



## General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C02
<b>Marketing Name of the Retail Offer</b>	Prepaid Standard terms and Conditions
<b>Tariff Type</b>	Permanent
<b>Duration</b>	N/A
<b>Customer Group</b>	Consumer
<b>Tariff Effective Date</b>	13 September 2020
<b>Tariff Version Number</b>	6

## 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

- 1.1 Vodafone's Prepaid General terms and conditions shall apply which are available at <https://www.vodafone.qa/en/legal-and-regulatory>
- 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 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.
- 1.5 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



- 2.1.1 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.
- 2.1.2 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.
- 2.1.3 Customers cannot use the any Bonuses whilst roaming.
- 2.1.4 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	30
20	20	60
30	30	180
35	35	60
50	50	180
55	55	180
60	60	180
80	80	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**

- 4.1 Customers can choose between Automatic or once off mobile internet options.
- 4.2 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.
- 4.3 Data Allowance on Mobile Internet Packs are for local usage only
- 4.4 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)

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



Internet Pack	Type	Price	Allowance	Validity
Internet Pack 1	Automatic <sup>2</sup>	QR1	10 MB	1 Day
Internet Pack 5	One Off	QR 5	300 MB	Same day midnight
Internet Pack 6	Automatic	QR6	75 MB	7 Days
Internet Pack 10	One Off	QR10	300 MB	3 days
			450 MB	4 days
Internet Pack 20	One Off	QR20	700 MB	7 days (one extra day validity through E-top or App)
			836 MB	8 days
Internet Pack 30	One Off	QR30	1 GB	2 weeks
			Extra 1 GB	8 days
Unlimited Internet 25 <sup>3</sup>	One Off	QR25	Unlimited <sup>4</sup>	Activation plus 1 day
Internet Pack 50	One Off	QR50	2 GB	4 weeks
			Extra 1.8 GB	8 days
Internet Pack 60	One Off	QR60	2.5 GB	4 week s
			Extra 2 GB	8 days
Internet Pack 80	One Off	QR80	4 GB	4 weeks
			Extra 2 GB	8 days
Internet Pack 100	One Off	QR100	7 GB	4 weeks
			Extra 2 GB	8 days
Internet Pack 150	One Off	QR 150	14 GB	4 weeks
			Extra 3 GB	8 days
Unlimited Internet 250	One Off	QR 250	Unlimited <sup>5</sup>	30 days

## 5. Out of bundle Data Rate and Unlimited Prepaid Data

- 5.1 The out of bundle rack rate is going to be 10 dhs/MB for every Prepaid customer which is applied automatically.
- 5.2 Once the customer reaches 10 QR of out of bundle usage in the day, the charging will be stopped for the day and the customer will get unlimited data valid till the end of the day (midnight)
- 5.3 First 4 GB of the unlimited data will be at 1 Mbps and thereafter the speed will reduce to 256 Kbps once 4 GB is crossed.
- 5.4 If the customer doesn't want the unlimited data after 10 QR, the customer can dial \*250\*333# to opt out
- 5.5 Once the customer has Opted out, the out of bundle data rate is going to be 10 Dhs/MB without any stoppage in charging.
- 5.6 To Opt in again, the customer needs to dial \*200\*333#

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

<sup>3</sup> Data speed is 3 Mbps

<sup>4</sup> FUP is 30 GB valid for activation day plus 1 day.

<sup>5</sup> FUP is 300 GB, data speed is 3 Mbps



5.7 While the Unlimited data is active, if the customer does any data recharge, then the high-speed data will apply and the unlimited data benefits will be removed.

5.8 The unlimited data is removed at midnight and the cycle starts afresh.

## 6. Nepal Super Pack

6.1 All new and existing Customers can subscribe to Vodafone's Nepal Super Pack, which is a weekly recurring pack.

6.2 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

6.3 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

6.4 This Offer is available only to calls made on NTC and Ncell numbers in Nepal and is not available on roaming calls.

6.5 Standard international calling rates will apply to any calls made to customers in Nepal through any other telecommunications operator.

6.6 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

7.1 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#

7.2 Customers can activate the Nepal Combo Packs through USSD and the Vodafone App.

7.3 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



- 7.4 The international minutes are applicable only for calls made on NTC and NCell numbers in Nepal and are not available on roaming calls.
- 7.5 Standard international rates will apply to any calls made to customers in Nepal on any other Telecom operator.
- 7.6 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.

