone Red

Plan Name		Red 250	Red QNB	Red 350	Red Unlimited	Red VIP
Telco Benefits	Monthly Fee	QR 250	QR330	QR350	QR750	QR1000
	Local Minutes & SMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
	Mobile Internet	6 GB Local and Roaming ¹	Unlimited Local and Roaming ²	12GB Local and Roaming ³	Unlimited ⁴ Local and Roaming	Unlimited ⁵ Local and Roaming
	International Minutes ⁶	100 minutes to any number	300 minutes to any number	100 Minutes to any number	600 Minutes to any number	2000 minutes to any number
	Vodafone Passport Incoming Calls ⁷	-	-	60 minutes	300 minutes	-
	Vodafone Passport incoming or Calling Vodafone Qatar ⁸	-	-	-	-	Unlimited
	Vodafone Passport Pack ⁹	-	1 Free Pack	-	-	-

¹ Roaming data applicable only in Vodafone Global Data Countries

² Use is limited for personal and reasonable use and the Fair Usage Policy is capped at 60 GB per month for local data and 10GB roaming data in Vodafone Passport Countries. After reaching the FUP the out of bundle – After reaching the FUP the out of bundle rate will be 99Dhs/MB for local data or the applicable rate in roaming country.

³ Roaming data applicable only in Vodafone Global Data Countries.

⁴ Use is limited for personal and reasonable use and the Fair Usage Policy is capped at 250 GB per month for local data and 15GB roaming data in Vodafone Global Data Countries. After reaching the FUP the out of bundle rate will be 99Dhs/MB for local data or the applicable rate in roaming country.

⁵ Use is limited for personal and reasonable use and the Fair Usage Policy is capped at 1TB per month for local data and 20GB roaming data in Vodafone Global Data Countries. After reaching the FUP the out of bundle rate will be 99Dhs/MB for local data or the applicable rate in roaming country.

⁶ For the list of eligible countries please click [here](#)

⁷ Applicable to Vodafone Passport Extra Countries as listed below

⁸ Applicable to Vodafone Passport Extra Countries as listed below

⁹ First Vodafone Passport Pack Subscription of the month will be free of charge. Valid only on Vodafone Passport Pack Countries.

	Star Number	Free Star Number up to QR2,500	-	Free Star Number up to QR4,000	Free Star Number up to QR6,000	Free Star Number up to QR10,000
	Family Discount (Discount applies only to Red plans, Classic 100 plans or Mobile Broadband plans & applies on the lower priced plan(s) only.)	10% on additional lines	10% on additional lines	10% on additional lines	10% on additional lines	10% on additional lines
Non Telco Benefits	Red Team (Available for Setup, Support and Payment in customer's home or office)	-	-	-	-	Included
	VIP Service¹⁰ (International concierge support including requests for flight /hotel /restaurant booking plus entertainment, leisure, consultation & Support)	-	-	-		Included
	Parking & Valet¹¹			N/A	Up to 100% discount on Valet Parking fees at Select Locations	Up to 100% discount on Valet Parking fees at Select Locations

- Customers migrating to Red from the existing Postpaid Plans will lose all benefits of the earlier offers such as International Key, 50% discount and the save up to 500 QAR and 30% for life offer.

3.1.1 Red Extras

- Vodafone Extras are additional recurring products designed to provide Customers with more value for money as per their choice.
- All Customers can purchase any of the monthly extras below.
- 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.
- Each Extra and the value it contains will be renewed on the Customer's Bill Cycle date.
- Should a Customer exceed the allowances in their chosen Extra, charges for all excess usage will be at standard Rate card prices set out in National rate card in 4.1 and International rate card in 4.2 below.
- To activate Extras, Customers please contact 122, USSD Menu (*100#), MyVodafone App or visit your nearest Vodafone store.

Current available Red Extras are listed below:

¹⁰ The VIP Service is valid for 12 months from the date of activation, and may be renewed by Vodafone at its discretion

¹¹ This valet service is for 12 months from the date of activation of Plan and may be renewed by Vodafone at its discretion.

3.1.2 Red India Extra

- All new and existing Customers on Vodafone Red Postpaid Plans (Postpaid 250, Red 250 Red 350, Red Unlimited and Red VIP) who opt in for this Extra by paying QR 35 monthly, can enjoy 20 hours of International Calls to India for life of this product.
- All Red Customers can activate the Red India Extra either by calling customer care on "122", MyVodafone App or visiting any Vodafone Retail Store. The Offer will be automatically renewed every bill run until Customers prefers to opt out of the Offer by visiting a Vodafone Store, MyVodafone App or by calling the Vodafone Call Centre.
- Once activated, Postpaid 250, Customers will replace the international value the Customer currently have on their Postpaid 250 plan with 20 international hours to India instead of 3 hours to one number.

3.1.3 Red Key Extra

All new and existing Customers on any Red Plan can subscribe to the new monthly recurring Red Key Add On ("Add On") and get the following benefits depending on the Customer's Plan:

Red Key	Red 250	Red 350	Red Unlimited	Red VIP
Monthly Fees	QR 100	QR 100	QR 100	FREE
International¹²	500	1,000	2,000	2,000
Roaming Data¹³	500MBs	1GB	2GB	2GB
Roaming Incoming Minutes¹⁴	500	1,000	2,000	2,000

All of the above benefits will replace any existing plan values that are included in the base plan for e.g. If Customer is on Red XL then Customer will benefit from 600 International minutes and 60 minutes of Incoming calls while roaming. After subscribing to Red Key, the Customer will have a total of 2000 International minutes, 2GB of roaming data and 2000 incoming roaming minutes.

