



**General Tariff information**

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C01
<b>Tariff Type</b>	Consumer
<b>Duration</b>	N/A
<b>Marketing Name of the Retail</b>	Postpaid Standard Terms and Conditions
<b>Customer Group</b>	Consumer
<b>Tariff Effective Date</b>	28 Nov 2023
<b>Tariff Version Number</b>	44

**1. Tariff Terms and conditions**

- Vodafone’s Postpaid general terms and conditions shall apply.
- Vodafone may from time to time offer and publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
- The Postpaid service will start, and this terms and conditions will apply from when the Customer puts the SIM card into a mobile phone and use any of our Products and Services.
- Vodafone may as per the Article 3.9 of the Retail Tariff instructions (**RTI**) offer up to 20% discount on the products or services from time to time on permanent or promotional basis.

**2. Definitions**

- **Artificially Inflated Traffic** - A flow or volume of traffic via any Service, which Vodafone believes is: (i) disproportionate to the flow or volume of traffic which Vodafone expects from good faith commercial practice and usage of the Service; (ii) disproportionate to Customer’s previous traffic profiles (in any given month) with Vodafone; (iii) uses automated means to make calls (save where this is expressly approved by Vodafone in writing); or (iv) may result in Customer exceeding the credit limit which Vodafone places on Customer’s Vodafone account from time to time.
- **Bill Cycle** - A regular billing cycle assigned to your account.
- **Customer** - Person subscribing to and using the Postpaid service for their reasonable personal use.
- **Extras** - Value bundles that you can purchase in addition to your Postpaid Plan
- **Products and Services** - The communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and international MMS (multi-media messages, to send photos), mobile internet, roaming, Extras and any other products and services we offer you.
- **Postpaid** - Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
- **Rate card** - The list of all our prices for our products and services
- **Star Number** - is any number for which a customer pays a reservation fee online or at any Vodafone retail stores. The detailed terms and conditions are available at <https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/star-numbers>
- **Plan** - Our pricing plans that are charged in line with our rate card.
- **Vodafone, We, Us** - Vodafone Qatar P.Q.S.C (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
- **Vodafone Retail Store** – Vodafone retail stores across Qatar and available at <https://www.vodafone.qa/en/help/find-a-store#findastore>



### 3. Service Features

- Customers will be charged QR100 to migrate from Postpaid or Mobile Broadband Plans to Prepaid.
- A Customer can choose one of the Postpaid plans below. All Customers can also purchase Extra(s) and Add Ons in addition to their Postpaid account.
- If a Customer exceeds the allowances in their chosen Plan, charges for all excess usage will be at standard Rate card prices set out in Article 10 below.
- Customers can park their numbers for a one-time fee of QR100 for up to 4 Months by visiting any Vodafone Retail Store. After the four (4) months, the number will revert to the Customer’s original plan subscribed prior to parking the number and all Postpaid terms and conditions shall apply.

### 4. Postpaid Plans

#### 4.1 New Unlimited Plans

- Customers who join our new Unlimited Plans will get the following benefits:

Plan Name	Unlimited	Unlimited Premium	Unlimited VIP
Monthly Rental (QR)	300	450	750
Full Speed Local Data (GB)	50 GB	200GB	500 GB
Reduced Speed	450 GB @ 10Mbps	300 GB @ 15Mbps	500 GB @ 15Mbps
Unlimited Local Minutes	Included	Included	Included
International Minutes <sup>1</sup>	100	100	500
GCC Roaming Data <sup>2</sup>	-	UNL IN GCC	UNL in GCC
GCC Roaming Minutes <sup>3</sup>	-	UNL IN GCC	UNL in GCC
Roaming Data <sup>4</sup>	-	20 GB	100 GB
In Flight Roaming <sup>5</sup>	-	15 GB	100 GB
Roaming Minutes	-	100	200
Star Number (QR) <sup>6</sup>	5,000	10,000	20,000
Lifestyle Apps	Vodafone My Book &	Vodafone My Book &	Vodafone My Book &
	Vodafone entertainer	Vodafone entertainer	Vodafone entertainer
Valet Parking	-	Normal	VIP
Avios Miles Per Month	50	100	200

- The New Unlimited Plans work on any device whether 5G enabled or not, wherever our 5G network is available.

#### 4.2 Postpaid Essential and Extra plans:

- The Customers who subscribe to Postpaid Essential and Postpaid Extra Plans will get the following benefits:

Plan Name	Postpaid Essential	Postpaid Extra
Monthly Rental (QR)	125	175
Full Speed Local Data (GB)	12 GB	24 GB

<sup>1</sup> <https://www.vodafone.qa/en/media/document/1551488789824/unlimited-international-minutes-countries.pdf>

<sup>2</sup> See 4.3 for details.

<sup>3</sup> See 4.3 for details.

<sup>4</sup> See 4.4 for details.

<sup>5</sup> See 4.4 for details.

<sup>6</sup> Included value of Star Number



Reduced Speed	Endless 128Kbps	Endless 512Kbps
Local Minutes	500	500
International Minutes <sup>7</sup>	50	50
Star Number (QR) <sup>8</sup>	1,500	2,500
Lifestyle Apps	Vodafone My Book	Vodafone My Book
	Vodafone entertainer	Vodafone entertainer

### 4.3. Special Postpaid 189 Plan

- This Special Postpaid 189 plan (“**Special Plan**”) is exclusively available for existing Vodafone Postpaid Customers who want to change their current Plan on request only through the Vodafone Call Centre.
- Existing customers who upgrade to this Special Plan will get the following benefits which are included in their monthly rental:

<b>Monthly Rental</b>	QR 189	
<b>Local Calls &amp; SMS</b>	1,000	
<b>Local Data</b>	40 GB	
<b>Endless Data</b>	2 Mbps	
<b>International minutes</b>	50	
<b>Extra international minutes (calling and receiving) options</b>	India	250
	Pakistan or Nepal or Philippines	50

- The Customer can choose to get either the 250 minutes to India or 50 minutes to Pakistan, Nepal or Philippines.
- This Special Plan is not available for new Postpaid Customers and not available for customers migrating from Prepaid to Postpaid.