### **Credit Transfer**

- 8.1 Credit Transfer is a new service that will allow Prepaid Customers to transfer credit to any other Vodafone Prepaid customer.
- 8.2 To transfer credit, Customer will need to send an SMS to '97800'-Type "Amount <space> Vodafone number"
- 8.3 Credit Transfer is available for Vodafone Prepaid Customers with the following criteria:
  - a. Customers should be Vodafone prepaid Customers for at least 30 days or more;
  - b. Customers must have a minimum balance of QR 1 to make a credit transfer;
  - c. Customers must not have any Advance Credit, which has not been returned.
- 8.4 Any Prepaid customer that do not fulfil the above criteria is not able to use the Credit Transfer service.
- 8.5 Customers can transfer a minimum amount One (1) QR and a maximum One thousand (1000) QR per day.
- 8.6 Sender will be charged 1 QR per transaction however there is no charge for receiving the credit.
- 8.7 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.
- 8.8 Customers can receive and use the credit while roaming however, Customers cannot transfer credit while roaming.
- 8.9 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**

- 9.1 Advance Credit is a new Value Added Service that allows customers with a balance below QR1 to get QR5 Advance Credit.
- 9.2 Advance Credit is available for Vodafone Prepaid customers with the following criteria:
- 9.3 Customers need to have been on the Vodafone network for 60 days or more.
- 9.4 Customers must have a balance of less than QR1
- 9.5 Any Prepaid customers that do not fulfil the above criteria aren't able to use Advance Credit.
- 9.6 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.
- 9.7 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.



- 9.8 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.
- 9.9 Advance Credit is available only twice in between recharges.
- 9.10 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.
- 9.11 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.
- 9.12 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.
- 9.13 You cannot transfer Advance Credit to other Customers.
- 9.14 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 and Unlimited Prepaid Local calling

	Cost	Unit
National Voice <sup>1</sup>	QR0.60	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.

- 10.1 All calling prices are charged per minute and Mobile internet usage is charged on per MB increments.
- 10.2 On any given day, if the customer has spent 10 QR or more on calling local numbers, unlimited local calling will be activated automatically.
- 10.3 A fair usage policy of 250 local minutes shall apply till end of the day (midnight) which will be added to the customer's account once 10 QR is crossed.
- 10.4 This facility will be activated only after crossing 10 QR or after ending a call during which the customer has crossed 10 QR of spends on local calling.

## 11. International Calling Card ("ICC")

### 11.1 International Calling Rate Card

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

- 11.1.1 International calls are QR0.99 per minute for over 145 countries.
- 11.1.2 Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for a full list of countries and rates

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



11.2.1 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

11.2.2 Customers can buy the ICC 5 card at any Vodafone retail store or call 191 for more information.

**11.3 International Calling Card 10 (ICC 10)**

11.3.1 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.

11.3.1 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.

11.3.2 In addition to the above minutes, the customers will also get 60 minutes to India, 15 minutes to Nepal, Bangladesh, Pakistan, Philippines GLOBE valid for 7 days. Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

**11.4 International Calling Card 20 (ICC 20)**

11.4.1 Customers who purchase International Calling Card 20 (ICC 20) will get 38 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international), valid for thirty (30) days.

11.4.1 The Customer can have either 38 minutes or chose only one of the minutes in the table below i.e. India 150 or Bangladesh 100 or Sri Lanka 50 etc. by dialing the activation code \*120#:

Destination	Minutes	Validity
India	150	14 days
Bangladesh	100	14 days
Sri Lanka (Dialog)	50	14 days
Philippines (Globe)	200	14 days
Indonesia	60	14 days
Pakistan	100	14 days
Nepal	100	14 days

11.4.2 Customer need to choose between the two offers and once activated they can claim the benefits of either offer.

11.4.3 To avail the extra minutes the customer must have at least 38 international minutes balance from the ICC international card.

11.4.4 Customer can do multiple recharges on expiry of minutes.

11.4.5 Once the minutes expire customer will be charged standard rates.

11.4.6 Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

**11.5 International Calling Card 25 (ICC 25)**

11.5.1 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.

11.5.1 Customer can instead of the 48 international minutes or avail the following extra minutes to the any one of the destinations below by dialing the activation code \*120#:

Destination	Minutes	Validity
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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

11.5.2 Customer need to choose between the two offers and once activated they can claim the benefits of either offer.

11.5.3 To avail the extra minutes the customer must have at least 48 international minutes balance from the ICC international card.