- All Red Plans are eligible for Red Key for just QR 100 per month. However Red VIP customers can get the Add-on for free.
- To activate Red Key, Customer can use the MyVodafone App, dial *100#, call 111 or visit any of our stores. After activation the Customer will receive a SMS notification confirming their subscription.
- Once activated all international calls will come out of your Red Key Add-On. When roaming in any of our Passport countries the Customer's data consumption and incoming calls will be deducted from their Red Key allowance in case they don't already have an active Passport Pack subscription. If the Red Key value is exhausted, Bill Manager will automatically take care of the out of bundle spend.
- To deactivate Red Key, Customer can use the MyVodafone App, dial *100#, call 111 or visit any of Vodafone Retail stores.
- If the Customer changes its existing subscription of a Red plan plus the Red Key to any other Postpaid plan the Customer will automatically be unsubscribed from the Red Key. Customer will however keep any existing value from the Red Key until the end of the billing cycle. If Customer migrated to another Red plan then Customer can re-subscribe to Red Key and will receive the applicable benefits according to their new Red plan. In case Customer migrates to a non-Red plan then Customer will not be able to re-subscribe to Red Key.
- If Customer migrates from Red Postpaid to Prepaid then the Red Key will be automatically unsubscribed and Customer will lose all existing value from their original Red plan as well as from the Red Key.
- International Premium Services are not included in the Red Key.

3.1.4 Bill Manager

¹² To more than 120 countries. Please find all eligible destinations here: <http://www.vodafone.qa/en/support/main-topics/plans/favourite-international-number/favorite-international-number-countries>.

¹³ Roaming data are valid in Passport Pack countries. You can find the full list here: <http://www.vodafone.qa/en/plans-and-numbers/other-services/roaming>.

¹⁴ Incoming calls are valid in Passport Pack countries. You can find the full list here: <http://www.vodafone.qa/en/plans-and-numbers/other-services/roaming>

- All existing and new Customers on Vodafone's Red Postpaid Plans (Postpaid 250, Red QNB First, Red 250, Red 350, Red Unlimited and Red VIP) shall automatically get the Bill Manager Extra added for free.
- Bill Manager shall ensure that the Customers are prevented from receiving excessive bills from local data and roaming usage, by automatically adding the best add-ons available. E.g. if the customer is roaming in a passport pack country, Bill Manager will automatically add the benefits of the Passport Pack for no additional charge once the customer has consumed out of bundle data or calls worth QR 100. However, in non-passport countries, Bill Manager will not be able to further optimise spending.
- For local out of bundle charges, Bill Manager will give Customers the below benefits without extra charges once the Customer has reached a certain spend threshold:

Spend Limit	Product	Extra Value Given
>QR 20	Standard rate of 99Dhs/MB	-
QR 20	Smart Data Rate	250 MB
QR40	Smart Data Rate	250 MB
QR60	Smart Data Rate	250 MB
QR70	Internet Pack 70	5.25 GB
QR110	Internet Pack 110	4 GB
QR150	Internet Pack 150	4GB
QR200	Internet Pack 200	6GB GB
QR300	Internet Pack 300	15 GB
QR500	Internet pack 500	965GB

- Bill Manager will send an SMS notification every time it provides an additional benefit. These benefits will always be provided without an additional charge and are non-recurring.
- All benefits provided by Bill Manager will expire at the end of the customer's bill cycle.
- Any customer not wanting to take advantage of the Bill Manager extra can disable Bill Manager via the MyVodafone App.

3.2 Vodafone for All - Power to people with disabilities

- All customers who are registered and hold a valid special needs or retirement card ("Card") from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority ("Eligible Customer") are entitled to the following benefits:
- 50% discount on Red 250, Red 350, Red Unlimited and Red VIP Plans as below:

Red 250	Red 350	Red Unlimited	Red VIP
125 QR per month	175 QR per month	375 QR per month	500 QR per month
Unlimited local calls and local SMS	Unlimited local calls and local SMS	Unlimited local calls and local SMS	Unlimited local calls and local SMS

6GB of local internet & roaming ¹⁵	12GB of local internet & roaming ¹⁶	Unlimited ¹⁷ local internet & roaming	Unlimited ¹⁸ local internet & roaming
N/A	100 International Minutes ¹⁹ to any number	600 International Minutes ²⁰ to any number	2000 International Minutes ²¹ to any number
N/A	60 incoming ²² roaming minutes in Vodafone Passport Extra countries	300 incoming roaming minutes in Vodafone Passport Extra countries	
N/A			Unlimited incoming roaming minutes in Vodafone Passport Extra countries and unlimited roaming minutes to Vodafone Qatar
10% discount for any family member who purchases any RED Postpaid plan	10% discount for any family member who purchases any RED Postpaid plan	10% discount for any family member who purchases any RED Postpaid plan	10% discount for any family member who purchases any RED Postpaid plan
2,500QR voucher to be used towards the purchase of a Star Number	4,500QR voucher to be used towards the purchase of a Star Number	6,000QR voucher to be used towards the purchase of a Star Number	10,000QR voucher to be used towards the purchase of a Star Number

- The Eligible Customer will also be entitled to a 10% discount on a mobile phone handset (“Handset Discount”) as long as no other discount enrolled for the same handset. The Handset Discount can be redeemed at any Vodafone store subject to availability and shall not apply to handsets that are already discounted under any promotion.
- If the Eligible Customer cannot physically attend the Vodafone store to purchase the Plan he can authorise a family member (by completing Vodafone letter of authorisation, and upon presentation of the nominated person’s Qatari ID) to act on his behalf.
- Services not listed in the table above will not be included in any Plan.
- Plan is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.

¹⁵ Roaming applicable only on Global Data Countries

¹⁶ Roaming applicable only on Global Data Countries

¹⁷ Use is limited for personal and reasonable use and the Fair Usage Policy is capped at 250GB per month for local data and 15GB roaming data in Vodafone Global Data Countries. After reaching the FUP the out of bundle rate will be 99Dhs/MB for local data or the applicable rate in roaming country.

¹⁸ Use is limited for personal and reasonable use and the Fair Usage Policy is capped at 1TB per month for local data and 20GB roaming data in Vodafone Global Data countries. After reaching the FUP the out of bundle – bill manager rate will be 99Dhs/MB for local data or the applicable rate in roaming country.

¹⁹ For the list of eligible countries please click [here](#)

²⁰ For the list of eligible countries please click [here](#)

²¹ For the list of eligible countries please click [here](#)

²² Applicable to Vodafone Passport Extra Countries as listed below

- Supplier standard warranty provisions shall apply to all Handset Discounts.
- Vodafone standard refund and exchange policies shall apply.

