

**General Tariff information**

<b>Service Provider Name</b>	Vodafone Qatar Q.S.C
<b>License</b>	Public Mobile Telecommunications Networks and Services License
<b>Tariff Number</b>	CP 1.1
<b>Service Name</b>	Prepaid
<b>Tariff Type</b>	Consumer
<b>Tariff Notification Date</b>	14 March 2019
<b>Tariff Effective Date</b>	14 March 2019
<b>Tariff Version Number</b>	CP 1.1 – 3.76

**Definitions**

Artificially Inflated Traffic	A flow or volume of traffic via any Service, which Vodafone believes is: (i) disproportionate to the flow or volume of traffic which Vodafone expects from good faith commercial practice and usage of the Service; (ii) disproportionate to Customer's previous traffic profiles (in any given month) with Vodafone; (iii) uses automated means to make calls (save where this is expressly approved by Vodafone in writing); or (iv) may result in Customer exceeding the credit limit which Vodafone places on Customer's Vodafone account from time to time.
Customer	means the person subscribing to and using Prepaid services
Products and Services	means the communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and international MMS (multi-media messages, to send photos), mobile internet, roaming, and any other products and services we offer you.
Vodafone bonuses	means the bonus minutes or MB's included in your Prepaid plan.
Vodafone Retail Store	Vodafone retail stores across Qatar and available at <a href="http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations">http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations</a>
We, Us, Vodafone	means Vodafone Qatar QSC (commercial registration number 39656, PO Box 27727, Doha Qatar).
Unstructured Supplementary Service Data (USSD)	"Quick Codes" or "Feature codes", is a communications protocol used to communicate with Vodafone's mobile network.

**1. Tariff Terms and Conditions**

- Vodafone's Prepaid General terms and conditions shall apply which are available at <https://www.vodafone.qa/en/legal-and-regulatory>
- 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 all 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.
- Vodafone may offer 20% discounts on permanent or promotional offers as per the Article 3.9 of the Retail Tariff Instructions.

## 2. Tariff Tables

### 2.1 Prepaid Tariff Plans

- The International and Local Minutes can be used to call numbers in Qatar and make international calls. Calls to satellite numbers are not included in the International and Local Minutes and will be charged at standard rack rates.
- Data usage will be deducted from an MB bonus first. When the MB bonus is exhausted, then Data usage will be charged as per the rate card below.
- Customers cannot use the any 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. Credit recharge for Prepaid is as follows:

Price (QR)	Credit Balance <sup>1</sup>	Validity (days)
10	10	60
20	20	60
35	35	60
55	55	180
100	100	180
150	150	180
200	200	180
300	300	365
500	500	365

### 3. Welcome Pack Price

The Welcome Pack is sold at QR25.00

### 4. 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.
- 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)

Internet Pack	Type	You Pay	Allowance	Validity
Internet Pack 1	Automatic	QR1	10 MB	1 Day
Internet Pack 5	One off	QR 5	210 MB	Same day midnight
Internet Pack 6	Automatic	QR6	75 MB	7 Days
Internet Pack 10	Automatic <sup>2</sup>	QR10	500 MB	Same day midnight

<sup>1</sup> Balance can be used for local call, data; SMS or roaming usage.

<sup>2</sup> Automatic as it is received from UUSD not by a recharge card.

Internet Pack 10	One off	QR10	500MB	Same day midnight
Internet Pack 20	One off	QR20	700 MB	7 days (one extra day validity through Etop or App)
Internet Pack 20	Automatic	QR20	1GB	7 days
Internet Pack 30	One-off	QR30	1 GB	2 weeks
Internet Pack 60	One-off	QR60	2.5 GB	4 weeks
Internet Pack 80	One-Off	QR80	4 GB	4 weeks
Internet Pack 100	One-off	QR100	7 GB	4 weeks