11.5.4 Customer can do multiple recharges on expiry of minutes.

11.5.5 Once the minutes expire customer will be charged standard rates.

11.5.6 Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

#### 11.6 International Calling Card 30 (ICC 30)

11.6.1 Customers who purchase International Calling Card 30 (ICC 30) will get 57 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international), valid for thirty (30) days.

11.6.1 Customer can instead of the 57 international minutes avail the following extra minutes to the destinations below by dialing the activation code \*120# :

Destination	Minutes	Validity
India	225	14 days
Bangladesh	150	14 days
Sri Lanka (Dialog)	75	14 days
Philippines (Globe)	300	14 days
Indonesia	90	14 days
Pakistan	150	14 days
Nepal	150	14 days

11.6.2 Customer need to choose between the two offers and once activated they can claim the benefits of either offer.

11.6.3 To avail the extra minutes the customer must have at least 57 international minutes balance from the ICC international card.

11.6.4 Customer can do multiple recharges on expiry of minutes.

11.6.5 Once the minutes expire customer will be charged standard rates.

11.6.6 Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

#### 11.7 International Calling Card (QR 50 to QR 150)

11.7.1 Customers who purchase International Calling Cards (ICC) will get international minutes to call below countries available at valid for thirty (30) days.





11.7.2 Country list: Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E, Bangladesh, Bahrain, Turkey, Indonesia, Nepal and Sudan

11.7.3 Customers will also get dedicated country minutes to call their respective home country from below list.

Additional Country minutes benefits								
QR	International minutes	India	Bangladesh	Nepal	Globe Philippines	Pakistan	Indonesia	Validity
50	90	460	235	235	235	235	160	30
60	108	552	282	282	282	282	192	30
80	144	736	376	376	376	376	256	30
100	180	920	736	736	736	736	320	30
150	270	1380	1100	1100	1100	1100	480	30

## 12. International 65

12.1 Customers can make calls to 117 countries for 65 Dhs per minute if they opt in to the offer.

12.2 Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for the list of countries.

12.3 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.

12.4 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.

12.5 The customer can activate the 65Dhs offer again by dialling \*200\*260# at any time.

12.6 Customers will be charged 50 Dhs for another week for the opt-in rate on reactivation.

## 13. India Opt in Rate

13.1 Customers can make calls to India for 15Dhs per minute if they opt in for the offer.

13.2 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.

13.3 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.

13.4 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.

13.5 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.

13.6 The customer can activate the India opt in rate again by dialling \*200\*202# at any time. Customers will be charged 50Dhs for another 7 days of the Opt in rate on reactivation.

**14. Bangladesh Discount Rate**

- 14.1 Customers can make calls to Bangladesh for 25Dhs per minute if they opt in for the offer.
- 14.2 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.
- 14.3 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.
- 14.4 The customer can opt out of the offer by dialing \*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.
- 14.5 The customer can activate the Bangladesh discount rate again by dialing \*200\*288# at any time. Customers will be charged 50Dhs for another 7 days of the Opt in rate on reactivation.

**15. Egypt Discount Rate**

- 15.1 Customers can make calls to Egypt for 45Dhs per minute if they opt in for the offer.
- 15.2 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
- 15.3 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.
- 15.4 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.
- 15.5 The customer can opt out of the offer by dialing \*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.
- 15.6 The customer can activate the Egypt discount rate again by dialing \*200\*220# at any time. Customers will be charged 50Dhs for another 7 days of the Opt in rate on reactivation.

**16. Philippines Add On**

- 16.1 Customers who opt in to the Philippines Add on pack can get 300 minutes to call Globe Philippines for 7 Days.
- 16.2 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.
- 16.3 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.



**17. 25Dhs Local Pack**

- 17.1 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.
- 17.2 To activate the Pack, Customer can dial \*200\*10# from their mobile and it will renew automatically every week.
- 17.3 Customer will receive an SMS from Vodafone confirming that the Pack has been activated and that 50 Dhs has been debited from the balance.
- 17.4 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.
- 17.5 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.
- 17.6 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#.

**18. Combo Offers**

18.1 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	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.

18.2 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.

18.3 Digital Combo Cards

- When customer recharge they will get a combo of three benefits instead of just one which are International, Local mins and Data.
- This card is available only on recharge from the My Vodafone App, Vodafone Website and Electronic Retailer outlets only and excluded paper recharge cards.
- The benefits are added automatically on recharge and these are one off products.