3.2.1 Vodafone Passport Extra

- Customers can roam in selected countries with only simple rate of 75Dhs per minute/SMS & MB for only QR 20.
- List of countries included are:

Vodafone Passport Extra Countries	United Kingdom; Italy; Portugal; Egypt; Spain; New Zealand; India; Greece Czech Republic; Germany ; South Africa; Netherlands; Turkey ; Australia Ghana ; Ireland; Romania ; Hungary ; Albania, Malta, Kingdom of Saudi Arabia; United Arab Emirates, France and USA .
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- Red Unlimited and VIP Customers will automatically receive this benefit for free from 1 April 2014.
- To learn more and find out which other countries are included, please contact 122 or visit your nearest Vodafone store or please visit www.vodafone.qa/passport

3.2.2 International Discount Extra

- For only QR 10 monthly, Customers can enjoy calling 15 countries at discounted rates.
- To Opt in Customers can call centre or visit the Vodafone stores.
- Red Unlimited and VIP Customers will automatically receive this benefit for free from 1 April 2014.

Countries Covered	Rate per Minute
India	15 Dhs
Egypt	35 Dhs
Indonesia	24 Dhs
Philippines, KSA, UAE, Bahrain, Sri Lanka, Pakistan, Nepal, Syria, Sudan, Turkey and Thailand	45 Dhs
Bangladesh	19 Dhs

3.2.3 Charity Donation Add on

- Customers can make monthly recurring donations to Qatar Charity.
- Customers can activate and deactivate to donate using the My Vodafone App.; visiting Vodafone Store or by contacting Customer Care.
- Customers can choose a donation amount ranging from QR 100, QR 200 and QR 300 denominations. London Edition customers can only donate in QR 300 denominations.
- Customer can donate to different charities however; they cannot add more than one of the same donation amounts for the same charity. i.e. you cannot choose 2x QR 100 donations to Qatar Charity but you can select 1x QR 100 donation to Qatar Charity and 1x QR 100 donation to Eid Charity.
- No deductions will be made by Vodafone and the entire amount is sent directly to the customer's chosen charity.
- Customer can change the monthly donation amount but will need to deactivate their existing donation Add-on and activate the new donation amount.
- Customer who are unable or fail to pay their monthly Vodafone bill whilst subscribing to Vodafone Charity Donation Add on, their donation will not be sent to their chosen charity.

- When activating your Charity Donation Add-on, the first donation will automatically be added to the current months' bill. The next donation will be added when the customer's monthly Postpaid plan renews.
- Charity Donation payment will appear under the "Plans and Extras" section of your bill.
- Customers will receive a notification for monthly renewal and can check their donations using Vodafone's *129# balance check service.

3.2.4 My Network Name

- All Customers can activate My Network Name ("My Network Name Service") to customise the Network Names ("Network Name") on their mobile devices.
- Customers can choose from Basic or Premium Network Name:

Plan	Basic Network Name	Premium Network name
Postpaid Plans	<ul style="list-style-type: none"> • Set up Fees - QR 500 • 4-16 characters in length 	<ul style="list-style-type: none"> • Set up fees of QR 5000 per month • Up to 16 characters in length (no minimum requirement)
Red VIP	<ul style="list-style-type: none"> • Set up Fees – Free • Change of Network Name – QR 500 • 4-16 characters in length 	<ul style="list-style-type: none"> • Set up fees of QR 5000 per month • Up to 16 characters in length (no minimum requirement)
London Edition	Free	Free

- Customers can activate the My Network Name Service by visiting any Retail Store accepting the specific terms and conditions.
- It will take up to 72 hours to update the personalised Network Name and a SMS confirmation will be sent to the Customer.
- Customers must choose the Network Name in keeping the local laws and cultural sensitivities. Vodafone reserves the right to deny; change or suspend the Service and/or any Network Name requested which is in breach of the above ("**Breach**"). Further, the Customers agrees to indemnify Vodafone from any and all actions, claims, damages, liabilities, judgments, awards, expenses and costs (including reasonable legal fees and expenses on a solicitor-client basis) arising out of or relating to the Breach.
- My Network Name will work on all devices however Apple handsets using iOS 10 will not be able to include Arabic characters within their Network name
- Customers migrating to Red VIP or London Edition will obtain the Service for free.
- If the Network Name selected does not appear, the Customer must restart their mobile devices and to troubleshoot can contact Customer Care through MyChat on the Vodafone App; visit any Vodafone Store or call 111.

3.2.5 Vodafone Account Manager

- Vodafone Account Manager ("**VAM**") is a new free account management service available for all new and existing RED Unlimited or RED VIP plan ("Eligible Customer").
- Eligible Customers will benefit from billing related advice, information on new plans and promotions and faster assistance on requests or service issues.

- VAM will contact Eligible Customer within 24hrs from the time of activation of the two eligible plans.
- Eligible Customer can reach the VAM by calling 122 anytime.
- VAM will not available if Eligible Customers migrates to a non-eligible plan, ports out or terminates.

3.2.6 Vodafone Global Data

- All Vodafone Postpaid Red Customers (“**Customer**”) will automatically receive the Vodafone Global Data (“**VGD**”) service from 11 May 2017 which converts their Red local data Plan allowance into local and roaming data for free. Customers (“**Customer**”) will be able to use their data bundle in the following countries within Vodafone’s Global network:

VGD Countries		
Albania	Hungary	Portugal
Australia	India	Romania
Czech Republic	Ireland	South Africa
Egypt	Italy	Spain
Germany	Malta	Turkey
Ghana	Netherlands	United Kingdom
Greece	New Zealand	Qatar

- VGD applies only on local data in the Customers current Red Plan and excludes any dataAdd-Ons.
- VGD is subject to the following Fair Usage Policies (“**FUP**”):

Plan	VGD Roaming FUP
Red 250	6GB (Total Plan benefit)
Red 350	12GB (Total Plan benefit)
Red Unlimited	15GB (Roaming FUP)
Red VIP	20GB (Roaming FUP)
Red QNB First	10GB (Roaming FUP)

- The order of consumption of the VGD will be after Vodafone Passport Pack and Red Key data allowance has been consumed. This means that Customers having both Passport Pack and VGD, will consume Passport Pack data first.
- If a customer runs out of their data allowance while roaming they will be charged the standard roaming rates (15QR/MB). If a customer runs out of their data allowance while in Qatar they will be charged by the standard out of bundle rate (0.99/MB).
- Customer will receive an SMS notification when their data is consumed and customer can also dial *129# to know the remaining data allowance.