## 5 Smart Data Rate

- Customers who want to avail of the Smart Data Rate will need to subscribe, by dialling **\*200\*111#**.
- If the Customer has an existing Mobile Internet Pack e.g. MB 100, priority will be given to Data from the Mobile Internet Pack being consumed first.
- On subscribing the Customer will be offered as below:
  - Up to 20MB for just QR1.
  - After every 20 MB used the charges will be QR1 till 100MB for that day.
  - After 100 MB of data usage the customer will be charged at 5/MB for the rest of the day.
- The Smart Data Pack is a daily subscription product and any unused data from the pack will expire at the end of the day. Unused data cannot be carried forward to the next day and cannot be used with any other internet packs.
- Customer will be notified at every instance of the Smart Data Rate usage-
  - Before start of Smart Data Rate
  - After usage of every 20MB bundle
  - After expiry of the data bundle
  - After renewal of the bundle
  - After first 20MB is consumed, another 20MB data for QR 1 is added and so on, until 100 MB, post which data usage is charged at the reduced rate of 5Dhs/MB.
- Customers who have subscribed for the Smart Data Rate will need to have a minimum of QR1 remaining credit to use data. Customers with less than QR 1 balance will be blocked from browsing. To become unblocked the customer must either recharge with credit or add a data bundle.
- In case the customers want to use data with a balance of less than QR1 the customer will have to opt out of the pack by dialling **\*250\*111#**. In this instance the customer will be charged 99 Dhs per MB.
- Once the customer unsubscribes from Smart Data Rate, they will be charged standard rate of QR 0.99/MB for any out of bundle or non-pack usage.
- Smart Data Rate is only available for local use in Qatar and is not available for use while roaming.

## 6. Nepal Super Pack

- All new and existing Customers can subscribe to Vodafone's Nepal Super Pack which is a weekly recurring pack.
- To activate the pack for 1QR per week customer can dial **\*200\*977#**. On subscription the Customers will get the following discounted rates:

Service Provider	Rate per minute
Ncell	50 Dhs per minute
Nepal Telecom (NTC)	50 Dhs per minute

- To activate the 2QR per week pack customer can dial \*250\*2001#. On subscription the Customers will get the following discounted rates

Service Provider	Rate per minute
NCell	45 Dhs per minute
Nepal Telecom (NTC)	45 Dhs per minute

- This Offer is available only to calls made on NTC and Ncell numbers in Nepal and is not available on roaming calls.
- Standard international calling rates will apply to any calls made to customers in Nepal through any other telecommunications operator.
- Customers can deactivate by dialing \*250\*977# (for QR1/week pack) or \*250\*2001# (for QR2/week pack) but there will be no reimbursement of any subscription fees upon deactivation.

## 7. Nepal Combo Packs

- All new and existing Customers can subscribe to the Nepal Combo Packs to receive the following benefits:

QR	International Minutes to Nepal	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code
10	20 (NTC + NCell)	100 MB	10	30 days	7 Days	*200*830#
20	45 (NTC + NCell)	200 MB	20	30 days	7 Days	*200*840#
50	120 (NTC only)	500 MB	50	30 days	7 days	*200*503#
90	220 (NTC only)	1GB	100	30 days	7 days	*200*9001#

- Customers can activate the Nepal Combo Packs through USSD and the Vodafone App.
- To de-activate 10 QR Nepal Combo Pack customer can dial \*250\*830#, for the QR 20 NTC Pack customer can dial \*250\*840#, for QR50 NTC pack customer can dial \*250\*503# to deactivate and for QR90 NTC pack customer can dial \*250\*9001# to deactivate
- The international minutes are applicable only for calls made on NTC and NCell numbers in Nepal and are not available on roaming calls.
- Standard international rates will apply to any calls made to customers in Nepal on any other Telecom operator.
- An out of pack rate of just 18 Dhs/min to call NTC or Ncell numbers will be applicable after expiry of the pack minutes.

## 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:
  - Customers should be Vodafone prepaid Customers for at least 30 days or more;
  - Customers must have a minimum balance of QR 1 to make a credit transfer;
  - Customers must not have any Advance Credit which has not been returned.
- Any Prepaid customer that do not fulfil the above criteria is not 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 1 QR 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.

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

## 10. National Rate Card

	Cost	Unit
National Voice <sup>1</sup>	QR0.55	Per minute
Video Calling	QR0.55	Per minute
National SMS	QR0.39	Per SMS
MMS	QR0.80	Per MMS
Mobile Internet	QR0.99	Per MB

<sup>1</sup> calls to a mobile or to a fixed line.

