



### 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>	26 October 2023
<b>Tariff Version Number</b>	39

### Definitions

<b>Artificially Inflated Traffic</b>	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.
<b>Customer</b>	means the person subscribing to and using Prepaid services
<b>Products and Services</b>	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.
<b>Vodafone bonuses</b>	means the bonus minutes or MBs included in your Prepaid plan.
<b>Vodafone Retail Store</b>	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>
<b>We, Us, Vodafone</b>	means Vodafone Qatar P.Q.S.C (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
<b>Unstructured Supplementary Service Data (USSD)</b>	"Quick Codes" or "Feature codes", is a communications protocol used to communicate with Vodafone's mobile network.

### 1. Tariff Terms and Conditions

- Vodafone's Prepaid General terms and conditions shall apply which are available at <https://www.vodafone.qa/en/legal-and-regulatory>
- Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 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.
- 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 uses any of our Products and Services.
- Vodafone may offer 20% discounts on permanent or promotional offers as per Article 3.9 of the Retail Tariff Instructions.
- Customers can only purchase Add Ons products which are less than QR100 from their primary balance.
- If a Customer recharges with multiple products that includes data only products, flex products and prepaid products which give endless/unlimited internet then the order of consumption of data will be as below:
  1. Priority 1- Highest speed data would be consumed first example data from flex or standard data.
  2. Priority 2 – Data from endless / unlimited products in decreasing order of speed



## 2. Tariff Tables

### 2.1 Prepaid Tariff Plans

- The International and Local Minutes can be used to call numbers in Qatar and make international calls. Calls to satellite numbers are not included in the International and Local Minutes and will be charged at standard rack rates.
- Data usage will be deducted from an MB bonus first. When the MB bonus is exhausted, then Data usage will be charged as per the rate card below.
- Customers cannot use the any Bonuses whilst roaming.
- The validity of each Prepaid plan is as set out below. Every time a customer recharges with a Prepaid plan, the specific validity period set out below will apply. Credit recharge for Prepaid is as follows:

Price (QR)	Credit Balance <sup>1</sup>	Validity (days)
10	10	30
20	20	30
30	30	30
35	35	30
50	50	30
55	55	30
60	60	30
80	80	30
100	100	30
150	150	30
200	200	30
300	300	30
500	500	30

### 3. Welcome Pack Price

- The Welcome Pack is sold at QR25.00

### 4. Mobile Internet Packs

- Customers can choose between Automatic or once off mobile internet options.
- If you have a once off Mobile internet Pack and use up your entire data limit, then you will not be able to connect to the internet until you purchase another Mobile Internet Pack. If you however have an automatic Mobile Internet Pack, then your Prepaid balance will be automatically charged with another Mobile Internet Pack.
- Data Allowance on Mobile Internet Packs are for local usage only.
- Customers can use Mobile Internet whilst roaming; however, the data roaming charges will apply. The data roaming prices are available on Vodafone website [www.vodafone.com.qa](http://www.vodafone.com.qa)

Internet Pack name	Type	Price	Allowance	Validity
Internet Pack 1	Automatic <sup>2</sup>	QR1	10 MB	1 Day
Internet Pack 6	Automatic	QR6	75 MB	7 Days
Unlimited Internet 25	One Off	QR25	Unlimited	Activation plus 1 day
Unlimited Internet 250	One Off	QR 250	Unlimited	30 days

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

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



Internet Pack Price	Type	Data	Validity (Days)
5	One off	500 Mb	Midnight
10	One off	1GB	3
20	One off	2GB	7
30	One off	4GB	14
50	One off	7.5GB	28
60	One off	10 GB	28
80	One off	12GB	28
100	One off	20GB	28
150	One off	25GB	28
200	One off	35GB	30

### 5. Out of bundle Data Rate

- The out of bundle rack rate is going to be 20 Dhs/MB for every Prepaid customer which is applied automatically.

### 6. Nepal Super Pack

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

Service Provider	Rate per minute
Ncell	25 Dhs per minute
Nepal Telecom (NTC)	25 Dhs per minute

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

Service Provider	Rate per minute
NCell	15 Dhs per minute
Nepal Telecom (NTC)	15 Dhs per minute

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

### 7. Nepal Combo Packs

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

QR	International Minutes to Nepal	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code	Deactivation Code
10	50 (NTC + NCell)	100 MB	10	30 days	7 Days	*200*830#	*250*830#
20	120 (NTC + NCell)	200 MB	20	30 days	7 Days	*200*840#	*250*840#
50	330 (NTC +NCell)	500 MB	50	30 days	7 days	*200*503#	*250*503#



90	600 (NTC + NCell)	1GB	100	30 days	7 days	*200*9001#	*250*9001#
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- Customers can activate the Nepal Combo Packs through USSD and the Vodafone App.
- The international minutes are applicable only for calls made on NTC and NCell numbers in Nepal and are not available on roaming calls.
- Standard international rates will apply to any calls made to customers in Nepal on any other Telecom operator.
- An out of pack rate of just 18 Dhs/min to call NTC or NCell numbers will be applicable after expiry of the pack minutes.