### 4.4 Speed and Fair Usage Policy (FUP)

- **Postpaid Essential:** First 12 GB is at full 5G speed and then unlimited data at the speed of 128 Kbps.
- **Postpaid Extra:** First 24 GB at full 5G speed and then unlimited data at the speed of 512 Kbps.
- **Unlimited:** First 50 GB at full 5G speed and then unlimited data at the speed of 10 Mbps. The FUP for the 10 Mbps data is 450 GB.
- **Unlimited Premium:** First 200 GB at full 5G speed and unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB
- **Unlimited VIP:** 500 GB at full 5G speed and then unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB
- GCC Roaming Data: the FUP for the unlimited roaming Data is 50 GB
- GCC Roaming Minutes: the FUP for the unlimited roaming minutes is 1000 Minutes (incoming and outgoing)
- **Inflight Roaming:** the FUP for Unlimited Premium inflight roaming is 15 GB per month The FUP for Unlimited VIP inflight roaming is 100 GB per month.

### 4.5 Roaming data

- Roaming Data and roaming Minutes for Unlimited Premium and Unlimited VIP are available in the following countries:

<sup>7</sup> <https://www.vodafone.qa/en/media/document/1551488789824/unlimited-international-minutes-countries.pdf>

<sup>8</sup> Included value of



Afghanistan	Argentina	Azerbaijan
Albania	Algeria	Andorra
Anguilla	Antigua	Armenia
Aruba	Australia	Austria
Bahrain	Bangladesh	Barbados
Belarus	Belgium	Benin
Bermuda	Bonaire	Bolivia
Bosnia & Herzegovina	Brazil	British Virgin Islands
Bulgaria	Canada	Cape Verde
Cayman Islands	China	Chile
Chad	Colombia	Curacao
Congo	Croatia	Cyprus
Czech Republic	Cote D'Ivoire	Denmark
Dominica	Egypt	El Salvador
Estonia	Fiji	Finland
France	French Guiana	Germany
Gibraltar	Georgia	Ghana
Greece	Greenland	Grenada
Guadeloupe	Guatemala	Guernsey
Guinea-Bissau	Guyana	Haiti
Hong Kong	Hungary	Iceland
India	Indonesia	Inflight – On Air
Inflight – Aero Mobile	Iraq *	Ireland
Italy	Jamaica	Japan
Jersey	Jordan	Kazakhstan
Kenya	Kuwait	Laos
Latvia	Lebanon	Lesotho
Lichtenstein	Lithuania	Luxembourg
Macau*	Macedonia	Mauritius *
Malaysia	Malta	Martinique
Mexico	Moldova	Montenegro
Morocco	Montserrat	Mozambique
Myanmar	Nauru	Nepal
Netherlands	Zealand	Nigeria
Norway	Oman	Paraguay*
Pakistan	Palestine	Panama
Papua Guinea	Peru*	Philippines
Poland	Portugal	Republic of Congo
Romania	Russia	Rwanda
Samoa	Saudi Arabia	Senegal
Seychelles	Serbia	Singapore
Sierra Leon*	Slovakia	Slovenia
South Africa	South Korea	Spain
Sri Lanka	St. Kitts & Nevis	St. Lucia
St. Vincent & The Grenadines	Suriname	Sudan
Sweden	Switzerland	Taiwan
Tajikistan	Tanzania	Thailand



Tonga	Trinidad & Tobago	Tunisia
Turkey	Turks and Caicos Islands	UAE
Ukraine	USA	Uzbekistan
Uruguay	Uganda	UK
Vanuatu	Vietnam	Zambia
Burkina Faso	Botswana	Cameroon
Costa Rica	Dominican Republic	Ecuador
Faroe Islands	Isle of Man	Guinea
Hondruas	Kyrgyzstan	Cambodia
Liberia	Mali	Malawi
Nicaragua	Puerto Rico	Swaziland
Brunei	Ethiopia	

**4.6 Speed Boosters for Unlimited Data and Calls Plans**

Daily	Weekly (7 day)	Monthly
QR 10 0(Fair Usage policy of 5GB per day)	QR 50 (Fair Usage policy of 25GB per week)	QR 100 (Fair Usage policy of 100GB per month)

- To activate these speed booster’s the Customers can activate the My Vodafone App.
- Weekly packs are now called 7-Day’s 25GB Data Booster Pack.
- Only monthly pack is recurring, daily and weekly pack are one time Add Ons.

**4.7 Bill Manager**

- All existing and new Customers on Vodafone’s Unlimited Plans, Essential and Extra plans shall automatically get the Bill Manager extra added for free.
- Bill Manager ensures that Customers are prevented from receiving excessive bills from local data and roaming usage, by automatically adding the best add-ons available. E.g. if the customer is roaming in a passport pack country, Bill Manager will automatically add the benefits of the Passport Pack for no additional charge once the customer has consumed out of bundle data or calls worth QR 100. However, in non-passport countries, Bill Manager will not be able to further optimise spending.
- For local out of bundle charges, Bill Manager will give Customers the benefits below without extra charges once the Customer has reached a certain spend threshold:

Spend Threshold	Product	Extra Value Given
>QR 20	Standard rate of 99Dhs/MB	-
QR 20	Smart Data Rate	250 MB
QR40	Smart Data Rate	250 MB
QR60	Smart Data Rate	250 MB
QR70	Internet Pack 70	6 GB
QR110	Internet Pack 110	10 GB
QR150	Internet Pack 150	14 GB
QR200	Internet Pack 200	20 GB
QR300	Internet Pack 300	35 GB
QR500	Internet pack 500	500 GB

- Bill Manager will send an SMS notification every time it provides best add-ons available/Extra Value (as per the table



above). The best add-ons available/Extra Value will be provided without an additional charge and is non-recurring.