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

## 11. International Calling Rate Card

	Cost	Unit
International SMS	QR0.60	Per SMS
International MMS	QR1.20	Per MMS

- 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

### 12.1 International Calling Card 25 (ICC 25)

- Customers who purchase International Calling Card 25 (ICC 25) will get 48 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international), valid for thirty (30) days.
- Customer can instead of the 48 international minutes avail the following extra minutes to the destinations below by dialing the activation code \*120# :

Destination	Minutes	Validity
India	185	14 days
Bangladesh	125	14 days
Sri Lanka (Dialog)	62	14 days
Philippines (Globe)	250	14 days
Indonesia	75	14 days
Pakistan	125	14 days

- Customer need to choose between the two offers and once activated they can claim the benefits of either offer.
- To avail the extra minutes the customer must have at least 48 international minutes balance from the ICC international card.
- Customer can do multiple recharges on expiry of minutes.
- Once the minutes expire customer will be charged standard rates.
- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

### 12.2 International Calling Card 10 (ICC 10)

- Customers who purchase International Calling Card 10 (ICC 10) will get 18 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international) valid for seven (7) days.
- Customer will also get a bonus of 32 international minutes valid till midnight next day. These minutes can be used only to call, Globe Philippines and all Operators in India, Pakistan, Bangladesh and Indonesia.
- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

### 12.2 International Calling Card 5 (ICC 5)

- Customers who purchase International Calling Card 5 (ICC 5) will get 30 international minutes to call Pakistan, India, Bangladesh, Philippines and Indonesia. These minutes are valid till midnight of the day of recharge
- Customers can buy the ICC 5 card at any Vodafone retail store or call 191 for more information.

### 13. International 65

- Customers can make calls to 117 countries for 65 Dhs per minute if they opt in to the offer.
- Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for the list of countries.
- Customers can activate the International rate of 65 Dhs per minute by dialling \*200\*260# and 50 Dhs will be deducted from the prepaid balance every week. If a customer does not have sufficient balance at time of renewal, the International 65 rate will remain on the account 'on hold' for 7 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 7 day period the International 65 rate will be removed and the standard rates will apply.
- Customer can opt out of the offer by dialling \*250\*260#. Once the customer has cancelled the offer the standard rack rates in 22 below will apply.
- The customer can activate the 65Dhs offer again by dialling \*200\*260# at any time.
- Customers will be charged 50 Dhs for another week for the opt-in rate on reactivation.

**14. India Opt in Rate**

- Customers can make calls to India for 15Dhs per minute if they opt in for the offer.
- Customers can activate the India rate of 15Dhs per minute by dialling \*200\*202# and 50 Dhs will be deducted from the prepaid balance every 7 Days
- The Opt in rate to India will be valid for 7 days from the day of activation. The 50dhs will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days period the India opt in rate will be removed and the standard India rate will apply.
- The customer can opt out of the offer by dialling \*250\*9911#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the India opt in rate again by dialling \*200\*202# at any time. Customers will be changed 50Dhs for another 7 days of the Opt in rate on reactivation.

**14A Bangladesh Discount Rate**

- Customers can make calls to Bangladesh for 25Dhs per minute if they opt in for the offer.
- Customers can activate the Bangladesh rate of 25Dhs per minute by dialling \*200\*288# and QR2 will be deducted from the prepaid balance every 7 Days
- The Opt in rate to Bangladesh will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Bangladesh opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Bangladesh discount rate will be removed and the standard Bangladesh rate will apply.
- The customer can opt out of the offer by dialling \*250\*288#. Once the customer has cancelled the offer the standard Bangladesh calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Bangladesh discount rate again by dialling \*200\*288# at any time. Customers will be changed 50Dhs for another 7 days of the Opt in rate on reactivation.

**14B Egypt Discount Rate**

- Customers can make calls to Egypt for 45Dhs per minute if they opt in for the offer.
- Customers can activate the Egypt rate of 45Dhs per minute by dialling \*200\*220# and QR2 will be deducted from the prepaid balance every 7 Days
- The Opt in rate to Egypt will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Egypt opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Egypt discount rate will be removed and the standard Egypt rate will apply.
- The customer can opt out of the offer by dialling \*250\*220#. Once the customer has cancelled the offer the standard Egypt calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Egypt discount rate again by dialling \*200\*220# at any time. Customers will be changed 50Dhs for another 7 days of the Opt in rate on reactivation.

