



General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
Tariff Number	B09
Marketing Name of the Retail Offer	Corporate Voice: SIP Trunking
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Notification Date	15 March 2020
Tariff Version Number	02

1. Definitions

- DID** Means Direct Inward Dialling. Vodafone, at customer's request, allocates a range of numbers associated with one or more phone lines. Its purpose is to allow the customer to assign a personal number to each employee, without requiring a separate phone line for each.
- CPE router** Means Customer Edge Router which is typically installed at customer premises. It connects to the provider edge router.
- PBX** Means Private Branch Exchange a private telephone network used within an enterprise. Users of the PBX share a certain number of outside lines for making telephone calls external to the PBX.
- PSTN** Public Switched Telephone Network is the world's collection of interconnected voice-oriented public telephone networks, both commercial and government-owned.

2. Tariff Terms and Conditions

- 2.1 Vodafone's General Business Terms and Conditions and the General Fixed Services Schedule of the Master Service Agreement ("**MSA**") apply.
- 2.2 Vodafone service is available only in those areas where Vodafone has fixed coverage.
- 2.3 Where a product or service, which a Customer uses, has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- 2.4 Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 2.5 The minimum contractual period shall be three (3) months ("**Minimum Subscription**"). Cancellation of the Service prior to that time will result in applicable charges due and payable for the remaining period of the three-month's Minimum Subscription period.
- 2.6 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 a permanent or promotional basis.

3. Service Description

- 3.1 A SIP trunk service comprises of a predefined number of voice channels, offered by Vodafone to set up communications between a customer PBX and the PSTN. The CPE Router for Vodafone's SIP trunking will be provided by Vodafone and will extend the SIP trunking connectivity to a customer's premise. Vodafone will also install and configure the CPE Routers at the customer's premise. Customer will be responsible for PBX connection to Vodafone CPE and for PBX configuration and maintenance.
- 3.2 **Service Delivery:** Vodafone will install the core component and the required local access circuit and conduct a series of tests, on the Vodafone provided Services, to confirm that the Service is



operational. Currently Vodafone is unable to provide this service in the Pearl development.

- 3.3 In case of customer does not have the IP capable PBX or if the customer's PBX is not capable of connecting the SIP Trunk services, Vodafone will provide the SIP Trunk with ISDN PRI interface as an option.
- 3.4 ISDN PRI interface is provided over SIP Trunk service in order to connect the legacy PBX as a chargeable service

4. Pricing and Charges

SIP Channel	Included DIDs	Installation QAR	Monthly Charge per Channel QAR
<20	100	1700	90
20-30	100	1700	80
>30	100	1700	70

Additional DIDs	One Time Charge QAR	Monthly Charge QAR
100	500	Nil

ISDN PRI Interface	One Time Charge QAR	Monthly Charge QAR
30 channels	Nil	100
60 channels	Nil	200

5. Other Charges

Type	Frequency	Price QAR
Order cancellation charges	One-off	500
Order amendments charges	One-off	500
Order modification charges	One-off	500
Transfer of service charge	One-off	500
Moving premises charge	One-off	500
Excess Construction charges (ECC)	One-off	Time based

6. Zones

Zone	Price QAR per minute
GCC, MENA	1.5
MENA	1.8
Main Europe, USA, Oceania and Asia	1.8
Asia	2.5
Rest of the World (ROW)	2.5
ROW Premium	3.00
Thuraya	6.00
Satellite	30.00
Local Mobile	0.35
Ooredoo Fixed	Free
Vodafone Fixed	Free

Tariff Modification Version Control

Tariff Version	Effective Date	Tariff Modifications
FS 3.1	18 Nov 2018	Change in 1.6 and 3



1	13 Feb 2020	New format
2	15 Mar 2020	Update