- All best add-ons available/Extra Value provided by Bill Manager will expire at the end of the customer's bill cycle or prior to this if the add-on has a validity period (i.e. passport will expire after 7 days).
- Any customer not wanting to take advantage of Bill Manager can disable Bill Manager via the My Vodafone App.

#### 4.8 Vodafone for All - Power to people with disabilities

- All customers who are registered and hold a valid special needs or retirement card ("**Card**") from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority ("**Eligible Customer**") are entitled to the following benefits:
- The Eligible Customers will receive 50% discount on all Unlimited Plans (Unlimited, Unlimited Premium, Unlimited VIP) or Post-Paid plans (Essential, Extra). The Eligible Customer will also be entitled to a 10% discount on a mobile phone handset ("**Handset Discount**") if no other discount is being received for the same handset. The Handset Discount can be redeemed at any Vodafone store subject to availability and shall not apply to handsets that are already discounted under any promotion.
- If the Eligible Customer cannot physically attend the Vodafone store to purchase the Plan, he can authorise a family member (by completing a Vodafone letter of authorisation available at Vodafone stores, and upon presentation of the nominated person's Qatari ID) to act on his behalf.
- Services not listed in the table above will not be included in any Plan.
- Plan is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.
- Supplier standard warranty provisions shall apply to all Handset Discounts.
- Vodafone standard refund and exchange policies shall apply.
- If a customer runs out of their data allowance while roaming, they will be charged the standard roaming rates
- Customer will receive an SMS notification when their data is consumed, and customer can also dial \*129# to know the remaining data allowance.

#### 4.9 Lifestyle (Non-Telco)

##### Valet Parking fair Usage Policy

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

##### Qatar Airways Avios

- Unlimited Plans shall automatically get customers will get Avios on all Unlimited Plans ("**Eligible Customer**").
- Eligible Customers will be able to get fixed monthly Avios based on the Eligible Customers plan value as above.
- Eligible Customers will need to register their Qatar Airways Privilege club card number with Vodafone by visiting any of our stores or by calling our call centre to start earning Avios thirty days after payment of their Vodafone bill.
- Eligible Customers who are not already a Qatar Airways privileged card member can sign up for a privilege club account at <https://www.qatarairways.com/en-de/Privilege-Club.html>
- Avios are calculated on monthly basis. Customers joining the Programme in the middle of their bill cycle will get Q-Miles based on their full plan value.
- Eligible Customers number must have an active number to enjoy earning Avios for e.g. if a number is barred in January 2019 and then paid only in February 2019 to unbar the number then in that case the Customer will only get Q-Miles for the month of February 2019.
- If Eligible Customer cancels their Vodafone number, they will still keep their existing Q-Miles, but will not accumulate any more Q-Miles.
- Avios are generated once a month up to 30 days after payment of the bill. To get more information about Avios



programme please visit <https://www.qatarairways.com/en-de/Privilege-Club.html>. If you give the incorrect privilege card number by mistake, Vodafone cannot be responsible however you may resubmit the correct one to start getting the points.

- All Eligible Customer with any existing discount over 10% is excluded from this Programme except Vodafone for All (50%) customers.
- You can sign up and register for your Qatar Airways Privilege Club account by clicking here <https://www.qatarairways.com/en/Privilege-Club/join-now.html>

**VIP Care Team**

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

**5. All Postpaid Plans will have the following roaming and international rates:**

- Roaming rate of QR1 per minute for incoming and outgoing calls in the following countries:

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

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

Afghanistan	Denmark	Kyrgyzstan	San Marino
Algeria	Ecuador	Laos	Saint Lucia
Andorra	Egypt	Lebanon	Saudi Arabia
Angola	El Salvador	Lesotho	Serbia
Anguilla	Estonia	Liechtenstein	Singapore
Antigua	Ethiopia	Luxembourg	Slovakia



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

**6. Add-Ons and Extras**

**6.1 10 hours to Globe Philippines Extra**

- Postpaid customers can subscribe to the Globe Philippines QR35 Add On, which is a monthly recurring pack.
- Postpaid Customers can subscribe to this pack to get 600 minutes to any Globe customers in Philippines for just QR 35 per month.
- To get the offer dial \*100#





- The minutes included in this Pack are valid for calls to Globe customers in Philippines only. This means the minutes can only be used to call Philippines numbers which have the following prefixes:

0063905	0063906	0063915	0063916
0063917	0063926	0063927	0063935
0063936	0063975	0063976	0063977
0063995	0063996	0063997	

- The Pack is available for Post-Paid Essential and Extra and Unlimited Plans
- The minutes include in this pack are only available for calls originated in Qatar.

**6.2 Pakistan international 35 Add-on**

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

**6.3 Nepal international 35 Add-on**

- Postpaid customers can subscribe to the Nepal Telecom International 35 Add on which is a monthly recurring pack.
- Customer can call 475 mins to NTC in Nepal for 35 QR only.
- To get the offer dial \*100#
- The Pack is available for Post-Paid Essential and Extra and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar.

**6.4 Bangladesh international 35 Add-on**

- Postpaid customers can subscribe to the Bangladesh International 35 Add on which is a monthly recurring pack.
- Customer can call 700 mins to any network in Bangladesh for 35 QR only.
- To get the offer dial \*100#
- The Pack is available for Post-Paid Essential and Extra and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar.

**6.5 Sri Lanka international 35 Add-on**

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

**6.6 Egypt international 35 Add-on**

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

**6.7 India International 35 Add-on**

- Postpaid customers can subscribe to the India QR 35 Add on which is a monthly recurring pack.



- Customer can call 900 mins to any network in India from Qatar, this add-on is for 35 QR only.
- The Pack is available for all Postpaid voice consumers on Flex or Unlimited plans.
- The 900 minutes included in this pack are only available for calls originated in Qatar.

