



General Tariff information

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|-------------------------------------|--|
| Service Provider Name | Vodafone Qatar Q.S.C |
| Tariff Number | C01 |
| Tariff Type | Consumer |
| Duration | N/A |
| Marketing Name of the Retail | Postpaid Standard Terms and Conditions |
| Customer Group | Consumer |
| Tariff Effective Date | 9 January 2020 |
| Tariff Version Number | 1 |

Definitions

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.
- 1.5 Vodafone may as per the Article 3.9 of the Retail Tariff instructions (**RTI**) offer up to 20% discount on the products or services from time to time on permanent or promotional basis.

2. 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.
- **Bill Cycle** - A regular billing cycle assigned to your account.
- **Customer** - Person subscribing to and using the Postpaid service for their reasonable personal use
- **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.
- **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
- **Star Number** - is any number for which a customer pays a reservation fee online or at any Vodafone retail stores. The detailed terms and conditions are available at



<https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/star-numbers>

- **Plan** - Our pricing plans that are charged in line with our rate card.
- **Vodafone, We, Us** - Vodafone Qatar P.Q.S.C (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>

3. Service Features

- 3.1 The connection fee to join Vodafone Postpaid is QR50.
- 3.2 Customers will be charged QR50 to migrate from Postpaid to Prepaid and Postpaid to Mobile Broadband Plans
- 3.3 A Customer can choose one of the Postpaid plans below. All Customers can also purchase Extra(s) and Add Ons in addition to their Postpaid account.
- 3.4 Should a Customer exceed the allowances in their chosen Plan, charges for all excess usage will be at standard Rate card prices set out in Article 10 below.

4. Postpaid Plans

4.1 New Unlimited Plans

- Customers who join our unlimited plans will get the following benefits:

| Unlimited 300 | Unlimited 450 | Unlimited VIP |
|----------------------------------|--------------------------------|-------------------------------|
| Unlimited Local | Unlimited Local | Unlimited Local |
| Unlimited Data ¹ | Unlimited Data ² | Unlimited Data ³ |
| 20 GB of Roaming in 20 countries | 40 GB Roaming in 130 countries | 75GB Roaming in 130 countries |
| 100 Intl minutes | 100 Intl minutes | 500 intl. minutes |
| - | - | 200 Roaming Mins |
| - | - Valet Parking | VIP Valet Parking |
| 50 Q Miles monthly | 100 Q Miles monthly | 200 Q Miles monthly |
| QR 300 Monthly rental | QR450 Monthly rental | QR750 Monthly rental |
| Unlimited inflight roaming* | Unlimited inflight roaming* | Unlimited inflight roaming* |

- The Unlimited Plans will work on any device whether 5G enabled or not.

¹ Unlimited 300 – 20GB at full 5G speed then reduced to 2 Mbps until 1TB

² Unlimited 450 – 200GB at full 5G speed then reduced to 15 Mbps until 1TB

³ Unlimited VIP – 1TB at full 5G speed then reduced to 15 Mbps until 1TB

* Available only on flights with the Mobile Satellite Operators - Aeromobile and OnAir



4.1.1 Speed and Fair Usage Policy

- **Unlimited 300:** you will get the first 20 GB at full 5G speed, then you will have unlimited data at the speed of two (2) Mbps. The fair usage policy for the two (2) Mbps data is one (1) Terabyte (TB).
- **Unlimited 450:** you will get the first 200 GB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 1TB.
- **Unlimited VIP:** you will have the first 1TB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 1TB.
- **Inflight Roaming:** The fair usage policy (FUP) for inflight roaming is 40 GB per flight.