**14C Philippines Add On**

- Customers who opt in to the Philippines Add on pack can get 300 minutes to call Globe Philippines for 7 Days.
- Customers can activate the pack by dialling \*200\*121# and will be charged QR20 deducted from the prepaid balance every 7 Days
- The 300 minutes will be valid for 7 days from the day of activation. The QR20 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.

- The customer can opt out of the offer by dialing \*250\*121#. Once the customer has cancelled the offer the standard Philippines calling rate will apply immediately and the promotional rate will no longer renew.

## 15. 25Dhs Local Pack

- All Customers can make local calls in Qatar on any network for just 25 Dhs per minute by paying a subscription of 50 Dhs per week.
- To activate the Pack, Customer can dial \*200\*10# from their mobile and it will renew automatically every week.
- Customer will receive an SMS from Vodafone confirming that the Pack has been activated and that 50 Dhs has been debited from the balance.
- If the Customer doesn't have enough balance for the renewal, the pack will go into Sleep Period for 30 days. If the Customer recharges during the Sleep Period, the renewal will automatically happen and 50 Dhs will be debited from the Customers balance.
- Priority of usage of the Pack shall be after the Customer utilises any included minutes which it already subscribes to and before standard rate apply.
- A Customer can deactivate the Pack at any given time by dialling \*250\*10# after which the Pack will not automatically renew, however the Customer can still activate the Pack by dialling 200\*10#.

## 16. Combo Offers

### 16.1 New Combo 15 and 35 Pack

- All Customers can purchase Combo 15 and 35 to get the benefits below:

Combo Pack	Fee	Benefits	Validity	Activation channel
Local Pack 5	QR5	30 Local mins and 30 MB data	5 days	*200*365#
Local Pack 15	QR15	150 Local mins and 100 MB data	10 days	*200*1015#
Local Pack 35	QR35	350 Local mins and 250 MB data	15 days	*200*1035#

- These packs are available on USSD.
- The benefits are added automatically on pack activation and it is a one off product.

### 16.2 Combo 30 Card

- All Customers can purchase Combo 30 card to make 100 local minutes and 250 MB data valid for 30 days.
- This card is available Retail stores, My Vodafone App or through Self Service Machine.
- The benefits are added automatically on recharge and it is a one off product.

## 17. Premium Service

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

Number Range	Standard Rate	Premium Call Rate
Bahrain	Prepaid	Prepaid



+97371110000 till +97371119999	99Dhs per min	2.50QR per min
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**18. New Vodafone Passport Pack**

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

Roaming Offer	Roaming Minutes
1GB	100 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the MyVodafone App or by dialling the activation code \*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 roaming rates in Article 18 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 travels in the countries covered.

**18A. Vodafone Passport Card**

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

Roaming Offer	Roaming Minutes
1GB	100 outgoing and incoming

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

**19. Roaming Rate Card**

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

	Local Calls	Calls back to Qatar	GCC Calls	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>	0.88	2.00	2.00	17.00	0.80	.22		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>	5.00	3.00	17.00	17.00	17.00	2.00	55.00	5.00
<b>Americas &amp; Europe</b>	5.00	3.00	17.00	17	17.00	2.00	55.00	7.00
<b>Asia &amp; Oceania</b>	5.00	3.00	17.00	17	17.00	2.00	55.00	7.00
<b>Africa &amp; Rest of the World</b>	5.00	3.00	17.00	17	17.00	2.00	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

**20. Flex Add-ons**

- Customers can subscribe to different Flex add-ons through USSD and My Vodafone App as per the below:

Add-on Amount	Flex	Validity	USSD Activation code
QR5	30 Flex	Same day midnight	*200*3005#
QR20	150 Flex	7 days	*200*771#
QR50	450 Flex	30 days	*200*45#
QR100	1000 Flex	30 days	*200*1000#