### 6.8 QR 10 International Add-on

- QR 10 International Add-on for Postpaid & Unlimited Plans Customers are eligible to subscribe to QR 10 monthly recurring international add-on for following countries:

International minutes for QR 10 per month	Postpaid Plans
India	400
Philippines	100
Pakistan	100
Bangladesh	200
Nepal	100
Other countries <sup>9</sup>	20

- The minutes included in this pack are only available for calls originating in Qatar.

### 6.9 Data Add-Ons

- Data Add-ons for Postpaid Essential, Extra & Unlimited Plans

Data add-ons	Essential	Extra	Unlimited
QR 20	2 GB	5 GB	8 GB

### 6.10 Local Add-ons for Post-Paid Essential and Extra

Local minutes Add-on	Essential	Extra
QR 20	200	300

### 6.11 7 days Booster Packs

- Customer can opt in for the 7 days Booster Packs through My Vodafone App or by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

Pack name	Description
7-day Data booster pack	2.5GB local data valid 7days for just QR20 only
7-day India booster pack	200 India international outgoing minutes valid 7days for just QR20 only
7-day Pakistan booster pack	50 Pakistan international outgoing minutes valid 7 days for just QR20 only
7-day Philippine's booster pack	50 Philippines international outgoing minutes to GLOBE telecom valid 7days for just QR20 only

<sup>9</sup>Other countries include: Afghanistan; Andorra; Angola; Argentina; Armenia; Aruba; Australia; Austria; Bahrain; Bangladesh; Belgium; Bhutan; Bolivia; Botswana; Brazil; Brunei; Bulgaria; Cambodia; Canada; China; Colombia; Costa Rica; Cyprus; Czech Republic; Denmark; Ecuador; Egypt; El Salvador; Estonia; Finland; France; French Guiana; Georgia; Germany; Ghana; Gibraltar; Greece; Guadeloupe; Guatemala; Honduras; Hong Kong; Hungary; Iceland; India; Indonesia; Iran; Iraq; Ireland; Italy; Japan; Jordan; Kazakhstan; Kenya; Korea (South); Kuwait; Kyrgyzstan; Lebanon; Liechtenstein; Lithuania; Luxembourg; Macau; Malawi; Malaysia; Malta; Mauritius; Mexico; Mongolia; Mozambique; Namibia; Nepal; Netherlands; New Caledonia; New Zealand; Nigeria; Norway; Bermuda; Chile; Dominican Republic; Faeroe Islands; Greenland; Guam; Inmarsat; Laos; Mariana Island; Monaco; Puerto Rico; Reunion Island; United States; Uruguay; US Virgin Islands; Oman; Pakistan; Palestine; Panama; Paraguay; Peru; Philippines; Poland; Portugal; Romania; Russia; Saudi Arabia; Singapore; Slovakia; Slovenia; South Africa; Spain; Sri Lanka; Sudan; Suriname; Swaziland; Sweden; Switzerland; Syria; Taiwan; Tajikistan; Thailand; Turkey; Turkmenistan; Ukraine; United Arab Emirates; United Kingdom; Uzbekistan; Venezuela; Vietnam; Yemen Arab Republic and Zambia



7-day Bangladesh booster pack	80 Bangladesh international outgoing minutes valid 7 days for just QR20 only
7-day international booster pack	40 international outgoing minutes to call other countries <sup>10</sup> valid 7 days for just QR20 only.
7-day Local booster pack	150 local minutes valid 7 days for just QR 20 only.
7-day 25GB data booster pack	25GB local data valid 7days for just QR50 only

- All Add-On's are valid for seven (7) days only.
- These are one time Add-On's and will automatically expiry after 7 days.
- Customers can activate the pack multiple times on their lines.
- Customers must have sufficient balance in their bill limit to activate these Add-On's.
- All data, local minutes or international minutes can be used only within Qatar and not while roaming.

### 7. Mobile Wi Fi / Data Plans

- These plans are designed to be used with a 4G or 5G Mobile Mi-Fi Device; customer can choose one of the available 4G or 5G devices in Vodafone Stores or can use it with any personal device. List of devices available at Vodafone can be seen here
- All new and existing Customers can subscribe to the Mobile Wi-Fi Plans below:

Name	Monthly Fee	Roaming Data	Data per Month	FUP	Life Style
<b>Mobile Wi Fi 110 Plan</b>	QR 110	-	10 GB	10 GB @full speed then 64 Kbps	-
<b>Mobile Wi-Fi 150 Plan</b>	QR150	-	35GB	35GB @ full speed then 128kbps	-
<b>Data SIM Unlimited</b>	QR 299	-	Unlimited	300 GB @ full speed followed by unlimited data @1 Mbps.	Valet Parking
<b>Data SIM Unlimited premium</b>	QR 399	Unlimited GCC & Vodafone countries (below) roaming With FUP 100 GB	Unlimited	300 GB @ full speed then 200 GB @ 20 Mbps followed by unlimited data @1 Mbps.	VIP Valet Parking

- Unlimited GCC & Vodafone countries Data roaming has a Fair Usage Policy of 100 GB. Countries included are Bahrain, Kuwait, Oman, Saudi Arabia, United Arab Emirates, Albania, Egypt, Greece, Ireland, Netherlands, Romania, Turkey, Australia, Germany, Hungary, Italy, New Zealand, South Africa, United Kingdom, Czech Republic, Ghana, India, Malta, Portugal, and Spain.
- A one-month advance rental payment is required for Data SIM Unlimited and Data SIM Unlimited premium plans on subscription.
- Customers may downgrade their plan after 3 months of activation.
- Customer will need a device available at any Vodafone Store or insert the MBB Sim in their phone to utilise this service. Customers can learn more by visiting <https://www.vodafone.qa/en/services/data- plans/internet-on->