4.1.2 Roaming data

- Unlimited 300 plans is available in the following 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 | |

- Unlimited 450 and Unlimited VIP plans is available in the following:

| | | | |
|----|------------------------|----|-------------------|
| 1 | Albania | 70 | Mozambique |
| 2 | Algeria | 71 | Myanmar |
| 3 | Anguilla | 72 | Nauru |
| 4 | Antigua | 73 | Netherlands |
| 5 | Armenia | 74 | New Zealand |
| 6 | Aruba | 75 | Nigeria |
| 7 | Australia | 76 | Norway |
| 8 | Austria | 77 | Oman |
| 9 | Bahrain | 78 | Pakistan |
| 10 | Bangladesh | 79 | Palestine |
| 11 | Barbados | 80 | Panama |
| 12 | Belarus | 81 | Papua New Guinea |
| 13 | Belgium | 82 | Philippines |
| 14 | Bermuda | 83 | Poland |
| 15 | Bonaire | 84 | Portugal |
| 16 | Brazil | 85 | Republic of Congo |
| 17 | British Virgin Islands | 86 | Romania |
| 18 | Bulgaria | 87 | Russia |
| 19 | Canada | 88 | Rwanda |
| 20 | Cayman Islands | 89 | Samoa |
| 21 | China | 90 | Saudi Arabia |
| 22 | Congo | 91 | Serbia |
| 23 | COTE D'IVOIRE | 92 | Seychelles |



| | | | |
|----|----------------|-----|------------------------------|
| 24 | Croatia | 93 | Singapore |
| 25 | Curacao | 94 | Slovenia |
| 26 | Czech Republic | 95 | South Africa |
| 27 | Denmark | 96 | South Korea |
| 28 | Dominica | 97 | Spain |
| 29 | Egypt | 98 | Sri Lanka |
| 30 | El Salvador | 99 | St. Kitts & Nevis |
| 31 | Estonia | 100 | St. Lucia |
| 32 | Fiji | 101 | St. Vincent & The Grenadines |
| 33 | France | 102 | Surinam |
| 34 | French Guiana | 103 | Sweden |
| 35 | Germany | 104 | Switzerland |
| 36 | Ghana | 105 | Taiwan |
| 37 | Greece | 106 | Tajikistan |
| 38 | Grenada | 107 | Tanzania |
| 39 | Guadeloupe | 108 | Thailand |
| 40 | Guernsey | 109 | Tonga |
| 41 | Guinea-Bissau | 110 | Trinidad & Tobago |
| 42 | Guyana | 111 | Tunisia |
| 43 | Haiti | 112 | Turkey |
| 44 | Hong Kong | 113 | Turks and Caicos Islands |
| 45 | Hungary | 114 | UAE |
| 46 | India | 115 | UK |
| 47 | Indonesia | 116 | Ukraine |
| 48 | Ireland | 117 | USA |
| 49 | Italy | 118 | Uzbekistan |
| 50 | Jamaica | 119 | Vanuatu |
| 51 | Japan | 120 | Vietnam |
| 52 | Jersey | 121 | Zambia |
| 53 | Jordan | 122 | Inflight – On Air |
| 54 | Kazakhstan | 123 | Inflight – Aero Mobile |
| 55 | Kenya | 124 | Montenegro |
| 56 | Kuwait | 125 | Georgia |
| 57 | Laos | 126 | Iceland |
| 58 | Latvia | 127 | Lesotho |
| 59 | Lebanon | 128 | Finland |
| 60 | Lichtenstein | 129 | Bosnia & Herzegovina |
| 61 | Lithuania | 130 | Cape Verde |
| 62 | Luxembourg | 131 | Nepal |
| 63 | Macedonia | | |
| 64 | Malaysia | | |
| 65 | Malta | | |
| 66 | Martinique | | |
| 67 | Mexico | | |
| 68 | Montserrat | | |



| | | | |
|----|---------|--|--|
| 69 | Morocco | | |
|----|---------|--|--|

- All plans have a Roaming Rate of QR1 per minute for incoming and outgoing calls in the following countries:

| | | | | |
|------------------------|----------------|------------------------------|---------------|--------------------------|
| Albania | Guinea-Bissau | Papua New Guinea | Denmark | Palestine |
| Algeria | Guyana | Philippines | Dominica | Panama |
| Anguilla | Haiti | Poland | Egypt | Tanzania |
| Antigua | Hong Kong | Portugal | El Salvador | Thailand |
| Armenia | Hungary | Republic of Congo | Estonia | Tonga |
| Aruba | India | Romania | Fiji | Trinidad & Tobago |
| Australia | Indonesia | Russia | France | Tunisia |
| Austria | Ireland | Rwanda | French Guiana | Turkey |
| Bahrain | Italy | Samoa | Germany | Turks and Caicos Islands |
| Bangladesh | Jamaica | Saudi Arabia | Ghana | *UAE |
| Barbados | Japan | Seychelles | Greece | UK |
| Belarus | Jersey | Serbia | Grenada | Ukraine |
| Belgium | Jordan | Singapore | Guadeloupe | USA |
| Bermuda | Kazakhstan | Slovenia | Guernsey | Uzbekistan |
| Bonaire | Kenya | South Africa | Zambia | Vanuatu |
| Brazil | *Kuwait | South Korea | Mexico | Vietnam |
| British Virgin Islands | Laos | Spain | Montserrat | Pakistan |
| Bulgaria | Latvia | Sri Lanka | Morocco | Norway |
| Canada | Czech Republic | St. Kitts & Nevis | Mozambique | *Oman |
| Cayman Islands | Lichtenstein | St. Lucia | Myanmar | Taiwan |
| China | Lithuania | St. Vincent & The Grenadines | Nauru | Tajikistan |
| Congo | Luxembourg | Surinam | Netherlands | Malta |
| Croatia | Macedonia | Sweden | New Zealand | Martinique |
| Curacao | Malaysia | Switzerland | Nigeria | Cote D'Ivoire |

4.1.3 International Minutes

- All Plans can use their international minutes to call the following countries:

| | | | |
|-------------|---------------|---------------|--------------|
| Afghanistan | Denmark | Kyrgyzstan | San Marino |
| Algeria | Ecuador | Laos | Saint Lucia |
| Andorra | Egypt | Lebanon | Saudi Arabia |
| Angola | El Salvador | Lesotho | Serbia |
| Anguilla | Estonia | Liechtenstein | Singapore |
| Antigua | Ethiopia | Luxembourg | Slovakia |
| Argentina | Faroe Islands | Macau | South Africa |
| Armenia | Fiji | Malawi | Spain |
| Aruba | Finland | Malaysia | Sri Lanka |
| Australia | France | Malta | Sudan |



| | | | |
|-----------------------|------------------|---------------|---------------------|
| Austria | French Guiana | Martinique | Surinam |
| Bahrain | French Polynesia | Mauritius | Swaziland |
| Bangladesh | Georgia | Mexico | Sweden |
| Belarus | Germany | Moldova | Switzerland |
| Belgium | Ghana | Monaco | Syria |
| Belize | Gibraltar | Mongolia | Taiwan |
| Benin | Greece | Mozambique | Tajikistan |
| Bermuda | Grenada | Namibia | Tanzania |
| Bhutan | Guadeloupe | Nepal | Thailand |
| Bolivia | Guatemala | Netherlands | Trinidad and Tobago |
| Bosnia | Guernsey | New Caledonia | Turkey |
| Botswana | Guyana | New Zealand | Turkmenistan |
| Brazil | Haiti | Nicaragua | Uganda |
| Virgin Islands | Honduras | Niger | Ukraine |
| Brunei | Hong Kong | Nigeria | UAE |
| Bulgaria | Hungary | Norway | United kingdom |
| Burkina Faso | Iceland | Oman | Uruguay |
| Cambodia | India | Pakistan | USA |
| Cameroon | Indonesia | Palau | Uzbekistan |
| Canada | Iran | Panama | Venezuela |
| Cape Verde | Iraq | Paraguay | Vietnam |
| Cayman Islands | Ireland | Peru | Yemen |
| China | Myanmar | Philippines | Zambia |
| Colombia | Italy | Poland | Micronesia |
| Republic of the Congo | Ivory Coast | Portugal | Comoro |
| Congo | Japan | Puerto Rico | South Sudan |
| Costa Rica | Jordan | Reunion | Montserrat |
| Croatia | Kazakhstan | Romania | North Korea |
| Samoa | Kenya | Russia | Palestine |
| Cyprus | South Korea | Rwanda | |
| Czech Republic | Kuwait | | |

