

## 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	10 August 2014
Tariff Effective Date	10 August 2014
Tariff Version Number	CP 1.1 – 3.23

## Definitions

Customer	means the person subscribing to and using Prepaid services
Sleep Period	means a 30 days grace period given to Customers who do not have enough primary balance at the time of Add-On renewals to top up their primary balance. If the Customer does not top up within the 30 days grace period, then the Automatic Add On will be removed, and the Customer will need to re-subscribe for the Add-On.
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.
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.

## Service Features

Prepaid Products and Services

### 2. Tariff Tables

#### 2.1 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 and international calls will be deducted from the International and Vodafone to Vodafone Minutes Bonus first. When the International and

Vodafone to Vodafone Minutes Bonus is exhausted, then international calls and calls to other Vodafone numbers in Qatar will be charged as per the rate card.

- If a customer has free International and Vodafone to Vodafone minutes as well as Smart Pack Vodafone Minutes and international 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	Credit	Credit Validity	Free Bonuses (All free bonuses are valid for 10 days)	
			International & Vodafone to Vodafone Minutes	Free Mobile Internet
QR10	10	60 days	0	0
QR20	20	60 days	2	0
QR35	35	180 days	4	2 MB
QR55	55	180 days	8	4 MB
QR100	100	180 days	20	10 MB
QR150	150	180 days	30	15 MB
QR200	200	180 days	50	20 MB
QR300	300	365 days	75	30 MB
QR500	500	365 days	150	50 MB

## 2.2 Prepaid Smart Packs

- Customers can purchase the Prepaid Smart Packs with the Prepaid balance.
- Each Smart Pack is valid for 30 days and does not renew automatically.
- If a new Smart Pack is purchased on top of an existing Pack, the new Smart Pack balances will be added to the existing ones and the expiry of the new total balances will be extended by 30 days.
- Customers will receive SMS notification when each of the Smart Pack balances have been fully consumed and when they expire.
- Order of minutes/SMS and data consumption will be as follows:

- On-net voice priority : Free Vodafone minutes OR Smart Pack (whichever expires first)
- SMS/MMS priority : Free Messaging or Smart Pack SMS/MMS (whichever expires first)
- International priority: ICC 25 or Smart Pack international minutes (whichever expires first)
- Data priority:
  - o BlackBerry Add-On data will be used first for those customers who have a BlackBerry service;
  - o Then the Free Mobile Internet in the Prepaid plan;
  - o Mobile Internet One-off or Recurring Add-on or Smart Pack data (whichever expires first)
- Once one of the Smart Pack balances is fully consumed, for example, international minutes are fully consumed, then all subsequent international calls will be charged at standard rates.

Prepaid Pack	Vodafone minutes	Vodafone SMS/MMS	International minutes	Data MBs	Validity
QR15	20	20	11	10	30 days
QR40	60	60	30	30	30 days
QR75	130	130	70	70	30 days
QR130	280	280	130	200	30 days

### 2.3 Welcome Pack Price

The Welcome Pack is sold at QR25.00

### 2.4 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 30 days Sleep Period to top up the primary balance. If the customer does not top up within the 30 days Sleep 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
- Weekly BlackBerry® Add-on includes 75MB of data a month for local usage and up to 25MB of this can be used for Streaming.
- After a customer's 1GB or 75MB 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	75MB	1 Week

## 2.5 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

Pack	Type	You Pay	You Get	Validity	Sleep Period
Internet Daily Pack 1	Automatic	QR1	10MB	24 hours	30 Days
Internet Weekly Pack 6	Automatic	QR6	75MB	1 Week	30 Days
Internet Weekly 10	Automatic	QR10	150MB	1 Week	30 Days
Internet Plus 15	Automatic	QR15	250MB + 30 Vodafone Minutes	1 Week	30 Days
Internet Plus 20	Automatic	QR50	750MB + 60 Vodafone Minutes	1 Week	30 Days
Internet Monthly Pack 15	Automatic	QR15	60MB	1 Month	30 Days
Internet Monthly Pack 50	One-off	QR50	1GB MB	1 Month	-
Internet Monthly Pack 100	One-off	QR100	6GB	1 Month	-
Internet Monthly Pack 100 Recurring	Automatic	QR100	6GB	1 Month	30 Days
Internet Monthly Pack 200	Automatic	QR200	12GB	2 Months	30 Days

## 2.7 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.

## 2.8 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.

## 2.9 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 Customer that does not fulfil the above criteria are not 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)

## 2.10 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.

## 2.11 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 Sleep Period for 30 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 30 days Sleep 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.