o **Local Flex Rates**

1 Local Min	1 SMS/MMS local or international	1GB Data
1 Flex	1 Flex	147 Flex

o **International Flex Rates**

Flex Rate/Min	List of Countries
1	India
2	Bangladesh
5	Nepal
5	Egypt

4	Pakistan and Philippines
5	Bahrain, France, Indonesia, Jordan, Kenya, Saudi Arabia, Kuwait, Lebanon, Malaysia, Nigeria, Oman, Spain, Sri Lanka, Sudan, Syria, Thailand, Turkey, UAE, UK, USA and Yemen
10	Afghanistan, Andorra, Angola, Anguilla, Antigua, Armenia, Australia, Austria, Belarus, Belgium, Benin, Bermuda, Bhutan, Bosnia, Botswana, Brazil, Brunei, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, El Salvador, Equatorial Guinea, Estonia, Finland, French Guiana, Germany, Ghana, Greece, Grenada, Hong Kong, Hungary, Iran, Iraq, Ireland, Italy, Ivory Coast, Japan, Kazakhstan, Kyrgyzstan, Lao P.D.R., Liechtenstein, Macao, Mariana Island, Martinique, Mauritius, Mexico, Mongolia, Montserrat, Mozambique, Namibia, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, North Korea, Norway, Palestine, Portugal, Puerto Rico, Romania, Russia, Rwanda, San Marino, Santa Lucia, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, South Sudan, St Vincent Grenada, Suriname, Sweden, Taiwan, Tajikistan, Tanzania, Trinidad & Tobago, Turkmenistan, Turks Caicos Islands, Uganda, Ukraine, US Virgin Islands, Uzbekistan, Vatican, Venezuela, Vietnam and Virgin Islands
15	Albania, , Argentina, Aruba, Belize, Bolivia, Bulgaria, Burkina Faso, Comoro Island, Congo, Congo Republic, Djibouti, Ecuador, Eritrea, Ethiopia, Fiji, French Polynesia, Georgia, Gibraltar, Guadeloupe, Guatemala, Guernsey, Guyana, Haiti, Honduras, Iceland, Lesotho, Liberia, Lithuania, Luxembourg, Macedonia, Malawi, Malta, Mayotte, Micronesia, Moldova, Monaco, Montenegro, Morocco, Myanmar, Nicaragua, Niger, Palau, Panama, Paraguay, Peru, Poland, Reunion, Samoa, Senegal, Somalia, Swaziland, Switzerland, Togo, Tonga, , Uruguay and Zambia
30	Azerbaijan, Algeria Bahamas, Barbados, Burundi, Central African Republic, Chad, Chile, Cook Islands, Cuba, Dominica, Dominican Republic, East Timor, Faroe Island, Gabon, Gambia, Greenland, Guam, Guinea Bissau, Guinea Republic, Jamaica, Jersey, Kosovo, Latvia, Libya, Madagascar, Maldives, Mali, Marshall Islands, Mauritania, Nauru, Niue Island, Papua New Guinea, Sao Tome & Principe, Seychelles, Sierra Leone, Solomon Islands, St Kitts Nevis, St Pierre & Miquelon, Tunisia, Tuvalu, Vanuatu, Wallis & Futana Island and Zimbabwe

- Flex 20 renews weekly automatically after seven (7) days from activation as long as the customer has enough Prepaid balance.
- The validity of the Flex is 7 days from activation and all unused Flex will expire automatically at the end of 7 days.
- To activate the customer just needs to dial \*200\*771# from their handsets.
- In order to deactivate customers can dial \*250\*771# or dial \*100#.

**21. New Flex Choice Option**

- All Vodafone Prepaid customers recharging with the recharge amounts will get an entirely new service the New Flex Choice option in addition to the normal credit recharge as below:

Recharge Amount	Flex	Validity
QR20	150 Flex	7 days
QR55	475 Flex	30 days
QR 60	500 Flex	30 days
Qr80	700 Flex	30 days

QR 100\MI100	1,000 Flex	30 days
QR 200	2500 Flex	30 days
QR300	3750 Flex	30 days
QR500	6250 Flex	30 days

- To activate the customer just needs to dial \*777\*PIN# from their handsets to recharge and will get two options:
  - Credit balance OR Data
  - FLEX
- Flex 10 and 20 are standalone cards and customers can recharge using \*127\*PIN#
- All unused Flex can be carried forward if the customer's recharge again with the same card before the expiry of the Flex except QR10 and 20.
- If customer can utilise the Flex Units for data, SMS or local and international usage as per Article 21 above.

## 22 New Flex Choice Option

- All Vodafone Prepaid customers recharging with the recharge amounts will get an entirely new service the New Flex cards as below:

Recharge Amount	Flex	Validity
QR5*	30 Flex	Same Day midnight
QR10	70 Flex	Next day midnight
QR20	150 Flex	7 days

\* Now Available on scratch card, eVoucher and eTopup.