4.1.4 Speed Boosters for Unlimited Plans

| Daily | Weekly | Monthly |
|--|--|---|
| QR 10 (Fair Usage policy of 5GB per day) | QR 50 (Fair Usage policy of 25GB per week) | QR 100 (Fair Usage policy of 100GB per month) |



4.1.5 Passport Packs Add-ons for Unlimited Plans

| Weekly Passport Pack | Monthly Passport Pack |
|--|---|
| QR100 for 1GB + 100 minutes valid for 1 week | QR320 for 4GB + 300 min valid for 1 month |

- This Add-on is valid in the same countries provided for the roaming countries for Unlimited 450 and Unlimited VIP plans.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per flight

4.1.6 Bill Manager

- All existing and new Customers on Vodafone’s Unlimited Plans shall automatically get the Bill Manager Extra added for free.
- Bill Manager ensures that 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 benefits below without extra charges once the Customer has reached a certain spend threshold:

| Spend Threshold | 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 | 4 GB |
| QR200 | Internet Pack 200 | 6 GB |
| QR300 | Internet Pack 300 | 15 GB |
| QR500 | Internet pack 500 | 965 GB |

- Bill Manager will send an SMS notification every time it provides best add-ons available/Extra Value (as per the table above). The best add-ons available/Extra Value will be provided without an additional charge and is non-recurring.
- All best add-ons available/Extra Value provided by Bill Manager will expire at the end of the customer’s bill cycle or prior to this if the add-on has a validity period (i.e. passport will expire after 7 days).
- Any customer not wanting to take advantage of Bill Manager can disable Bill Manager via the My Vodafone App.



4.1.7 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:
- The Eligible Customer will 50% discount on all Unlimited Plans The Eligible Customer will also be entitled to a 10% discount on a mobile phone handset (“Handset Discount”) as long as no other discount is being received 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 a Vodafone letter of authorisation available at Vodafone stores, 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.
- Supplier standard warranty provisions shall apply to all Handset Discounts.
- Vodafone standard refund and exchange policies shall apply.
- If a customer runs out of their data allowance while roaming they will be charged the standard roaming rates
- Customer will receive an SMS notification when their data is consumed and customer can also dial *129# to know the remaining data allowance.

4.2 Lifestyle Packs

1. Wavo & Anghami

- Unlimited customer can also subscribe to a lifestyle pack Add-on for Wavo and Anghami together at the price of QR15 per month.
- Once they active the Add-on, they will be able to activate their subscriptions to Wavo and Anghami through My Vodafone App.

2. Valet Parking fair Usage Policy

- As a Vodafone Unlimited customer, you’ll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Lagoona Mall, Dar El Salam Mall and Ezdan Mall.
- Valet Parking Cards are available in 17 Vodafone Retail Stores including Villagio, City Centre, Landmark etc.
- There is a fair usage policy of 50 usages per year.
- Vodafone may disable the Valet Parking Privilege at its own discretion. In addition, the cardholder must only use each card, which means that each Valet service will be provided once per hour and cannot be shared amongst other users/cars.