3.2.7 My car

- Customers can apply for My Car Service which is an IoT based fleet management service (“**Service**”) for consumer’s personal use with the following benefits:

Plans	Monthly Subscription	Data
My Car	QR 200	<ul style="list-style-type: none"> 1 GB Local Data 100 MB Roaming Data

- Customer will enter into an Order Form and these terms and conditions. Orders are binding on both Parties from the date written notification of acceptance by Vodafone. If acceptance is not express, it shall be deemed to have occurred on dispatch of Equipment or activation of Service by Vodafone.
- Customers can only utilise the Service in a four wheeler such as a car, SUV etc. excluding two wheelers (“**Vehicle**”) and provided the Vehicle is manufactured after 1995.
- My Car Service is limited to data services and customer cannot make voice calls.
- Currently the Customer must have an iPhone device to use this product and must download the iFleet Application to be able to track the Vehicle.
- Customer acknowledges and agrees that they are the lawful owner of the Vehicle or have approval from the original owner of the Vehicle who will sign the consent form provided by Vodafone.
- Customer shall not use the Services and/or Equipment and indemnifies Vodafone against any:
 - breaking any law or infringes anyone’s legal rights;
 - giving unauthorised access to anyone’s computer or communications equipment;
 - Annoying anyone or to interfering with anyone else’s use of the Services.
- Customer will visit any Vodafone Retail Store to sign this Order Form to avail the My Car Service.
- Customer agrees that the installation may take up to 5 working days. Vodafone or its appointed third parties such as Qatar Mobility Innovations Center (QMIC) shall contact the customer to take an appointment.
- Customer can utilise the service outside of Qatar but limited to GCC countries where the roaming data of 100 MB will apply. After that a charge of QR3.1 per MB shall apply. Any usage outside GCC will not be covered within the 100MB data and standard international roaming rate will apply. Vodafone shall not be responsible for the performance of Overseas Networks or any part of the Vodafone Network not controlled by Vodafone. Overseas Networks may be limited in quality and coverage and access and service availability.
- The Minimum Subscription Period shall be three (3) months. If the customer wants to terminate the Service before the Minimum Subscription Period then they must pay the early termination penalty charges.
- If the customer wants to deactivate the service after the minimum subscription period, Vodafone will contact the customer to retrieve the device. If for any reason Vodafone was not able to contact the customer to retrieve the device within 15 days of disconnecting the service, the customer will have to pay the device cost of QR500.
- Vodafone shall use best endeavours to provide Customer with the Services and to ensure the security of Customer’s communications at all times. However, due to the nature of this technology, Vodafone cannot guarantee a fault-free service and may suspend the Services for maintenance or testing of the Vodafone Network. Vodafone is not responsible or liable for any non-performance of Services or for any degradation or deviation of the Services that can be reasonably attributed to the actions or omissions of the Customer, Customer’s personnel, or third parties.
- The Services are offered for the Customer’s reasonable personal use. Customers shall be responsible for the content of that are transmitted or processed by themselves or third parties using this Service.
- Any right granted by Vodafone to the Customer to use the Services shall be strictly for the Customer’s personal use. The Customer shall have no rights to re-sell or in any way make available to any third party any services using the Service and if found in breach this shall constitute a material breach justifying immediate termination without prejudice to Vodafone’s rights.
- Vodafone will issue a bill for the Customer’s use of the Services at the end of each Bill Cycle.
- Vodafone shall allocate telephone numbers to Customer which Customer shall only use to access the Services. All the numbers are the property of the State of Qatar. Vodafone may withdraw, reallocate or change such telephone numbers as a result of changes in applicable law or instructions from the Regulatory Authorities or in accordance with its Number Policy, which can be found at www.vodafone.qa, but will

exercise all reasonable endeavours to minimise any disruption to Customer or End User.