## 23. International Standard Rate

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

Country	Call Rates ( Dhs)	Country	Call Rates ( Dhs)
Afghanistan	99	Lesotho	150
Albania	166	Liberia	166
Algeria	300	Libya	250
Andorra	99	Liechtenstein	99
Angola	99	Lithuania	250
Anguilla	99	Luxembourg	150
Antarctica	2800	Macau	99
Antigua	99	Macedonia	166
Argentina	150	Madagascar	350
Armenia	99	Malawi	150
Aruba	150	Malaysia	99
Ascension	600	Maldiv_e_Is	250
Australia	99	Mali	250

Austria	99	Malta	150
Azerbaijan	250	Mariana_Is	99
Bahamas	350	Marshall_Is	350
Bahrain	99	Martinique	99
Bangladesh	99	Mauritania	250
Barbados	350	Mauritius	99
Belarus	99	Mayotte	250
Belgium	99	Mexico	99
Belize	150	Micronesia	150
Benin	99	Moldova	150
Bermuda	99	Monaco	150
Bhutan	99	Mongolia	99
Bolivia	150	Montenegro	166
Bosnia_Herz	99	Montserrat	99
Botswana	99	Morocco	250
Brazil	99	Mozambique	99
Brunei	99	Myanmar	150
BtVirginIslands	99	Namibia	99
Bulgaria	150	Nauru	350
Burkina_Faso	150	Nepal	99
Burundi	250	Netherlands	99
Cambodia	99	Netherlands_Ant	99
Cameroon	99	New_Caledonia	99
Canada	99	New_Zealand	99
Cape_Verde	99	Nicaragua	150
Cayman_Islands	99	Niger	150
Central_African	250	Nigeria	99
Chad	250	Niue_Island	250
Chile	250	Norfolk_Island	600
China	99	Norway	99
Colombia	99	Oman	99
Comoro_Is	150	Pakistan	99
Congo	150	Palau	150
Congo_Rep	150	Palestine_Auth	99
Cook_Is	250	Panama	150
Costa_Rica	99	Papua_New_Gui	250
Croatia	99	Paraguay	150
CruiseSchips	150	Peru	150
Cuba	350	Philippines	99
Cyprus	99	Poland	150
Czech_Rep	99	Portugal	99
Denmark	99	Puerto_Rico	99
Diego_Garcia	600	Reunion	150
Djibouti	166	Romania	99

Dominican_Rep	350	Russia	99
EastTimor	350	Rwanda	99
Ecuador	150	Samoa	150
Egypt	99	San_Marino	99
El_Salvador	99	SantaLucia	99
Equatorial_Gui	150	SaoTome_Prin	250
Eritrea	150	Satellite	2800
Estonia	350	Saudia_Arabia	99
Ethiopia	150	Senegal	166
Faeroe_Is	99	Serbia_Mont	99
Falkland_Is	2800	Seychelles	250
FerryCruise	150	Sierra_Leone	250
Fiji	150	Singapore	99
Finland	99	Slovak_Rep	99
France	99	Slovenia	250
French_Guiana	99	Solomon_Is	350
French_Polyn	150	Somalia	166
Gabon	250	South_Africa	99
Gambia	350	South_Sudan	99
Georgia	150	Spain	99
Germany	99	Sri_Lanka	99
Ghana	99	St_Helena	2800
Gibraltar	150	St_Kitts_Nevis	250
Greece	99	St_Pierre_Miq	250
Greenland	250	St.VincentGren	99
Grenada	99	Sudan	99
Guadeloupe	150	Surinam	99
Guam	350	Swaziland	150
Guatemala	150	Sweden	99
Guernsey	150	Switzerland	150
Guinea_Bissau	250	SwitzerlandCon	99
Guinea_Rep	250	Syria	99
Guyana	150	Taiwan	99
Haiti	150	Tajikistan	99
Honduras	150	Tanzania	99
Hong_Kong	99	Thailand	99
Hungary	99	Thuraya	600
Iceland	150	Togo	166
India	99	Tokelau	600
Indonesia	99	Tonga	166
InFlight	2800	Trinidad_Tobago	99
Iran	99	Tunisia	250
Iraq	99	Turkey	99
Ireland	99	Turkmenistan	99