QR	Local Data	Local Mins	International <sup>6</sup>	Validity (days)
20	1 GB	25	15	7
50	2.5 GB	100	20	14
100	5 GB	240	25	30
150	8 GB	600	50	30
300	Unlimited with FUP 20 GB after that 2 Mbps	Unlimited	100	30
450	Unlimited with FUP 200 GB after that 15 Mbps	Unlimited	100	30
750	Unlimited with FUP of 500 GB after that 15 Mbps	Unlimited	500	30

## 19. Premium Service

19.1 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

## 20. New Vodafone Passport Pack

20.1 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

20.2 The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)

20.3 Customers can subscribe while in Qatar or abroad through the MyVodafone App or by dialling the activation code \*110\*110#.

20.4 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.

20.5 Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.

<sup>6</sup> Refer [www.vf.qa/combointl](http://www.vf.qa/combointl) for more details on Combo calling countries.



- 20.6 Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- 20.7 Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.
- 20.8 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.

**21. Vodafone Passport Card**

21.1 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

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

**22. Roaming Rate Card**

22.1 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	1.53	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



	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/MS
<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

### 23. Flex Add-ons

23.1 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 (+Extra 100 MB)	Same day midnight	*200*3005#
QR20	150 Flex (+Extra 260 MB for 4 days)	7 days	*200*771#
QR50	430 Flex (+Extra 1.8 GB for 8 days)	30 days	*200*45#
QR100	1000 Flex (+Extra 2.2 GB for 8 days)	30 days	*200*1000#
Add-on Amount	Flex	Validity	USSD Activation code
QR5	30 Flex (+Extra 100 MB)	Same day midnight	*200*3005#
QR20	150 Flex (+Extra 260 MB for 4 days)	7 days	*200*771#
QR50	430 Flex (+Extra 1.8 GB for 8 days)	30 days	*200*45#
QR100	1000 Flex (+Extra 2.2 GB for 8 days)	30 days	*200*1000#

Add-on Amount	Flex	Validity	USSD Activation code
QR5	30 Flex (+Extra 100 MB)	Same day midnight	*200*3005#
QR20	150 Flex (+Extra 260 MB for 4 days)	7 days	*200*771#
QR50	430 Flex (+Extra 1.8 GB for 8 days)	30 days	*200*45#
QR100	1000 Flex (+Extra 2.2 GB for 8 days)	30 days	*200*1000#

23.2 Flex 20 renews weekly automatically after seven (7) days from activation as long as the customer has enough Prepaid balance.

23.3 The validity of the Flex is 7 days from activation and all unused Flex will expire automatically at the end of 7 days.

23.4 To activate the customer just needs to dial **\*200\*771#** from their handsets.



23.5 In order to deactivate customers can dial **\*250\*771#** or dial **\*100#**.

#### 24. Local Flex Rates

1 Local Min	1 SMS/MMS local or international	1GB Data
1 Flex	1 Flex	24 ex

#### 25. 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



## 26. New Flex Choice Option

26.1 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
	Extra 512 MB	8 days
QR30	225 Flex	14 days
	Extra 750 MB	8 days
QR50	430 Flex	30 days
	Extra 1.8 GB	8 days
QR55	475 Flex	30 days
	Extra 2 GB	8 days
QR 60	500 Flex	30 days
	Extra 2 GB	8 days
QR 80	700 Flex	30 days
	Extra 2 GB	8 days
QR 100	1,000 Flex	30 days
	Extra 2.2 GB	8 days
QR 150	2,100 FLEX	30 days
	3 GB	7 days
QR 200	2500 Flex	30 days
	Extra 2 GB	8 days
QR300	3750 Flex	30 days
QR500	6250 Flex	30 days

26.2 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

26.3 Flex 10 and 20 are standalone cards and customers can recharge using \*127\*PIN#

26.4 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. The customer can utilise the Flex Units for data, SMS or local and international usage as per Article 24.1 above.

## 27. New Flex Choice Option

27.1 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
	Extra 100 MB	Same Day
QR10	70 Flex	3 days
	Extra 260 MB	4 days
QR20	150 Flex	7 days





	Extra 512 MB	8 days
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\* Now Available on scratch card, eVoucher and eTopup.