- All Vodafone handsets, USB modems and other Equipment (“**Equipment**”) shall be used only with Vodafone SIM Cards. In the event that non-Vodafone SIM Cards are used on a Vodafone handset, USB modem or other Equipment, all warranties applying to that Equipment shall cease with immediate effect and no further post-sale service shall be available in respect of that Equipment.
- Equipment and Services provided under this Agreement may contain or use Software. This Software is generally not owned by Vodafone. Any Software that is used by Equipment or Services provided under this Agreement shall be governed by the terms of the relevant Software license.
- Customer shall notify Vodafone if Customer does not receive the Equipment or installation call. In the case of damaged used Equipment Vodafone shall (at its option) replace or repair the Equipment. All Equipment provided by Vodafone shall remain the property of Vodafone. In case of loss or damage of device, Customer should inform Vodafone immediately and pay for the device which is priced at QR500 per piece.
- The installation fees of QR200 are non-refundable.
- In case the Customer needs to transfer MyCar to another vehicle, he will be subject to pay a service fee of QR200.
- Vodafone shall be entitled to inspect or test any Equipment that has been installed at any Customer premises remotely or otherwise at such times as may be agreed between the parties and such agreement shall not be unreasonably withheld or delayed by the Customer.
- Customer shall not remove or obscure any logo or writing on Equipment that Vodafone has supplied to Customer and which Customer does not own. Customer shall replace all batteries and other consumable parts of the Equipment and Vodafone’s supply of Equipment and accessories shall be subject to availability.
- Any SIM Cards provided under this Agreement shall remain the property of Vodafone at all times and Customer shall be entitled to use the SIM Cards (including any Software they contain) provided for use with the Services only. Customer shall inform Vodafone as soon as is reasonably practicable after Customer becomes aware that a SIM Card is lost, stolen or damaged.
- Vodafone shall be entitled to monitor use of the Service and disclose or otherwise use the information so obtained to the extent allowed by the laws and regulations of Qatar.
- Customer will allow Vodafone or its agents access to Customer’s premises or the premises in which the Services are to be performed to enable Vodafone to perform its obligations under this Agreement, including the installation of Equipment as needed. Vodafone will endeavour to provide reasonable prior notice if it requires access to Customer premises and will ensure that sufficient proof of identity is available.
- If access to premises is denied, Customer’s ability to use the Services may be adversely affected and Vodafone takes no responsibility in such case. If the Customer repeatedly fails to provide access to the premises for any reason, Vodafone reserves the right to charge the Customer for any reasonable costs incurred in implementing the unsuccessful access visits.
- Customer shall have the right to terminate this Agreement in whole or in part by giving Vodafone 1 (one) month’s written notice of termination, subject to the payment of any outstanding Charges.
- On termination of this Agreement, or any Service, the Customer’s Services supplied under this Agreement (or the relevant part of the Service Schedule) shall cease immediately and the Customer will immediately pay to Vodafone all sums due or payable in relation to the terminated or expired Services, including any early termination payment specified in the Agreement. On expiry and/or termination of the Agreement, the Customer shall return to Vodafone immediately the Equipment in good condition. The Customer shall be responsible for the reasonable costs for the repair or replacement of any piece of Equipment which has been destroyed or damaged.
- The Intellectual Property Rights that exist in Services, Software and Equipment are owned by Vodafone and Vodafone’s licensors and third parties. By supplying Customer with Services, Software and Equipment, Vodafone is not transferring or assigning ownership of any Intellectual Property Rights in or relating to them to Customer. Customer must not do anything to jeopardise Vodafone or its licensor’s Intellectual Property Rights.
- Vodafone shall not be liable for death or personal injury resulting from negligent acts or omissions; claims for non-payment; the non-excludable statutory rights of consumers (for example, under laws providing for strict product liability); breaches of any Software license; breach of any obligation of confidence; and any infringement of Vodafone’s Intellectual Property Rights.
- This Agreement is governed by Qatari Law and is subject to the non-exclusive jurisdiction of the Qatari Courts.
- In case Customer needs technical Support they can call 111

3.3 Flex Plans

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

Plan Name	Flex 60	Flex 100	Flex 150	Flex 200
Price per month	QR 60	QR 100	QR 150	QR 200
Flex	300	1000	1,800	2,800

- Flex Rating**

Customer can use their Flex as below:

Flex	Rating
1 Flex	1 Local Min/SMS/MMS
1 Flex	5MB
1 Flex	1 International Min to India
3 Flex	1 International Min to Egypt
4 Flex	1 International Min to Pakistan
5 Flex or more*	1 International minute to other destinations ²³

- Flex Specific Paid Add-Ons**

Customer can add the following Add on to enhance their Flex plans as per their usage and requirement:

Add On	Flex Booster 10*	Flex Booster 20*	Flex Booster 50*
Price	QR 10	QR 20	QR 50
Flex	70	150	500
Validity	7 days	7 days	7 days

**All the Flex Boosters are non-Recurring and are valid for 7 days from the date of subscription*

- Flex Unlimited Local Add-On**

- Customer on Flex 150 and Flex 200, plan can get the Unlimited Calls & SMS to any number in Qatar for QR 100 per month.
- This add-on renews automatically every billing cycle

- India 400 minutes Flex Add-On**

- Customer on Flex Plans can get the 400 minutes to call India for QR 20 per month.
- This add-on renews automatically every billing cycle

²³ For a list of pricing per country visit www.vodafone.qa/connect

- **10 hours to Globe Philippines Extra**

- Postpaid customers can subscribe to the 10 Hours to Globe Philippines Extra which is a monthly recurring pack.
- Postpaid Customers can subscribe to this pack to get 600 minutes to any Globe customers in Philippines for just QR 35 per month.
- To get the offer dial *100#
- The minutes included in this Pack are valid for calls to Globe customers in Philippines only. This means the minutes can only be used to call Philippines numbers which have the following prefixes:

0063905	0063906	0063915	0063916
0063917	0063926	0063927	0063935
0063936	0063975	0063976	0063977
0063995	0063996	0063997	

- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200
- The minutes include in this pack are only available for calls originated in Qatar

- **Globe Philippines Unlimited Add-On**

- Postpaid customers can subscribe to the Globe Philippines Unlimited Add-On which is a monthly recurring pack.
- Postpaid Customers can subscribe to this pack to get unlimited minutes to any Globe customer in Philippines for just QR 100 per month.
- To get the offer dial *100#
- The minutes included in this Pack are valid for calls to Globe customers in Philippines only. This means the minutes can only be used to call Philippines numbers which have the following prefixes:

0063905	0063906	0063915	0063916
0063917	0063926	0063927	0063935
0063936	0063975	0063976	0063977
0063995	0063996	0063997	

- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200
- The minutes include in this pack are only available for calls originated in Qatar.

- **Pakistan international 35 Add-on**

- Postpaid customers can subscribe to the Pakistan International 35 Add on which is a monthly recurring pack.
- Customer can call 475 mins to any network in Pakistan for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200
- The minutes include in this pack are only available for calls originated in Qatar

- **Eligible Add On for Connect Plan**

Add On	Price
Vodafone Passport Pack	QR 100

- All Flex customers can check their available balance using the direct short code *130# to receive a balance check SMS notification
- The Flex Postpaid plan customers who have unused Flex on their account can carry forward the unused Flex from the previous month for the next month and these Flex will have a validity of 1 bill cycle

- Smart Data Rate is added by default on Connect postpaid plans

3.4 Falla Club

All customer who become members of the Vodafone Falla Club, which is free to join, can now choose any Vodafone Plan that suits them and get additional benefits every month:

- **Extra Data** - Double Data on any Red Plan or 20% more data on Connect Plan as below:

Plan	Extra Data
Connect 60	350MB
Connect 100	1GB
Connect 150	2GB
Connect 200	3GB
Red 250	6GB
Red 350	12GB

- Customers under 24 years will receive the Extra Data upon signing up to any Vodafone Red or Connect Postpaid Plan in any Vodafone Retail stores. Falla Club members can track their data bonus balance by downloading the myVodafone App.