<sup>10</sup> Other countries include: Afghanistan; Andorra; Angola; Argentina; Armenia; Aruba; Australia; Austria; Bahrain; Bangladesh; Belgium; Bhutan; Bolivia; Botswana; Brazil; Brunei; Bulgaria; Cambodia; Canada; China; Colombia; Costa Rica; Cyprus; Czech Republic; Denmark; Ecuador; Egypt; El Salvador; Estonia; Finland; France; French Guiana; Georgia; Germany; Ghana; Gibraltar; Greece; Guadeloupe; Guatemala; Honduras; Hong Kong; Hungary; Iceland; India; Indonesia; Iran; Iraq; Ireland; Italy; Japan; Jordan; Kazakhstan; Kenya; Korea (South); Kuwait; Kyrgyzstan; Lebanon; Liechtenstein; Lithuania; Luxembourg; Macau; Malawi; Malaysia; Malta; Mauritius; Mexico; Mongolia; Mozambique; Namibia; Nepal; Netherlands; New Caledonia; New Zealand; Nigeria; Norway; Bermuda; Chile; Dominican Republic; Faeroe Islands; Greenland; Guam; Inmarsat; Laos; Mariana Island; Monaco; Puerto Rico; Reunion Island; United States; Uruguay; US Virgin Islands; Oman; Pakistan; Palestine; Panama; Paraguay; Peru; Philippines; Poland; Portugal; Romania; Russia; Saudi Arabia; Singapore; Slovakia; Slovenia; South Africa; Spain; Sri Lanka; Sudan; Suriname; Swaziland; Sweden; Switzerland; Syria; Taiwan; Tajikistan; Thailand; Turkey; Turkmenistan; Ukraine; United Arab Emirates; United Kingdom; Uzbekistan; Venezuela; Vietnam; Yemen Arab Republic and Zambia



Postpaid.

- The value of each MBB plan will be valid up until the end of each Bill Cycle, and any unused value will be forfeited at the end of the Bill Cycle Date.
- The included Data value is for local use only except for Data SIM unlimited premium which includes Unlimited Roaming Data in GCC & Vodafone countries ( FUP 100 GB ).
- The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- All new Vodafone Postpaid Customers who subscribe, port in or migrate their prepaid numbers to Mobile Wi-Fi Plans through our website or My Vodafone App, will get a 15% discount for 6 months. On completion of the 6 months, the discount will automatically cease, and normal plan rentals will apply.

Mobile Wi-Fi plans				
Plan	Mobile Wi-Fi 110	Mobile Wi-Fi 165	Mobile Wi-Fi 300	Mobile Wi-Fi 450
Price	110	150	300	450
Online Exclusive Offer	94	128	255	383

- Postpaid (Mobile Wi-Fi) plans Customers who downgrade their current Postpaid (Mobile Wi-Fi ) Plans will have this offer removed.

**8. Consumer IOT (Internet of Things) Plans**

- Customers can locate and track their important belongings by subscribing to the below IOT plans. The Customer will need to purchase the Vodafone Smart Tracker device which includes 50 MB local data and roaming in Vodafone Passport countries<sup>11</sup>.

**1. Smart Tracker Monthly - QR 19 monthly.**

<b>Plan Name</b>	Smart Tracker Plan	5 QR	3 months lock in
<b>Add on</b>	Smart Tracker Monthly Service	14 QR	12 months lock in

**2. Smart Tracker Yearly - QR 149 paid in advance in the first month but covers the service for 12 months.**

<b>Add on</b>	Smart Tracker Yearly Service	149 QR
<b>Plan Name</b>	Smart Tracker Plan – 12 Months	19 QR
<b>Discount</b>	Smart Tracker Plan Discount – 12 Months	19QR

- Customers will need to download the Vodafone Smart Tracker application (“**App**”) to track their belongings which has the Vodafone Smart Tracker.
- The Vodafone Smart Tracker is only meant to track your personal Asset or Asset belonging to your family with their knowledge and consent. If the Customer is found be using the Smart Tracker service illegally or without consent, then the customer will be directly liable for this and Vodafone Qatar will not be held liable or responsible directly or indirectly.
- Smart Tracker devices have a one (1) year warranty. To avail the warranty, there should not be any physical or visible damage and device should be in a good condition.

**9. Vodafone Passport Pack**

**1. Weekly Pack**

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

Permanent	Roaming Minutes
1GB	100 outgoing and incoming

<sup>11</sup> See Section 11 below.



- 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 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.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per passport activation per flight.

**2. Monthly Pack**

- All Customers who subscribe to the Passport Pack (“**Passport Pack**”) by paying QR 320 per month shall receive the benefits below:

Permanent	Roaming Minutes
4 GB	300 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) month 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 1-month period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 1 moth from the activation date will expire.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per passport activation.

**10. Vodafone GCC Passport Pack**

- All Customers who subscribe to the GCC Passport Pack (“**GCC Passport Pack**”) by paying QR150 per week shall receive the benefits below:

Permanent	Roaming Minutes
5 GB	100 outgoing and incoming

- The benefits are only applicable in the GCC 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\*150#
- Activated is valid for one (1) week and Customers can only reactivate the GCC Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.



- Customers can use the GCC Passport Pack along with Vodafone Passport Rate. However, any roaming usage beyond the Passport Pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travel in the countries covered.

**11. Standard Rate card**

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

	Cost	Unit
National Voice	QR0.35	Per minute
Video Calling	QR0.45	Per minute
National SMS	QR0.30	Per SMS
National MMS	QR0.90	Per MMS
Mobile Internet	QR0.99	Per MB

- International Rate Card - 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.