Israel	99	Turks_Caicos_Is	99
Italy	99	Tuvalu	350
Ivory_Coast	99	Uganda	99
Jamaica	350	Ukraine	99
Japan	99	UAE	99
Jersey	250	UK	99
Jordan	99	Uruguay	150
Kazakhstan	99	USA	99
Kenya	99	Uzbekistan	99
Kiribati	2800	Vanuatu	250
Korea_North	99	Venezuela	99
Korea_South	99	Vietnam	99
Kosovo	250	Virgin_Is_USA	99
Kuwait	99	Wallis_Fun_Is	250
Kyrgyz	99	Yemen_AR	99
Laos	99	Zambia	150
Latvia	250	Zimbabwe	250
Lebanon	99		

#### 24. Vodafone Branded Devices local data offer

All existing and new Vodafone Prepaid 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 offer (“**Offer**”):

- Six (6) GB free local data for ninety days (90) days to all Prepaid customers
- After three months the extra data will automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Eligible Customers disconnecting, transferring or migrating to other Postpaid Plans within the first seven (7) months 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](http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations), or online at [www.vodafone.qa](http://www.vodafone.qa)
- Existing Prepaid customers that want to benefit from this Offer must pay all their charges on or before the due date, in accordance with the Prepaid 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>

#### 25. Service Provider Obligations

- Vodafone shall use best endeavours to provide Customer with the Services however, due to the nature of this technology; Vodafone cannot guarantee a fault-free service.
- Vodafone may suspend the Services: (i) in order to carry out maintenance or testing of the Vodafone Network; (ii) during any technical failure of the Vodafone Network; (iii) when it is necessary to safeguard the security and integrity of the Vodafone Network or to reduce the incidence of fraud; (iv) where it is necessary for reasons of Force Majeure; (v) where it identifies an Artificially Inflated Traffic due to fraud. Vodafone shall endeavour to keep all such suspensions to a minimum and shall give Customer notice of such suspensions where reasonably practicable.

- 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 or third parties.

## 26. Customer Obligations

- Prepaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Prepaid SIM card to another person without a valid transfer of number (TON) using the TON form at any Vodafone Retail Stores. Unauthorized transfer of a Prepaid SIM card may result in service cancellation.
- The Customer must promptly notify Vodafone if the SIM Card is lost, stolen or damaged. In the event of loss, theft or damage of the SIM Card, the Customer must notify Vodafone within forty eight (48) hours of becoming aware.
- Porting Out:
  - (i) The Customer can port their Prepaid Number but only after all invoiced charges outstanding at the time of port out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer's port request.
  - (ii) The Customer must pay all charges that have been incurred by the Customer but which have not been invoiced by Vodafone as at the date of the port, including any early contract termination fees. Vodafone will issue the Customer with a final invoice in respect of those charges. If the final invoice is not paid within 30 days of the invoice date, Ooredoo may direct the other service provider to bar the ability of the Customer to make outgoing calls (except for calls to emergency service numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number.
  - (iii) After 45 days, Vodafone may direct the other service provider to suspend the ability of the Customer to receive public telecommunications services using the ported mobile number and terminate the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
  - (iv) If the Customer requests the porting of a mobile number from Vodafone and it is subsequently discovered that the port has been made in error, is fraudulent or the Customer does not otherwise have the right to port that mobile number, Vodafone may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.