- **Non-Telco benefits**

Customers who join Falla Club will also get other non telco benefits such as:

- EntertainMe- Buy 1 and get 1 Cinema Entry - Every Tuesday, Falla Club members get an extra free cinema ticket and drink + popcorn combo when purchasing a ticket and drink + popcorn combo.
- Urban Point- Buy 1 get and 1 Meal and Entertainment - Urban Point offers hundreds of amazing Buy 1 get 1 Free offers at restaurants, spas, and fun attractions in Qatar. For a discounted subscription of QR 10 charged every second month only, exclusive to Falla Club members, they can unlock all the discounts it has to offer.

3.9 Mobile Broadband (MBB) Data Plans

- All new and existing Customers can subscribe to Data Plan 110, Data Plan 150, Data Plan 250 or Data Plan 500 MBB plans.
- The value of each MBB 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.
- The included value is for local use only.
- If Customer exceeds the data allowance then the standard Data rate of 10Dhs/MB shall apply.

Name	Monthly Fee	Value
Data Plan 110	QR 110	10 GB
Data Plan 150	QR 150	14 GB
Data Plan 250	QR 250	30- GB

Data Plan 500	QR 500	Unlimited
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- 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.
- All Data Plans are valid for one bill cycle and any remaining data bundle will expire. If you are a Postpaid Data Plan customer and finished your free data allowance before end of your bill cycle, you can still use data at a rate of 10 Dhs per MB.

4. Internet Extras

- Customer can opt in for the Internet Extras by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

Extra Name	Monthly Fee	Value	Validity	Recurring
2GB Data Booster	QR25	2 GB	7 days	No
Internet Pack 70	QR 70	6 GB	30 days	Yes
Internet Pack 110	QR 110	10 GB	30 days	Yes
Internet Pack 150	QR 150	14 GB	30 days	Yes
Internet Pack 200	QR 200	20 GB	30 days	Yes
Internet Pack 300	QR 300	35 GB	30 days	Yes
Internet Pack 500	QR 500	Unlimited ²⁴	30 days	Yes

- 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.

5. Smart Data Rate

- Customer can get an extra data in 250 MB bundles for only QR 20, without any additional monthly fee by subscribing to Smart Data Rate.
- Existing customers can subscribe to Smart Data Rate by choosing <<Smart Data Rate>> from USSD Menu by dialling <<*100#>> or dial *110*533#. New customers can ask Vodafone store staff activating their line to activate Smart Data free ofcost.
- Customer is notified before start of Smart Data Rate, that when the bundled data has finished and before Smart Data Rate starts and QR 20 will be charged for next 250 MBs. After first 250 MB is consumed, another 250 MB data for QR 20 is added and so on, until 1 GB, post which data usage is charged at the reduced rate of QR 0.1/MB. The 250 MB bundle is valid till the upcoming plan renewal date.
- Smart Data Rate comes into effect only when data is consumed after all the bundled data in plan, bonus and mobile internet pack is finished.
- Smart Data Extra is available for new customers on below Postpaid plans:
 - Postpaid 250 & Red 350
 - Falla M & Falla L
 - Bronze, Silver, Gold, Diamond, Platinum

²⁴ A fair usage policy for reasonable personal use applies.

- Smart Data Extra is not available on plans that already have special rates, mentioned below:
 - Red 250
 - Red Unlimited
 - Red VIP and
 - London Edition
- If a Customer unsubscribes from Smart Data Rate, they will be charged the standard rate of QR 0.99/MB for any out of bundle data usage.
- Smart Data rate is only available for local use in Qatar and is not available for use while roaming.

6. Vodafone Passport Pack

- All Customers who subscribe to the Passport Pack (“**Passport Pack**”) by paying QR100 per week shall receive the benefits below:

Permanent	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 subscribe while in Qatar or abroad through the MyVodafone App or by dialling the activation code as below:

Plan	Activation Code
Prepaid	*110*110#
Postpaid	*110*110#
Business	*110*110#

- Activated is valid for one (1) week and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7 day period expires and thereafter the 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 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.

7. Rate card

- 7.1 National Rate Card** - 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	QR0.99	Per MB
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7.2 International Rate Card - International calls are QR0.99 per minute for over 145 countries. Please visit 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