## 8. Credit Transfer

- Credit Transfer is a new service that will allow Prepaid Customers to transfer credit to any other Vodafone Prepaid customer.
- To transfer credit, Customer will need to send an SMS to '97800'-Type "Amount <space> Vodafone number"
- Credit Transfer is available for Vodafone Prepaid Customers with the following criteria:
  - 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.
- Any Prepaid customer that does not fulfil the above criteria is not able to use the Credit Transfer service.
- Customers can transfer a minimum amount One (1) QR and a maximum One thousand (1000) QR per day.
- Sender will be charged 1 QR per transaction however there is no charge for receiving the credit.
- The validity of the credit received will be the same as the receiving Customers existing balance. However, if the receiving Customers existing balance is zero, then the validity their previous balance will apply.
- Customers can receive and use the credit while roaming however, Customers cannot transfer credit while roaming.
- Customers can send 'Transfer' to 97800, for free to get details of their Credit Transfer transactions and 'Receive' to 97800, for free to get details of their Credit Transfers received.

## 9. Advance Credit Modification

- Advance Credit is a new Value-Added Service that allows customers with a balance below QR1 to get QR5 Advance Credit.
- Advance Credit is available for Vodafone Prepaid customers with the following criteria:
  - Customers need to have been on the Vodafone network for 60 days or more.
  - Customers must have a balance of less than QR1
  - Any Prepaid customers that do not fulfil the above criteria aren't able to use Advance Credit.
- To get advance credit, you need to send an SMS with the number '5' to 97555 and QR5 of credit will be added to your Prepaid balance.
- The SMS to activate Advance Credit costs QR1. Since you will have less than QR1 when you send the SMS then the cost of the SMS will get deducted from the QR5 that Vodafone adds to your balance. For example, if you have 50Dhs balance and send the number '5' to 97555 to get Advance Credit. Q 5 will be added to your balance and QR1 will immediately be deducted for the cost of the SMS for this service. After these two transactions you will have QR4.50 balance remaining.
- The amount of QR5 Advance Credit will then be deducted from your next recharge. For example, if you recharge with QR35 after you have used Advance Credit then you will receive QR30 on your next recharge.
- Advance Credit is available only twice in between recharges.
- The validity of Advance Credit is the same as your current credit balance and Advance Credit does not extend the validity of your existing credit or bonuses in the way a regular recharge would.
- Advance Credit can be used on any of the standard Vodafone services. You can make international, local, or video calls, use mobile internet, and send local or international SMS/MMS until the advance credit is used up or expired.
- You can also buy other products from Vodafone with Advance Credit, as long as the product or service you are purchasing is less than the amount of Advance Credit on your balance. For example, the Daily Internet Pack 2.
- You cannot transfer Advance Credit to other Customers.
- You can activate Advance Credit whilst roaming in countries where charges can be applied in real time. For a full list of countries where you can use Advance Credit whilst roaming, please visit [www.vodafone.qa/roaming](http://www.vodafone.qa/roaming)



## 10. National Rate Card

	Cost	Unit
National Voice <sup>3</sup>	QR0.65	Per minute
Video Calling	QR0.55	Per minute
National SMS	QR0.39	Per SMS
MMS	QR0.80	Per MMS
Mobile Internet	QR0.20	Per MB

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

## 11. International Calling Card (“ICC”)

- The International Calling Rate Card are as below:

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

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

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

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

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

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

### 11.3 International Calling Card 20 (ICC 20)

- 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.
- 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 dialling 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

<sup>3</sup> Calls to a mobile or to a fixed line.



- Customers need to choose between the two offers and once activated they can claim the benefits of either offer.
- To avail the extra minutes the customer must have at least 38 international minutes balance from the ICC international card.
- Customer can do multiple recharges on expiry of minutes.
- Once the minutes expire customer will be charged standard rates.
- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

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

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

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

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

##### a. International Calling Card 30 (ICC 30)

- 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.
- Customer can instead of the 57 international minutes avail the following extra minutes to the destinations below by dialling 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

- Customers need to choose between the two offers and once activated they can claim the benefits of either offer.
- To avail the extra minutes the customer must have at least 57 international minutes balance from the ICC international card.
- Customer can do multiple recharges on expiry of minutes.
- Once the minutes expire customers will be charged standard rates.
- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

##### b. International Calling Card (QR 50 to QR 150)

- Customers who purchase International Calling Cards (ICC) will get international minutes to call



- below countries available at valid for thirty (30) days.
- ii. Country list: Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E, Bangladesh, Bahrain, Turkey, Indonesia, Nepal and Sudan
- iii. Customers will also get dedicated country minutes to call their respective home country from below list:

Additional Country minutes benefits								
QR	Int. mins	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

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

## 13. India Opt in Rates

- To activate the pack for 50Dhs per week customer can dial \*200\* 202#. On subscription, the customers will get the following discounted rate.