3. Qatar Airways Q-miles (Qmiles)

- All Unlimited Plan customers will get QMiles on all Unlimited Plans (“**Eligible Customer**”).
- Eligible Customers will be able to get fixed monthly QMiles based on the Eligible Customers plan value as above.
- Eligible Customers will need to register their Qatar Airways Privilege club card number with Vodafone by visiting any of our stores or by calling our call centre to start earning QMiles thirty days after payment of their Vodafone bill.
- Eligible Customers who are not already a Qatar Airways privileged card member can sign up for a privilege club account at <https://www.qatarairways.com/en-de/Privilege-Club.html>
- QMiles are calculated on monthly basis. Customers joining the Programme in the middle of their bill cycle will get Q-Miles based on their full plan value.
- Eligible Customers number must have an active number to enjoy earning QMiles for e.g. if a number is barred in January 2019 and then paid only in February 2019 to unbar the number then in that case the Customer will only get Q-Miles for the month of February 2019.
- If Eligible Customer cancels their Vodafone number, they will still keep their existing Q-Miles, but will not accumulate any more Q-Miles.
- QMiles are generated once a month up to 30 days after payment of the bill. To get more information about QMiles programme please visit <https://www.qatarairways.com/en-de/Privilege-Club.html>. If you give the incorrect privilege card number by mistake, Vodafone cannot be responsible however you may resubmit the correct one to start getting the points.
- All Eligible Customer with any existing discount over 10% are excluded from this Programme except Vodafone for All (50%) customers.
- You can sign up and register for your Qatar Airways Privilege Club account by clicking here <https://www.qatarairways.com/en/Privilege-Club/join-now.html>

4. VIP Care Team

- VIP Account Management is a personalized customer service over the phone by calling 111 provided for free to all Vodafone customers who have Unlimited VIP mobile service plan available from 9 AM to 9 PM. The VIP Management Team service is only applicable to Unlimited VIP customers. Upon switching to a non-eligible plan, the VIP Management Team Service will no longer be available.

5 Flex Plans

- With Flex plans, Customers have a given a set of Flex which you can use to make local or international calls, local or International SMS's or for data.
- Customers can check their Flex balance before and after using their phone by dialing *130# or by checking the My Vodafone App.
- 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 customer's usage and requirements:



| Plan Name | New Flex 110 | New Flex 125 | New Flex 150 |
|-----------------|--------------|--------------|--------------|
| Price per month | QR 110 | QR 125 | QR 150 |
| Plan Flex | 1,300 | 500 | 1,200 |
| Plan Data | - | 8 GB | 10 GB |

5.1 Flex Rating

- Customer can use their Flex as below:

| Flex | Rating |
|-----------------|---|
| 1 Flex | 1 Local Min/SMS/MMS |
| 1 Flex | 7MB |
| 1 Flex | 1 International Min to India |
| 5 Flex | 1 International Min to Egypt/Nepal |
| 4 Flex | 1 International Min to Pakistan |
| 5 Flex or more* | 1 International minute to other destinations ⁴ |

5.2 Flex Grow

- All Flex Postpaid customers will be entitled to the “Flex grow” feature available on Flex 100, Flex 150 & Flex 200 plans (“**Eligible Customer**”) as below:
 - New Eligible Customers will automatically subscribe from 27 December 2018.
 - Existing Flex Postpaid customers will need to subscribe by dialing *248# or through My Vodafone App.
- The Eligible Customers will be notified through SMS about the extra flex they receive in a month.
- The extra flex will be added in the total flex balance for the month on each bill cycle automatically.
- In addition, Customers who have been with Vodafone for more than four (4) months will also receive one-time bonus (“One Time Bonus”) at the time of subscription. The bonus value will depend on their stay with Vodafone and will be communicated via SMS. The benefit will be given as per the following schedule:

| Bonus Flex for Base | Tenure of Customers as per Age on Network on Vodafone | | | | | |
|---------------------|---|---------|----------|-----------|-----------|------|
| | Month1 - M3 | M4 - M6 | M7 - M12 | M13 - M18 | M19 - M24 | M24+ |
| Flex 100/125 | - | 100 | 150 | 200 | 250 | 300 |
| Flex 150 | - | 200 | 250 | 300 | 350 | 400 |