Rate	Country List
QR 0.99	Afghanistan; Albania; Algeria; Andorra; Angola; Anguilla; Antigua; Armenia; Australia; Austria; Bahrain; Bangladesh; Belarus; Belgium; Benin; Bermuda; Bhutan; Botswana; Brazil; Brunei; British Virgin Islands; Cambodia; Cameroon; Canada; Cape_Verde; Cayman_Islands; China; Colombia; Costa_Rica; Croatia; Czech_Republic; Cyprus; Denmark; Djibouti; Egypt; EL_Salvador;; Faeroe_Islands; Finland; France; French_Guiana; Germany; Ghana; Greece; Grenada; Hong_Kong; Hungary; India; Indonesia; Iran; Iraq; Ireland; Israel; Italy; Ivory_Coast; Japan; Jordan; Kazakhstan; Kenya; Korea_North; Korea_South; Kuwait; Laos; Lebanon; Liberia; Liechtenstein; Macau; Macedonia; Malaysia; Mariana_Is; Martinique; Mauritius; Mexico; Mongolia; Montenegro; Mozambique; Montserrat; Namibia; Nepal; Netherlands; Netherlands_Antilles; New_Caledonia; New_Zealand; Nigeria; Norway; Oman; Pakistan; Palestine_Authority; Philippines; Portugal; Puerto_Rico; Romania; Russia; Rwanda; San_Marino; SantaLucia; Saudia_Arabia; Serbia_Montenegro; Senegal; Singapore; Slovak_Rep; South_Africa; South_Sudan; Spain; Sri_Lanka; St_Vincent & The Grenadines; Sudan; Surinam; Sweden; Switzerland; Syria; Taiwan; Tajikistan; Tanzania; Thailand; Togo; Tonga; Trinidad_Tobago; Turkey; Turkmenistan; Turks_Caicos_Is; Uganda; Ukraine; United Arab Emirates; United_Kingdom; USA; Uzbekistan; Venezuela; Vietnam; Virgin Islands USA and Yemen
QR 1.5	Argentina; Aruba; Belize; Bolivia; Bulgaria; Burkina_Faso; Comoro_Is; Congo; Congo_Rep; Cruise Schips; Ecuador; Equatorial_Gui; Eritrea; Ethiopia; FerryCruise; Fiji; French_Polyn; Georgia; Gibraltar; Guadeloupe; Guatemala; Guernsey; Guyana; Haiti; Honduras; Iceland; Intother; Lesotho; Luxembourg; Malta; Malawi; Micronesia; Moldova; Monaco; Morocco; Myanmar; Nicaragua; Niger; Palau; Panama; Paraguay; Peru; Poland; Reunion; Samoa; Somalia; Swaziland; Tunisia; Uruguay and Zambia
QR 2.5	Azerbaijan; Burundi; Central_African; Chad; Chile; Cook_Is; Gabon; Greenland; Guinea_Bissau; Guinea_Rep; Jersey; Kosovo; Latvia; Libya; Lithuania; Maldive_Is; Mali; Mauritania; Mayotte; Niue_Island; Papua_New_Gui; SaoTome_Prin; Seychelles; Slovenia; Sierra_Leone; St_Kitts_Nevis; St_Pierre_Miq; Vanuatu; Wallis_Fun_Is and Zimbabwe
QR 3.5	Bahamas; Barbados; Cuba; Dominica; Dominican_Rep; EastTimor; Gambia; Guam; Jamaica; Madagascar; Marshall_Is; Nauru; Solomon_Is and Tuvalu
QR 28	Antarctica; Falkland_Is; In-Flight; Kiribati; St_Helena; Ascension; Diego_Garcia; Norfolk_Island; Thuraya; Tokelau and Botswana.

7.3 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>.

All Customers (Pre & Post, Enterprise)	Making calls in the country you're	Calls Back to Qatar	Calls to GCC	International Calls	Receiving Calls	Send SMS	Data Roaming	Send MMS
Zone 1	0.90/mi	2.00/min	2.00/min	17.00/mi	1.00/min	0.25	3.1/MB	3
Zone 2	5.00/mi	17.00/min	17.00/mi	17.00/mi	3.00/min	2	55.00/MB	5
Zone 3	5.00/mi	17.00/min	17.00/mi	17.00/mi	3.00/min	2	15.00/MB	5
Zone 4	5.00/mi	17.00/min	17.00/mi	17.00/mi	3.00/min	2	55.00/MB	7
Zone 5	5.00/mi	17.00/min	17.00/mi	17.00/mi	3.00/min	2	55.00/MB	7
Zone 6	5.00/mi	17.00/min	17.00/mi	17.00/mi	3.00/min	2	55.00/MB	9
Zone 7	30.00/mi	30.00/min	30.00/mi	30.00/mi	30.00/min	2	75.00/MB	10

Roaming Countries

Zone	Area	Countries
Zone 1	GCC	Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates
Zone 2	MENA	Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia
Zone 3	Vodafone	Albania; Australia; Czech Republic; Egypt; Greece; Hungary; Germany; Ghana; India; Ireland; Italy; Malta; Netherlands; New Zealand; Portugal; Romania; South Africa; Spain; Turkey and United Kingdom
Zone 4	Asia & Oceania	Afghanistan; American Samoa; Azerbaijan; Bangladesh; Cambodia; China; Bhutan; Brunei; Cook Island; East Timor; Fiji; Georgia; Hong Kong; Indonesia; Japan; Kazakhstan; Kyrgyzstan; Macau; Malawi; Malaysia; Maldives; Mongolia; Myanmar; Nauru; Nepal; Norfolk Island; New Caledonia; Pakistan; Palau; Papua New Guinea; Philippines; Samoa; Singapore; Solomon Island; Solomon Islands; South Korea; Sri Lanka; Taiwan; Tajikistan; Thailand; Tonga; Trinidad and Tobago; Turkmenistan; Uzbekistan; Vanuatu; Vietnam and Yemen

Zone 5	Americas & Europe	Aland; Andorra; Anguilla; Antigua and Barbuda; Aruba; Austria; Argentina; Armenia; Bahamas; Barbados; Belarus; Belgium; Belize; Bermuda; Bolivia; Bosnia and Herzegovina; Brazil; British Virgin Islands; Bulgaria; Canada; Cayman Islands; Chile; Colombia; Costa Rica; Croatia; Cyprus; Cuba; Denmark; Dominica; Dominican Republic; Ecuador; El Salvador; Estonia; Falkland Islands; Faroe Islands; Finland; France; French Guyana; Gibraltar; Greenland; Grenada; Guadeloupe; Guam; Guatemala; Guernsey; Guinea; Guinea Bissau; Guyana; Haiti; Iceland; Isle of Man; Jamaica; Jersey; Kosovo; Latvia; Liechtenstein; Lithuania; Luxembourg; Macedonia; Martinique; Mexico; Moldova; Monaco; Montenegro; Montserrat; Netherlands Antilles; Nicaragua; Northern Mariana Islands; Norway; Panama; Paraguay; Peru; Poland; Puerto Rico; Russia; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and
		the Grenadines; San Marino; Serbia; Slovakia; Slovenia; Suriname; Sweden; Switzerland; Tahiti; Turks and Caicos Islands; Ukraine; United States; Uruguay and Venezuela
Zone 6	Africa & ROW	Angola; Benin; Botswana; Burkina Faso; Cape Verde; Central African Republic; Burundi; Cameroon; Chad; Comoros Islands; Cote D'Ivoire; Democratic Republic of the Congo; Djibouti; Equatorial Guinea; Ethiopia; Gabon; Gambia; Honduras; Kenya; Laos; Lesotho; Liberia; Libya; Madagascar; Mali; Mauritius; Mauritania; Mayotte; Mozambique; Namibia; Niger; Nigeria; Republic of the Congo; Réunion Island; Rwanda; Sao Tome and Principe; Senegal; Seychelles; Sierra Leone; Somalia; Swaziland; Tanzania; Togo; Uganda; Zambia and Zimbabwe.
Zone 7	Satellite	Air Flight Services; Maritime Services and Satellite Services

8. Premium Service

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

Number Range	Standard Rate	Premium Rate
Bahrain	Postpaid	Postpaid
+97371110000 till +97371119999	66Dhs per min	2.50QR per min

9. Opt in Rate

9.1 Local 25Dhs Calling Opt in

- 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.