Destination	Discounted Rate
India	18Dhs per minute

- 50Dhs will be deducted from the prepaid balance every 7 Days.
- The Opt in rate to India will be valid for 7 days from the day of activation. The 50Dhs will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 day period the India opt in rate will be removed and the standard India rate will apply.
- The customer can opt out of the offer by dialling \*250\*9911#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the India opt in rate again by dialling \*200\*202# at any time. Customers will be charged 50Dhs for another 7 days of the opt in rate on reactivation.
- To activate the pack for QR2 per week customer can dial \*200\* 203#. On subscription, the customers will get the following discounted rate.

Destination	Discounted Rate
India	11Dhs per minute

- 2QR will be deducted from the prepaid balance every 7 Days.
- The opt in rate to India will be valid for 7 days from the day of activation. The 2QR will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.



- If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30-day period, the India opt in rate will be removed and the standard India rate will apply.
- The customer can opt out of the offer by dialling \*250\*203#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the India opt in rate again by dialling \*200\*203# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

#### 14. India Combo Packs

- All new and existing customers can subscribe to India Combo Packs to receive the following benefits:

QR	International Mins to India	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code
20	160	200MB	20	30	7	*200*204#
50	600	500MB	50	14	7	*200*502#
90	1100	1GB	100	28	7	*200*9002#

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to India and are not available for roaming calls.
- An out of pack rate of just 9Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

#### 15. Bangladesh Discount Rate

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

#### 16. Bangladesh Combo Packs

- All new and existing customers can subscribe to Bangladesh Combo Packs to receive the following benefits:

QR	International Mins to Bangladesh	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code
20	130	200MB	20	30	7	*200*236#
50	400	500MB	50	14	7	*200*504#
90	800	1GB	100	28	7	*200*9004#

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Bangladesh and are not available for roaming calls.
- An out of pack rate of just 15Dhs per minute will be applicable after the expiry of the pack minutes. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.





### 17. Egypt Discount Rate

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

### 18. Egypt Combo Packs

- All new and existing customers can subscribe to Egypt Combo Packs to receive the following benefits:

QR	International Mins to Egypt	Bonus Data	Bonus Mins	Local	Pack Validity	Bonus Validity	Activation Code
20	50	200MB	20		30	7	*200*224#
50	110	500MB	50		14	7	*200*506#
90	200	1GB	100		28	7	*200*9006#

- Customers can activate the combo packs through USSD and My Vodafone App. The international minutes are applicable only for calls made to Egypt and are not available for roaming calls.
- An out of pack rate of just 30Dhs per minute will be applicable after the expiry of the pack minutes. The pack does not auto renew and the customer can opt-in again after the expiry through USSD or My Vodafone App.

### 19. Philippines Discount Rate

- Customers can make calls to Philippines for 9Dhs per minute if the opt in for the offer.
- Customers can activate the Philippines rate of 9Dhs per minute by dialling \*200\*2002# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Philippine will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Philippine 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 Philippine discount rate will be removed and the standard Philippine rate will apply.
- The customer can opt out of the offer by dialling \*250\*2002#. Once the customer has cancelled the offer the standard Philippine calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Philippine discount rate again by dialling \*200\*2002# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

### 20. Philippines Combo Packs

- All new and existing customers can subscribe to Philippines Combo Packs to receive the following benefits:

QR	International Mins to Philippines	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code	Deactivation Code
15	250	250MB	0	7	Same day midnight	*200*121#	*250*121#
50	850	500MB	50	28	7	*200*505#	*250*505#
90	1600	1GB	100	28	7	*200*9005#	*250*9005#



- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Philippines and are not available for roaming calls.
- An out of pack rate of just 9Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

## 21. Pakistan Discount Rate

- Customers can make calls to Pakistan for 20Dhs per minute if the opt in for the offer.
- Customers can activate the Pakistan rate of 20Dhs per minute by dialling \*200\*300# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Pakistan will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Pakistan 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 Pakistan discount rate will be removed and the standard Pakistan rate will apply.
- The customer can opt out of the offer by dialling \*250\*300#. Once the customer has cancelled the offer the standard Pakistan calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Pakistan discount rate again by dialling \*200\*300# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

### 21A. Pakistan Combo Packs

- All new and existing customers can subscribe to Pakistan Combo Packs to receive the following benefits:

QR	International Mins to Pakistan	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code
20	120	200MB	20	30	7	*200*2020#
50	300	500MB	50	14	7	*200*508#
90	600	1GB	100	28	7	*200*9008#

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Pakistan and are not available for roaming calls.
- An out of pack rate of just 20Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

## 22. Sri Lanka Discount Rate

- Customers can make calls to Sri Lanka for 50Dhs per minute if the opt in for the offer.
- Customers can activate the Sri Lanka rate of 50Dhs per minute by dialling \*200\*2003# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Sri Lanka will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Sri Lanka 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 Sri Lanka discount rate will be removed and the standard Sri Lanka rate will apply.
- The customer can opt out of the offer by dialling \*250\*2003#. Once the customer has cancelled the offer the standard Sri Lanka calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Sri Lanka discount rate again by dialling \*200\*2003# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.