⁴ For a list of pricing per country visit www.vodafone.qa/connect



- The One Time Bonus will be added to the Eligible Customer’s balance at the time of the first plan renewal after the subscription to Flex Grow
- Once subscribed Eligible Customers will start receiving extra flex as an ongoing benefit from the second bill run after the subscription date. The extra flex will be added in the balance at the time of monthly plan renewal.

| | Plan Renewal month since subscription to Flex grow | | |
|--------------|--|-------------|------------------------------|
| Flex Plan | Month 2 - 3 | Month 4 – 6 | Every 3 months till Month 22 |
| Flex 100/125 | 25 | 25 | 25 |
| Flex 150 | 25 | 75 | 50 |
| | | | |

- Eligible Customers who subscribe to Flex grow will not accumulate Vodafone Points.
- Eligible Customers will lose their Flex including bonus flex if they migrate to other Postpaid or Prepaid, transfer their number, terminate their number or port out.
- The Eligible Customers will be notified through SMS about the extra flex they receive in a month and the extra flex will be added in the total flex balance for the month on each bill cycle.

6. Add-Ons and Extras (Flex Plans and Unlimited Plans)

6.1 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* | Monthly Flex Booster 50** | Weekly Flex Booster 50* |
|----------|------------------|------------------|---------------------------|-------------------------|
| Price | QR 10 | QR 20 | QR 50 | QR 50 |
| Flex | 70 | 150 | 900 | 500 |
| Validity | 7 days | 7 days | 30 days | 7 days |

**All the Flex Boosters are non-Recurring*

***Monthly Flex booster 50 is one-time or recurring, customer can choose as per need*

6.2 10 hours to Globe Philippines Extra

- Postpaid customers can subscribe to the Globe Philippines QR35 Add On, 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 and Unlimited Plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.3 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 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.4 Nepal international 35 Add-on

- Postpaid customers can subscribe to the Nepal Telecom International 35 Add on which is a monthly recurring pack.
- Customer can call 80 mins to NTC in Nepal for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.5 Bangladesh international 35 Add-on

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

6.6 Sri Lanka international 35 Add-on

- Postpaid customers can subscribe to the Sri Lanka International 35 Add on which is a monthly recurring pack.
- Customer can call 160 mins to any network in Sri Lanka for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.7 Egypt international 35 Add-on

- Postpaid customers can subscribe to the Egypt International 35 Add on which is a monthly recurring pack.
- Customer can call 220 mins to any network in Egypt for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.9 Passport Pack

| 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 Flex postpaid plans

6.10 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 | 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.

7. Mobile Broadband (MBB) Data Plans

- All new and existing Customers can subscribe to the Data Plans below:

| Name | Monthly Fee | Value per |
|------------------------------------|-------------|-----------|
| Data Plan 90 | QR 90 | 8 GB |
| Data Plan 110 | QR 110 | 10 GB |
| Data Plan 150 | QR 150 | 14 GB |
| Data Plan 200 | QR 200 | 20 GB |
| Data Plan 250 | QR 250 | 30 GB |
| Unlimited Home Internet 250 | QR 250 | Unlimited |
| Unlimited Home Internet 350 | QR 350 | Unlimited |
| Data Plan 500 | QR 500 | Unlimited |