## 2.12 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

## 2.13 International 45

- Customers can make calls to 124 countries for 45Dhs per minute if they opt in to the product.
- Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for the list of countries.
- Customers can activate International 45Dhs 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, International 45Dhs will remain on the account in Sleep Period 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 product is in the Sleep Period. If there is no recharge during the 30 day Sleep Period the International 45Dhs product will be removed and the standard rates will apply.
- Customer can unsubscribe from the product by dialling \*250\*260#. Once the Customer has cancelled the product the standard rack rates will apply.
- The Customer can activate the 45Dhs product again by dialling \*200\*260# at any time.
- Customers will be charged QR1 per week for the on reactivation.

## 2.14 International 25 calling card

- Get 56 international minutes when you recharge with International 25 card for QR 25.
- International 25 is available from Vodafone retail stores and distribution partners.
- International 25 can only be used to call the eligible countries in the table below:

Amount Paid	Value Received	Eligible Countries
QR 25	56 minutes	Bangladesh, Egypt, India, Indonesia, Pakistan, Philippines, Sri Lanka, Sudan, Syria, Thailand, Turkey, Bahrain, U.A.E, Saudi Arabia and Nepal.

- International calls to countries not included in International 25 will be charged at the standard international rate card price in 2.18 below.
- The minutes in International 25 are valid for 30 days from the date of the card is loaded. Any remaining unused minutes after the 30 day period will be lost.
- Calls to countries included in the International 25 will be charged from the included International 25 minutes first. When the International 25 minutes have run out, then all international calls including countries included in the International 25 will be charged at the standard rate card price. If a Customer does not have any Prepaid credit left, then they will not be able to make any calls, however they will be able to receive local and international calls as well as receive SMS for 60 days from the date the card was loaded.
- Customers can check their balance by dialing \*129# to receive a SMS with the balance of International 25 minutes.

### 2.15 India Opt in Rate

- 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\*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 in Sleep Period 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 in the Sleep Period. 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\*202#. 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 changed QR 2 for another 30 days of opt in rate on reactivation.

### 2.16 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.
- The Sleep Period for this promotion shall be 30 days. The Customer will be charged the standard rate for calls while the promotion is in the Sleep Period. If there is no recharge during this 30 days period the Super Sunday rate will be removed and the standard international rates will apply.
- 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.

### 2.17 Vodafone 4G

- All Customers will automatically receive 4G service from 3 June 2014.
- However to receive 4G, Customer must have a 4G enabled device, to check if your device is 4G enabled please visit <http://www.vodafone.qa/en/4g/devices> and set the correct network settings.
- Customers will need Vodafone's APN settings in order to access 4G. Customers can obtain the correct Mobile Internet settings by dialling \*100# to access the USSD menu or by Customer Care at calling 111.
- Currently, 4G is not available while roaming.



- Customers shall also get the following dedicated Data for the OSN Go and Anghami+ applications (“Apps”) Extras:

Plan	Go by OSN Extra	Anghami+ Extra (Not available for Falla)
<b>Prepaid &amp; Falla</b>	50% on first month	None
	QR 37 per month	QR 20 per month
	4 GB	1 GB

- The above mentioned dedicated Data allowance can only be consumed on the two Apps above.

## 2.18 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/MM S
<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

The latest List of Prepaid Roaming Countries are available at VQ's website [www.vodafone.com.qa/roaming](http://www.vodafone.com.qa/roaming)

### Service Provider Obligations

N/A

### Customer Obligations

N/A