## 22A. Sri Lanka Combo Packs

- All new and existing customers can subscribe to Sri Lanka Combo Packs to receive the following benefits:

QR	International Mins to Sri Lanka	Bonus Data	Bonus Local Mins	Pack Validity	Bonus Validity	Activation Code
20	50	200MB	20	30	7	*200*2050#
50	130	500MB	50	14	7	*200*509#
90	250	1GB	100	28	7	*200*9009#

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Sri Lanka and are not available for roaming calls.
- An out of pack rate of just 50Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

## 23. 25Dhs Local Pack

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

## 24. Ahlan Pack 150

- All Customers without a QID, who subscribes to the new Ahlan Pack ("Pack") will get the below benefits:

Monthly Fee (QR)	150
Local Data	20 GB (then endless data @ 512 kbps)
One time credit balance (calls/data/int calls/SMS etc.)	QR 30
International Mins (outgoing and not while roaming) <sup>4</sup>	75
Local Mins	400
Local SMS	100
Validity	30 days

- This Pack is only available to Customers without a QID but excludes Customer's with a cancelled visa. These

<sup>4</sup> Countries included are Afghanistan, Andorra, Angola, Argentina Armenia, Aruba, Australia, Austria, Bahrain, Bangladesh, Belgium, Bhutan, Bolivia, Botswana, Brazil, Brunei, Bulgaria, Bermuda, Cambodia, Canada, China, Colombia, Costa Rica, Cyprus, Czech Republic, Chile, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Finland, France, French Guiana, Faeroe Islands, Georgia, Germany, Ghana, Gibraltar, Greece, Guadeloupe, Guatemala, Greenland, Guam, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Italy, Inmarsat, Japan, Jordan, Kazakhstan, Kenya, Korea (South), Kuwait, Kyrgyzstan, Lebanon, Liechtenstein, Lithuania, Luxembourg, Laos, Macau, Malawi, Malaysia, Malta, Mauritius, Mexico, Mongolia, Mozambique, Mariana Island, Monaco, Namibia, Nepal, Netherlands, New Caledonia, New Zealand, Nigeria, Norway, Oman, Puerto Rico, Pakistan, Palestine, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Reunion Island, Romania, Russia, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sudan, Suriname, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Thailand, Turkey, Turkmenistan, Uruguay, US Virgin Islands, United States, Ukraine, United Arab Emirates, United Kingdom, Uzbekistan, Venezuela, Vietnam, Yemen Arab Republic and Zambia



Customers will use their valid Passports at the time of subscription such as visitors on business visa or attending events etc.

- Customers with QID are not eligible for this Pack and they can activate any other Postpaid or Prepaid Plans.
- Pack will auto renew after 30 days and QR 120 will be automatically deducted from the Customers main credit balance.
- The renewal pack after thirty (30) days shall be as below:

<b>Monthly Fee (QR)</b>	120
<b>Local Data</b>	20 GB (then endless data @ 512 kbps)
<b>International Mins (outgoing and not while roaming)<sup>5</sup></b>	75
<b>Local Mins</b>	400
<b>Local SMS</b>	100
<b>Validity</b>	30 days

- If the Customer does not have sufficient balance, they can still use the Prepaid line with any other Prepaid product but will not be able to enjoy Benefits of this Pack.
- Customers can get this Plan till their QID is issued and till their visa is valid; extended or renewed.

## 25. Combo Offers

### 25.1 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.

### 25.2 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	25	14
100	Unlimited with FUP 8 GB after that 128 kbps	100	75	30
150	Unlimited with FUP 8 GB after that 128 kbps	450	100	30
300	Unlimited with FUP 20 GB after that 2 Mbps	Unlimited	100	30

<sup>5</sup> Countries included are Afghanistan, Andorra, Angola, Argentina, Armenia, Aruba, Australia, Austria, Bahrain, Bangladesh, Belgium, Bhutan, Bolivia, Botswana, Brazil, Brunei, Bulgaria, Bermuda, Cambodia, Canada, China, Colombia, Costa Rica, Cyprus, Czech Republic, Chile, Denmark, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Finland, France, French Guiana, Faeroe Islands, Georgia, Germany, Ghana, Gibraltar, Greece, Guadeloupe, Guatemala, Greenland, Guam, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Italy, Inmarsat, Japan, Jordan, Kazakhstan, Kenya, Korea (South), Kuwait, Kyrgyzstan, Lebanon, Liechtenstein, Lithuania, Luxembourg, Laos, Macau, Malawi, Malaysia, Malta, Mauritius, Mexico, Mongolia, Mozambique, Mariana Island, Monaco, Namibia, Nepal, Netherlands, New Caledonia, New Zealand, Nigeria, Norway, Oman, Puerto Rico, Pakistan, Palestine, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Reunion Island, Romania, Russia, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sudan, Suriname, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Thailand, Turkey, Turkmenistan, Uruguay, US Virgin Islands, United States, Ukraine, United Arab Emirates, United Kingdom, Uzbekistan, Venezuela, Vietnam, Yemen Arab Republic and Zambia

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



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

**25.3 A Tourist Pack**

QR	Local Data	Local Mins	International <sup>6</sup>	Validity (days)
35	2 GB	25	15	7

- This Tourist card is available through all channels of recharge from the My Vodafone App, Vodafone Website and recharge cards, E-Voucher Paper cards and E-top up outlets.
- The benefits are added automatically on recharge.