## 28. 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	Maldives Island	250
Australia	99	Mali	250
Austria	99	Malta	150
Azerbaijan	250	Mariana Island	99
Bahamas	350	Marshall Island	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
Bt Virgin Islands	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 Africa	250	Nigeria	99
Chad	250	Niue Island	250
Chile	250	Norfolk Island	600
China	99	Norway	99
Colombia	99	Oman	99
Comoro Island	150	Pakistan	99
Congo	150	Palau	150
Congo Rep	150	Palestine Auth	99
Cook Island	250	Panama	150
Costa Rica	99	Papua New Guinea	250
Croatia	99	Paraguay	150
Cruise Schips	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
East Timor	350	Rwanda	99
Ecuador	150	Samoa	150
Egypt	99	San Marino	99
El Salvador	99	Santa Lucia	99
Equatorial Gui	150	Sao Tome Prin	250
Eritrea	150	Satellite	2800
Estonia	350	Saudia Arabia	99
Ethiopia	150	Senegal	166
Faeroe Island	99	Serbia Mont	99
Falkland Island	2800	Seychelles	250
Ferry Cruise	150	Sierra Leone	250
Fiji	150	Singapore	99
Finland	99	Slovak Rep	99
France	99	Slovenia	250
French Guiana	99	Solomon Island	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. Vincent Gren	99
Grenada	99	Sudan	99
Guadeloupe	150	Surinam	99
Guam	350	Swaziland	150
Guatemala	150	Sweden	99
Guernsey	150	Switzerland	150
Guinea Bissau	250	Switzerland Con	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
In-Flight	2800	Trinidad & Tobago	99
Iran	99	Tunisia	250
Iraq	99	Turkey	99
Ireland	99	Turkmenistan	99
Israel	99	Turks Caicos Island	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
North Korea	99	Venezuela	99
South Korea	99	Vietnam	99
Kosovo	250	Virgin Island USA	99
Kuwait	99	Wallis Fun Island	250
Kyrgyz	99	Yemen	99
Laos	99	Zambia	150
Latvia	250	Zimbabwe	250
Lebanon	99		



**29. Vodafone Branded Devices local data offer**

- 29.1 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**”) or select smartphones as advertised from time to time (“**Eligible Customer**”) shall be entitled to the following offer (“**Offer**”):
- 29.2 Six (6) GB free local data for ninety days (90) days to all Prepaid customers.
- 29.3 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.
- 29.4 Eligible Customers disconnecting, transferring or migrating to other Postpaid Plans within the first seven (7) months will automatically lose the free data Offer.
- 29.5 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)
- 29.6 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.
- 29.7 Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges.
- 29.8 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>

**30. Service Provider Obligations**

- 30.1 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.
- 30.2 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.
- 30.3 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.

**31. Customer Obligations**

- 31.1 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.
- 31.2 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.
- 31.3 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	Changes in 14; 14A; 14B; 14C.
3.59	3/8/2017	Changes in 21
3.6	16/08/2017	Changes in 7.1
3.61	24/08/2017	Changes in 22
3.62	15/10/2017	Changes in 6; 14; 16.1; 21; 23
3.63	1/11/2017	Changes in 8A
3.64	5/2/2018	Changes in 21
3.65	15/03/2018	Changes in 3.1, 12.2 12.3
3.66	27/03/2018	Changes in 16
3.67	1/4/2018	Changes in 19
3.68	29/04/2018	Changes in 8; 12.1; 13; 14 ; 14A; 15; 18 & 18A; 21 22;
3.69	8/5/2018	Changes in 8 and 8A
3.7	16/08/2018	Changes in 8A
3.71	28/08/2018	Changes in 22
3.72	13/09/2018	Changes in 21 and 23
3.73	25/11/2018	Changes in 2.1 20 and 22 – New Flex Choice Option.
3.74	18/12/2018	Changes in 1, 4
3.75	8/1/2019	Changes in 6, 20 and 12.2
3.76	14/03/19	Changes in 4 – new MI Packs
3.77	27/03/19	Changes in 5; 16.1
3.78	1/4/2019	Changes in 19 – GCC rates revised.
3.79	30/05/2019	Changes in 4 – new Internet Pack – Unlimited QR 30 Pack.
3.8	22/09/2019	Changes in 2; 21and24
3.81	23/09/2019	Changes in 4



<b>3.82</b>	3/10/2019	Changes in 11
<b>3.83</b>	27/11/2019	Changes in 5
<b>1</b>	6/2/2020	New tariff format, changes in 23.
<b>2</b>	7/2/2020	Changes in 23.2.
<b>3</b>	4/3/2020	Promotion offers from September 2019 onwards are made permanent going forward from March 2020. Changes in 4; 23 and 26.
<b>4</b>	9/3/2020	Removed Note, Formatting changes.
<b>5</b>	26/03/2020	Change in 22.1
<b>6</b>	13/09/2020	Change in 4.4, 11.7, 18.3 and 26.1