- 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 QR0.99/MB as per the Rate Card above shall apply. All ‘Unlimited’ data Plans/Add Ons (Products) are subject to a ‘Fair Usage Policy’.
- Customers subscribing to the QR500 Unlimited Data Plan 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.
- Unlimited Home Internet 250 - Customers subscribing to the Unlimited Home Internet 250 plan will have a maximum speed of 3Mbps. The product is designed for a single user or small household and in case of abusive usage, which is set as 200 GBs, the speed is reduced to 1Mbps till the end of the bill cycle.
- Unlimited Home Internet 350 - Customers subscribing to the Home Internet 350 plan will have a maximum speed of 15Mbps. The product has a fair usage policy, where the speed is reduced to 1Mbps once the customer has used 400 GBs in a month. The speed is reset to 15 Mbps at start of billing cycle. Customers can only get this plan with a Home Router, the price of which is QR 350. Customer will get the value back of the Wireless Router as QR 50 monthly discount applied on the plan for seven (7) months. Customers can also buy a WiFi extender for QR 150 and will get this value back as QR 50 monthly discount applied on the plan for extra 3 months. Customers will also get free subscription to OSN Wavo TV application as part of the plan. Customers can also connect a standard TV set with the home router and can make unlimited free calls to any landline number in Qatar. Standard call rates to local mobile and all international destinations apply.

8. 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 dialing <<*100#>> or dial *110*533#. New customers can ask Vodafone store staff activating their line to activate Smart Data free of cost.
- Customer is notified before the start of Smart Data Rate, that when the bundled data has finished QR 20 will be charged for next 250 MBs until 1 GB is consumed after this 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 the plan, bonus and mobile internet pack is finished.
- Smart Data Extra is available for new customers on below Postpaid plans:
 - Flex 100, Flex 150 & Flex 200
- 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.

9. Vodafone Passport Pack

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

| Permanen | Roaming Minutes |
|----------|---------------------------|
| 1 GB | 100 outgoing and incoming |



- 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 My Vodafone App or by dialing 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 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.

10. Standard Rate card

10.1 National Rate Card - All calling prices are charged per minute and Mobile internet usage is charged on per MB 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 |

10.2 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; 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; South Korea; Kuwait; Laos; Lebanon; Liberia; Liechtenstein; Macau; Macedonia; Malaysia; Marianals; 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; Santa Lucia; Saudia Arabia; Serbia Montenegro; Senegal; Singapore; Slovak Republic; 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 Islands; Congo; Congo Republic; Cruise Schips; Ecuador; Equatorial Gui; Eritrea; Ethiopia; Ferry Cruise; Fiji; French Polynesia; 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; Uruguay and Zambia |
| QR | 2.5 | Azerbaijan; Burundi; Central African; Chad; Chile; Cook_Islands; Gabon; Greenland; Guinea_Bissau; Guinea Republic; Jersey; Kosovo; Latvia; Libya; Lithuania; Maldivelnd; Mali; Mauritania; Mayotte; Niue Island; Papua New Guinea; Sao Tome Prin; Seychelles; Slovenia; Sierra Leone; St Kitts Nevis; St Pierre Miq and Vanuatu. Wallis_Fun_Is and Zimbabwe |
| QR | 3.5 | Algeria; Bahamas; Barbados; Cuba; Dominica; Dominican Republic; East Timor; Gambia; Guam; Jamaica; Madagascar; Marshall Island; Nauru; Solomon Island; Tunisia and Tuvalu |
| QR | 28 | Antarctica; Falkland Is; In-Flight; Kiribati; St Helena; Ascension; Diego Garcia; Norfolk Island; Tokelau and Botswana. |

10.3 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>.



| | Making calls in the country you're in (QR per Min) | Calls Back to Qatar (QR per Min) | Calls to GCC (QR per Min) | Internat Calls (QR per Min) | Receivie Calls (QR per Min) | Send SMS (QR per SMS) | Data Roaming (QR per MB) | Send MMS (QR per MMS) |
|---------------|--|----------------------------------|---------------------------|-----------------------------|-----------------------------|-----------------------|--------------------------|-----------------------|
| Zone 1 | 0.88 | 2.00 | 2.00 | 17.00 | 0.80 | 0.22 | 1.82 | 3 |
| Zone 2 | 5.00 | 17.00 | 17.00 | 17.00 | 3.00 | 2 | 55.00 | 5 |
| Zone 3 | 5.00 | 17.00 | 17.00 | 17.00 | 3.00 | 2 | 15.00 | 5 |
| Zone 4 | 5.00 | 17.00 | 17.00 | 17.00 | 3.00 | 2 | 55.00 | 7 |
| Zone 5 | 5.00 | 17.00 | 17.00 | 17.00 | 3.00 | 2 | 55.00 | 7 |
| Zone 6 | 5.00 | 17.00 | 17.00 | 17.00 | 3.00 | 2 | 55.00 | 9 |
| Zone 7 | 30.00 | 30.00 | 30.00 | 30.00 | 30.00 | 2 | 75.00 | 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 | | Air Flight Services; Maritime Services and Satellite Services |