**25.4 Combo Packs**

- When customer recharge they will get a combo benefit: **Local Data and Local minutes**
- This card is available on all channels of recharge including the My Vodafone App, Vodafone Website and Choice Paper cards, E-Voucher Paper cards and E-top up outlets. However, Combo 30 and Combo 60 recharge products will be available only on Choice Paper cards and E-Voucher.
- The benefits are added automatically on recharge.

QR	Local Data*	Local Mins	Validity (Days)
30	3 GB + Endless Internet at 128 Kbps	120	30
Legacy 50	2 GB + Endless Internet at 128 Kbps	120	30
60	8 GB+ Endless Internet at 256 Kbps	240	30
—100	16 GB+ Endless Internet at 256 Kbps	360	30
120	19 GB + Endless Internet at 512 Kbps	500	30
150	24 GB+ Endless Internet at 512 Kbps	750	30

- \*Endless Internet at 128 Kbps is available after exhaustion of data quota at full speed with 30 days validity.

**25.5 QR 5 Combo Booster Add-On**

- Customers who purchase QR5 Combo booster (“**Booster**”) within 30 days of recharging with Combo 30, 60, 120 or 150 will get following benefits:

Eligible Recharges	International Minutes	Validity	***QLM Life insurance
Combo QR 30	*10 International minutes + bonus minutes	30-days	QR10,000
Combo QR 60 & above	**20 International mins + bonus minutes	30-days	QR 10,000

- **International Minutes shall be as per the below:**

*10 International Minutes to the countries below	
Egypt	Saudi Arabia
India	U.A.E.
Philippines	Bangladesh
Sri Lanka	Nepal
Thailand	Sudan
Bahrain	Indonesia
Pakistan	Turkey



Bonus International minutes to 6 countries	
Country	Bonus minutes
India	45 mins
Pakistan	25 mins
Nepal	25 mins
Bangladesh	25 mins
Philippines	25 mins to Philippines globe
Indonesia	16 mins



**20 International Minutes to the countries below	
Egypt	Saudi Arabia
India	U.A.E.
Philippines	Bangladesh
Sri Lanka	Nepal
Thailand	Sudan
Bahrain	Indonesia
Pakistan	Turkey



Bonus International minutes to 7 countries	
Country	Bonus minutes
India	75 mins
Pakistan	75 mins
Nepal	175 mins
Bangladesh	250 mins
Philippines	250 mins to Philippines Globe
Indonesia	30 mins
Sri Lanka	25 mins

- The QR 5 combo Booster is only available to customers who have recharged with Combo QR30, QR60, QR120, QR150 within 30 days prior to purchasing the QR 5 Combo Booster.
  - QR 5 Combo Booster only works with Combo 30 and above and does not apply to other recharges (example Credit/ ICC/ Data Only/ Flex/ Combo+)
  - If a Customer does not have an active Combo QR 30, QR 60, QR 120, QR 150 purchased within the last 30 days prior to purchasing QR 5 Combo Booster, QR5 Credit will be added to their account upon purchase of QR 5 combo Booster.
  - QR 5 Combo Booster can be purchased from Vodafone Stores, Vodafone App, Vodafone Website & Vodafone authorised retailers. In the Vodafone Stores and authorised retailers, the QR5 Combo Booster will only be available on E-Top.
  - QR 5 Combo Booster is not available on E-voucher in Vodafone store and Vodafone authorised retailers. It is also not available on paper recharges.
  - Bonus minutes are added on top of international minutes.
  - International and Bonus minutes are valid for 30 days.
- **\*\*\*Life Insurance**
    - Customer purchasing the QR 5 Combo Booster (“**Booster**”) within 30 days of recharging with Combo 30 ,60, 120,150 will also get life insurance from QLM.
    - To benefit from the life insurance, Customers will have to register on QLM website ([www.qlm.com.qa](http://www.qlm.com.qa))
    - Registration must be done within 30 days of purchasing the Booster, otherwise life insurance will not apply.
    - The life insurance will be valid for 30 days starting from the day of registration with QLM.
    - If a customer does not continue to purchase QR 5 Combo Booster their life insurance will lapse after 30 days.
    - QLM terms and conditions will apply for the life insurance.
    - Only the first purchase of QR5 Combo booster within the validity of Combo packs will give all the benefits mentioned above.
    - Every time a customer with a valid Combo QR 30, QR 60, QR 120 or QR 150 purchases the Booster and has registered for Life Insurance, the date of their life insurance will be extended by 30 days from the date of the purchase of the last Booster.