	Cost	Unit
International SMS	QR0.60	Per minute
International MMS	QR1.35	Per MMS
International Video Calling	QR1.80	Per minute
Satellite	QR 28.00	Per minute

- Country List

Rate	Country List
QR 0.99	Afghanistan; Albania; Andorra; Angola; Anguilla; Antigua; Armenia; Australia; Austria; Bahrain; Bangladesh; Belarus; Belgium; Benin; Bermuda; Bhutan; Botswana; Brazil; Brunei; British Virgin Islands; Cambodia; Cameroon; Canada; Cape Verde; Cayman Islands; China; Colombia; Costa Rica; Croatia; Czech Republic; Cyprus; Denmark; Djibouti; Egypt; El Salvador; Faeroe Islands; Finland; France; French Guiana; Germany; Ghana; Greece; Grenada; Hong Kong; Hungary; India; Indonesia; Iran; Iraq; Ireland; Israel; Italy; Ivory Coast; Japan; Jordan; Kazakhstan; Kenya; Korea North; South Korea; Kuwait; Laos; Lebanon; Liberia; Liechtenstein; Macau; Macedonia; Malaysia; Marianals; Martinique; Mauritius; Mexico; Mongolia; Montenegro; Mozambique; Montserrat; Namibia; Nepal; Netherlands; Netherlands Antilles; New Caledonia; New Zealand; Nigeria; Norway; Oman; Pakistan; Palestine Authority; Philippines; Portugal; Puerto Rico; Romania; Russia; Rwanda; San Marino; Santa Lucia; Saudi Arabia; Serbia Montenegro; Senegal; Singapore; Slovak Republic; South Africa; South Sudan; Spain; Sri Lanka; St Vincent & the Grenadines; Sudan; Surinam; Sweden; Switzerland; Taiwan; Tajikistan; Tanzania; Thailand; Togo; Tonga; Trinidad Tobago; Turkey; Turkmenistan; Turks Caicos Is; Uganda; Ukraine; United Arab Emirates; United Kingdom; USA; Uzbekistan; Venezuela; Vietnam; Virgin Islands USA and Yemen.
QR 1.25	Syria



<b>QR</b>	<b>1.5</b>	Argentina; Aruba; Belize; Bolivia; Bulgaria; Burkina Faso; Comoro Islands; Congo; Congo Republic; Cruise Ships; Ecuador; Equatorial Gui; Eritrea; Ethiopia; Ferry Cruise; Fiji; French Polynesia; Georgia; Gibraltar; Guadeloupe; Guatemala; Guernsey; Guyana; Haiti; Honduras; Iceland; Lesotho; Luxembourg; Malta; Malawi; Micronesia; Moldova; Monaco; Morocco; Myanmar; Nicaragua; Niger; Palau; Panama; Paraguay; Peru; Poland; Reunion; Samoa; Somalia; Swaziland; Uruguay and Zambia
<b>QR</b>	<b>2.5</b>	Azerbaijan; Burundi; Central African; Chad; Chile; Cook Islands; Gabon; Greenland; Guinea Bissau; Guinea Republic; Jersey; Kosovo; Latvia; Libya; Lithuania; Maldives Island; Mali; Mauritania; Mayotte; Niue Island; Papua New Guinea; Sao Tome Prin; Seychelles; Slovenia; Sierra Leone; St Kitts Nevis; St Pierre Miq and Vanuatu. Wallis Fun Island and Zimbabwe
<b>QR</b>	<b>3.5</b>	Algeria; Bahamas; Barbados; Cuba; Dominica; Dominican Republic; East Timor; Gambia; Guam; Jamaica; Madagascar; Marshall Island; Nauru; Solomon Island; Tunisia and Tuvalu
<b>QR</b>	<b>28</b>	Antarctica: Falkland Is; In-Flight; Kiribati; St Helena; Ascension; Diego Garcia; Norfolk Island; Tokelau and Botswana.

• **Roaming Rate Card**

- Customer can now get roaming in over 180 countries. However, roaming in a small portion of these countries (less than 1% of total) may have delayed charges of up to 31 days.
- To activate full roaming in certain countries list available at <http://www.vodafone.qa/en/support/faqs/plans/roaming> , Please note that Customer will need to provide a valid credit card as a security guarantee or pay a deposit of QR 2,000 at any Vodafone Store.
- To learn more and find out which other countries are included, please contact 122 or visit our nearest Vodafone store or <http://www.vodafone.qa/en/plans-and-numbers/other-services/roaming>.

Zone	Making calls in the country you're in (QR per Min)	Calls Back to Qatar (QR per Min)	Calls to GCC (QR per Min)	Internet Calls (QR per Min)	Received Calls (QR per Min)	Send SMS (QR per SMS)	Data Roaming (QR per MB)	Send MMS (QR per MMS)
1	0.88	2.00	2.00	17.00	0.80	0.22	1.53	3
2	5.00	17.00	17.00	17.00	3.00	2	55.00	5
3	5.00	17.00	17.00	17.00	3.00	2	15.00	5
4	5.00	17.00	17.00	17.00	3.00	2	55.00	7
5	5.00	17.00	17.00	17.00	3.00	2	55.00	7
6	5.00	17.00	17.00	17.00	3.00	2	55.00	9
7	30.00	30.00	30.00	30.00	30.00	2	75.00	10

• **Roaming Countries**

Zone	Area	Countries
1	<b>GCC</b>	Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates
2	<b>MENA</b>	Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia
3	<b>Vodafone</b>	Albania; Australia; Czech Republic; Egypt; Greece; Hungary; Germany; Ghana; India; Ireland; Italy; Malta; Netherlands; New Zealand; Portugal; Romania; South Africa; Spain; Turkey and United Kingdom