9.2 India 20 Dhs Calling Opt in

- 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 dialing ***200*91#**.
- There is no charge for opting in for the 20Dhs rate.
- 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.

10. 6GB Data offer for 30 Days

- All Customers excluding Connect Postpaid customers can enjoy 6GB of local data for QAR 100 valid for 30 days from the date of activation regardless of their bill cycle date.
- Upon activation 6GB will be added to the Customer's account and QR100 will be charged to the Customer's next monthly bill (regardless of the bill cycle date).
- The Customer can activate this Offer through USSD short code ***110*777#** or ***100# USSD** in the menu under internet packs and through the MyVodafone App.
- The Offer does not renew automatically and will expire at the end of the 30 day period. To avail of the data offer again you must re-subscribe in accordance with the offer terms and conditions.
- If the Customer deactivates the Offer the customer will lose the remaining data related to the Offer and the full QR100 will nevertheless be fully charged to the Customer's account.
- The Customer can purchase the Offer at any time during the month and the 30 day period will commence from the activation date. The Offer will expire at the end of 30 days and the Customer will not be entitled to carry over any unused data from the Offer upon expiry.
- Customers who switch to a Connect Postpaid plan during the 30 day Offer period will no longer be eligible for this Offer and will lose the remaining data and the full QR100 will nevertheless be fully charged to the customer's account.
If Customer exceeds 6GB data then Vodafone standard data rates apply.

11. Smartphone Offers

11.1 Non-Vodafone Branded Devices local data offer

All existing and new Vodafone ("**Eligible Customers**") who purchase a non-Vodafone branded smartphone e.g. iPhone, Samsung etc. ("**Handset**") shall be entitled to the following offer ("**Offer**"):

- Eligible Customers who have purchased the Handset will benefit from free 7 GB local data per month for 1 (one) month upon successful collection and payment of your Handset.
- After 1 (1) month the free local data shall automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Postpaid Customers disconnecting, transferring or migrating to Prepaid will automatically lose the free data Offer.
- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at www.vodafone.qa/en/support/main-topics/other-topics/store-locations, or online at www.vodafone.qa
- Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges.
- Vodafone online and retail stores return and warranty policy apply which can be found at <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

11.2 Vodafone Branded Devices local data Offer

All existing and new Vodafone Postpaid customers who purchase a Vodafone Branded Devices e.g. Vodafone Smart platinum 7 or Vodafone Smart Ultra ("**Vodafone Branded Devices Handset**") ("**Eligible Customer**") shall be entitled to the following offers ("**Offer**"):

- After three (3) months the extra 7GB will automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Postpaid Customers disconnecting, transferring or migrating to Prepaid within the first three (3) months will automatically lose the free data Offer.



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Vodafone Mobile Postpaid Tariff: Consumer

- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at www.vodafone.qa/en/support/main-topics/other-topics/store-locations, or online at www.vodafone.qa
- Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges.

- Vodafone online and retail stores return and warranty policy apply which can be found at <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

Tariff Modification Version Control

Tariff Modification Version Number	Effective Date	Description of Change
1.43	15/06/2017	<p>3.1 - Removed Postpaid 250 Plan; changes in Star Number and Family Discount; Red Team, VIP Service; Parking and Valet service.</p> <p>3.1.1 Red Extra – added USSD Menu</p> <p>3.1.3 – Added Red Key Extra as permanent product</p> <p>3.1.4 – Added Internet pack 150</p> <p>3.2 – Vodafone for All – Added Red 350, Red Unlimited and Red VIP Plans and benefits.</p> <p>3.2.3 – Removal of International Plus</p> <p>3.2.4 – Internet Extra – value of Internet Pack 300 and 500 changed</p> <p>3.3 – Super Saver 100 – 1 GB of data for Anghami removed</p> <p>3.4 - Super Saver 150 – Free Star Number worth 500QR added</p> <p>3.5 - Super Saver India 120 – monthly subscription fee of QR120 specified.</p> <p>3.6 - Super Saver India 65 – 200 Local minutes and 600 international minutes to India added.</p> <p>3.8 – Falla Club – Eligible Add Ons – removal of Anghami and OSN</p> <p>4 – Revision to MBB Plans – Data Plan 70 removed and Data Plan 100 and 200 changed to 110 and 150. USB stick reference removed and Data Plan 200 30% saving discount discontinued.</p>

		7.3 – Roaming Rate Card – country zones amended 11 – 4G Extra – removed
1.44	08/08/2017	3.1 - 100 International minutes to Red 250 Plan
1.45	10/08/2017	3.7 – Connect 100 now gets 1000 Flex and Connect has been renamed Flex.
1.46	24/10/2017	3.3 – 3.6 Deleted as Supersaver Plans will no longer be available for new customers. 5. Reference to Super Saver Plan deleted.
1.47	15/10/2017	30 days advance price increase notification as below: Article 3.3 – Data benefit decreased from 8 MBs to 5 MBs for 1 Flex. Article 9.3 – India 10 promotion was more than 3 months therefore deemed permanent but now has been withdrawn from the market. Article 7.2 - Call rates increased for Algeria to 2.5 QR; Morocco from to 2.5 QR and Tunisia to 2.5 QR and Estonia for 3.5 QR added.
1.48	01/11/2017	Article 3.1 - Removed Valet Parking for Red 350 customers.
1.49	08/11/2017	Article 3.2.3- Removal of RAF and Eid Charity from charity list.