## 25.6 Combo QR 35 & Combo QR 65

- Customers who recharge with Combo QR 35 or Combo QR 65 (“**Eligible Recharge**”) will get the following benefits:

QR	Local data	Local Minutes	Endless Internet Speed	International Minutes	Validity	***QLM insurance	Life
35	3 GB	120 Minutes	128 Kbps	*10 Int'l mins + bonus minutes	30-days	QR 10,000	



<b>65</b>	8 GB	240 Minutes	256 Kbps	**20 Int'l mins + bonus minutes)	30-days	QR 10,000
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- These benefits are available only on Eligible Recharge done through the My Vodafone App, Vodafone Website (Vodafone.qa), Vodafone Stores, and/or at any Vodafone authorised Retail outlets.
- Combo QR 35 & Combo QR 65 will be available on E-Top up & E - voucher channel in Vodafone store and Vodafone authorised retailers. It is not applicable on paper Recharges.
- The benefits are added automatically upon recharge.

<b>*10 International Minutes to the countries below</b>	
Egypt	Saudi Arabia
India	U.A.E.
Philippines	Bangladesh
Sri Lanka	Nepal
Thailand	Sudan
Bahrain	Indonesia
Pakistan	Turkey

+

<b>Bonus International minutes to 6 countries</b>	
Country	Bonus minutes
India	45 mins
Pakistan	25 mins
Nepal	25 mins
Bangladesh	25 mins
Philippines	25 mins to Philippines globe
Indonesia	16 mins

- **International Minutes shall be as per the below:**

<b>**20 International Minutes to the countries below</b>	
Egypt	Saudi Arabia
India	U.A.E.
Philippines	Bangladesh
Sri Lanka	Nepal
Thailand	Sudan
Bahrain	Indonesia
Pakistan	Turkey

+

<b>Bonus International minutes to 7 countries</b>	
Country	Bonus minutes
India	75 mins
Pakistan	75 mins
Nepal	175 mins
Bangladesh	250 mins
Philippines	250 mins to Philippines Globe
Indonesia	30 mins
Sri Lanka	25 mins

- **\*\*\*QLM Life insurance**
  - Customers that recharge with the Eligible Recharge will also get life insurance from QLM once they register.
  - To benefit from life insurance, Customer will have to register on QLM website ([www.qlm.com.qa](http://www.qlm.com.qa))
  - Registration must be done within 30 days of the recharge otherwise life insurance will not apply.
  - The life insurance will be valid for 30 days starting from the day of registration with QLM.
  - QLM terms and conditions will apply for the life insurance.
  - Vodafone Prepaid Customers who purchase the QR 5 Combo booster (“**Booster**”) within 30 days of recharging with either Combo QR 35 or Combo QR 65 will have their life insurance validity extended for another 30 days starting from the day of the purchase. Prepaid customers that do not have an active Combo QR 35 or Combo QR 65 (purchased within the last 30 days) prior to purchasing QR 5 Combo Booster will get QR5 Credit added to their account upon purchase of QR 5 combo Booster.

**26. Premium Service**

- 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

**27. New Vodafone Passport Pack**





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

Roaming Offer	Roaming Minutes
1	100 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*110#.
- Activated is valid for one (1) week and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates in Article 18 below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired. Customer can also dial \*129# or check the My Vodafone App. To know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Pack along with Vodafone Passport Rate. However, any roaming usage beyond the Passport Pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travels in the countries covered.

**28. Vodafone Passport Card**

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

Roaming Offer	Roaming Minutes
1GB	100 outgoing and incoming

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

**29. Roaming Rate Card**

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

Countries / Regions	Local Calls	Calls back to Qatar	GCC Calls	International Calls	Receiving calls	SMS	Data	MMS
	QR/minute	QR/minute	QR/minute	QR/minute	QR/minute	QR/SMS	QR/MB	QR/MS
<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





<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

### 30. Flex Add-ons

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

Add-on Amount	Flex	Validity	USSD Activation code
QR5	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#

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

### 31. Local Flex Rates

- The local Flex rates are below:

1 Local Min	1 SMS/MMS local or international	1GB Data
1 Flex	1 Flex	23 Flex

### 32. International Flex Rates

- The international Flex rates for the different countries are below:

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

### 33. New Flex Choice Option

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

Recharge Amount	Flex	Validity
QR20	150 Flex+	7 days
	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 120	1350 Flex	30 days
	Extra 2.2 GB	8 days
QR 150	2,100 Flex	30 days
	2.2 GB	7 days



QR 200	3100 Flex	30 days
	Extra 2.2 GB	8 days
QR300	3750 Flex	30 days
QR500	6250 Flex	30 days

- To activate the customer just needs to dial \*777\*PIN# from their handsets to recharge and will get two options:
  - Credit balance OR Data
  - FLEX
  - Flex 10 and 20 are standalone cards and customers can recharge using \*127\*PIN#
- All unused Flex can be carried forward if the customer's recharge again with the same card before the expiry of the Flex except QR10 and 20. The customer can utilise the Flex Units for data, SMS or local and international usage as per Article 24.1 above.