<b>4</b>	<b>Asia &amp; Oceania</b>	Afghanistan; American Samoa; Azerbaijan; Bangladesh; Cambodia; China; Bhutan; Brunei; Cook Island; East Timor; Fiji; Georgia; Hong Kong; Indonesia; Japan; Kazakhstan; Kyrgyzstan; Macau; Malawi; Malaysia; Maldives; Mongolia; Myanmar; Nauru; Nepal; Norfolk Island; New Caledonia; Pakistan; Palau; Papua New Guinea; Philippines; Samoa; Singapore; Solomon Island; Solomon Islands; South Korea; Sri Lanka; Taiwan; Tajikistan; Thailand; Tonga; Trinidad and Tobago; Turkmenistan; Uzbekistan; Vanuatu; Vietnam and Yemen
<b>5</b>	<b>Americas &amp; Europe</b>	Aland; Andorra; Anguilla; Antigua and Barbuda; Aruba; Austria; Argentina; Armenia; Bahamas; Barbados; Belarus; Belgium; Belize; Bermuda; Bolivia; Bosnia and Herzegovina; Brazil; British Virgin Islands; Bulgaria; Canada; Cayman Islands; Chile; Colombia; Costa Rica; Croatia; Cyprus; Cuba; Denmark; Dominica; Dominican Republic; Ecuador; El Salvador; Estonia; Falkland Islands; Faroe Islands; Finland; France; French Guyana; Gibraltar; Greenland; Grenada; Guadeloupe; Guam; Guatemala; Guernsey; Guinea; Guinea Bissau; Guyana; Haiti; Iceland; Isle of Man; Jamaica; Jersey; Kosovo; Latvia; Liechtenstein; Lithuania; Luxembourg; Macedonia; Martinique; Mexico; Moldova; Monaco; Montenegro; Montserrat; Netherlands Antilles; Nicaragua; Northern Mariana Islands; Norway; Panama; Paraguay; Peru; Poland; Puerto Rico; Russia; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; San Marino; Serbia; Slovakia; Slovenia; Suriname; Sweden; Switzerland; Tahiti; Turks and Caicos Islands; Ukraine; United States; Uruguay and Venezuela
<b>6</b>	<b>Africa &amp; ROW</b>	Angola; Benin; Botswana; Burkina Faso; Cape Verde; Central African Republic; Burundi; Cameroon; Chad; Comoros Islands; Cote D'Ivoire; Democratic Republic of the Congo; Djibouti; Equatorial Guinea; Ethiopia; Gabon; Gambia; Honduras; Kenya; Laos; Lesotho; Liberia; Libya; Madagascar; Mali; Mauritius; Mauritania; Mayotte; Mozambique; Namibia; Niger; Nigeria; Republic of the Congo; Réunion Island; Rwanda; Sao Tome and Principe; Senegal; Seychelles; Sierra Leone; Somalia; Swaziland; Tanzania; Togo; Uganda; Zambia and Zimbabwe.
<b>7</b>	<b>Others</b>	Air Flight Services; Maritime Services and Satellite Services

## 12. Premium Service

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

Number Range	Standard Rate	Premium Rate
Bahrain	Postpaid	Postpaid
+97371110000 till +97371119999	66 Dhs per min	2.50 QR per min

## 13. Opt in Rate

### 13.1 Local 25Dhs Calling Opt in

- Customers can make national voice calls for 25Dhs per minute if they opt in for the rate. Customers can activate the national voice call rate of 25Dhs per minute by dialling **\*200\*25#**.
- There is no charge for opting in for the 25Dhs rate.
- The Customer can opt out of the rate by dialling **\*250\*25#**. Once the Customer has cancelled the offer the standard national voice rate of 35Dhs will apply immediately.

## 14. Spend Limit

- Spend Limit is a unique service offered by Vodafone Qatar to its Customer by which they can set their maximum monthly bill, keeping in control their out of bundle costs.

## 15. Apple Watch

- In addition to your Mobile Plan charges, Customer will incur a monthly recurring fee of 30 QAR for each Apple Watch (“**Apple Watch Service**”) that is paired to the Customers Mobile Plan.
- If a customer activates the watch after the 1st of the month (i.e., has not paid the month’s bill) the customers.





will pay subscription charges for the full month (QAR 30) in the following month's bill;

- If a customer activates the watch after the 1st of the month (i.e., has not paid the month's bill) but cancels during the month the customers will pay the whole month (QAR 30)
- If a customer cancels the watch after paying the 1st of the month bill (QAR 30) the customer will not get any refund on the following months bill.
- All new Customer wanting to get the Apple Watch Service can get it for free with a waiver of QR30 per month for first six (6) months ("**Apple Watch Service Offer**") till 22 November 2024 ("**Apple Watch Offer Period**"). This Apple Watch Service Offer can be availed only once by the Customer during the Apple Watch Offer Period.
- To get the Apple Watch Service, the Customer must have an eligible device (iPhone 6s or later models), an eligible cellular Apple Watch (cellular Apple Watch Series 3 or later models) and an eligible Vodafone Postpaid voice plan.
- Mobile Plan allowances (Local & International Calls and Local Mobile Data) will be shared between the Apple Watch and iPhone.
- Standard out-of-bundle charges will apply as per the Customers Mobile Plan if allowances are consumed.
- Currently, roaming services are not available on Apple Watch.

## 16. Smartphone Offer

- All existing and new Vodafone ("**Eligible Customers**") who purchase a smartphone e.g. iPhone, Samsung etc. ("Handset") shall be entitled to the following offer ("**Offer**"):
- Eligible Customers who have purchased the Handset will benefit from 8 GB of free local data every month for 3 months (the "Smartphone Data Offer") upon successful collection and payment of your Handset.
- After three (3) months the free local data shall automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Postpaid Customers disconnecting, transferring or migrating to Prepaid will automatically lose the free data Offer.
- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at <https://www.vodafone.qa/en/help/find-a-store?#findastore#findastore> , or online at [www.vodafone.qa](http://www.vodafone.qa)
- Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges. Vodafone online and retail stores return and warranty policy apply which can be found at <https://www.vodafone.qa/en/about-us/legal-and-regulatory/terms-and-conditions> .

## 17. 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.

## 18. Customer Obligations

- Postpaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Postpaid SIM card to another person without a valid transfer of number ("**TON**") using the TON form at any Vodafone Retail Stores. Unauthorized transfer of a Postpaid SIM card may result in service cancellation.
- The Customer must promptly notify Vodafone if the SIM Card is lost, stolen or damaged. In the event of loss, theft or damage of the SIM Card, the Customer must notify Vodafone within forty-eight (48) hours of becoming aware.
- Porting Out:
  - The Customer can port their Postpaid Number but only after all invoiced charges outstanding at the time of port out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer's port request.