## Tariff Modification Version Control

Tariff Modification Version Number	Effective Date	Description of Change
3.58	18/06/2017	Article 14 – India Opt in Rate – Amended the days from 30 to 7 days and QR2 to 50 Dhs for 7 days. Article 14A – Bangladesh Discount Rate (19 Dhs per minute for Qr2 every 7 days). Article 14B – Egypt Discount Rate (30 Dhs per minute for QR2 every 7 days). Article 14C – Philippines Add On (300 minutes to call Philippines for 7 days.
3.59	03/08/2017	Article 21 – Added Flex 20 Weekly
3.60	16/08/2017	Article 7.1 – Smart Data rates changes to 20MB for QR1.
3.61	24/08/2017	Article 22 - New Flex Choice Option
3.62	15/10/2017	Article 6 – (i) Internet Pack 5 removed from the market. Existing customers can continue to enjoy the benefits till expiry. (ii) Internet Pack 100 data allowance reduced from 5 GB to 2.5 GB; (iii) Internet Pack 80 data allowance reduced from 7 GB to 4 GB and (iv) Internet Pack 100 data allowance reduced from 9 GB to 7 GB. Article 12.3- Added ICC5 product to call 30 international minutes to call 6 countries. Article 14 – India Opt in Rate increased from 12 Dhs to 20 Dhs. Article 16.1 - Combo 5 Card - All Customers can purchase Combo 5 card to make 30 instead of 50 local minutes and 30 MB data valid for 5 days. Article 21 - increase in the Flex Rate from 125 to 204.8 for 1GB Data. Article 23 – Call rates increased for Algeria from 166 Dhs to 250 Dhs Estonia from 99 Dhs to 350 Dhs Morocco from 166 Dhs to 250 Dhs and Tunisia from 166 Dhs to 250 Dhs.
3.63	1/11/2017	Article 8A – Nepal Combo Pack added.
3.64	05/02/2018	Article 21 - Flex data rate revised.
3.65	15/03/2018	Article 3.1 – Free local calls bonus removed. Article 6 – Changes to Mobile Internet (MI) packs 10 and 20 in allowance and validity and MI 30 allowance. Article 12.2 IIC 10 – Bonus 32 international minutes to certain countries added. Article 12.3 – ICC5 removed.
3.66	27/03/2018	Article 16 – Two New Combo 15 and 35 Packs added and Combo 5 removed.
3.67	01/04/2018	Article 19 – GCC rates revised.

<b>3.68</b>	29/04/2018	Article 8. Nepal Super Pack – 20 to 25Dhs. Article 12.1 – ICC25 – India minutes from 250 to 185; Nepal from 140 (All Nepal) to 125 (NTC only) and Bangladesh from 190 to 125 minutes. Article 13 – International 55 Dhs changed to 65 Dhs per minute. Article 14 – India Opt in rate 20 Dhs to 15 Dhs. Article 14A - Bangladesh discount rate 19 Dhs to 25 Dhs. Article 14B – Egypt discount rate from 30 Dhs to 45 Dhs. Article 15 – 20 Dhs local pack – from 20 Dhs to 25 Dhs. Article 18 & 18A– New Vodafone passport Pack – 1 GB for GCC removed. Article 21 – Flex 20 weekly – 200 Flex to 150 Flex. Flex Egypt rate from 3 Flex per minute to 5 flex per minute. Article 22 – New Flex choice option – QR 20 – 200 Flex to 150 Flex.
<b>3.69</b>	08/05/2018	Article 8. Nepal Super Pack – rate per minute changed. Article 8A – Ncell changed to NTC and two new packs added. Removed falla club non-telco benefits.
<b>3.70</b>	16/08/2018	Article 8A – Added NCell. Article 12.1 and 12.2 – Added Ncell.
<b>3.71</b>	28/08/2018	Article 22 – Added Flex 10 and clarified validity. Article 8 and 8A – Added NCell and reduced the Nepal rates.
<b>3.72</b>	13/09/2018	Article 21 – Flex rate – Algeria and Tunisia. Article 23 – International Standard rate - Algeria and Tunisia. Deleted Article 23
<b>3.73</b>	25/11/2018	Deleted – Article 2 – Service Features; Article 2.1 Removed reference to Blackberry; Article 5 Blackberry plans; Article 5 – Removed MI20; Article 7 – Smartphone Data Offer; Article 11 – removed International Video Calling; Article 20 and 20.1 – Falla Plans; Article 21 (a) Q10 recharge.  Amended - Article 2.1 – Added Validity column; Article 4 – Mobile Internet Packs – IP 200 – 20 GB and 6 weeks; Article 16 – Combo Offers – Added Local Pack 5; Article 20 - Added Flex Add Ons; Article 21 (a) 150 Flex instead of 200; Article 22 – New Flex Choice Option;
<b>3.74</b>	18/12/2018	Added: Article 1- 20% discount; Article 4 – added out of bundle charges; Article 5 – out of bundle charges;  Removed: Article 2.1 – Thuraya, Article 17.2 – removed SMS Alert Services; Article 24.1 –

		Smartphone offer for Non-Vodafone branded devices;
<b>3.75</b>	08/01/2019	Nepal price increase in Article 6 and 20.  Added new Clause 12.2 - International Calling Card 5 (ICC 5).
<b>3.76</b>	14/03/19	Article 4 – new MI Packs