### 34. New Flex Choice Option

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

Recharge Amount	Flex	Validity
QR5	30 Flex	Same Day
	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

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

### 35. 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 Ships	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	Saudi 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 Polynesia	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	200
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	150	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		

36. Customers recharging with QR30 and above through Vodafone Website or My Vodafone App will get the extra benefits equivalent to 10% of value on Credit, International, Data, Combo+ and Combo and 22% of Value on Flex (“**Digital Bonus**”) as per below table:

Recharge Type	Digital bonus Offer	
<b>CREDIT</b>	<b>10% EXTRA BENEFIT</b>	<b>Validity (days)</b>
QR 30	QR 3	180
QR 50	QR 5	180
QR 60	QR 6	180
QR 80	QR 8	180
QR 100	QR 10	180
QR 150	QR 15	180
QR 200	QR 20	180
QR 300	QR 30	180
QR 500	QR 50	180
<b>INTERNATIONAL</b>	<b>10% EXTRA BENEFIT</b>	<b>Validity (days)</b>
QR 30	6 Intl Mins	30
QR 50	9 Intl Mins	30
QR 60	11 Intl Mins	30
QR 80	15 Intl Mins	30
QR 100	18 Intl Mins	30
<b>DATA</b>	<b>10% EXTRA BENEFIT</b>	<b>Validity (days)</b>
QR 30	400 MB	14
QR 50	750 MB	28
QR 60	1GB	28
QR 80	1.2GB	28
QR 100	2GB	28
QR 150	2.5 GB	28
QR 200	3.5 GB	28
<b>COMBO+</b>	<b>10% EXTRA BENEFIT</b>	<b>Validity (days)</b>
QR 50	380 MB	14
QR 100	760 MB	30
QR 150	1400 MB	30
QR 300	57 Intl Mins	30
QR Q450	81 Intl Mins	30
QR Q750	180 Intl Mins	30
<b>COMBO QR</b>	<b>10% EXTRA BENEFIT</b>	<b>Validity (days)</b>



QR 30	400 MB	30
QR 50	290 MB	30
QR 60	1 GB	30
QR 100	760 MB	30
QR 150	3GB	30
QR 120	2.5 GB	30
<b>FLEX</b>	<b>22% EXTRA BENEFIT</b>	<b>Validity (days)</b>
QR 30	45 Flex	14
QR 50	86 Flex	30
QR 55	77 Flex	30
QR 60	100 Flex	30
QR 80	140 Flex	30
QR 100	200 Flex	30
QR 120	370 Flex	30
QR 150	420 Flex	30
QR 200	620 Flex	30
QR 300	750 Flex	30
QR 500	1250 Flex	30

- To avail the digital Benefits, Customers should recharge only through Vodafone website or My Vodafone App.
- All other channels like physical recharge cards, E-top and E-voucher will not receive the Hadaya Benefits.
- Hadaya Benefits are not applicable on Roaming recharge of passport QR100 or on Unlimited products.

**37.** All Customers who recharge through the Commercial Bank of Qatar (CBQ) Paycard App, will get the extra benefits equivalent to **8% of value** as per below table:

Recharge Type		Offer	
Credit QR	Extra Benefit	Validity (days)	
Credit 5	100 MB	1	
Credit 10	1 QR	180	
Credit 20	2 QR	180	
Credit 30	3 QR	180	
Credit 50	4 QR	180	
Credit 60	5 QR	180	
Credit 80	7 QR	180	
Credit 100	8 QR	180	
Credit 150	12 QR	180	
Credit 200	16 QR	180	
Credit 300	24 QR	365	
Credit 500	40 QR	365	
International QR	Extra Benefit	Validity (days)	
International card 10	2 INTL mins	7	
International card 20	4 INTL mins	30	
International card 30	5 INTL mins	30	
International card 50	7 INTL mins	30	
International card 60	9 INTL mins	30	
International card 80	12 INTL mins	30	
International card 100	15 INTL mins	30	
Flex QR	Extra Benefit	Validity (days)	
5	5 Flex	same day	
10	10 Flex	3	
20	20 Flex	7	
30	30 Flex	14	
50	60 Flex	30	
55	65 Flex	30	



60	65 Flex	30
80	80 Flex	30
100	110 Flex	30
120	140 Flex	30
150	200 Flex	30
200	280 Flex	30
300	300 Flex	30
500	500 Flex	30
<b>Data QR</b>	<b>Extra Benefit</b>	<b>Validity (days)</b>
5	40 MB	same day
10	85 MB	3
20	165 MB	7
30	350 MB	14
50	750 MB	28
60	850 MB	28
80	1GB	28
100	1.6 GB	28
150	2 GB	28
200	2.8 GB	28
<b>Combo + QR</b>	<b>Extra Benefit</b>	<b>Validity (days)</b>
Combo + 50	320 MB	14
Combo+ 100	560 MB	30
Combo + 150	1350 MB	30
Combo + 300	50 Intl	30
Combo + 450	65 Intl	30
Combo + 750	145 Intl	30
<b>Combo QR</b>	<b>Extra Benefit</b>	<b>Validity (days)</b>
Combo 30	350 MB	30
Combo 60	800 MB	30
Combo 120	1.9 GB	30
Combo 150	2.5 GB	30

- To avail this Offer, Customers should recharge only through CBQ Pay card App. Recharges through other channels like E-top, recharge card and E-voucher will not get this extra 8% value.
- This is not applicable for Roaming recharge of Passport 100 or Unlimited products.