- 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.
- 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.
- 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.

**19. Legacy (Old) Flex Plans**

- Customers who are already on the legacy\old flex plans including Old Flex 150, Legacy Flex 100, Legacy Flex 150, Legacy Flex 200, Legacy Flex 110, Legacy Flex 60, Legacy Flex 125 and Legacy Flex 120 (“**Legacy Flex Plans**”) before they were retired will have a FUP for international usage of no more than 50% of the Customers Flex Plan allowance.

**20. Bill limit**

- The Bill Limit feature helps Customers control all their Postpaid expenses on their number outside of their plan rental (“Bill Limit”). It is available for all Postpaid mobility customers for both voice and MBB customers.
- Bill Limit will be set by default for all Customers by Vodafone based on their current billing patterns of the customers. Customers can, however, change it later on directly by using the My Vodafone App or by dialling
- \*161#. Alternatively, Customers can also call the call centre to change their Bill Limit setting.
- Customers who are currently being charged QR3 for the smart limit will continue to get charged QR3 for the new Bill Limit. For the others the service will be for free including new customers.
- Customers can change their Bill Limit setting any number of times during the month.
- All customers whose purchases fail due to insufficient Bill Limit will get a notification via SMS notifying them to change their Bill Limit values and the way to do so.
- Customers who do not want any Bill control are free to unsubscribe to the service by calling the call centre.
- The minimum Bill Limit which can be set by the customer is 0.01QR. The max Bill Limit a customer can subscribe to is equal to their credit limit. For e.g. If a customer already pays for an Add On or Extra worth QR10 then their minimum bill limit cannot be below QR10.

**Tariff Modification Version Control**

Version Number	Effective Date	Description of Change
1.43	15/06/2017	Changes in 3.1, 3.1.1, 3.1.3, 3.2, 3.2.3, 3.2.4, 3.3, 3.4, 3.5, 3.6, 3.8, 4, 7.2, 3.7
1.44	08/08/2017	Change in 3.1
1.45	10/08/2017	Change in 3.7
1.46	24/10/2017	Change in 3.3 – 3.6 and 5
1.47	15/10/2017	Change in 3.3, 9.3, 7.2,
1.48	01/11/2017	Change in 3.1
1.49	08/11/2017	Change in 3.2.3-
1.50	31/12/2018	Change in 3.3 and 4
1.51	05/02/2018	Change in 3.1.2 & 3.1.3, 3.2.2, 3.3 and 3.9
1.52	06/03/2018	Change in 3.1
1.53	01/04/2018	Change in 7.3
1.54	29/04/2018	Change in 3.3
1.55	13/05/2018	Change in 3.3



1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4 ,4.5, 4.6, 4.7,5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4 ,4.5, 4.6, 4.7,5, 6.1, 4, 3.3, 3.4 , 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
16.4	28/03/2019	Change in 14 and 15
16.5	01/04/2019	Change in 10.3
16.6	23/07/2019	Change in 4.1
1.67	24/09/2019	Change in 4.1
1.68	30/09/2019	Change in 4.1
1.69	22/10/2019	Change in 4.1
1.70	17/11/2019	Change in 12A
1.71	12/12/2019	Change in 6.1
1.72	17/12/19	Change in 4.1.1, 4.1.2 and 4.1.5
1	09/12/2020	Change in 5 and 5.2
2	26/03/2020	Change in 7
3	19/04/2020	Changes in 4.1.1; 4.1.6; 6.10 and 7.
4	26/04/20 20	Change in 10.3
5	15/06/20	Change in 7
6	18/06/20	Changes in 14
7	1/07/20	Changes in 14
8	9/07/20	Changes in 7
9	13/09/2020	Changes in 6.8, 6.9 and 10.2
10	21/09/2020	Change in 4.1.5
11	1/10/2020	Change in 5 and 6
12	08/02/2021	Changes in 5,7 and 15
13	7/04/2022	Addition of clause 18
14	22/04/2021	Change in 4.1 and 4.2
15	28/06/2021	Change in 3.2.
16	28/07/2021	Addition of clause 19
17	08/09/2021	Addition of clause 7.1
18	28/09/21	Clause 3.5, 5, 7 and 7.1
19	30/9/2021	Clause 7
20	14/10/2021	New U Plus India
21	19/10/2021	Changes in 6.8



22	17/11/2021	Changes in 4.1 and 4.1.2
23	22/11/2021	Changes in 4.1, 4.1.2, 6.4 and 6.5
24	3/01/2022	Changes in 7
25	13/02/2022	Changes in 3 and 4.1
26	24/04/2022	Changes in 4.2, 4.3, 4.4, 4.7, 4.9, 4.10 (2,3 and 4) and 7
27	24/05/2022	Changes 4.1
28	09/06/2022	Addition of Clause 9
29	07/07/2022	Addition in Clause 7.9
30	11/08/2022	New clause 5A
31	13/10/2022	Change in 7.9
32	22/11/2022	Change in 4.5 and 7.9
33	18/04/2023	Addition of Clause 8
34	28/05/2023	Changes in 4.1, 4.2 and 4.4
35	08/06/2023	Revamp of all Plans and grandfathering old plans.
36	25/06/2023	New Clause 4.6 (2) and 10
37	10/08/2023	Changes in 7
38	25/09/23	Change in 4.1 and 4.2 and new clause 9
39	08/10/2023	Changes in 7
40	30/10/2023	Changes in 9 (1) and 9 (2)
41	07/11/2023	New Clause 4.3 and change in 7
42	08/11/2023	Change 7
43	09/11/2023	Changes in 7
44	28/11/2023	Change in 1 and 15