11. 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 |

12. Opt in Rate

12.1 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.



13. Spend Limit

- Spend Limit is a unique service offered by Vodafone Qatar to its Customer by which they can set their maximum monthly bill, keeping in control their out of bundle costs.
- All Customer who want to subscribe or unsubscribe to the Spend Limit feature for QR 3 per month can do so by call 122 or visit the nearest Vodafone Store.
- Customers on Unlimited Plans will get the Spend limit feature free included in their plans.

14. Smartphone Offer

14.1 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 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>

14.2 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 local data 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.
- 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>



15. 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.

16. Customer Obligations

- Postpaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Postpaid 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 Postpaid 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 Postpaid 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, Vodafone 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 | Effective Date | Description of Change |
|---------------------|----------------|---|
| 1.43 | 15/06/2017 | Changes in 3.1, 3.1.1, 3.1.3, 3.2, 3.2.3, 3.2.4, 3.3, 3.4, 3.5, 3.6, 3.8, 4, 7.2, 3.7 |
| 1.44 | 08/08/2017 | Change in 3.1 |
| 1.45 | 10/08/2017 | Change in 3.7 |
| 1.46 | 24/10/2017 | Change in 3.3 – 3.6 and 5 |
| 1.47 | 15/10/2017 | Change in 3.3, 9.3, 7.2, |
| 1.48 | 01/11/2017 | Change in 3.1 |
| 1.49 | 08/11/2017 | Change in 3.2.3- |
| 1.50 | 31/12/2018 | Change in 3.3 and 4 |
| 1.51 | 05/02/2018 | Change in 3.1.2 & 3.1.3, 3.2.2, 3.3 and 3.9 |
| 1.52 | 06/03/2018 | Change in 3.1 |
| 1.53 | 01/04/2018 | Change in 7.3 |
| 1.54 | 29/04/2018 | Change in 3.3 |
| 1.55 | 13/05/2018 | Change in 3.3 |
| 1.56 | 13/09/2018 | Change in 7.2 |
| 1.57 | 13/11/2018 | Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10, |
| 1.58 | 13/12/2018 | Change in 1.5, 2, 4.4, 4.5, 4.6, 4.7, 5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8, |
| 1.59 | 31/12/2018 | Change in 5.2 |
| 1.60 | 08/01/2019 | Change in 5.1 and 6.4 - |
| 1.61 | 23/01/2019 | Change in 7 |
| 16.2 | 18/02/2019 | Change in 4; 4.3 and 4.6 |
| 16.3 | 28/02/2019 | Change in 4.1 |
| 16.4 | 28/03/2019 | Change in 14 and 15 |
| 16.5 | 01/04/2019 | Change in 10.3 |
| 16.6 | 23/07/2019 | Change in 4.1 |
| 1.67 | 24/09/2019 | Change in 4.1 |
| 1.68 | 30/09/2019 | Change in 4.1 |
| 1.69 | 22/10/2019 | Change in 4.1 |
| 1.70 | 17/11/2019 | Change in 12A |
| 1.71 | 12/12/2019 | Change in 6.1 |
| 1.72 | 17/12/19 | Change in 4.1.1, 4.1.2 and 4.1.5 |
| 1 | 09/12/2020 | Change in 5 and 5.2 |