### 38. Vodafone Branded Devices local data offer

- All existing and new Vodafone Prepaid customers who purchase a Vodafone Branded Devices e.g. Vodafone Smart platinum 7 or Vodafone Smart Ultra (“**Vodafone Branded Devices Handset**”) or select smartphones as advertised from time to time (“**Eligible Customer**”) shall be entitled to the following offer (“**Offer**”):
- Six (8) GB free local data for ninety days (90) days to all Prepaid customers.
- After three months the extra data will automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Eligible Customers disconnecting, transferring or migrating to other Postpaid Plans within the first seven (7) months will automatically lose the free data Offer.
- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at [www.vodafone.qa/en/support/main-topics/other-topics/store-locations](http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations), or online at [www.vodafone.qa](http://www.vodafone.qa)
- Existing Prepaid customers that want to benefit from this Offer must pay all their charges on or before the due date, in accordance with the Prepaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges.
- Vodafone online and retail stores return and warranty policy apply which can be found at <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

### 39. 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.

#### **40. Customer Obligations**

- Prepaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Prepaid SIM card to another person without a valid transfer of number (TON) using the TON form at any Vodafone Retail Stores. Unauthorized transfer of a Prepaid SIM card may result in service cancellation.
- The Customer must promptly notify Vodafone if the SIM Card is lost, stolen or damaged. In the event of loss, theft or damage of the SIM Card, the Customer must notify Vodafone within forty-eight (48) hours of becoming aware.
- Porting Out:
  - (i) The Customer can port their Prepaid Number but only after all invoiced charges outstanding at the time of port out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer's port request.
  - (ii) The Customer must pay all charges that have been incurred by the Customer but which have not been invoiced by Vodafone as at the date of the port, including any early contract termination fees. Vodafone will issue the Customer with a final invoice in respect of those charges. If the final invoice is not paid within 30 days of the invoice date, 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**

<b>Tariff Modification Version Number</b>	<b>Effective Date</b>	<b>Description of Change</b>
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
3.82	3/10/2019	Changes in 11
3.83	27/11/2019	Changes in 5
1	6/2/2020	New tariff format, changes in 23.
2	7/2/2020	Changes in 23.2.
3	4/3/2020	Promotion offers from September 2019 onwards are made permanent going forward from March 2020. Changes in 4; 23 and 26.
4	9/3/2020	Removed Note, Formatting changes.
5	26/03/2020	Change in 22.1
6	13/09/2020	Change in 4.4, 11.7, 18.3 and 26.1
7	25/10/2020	Change in 4.4 and 26
8	2/11/2020	
9	12/11/2020	Changes in 6.2, 6.3 and 7.1
10	25/11/2020	Changes in 16,17 and 18
11	03/12/2020	Changes in 13, 14, 16, 18-23.
12	20/6/2021	Clause 34 New Prepay VIP Add On
13	22/08/2021	Changes in 36
14	30/08/2021	Changes in 24.3
15	12/09/2021	New clause 36
16	21/09/2021	Changes in Clause 32
17	1/11/2021	Changes in 24, new Ahlan Pack and in Clause 38



<b>18</b>	4/01/2022	Changes in 25.4
<b>19</b>	14/04/2022	Change in 25.4
<b>20</b>	20/07/2022	Change in 24
<b>21</b>	11/08/22	Change in 33 and 37
<b>22</b>	23/08/2022	Change in 33 and 34
<b>23</b>	29/09/2022	Change in 25.4
<b>24</b>	03/10/2022	Change in 37
<b>25</b>	09/11/2022	Change in 25.4 and 33 new combo 120 and new Flex 120
<b>26</b>	06/12/2022	Change in Clause 1 and 25.4 new combo 30/60/120/150
<b>27</b>	20/12/2022	Change in Clause 1.
<b>28</b>	26/12/2022	Change in Clause 2.1 and revised numbering in Clause 11.
<b>29</b>	19/02/2023	Change in Clause 37 Digital Bonus combo benefit and new Flex 120 Change in Clause 38 New Flex 120, Changed Combo to Combo + and addition of New Combo 30/60/120/150
<b>30</b>	26/06/2023	Changes to Clause 4, Mobile Internet
<b>31</b>	24/07/2023	Change in 25.3 25.3A, 37 and 38
<b>32</b>	23/08/2023	New Clause 25.5 and 25.6
<b>33</b>	07/09/2023	Changes in 30, 33 and 34. Deleted 35.
<b>34</b>	21/09/2023	Clause 10
<b>35</b>	29/09/2023	Changes in 5, 10 and 35.
<b>36</b>	03/10/2023	Change in 10, 11 and 25.4
<b>37</b>	12/10/2023	Change in 2
<b>38</b>	25/10/2023	Changes in 1 and 25.4
<b>39</b>	26/10/2023	Changes in 1 and 4