



### 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>              | 11 Jan 2024                           |
| <b>Tariff Version Number</b>              | 47                                    |

### 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 and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
- 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)<br>(Effective from 15 Dec 2023) |
|------------|-----------------------------|--|---|
| 10         | 10                          |  | 30  |
| 20         | 20                          |  | 180   |
| 30         | 30                          |  | 180   |
| 35         | 35                          |  | 180   |
| 50         | 50                          |  | 180   |
| 55         | 55                          |  | 180   |
| 60         | 60                          |  | 180   |
| 80         | 80                          |  | 180   |
| 100        | 100                         |  | 180   |
| 150        | 150                         |  | 180   |
| 200        | 200                         |  | 180   |
| 300        | 300                         |  | 180   |
| 500        | 500                         |  | 180   |

### 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) |
|---------------------|---------|-------|-----------------|
| 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. 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:
  - Customers should be Vodafone prepaid Customers for at least 30 days or more;
  - Customers must have a minimum balance of QR 1 to make a credit transfer.
  - 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.

## 7. 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)

## 8. 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.

## 9. 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

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

- Customers who purchase International Calling Card 10 (ICC 10) will get 18 international minutes to call 14 countries\* valid for seven (7) days.
- In addition to the above minutes, the customers will also get 92 minutes to India, 1 47 minutes to Bangladesh, Pakistan, Philippines GLOBE and 32 minutes to Indonesia valid for 7 days.. 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.

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

- Customers who purchase International Calling Card 20 (ICC 20) will get 38 international minutes to call 13 countries\* valid for thirty (30) days.
- International Minutes to 13 Countries\* - Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia and Sudan.
- The Customer can have either 38 minutes or chose only one of the minutes in the table below i.e., India

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



350 or Bangladesh 500 or Sri Lanka 50 etc. by dialling the activation code \*120#:

| Destination         | Minutes         | Validity |
|---------------------|-----------------|----------|
| India               | 350             | 14 days  |
| Bangladesh          | 500             | 14 days  |
| Sri Lanka (Dialog)  | 50              | 14 days  |
| Philippines (Globe) | 600             | 14 days  |
| Indonesia           | 60              | 14 days  |
| Pakistan            | 150             | 14 days  |
| Nepal               | 30 <sup>4</sup> | 14 days  |
| Kenya               | 30              | 14 days  |
| Ethiopia            | 30              | 14 days  |
| Eritrea             | 30              | 14 days  |
| Ghana               | 30              | 14 days  |

- 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.
- . 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.

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

- Customers who purchase International Calling Card 25 (ICC 25) will get 48 international minutes to call 13 countries\* valid for thirty (30) days.
- International Minutes to 13 Countries\* - Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia and Sudan.
- 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. . 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.

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

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<sup>4</sup> Change in Nepal minutes from 15 Dec 23.



- Customers who purchase International Calling Card 30 (ICC 30) will get 57 international minutes to call 13 countries\* valid for thirty (30) days.
- International Minutes to 13 Countries\* - Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia and Sudan.
- 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               | 30      | 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.
- 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.

### 10.6 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.
- Country list: Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E, Bangladesh, Bahrain, Turkey, Indonesia, Nepal and Sudan
- Customers will also get dedicated country minutes to call their respective home country from below list:
- 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.

| 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       |

### 11 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.

## 12 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.

## 13. 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.

## 14. 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.

#### 15. 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*904#       |

- 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.

#### 16. 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.

#### 17. 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 Local Mins | 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.

#### 18. 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.

#### 19. 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.

#### 20. 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.



## 20A. 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.

## 21. 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.

## 21A. 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.

## 22. 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#.

### 23. Ahlan Pack 150

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

|   |                                      |
|---|--------------------------------------|
| <b>Monthly Fee (QR)</b>   | 150                                  |
| <b>Local Data</b>   | 20 GB (then endless data @ 512 kbps) |
| <b>One time credit balance (calls/data/int calls/SMS etc.)</b>          | QR 30                                |
| <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                              |

- This Pack is only available to Customers without a QID but excludes Customer's with a cancelled visa. These 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>6</sup></b> | 75                                   |
| <b>Local Mins</b>   | 400                                  |
| <b>Local SMS</b>  | 100                                  |
| <b>Validity</b>   | 30 days                              |

<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> 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



- 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.

## 24. Combo Offers

### 24.1 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 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.

### 24.2 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>7</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              |
| 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              |

### 24.3 Visitor Pack 35

| QR | Local Data | Local Mins | Validity (days) |
|----|------------|------------|-----------------|
| 35 | 5 GB       | 25         | 7               |

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

### 24.4 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.

<sup>7</sup> Refer [www.vf.qa/combointl](http://www.vf.qa/combointl) for more details on Combo calling countries.



| QR        | Local Data*                          | Local Mins | Validity (Days) |
|-----------|--------------------------------------|------------|-----------------|
| 30        | 3 GB + Endless Internet at 128 Kbps  | 120        | 30 <sup>8</sup> |
| Legacy 50 | 2 GB + Endless Internet at 128 Kbps  | 120        | 30              |
| 60        | 8 GB+ Endless Internet at 256 Kbps   | 240        | 30 <sup>9</sup> |
| —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.

#### 24.5 Combo QR 125

- Customers who recharge with Combo QR 125 (“**Eligible Recharge**”) will get the following benefits which are included as a bundle (“**Benefits**”):

| QR  | Local data | Local Minutes | Endless Internet Speed | International Minutes                   | Validity |
|-----|------------|---------------|------------------------|---|----------|
| 125 | 19 GB      | 500 Minutes   | 512 Kbps               | *20 Int'l mins + bonus minutes as below | 30-days  |

- 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 Stores.
- Combo QR 125 is available through E-Top up & E - voucher at Vodafone Retail authorised Retail Stores. It is not available on paper Recharges.
- The Benefits are added automatically upon recharge.
- Endless Internet at 512 Kbps is available after exhaustion of data quota at full speed with 30 days validity.

\*International Minutes shall be as per the below:

| *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                                      | 55 mins                       |
| Bangladesh                                 | 250 mins                      |
| Philippines                                | 250 mins to Philippines Globe |
| Indonesia                                  | 30 mins                       |
| Sri Lanka                                  | 25 mins                       |

#### 24.7 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 |
|----|------------|---------------|------------------------|-----------------------|----------|
|----|------------|---------------|------------------------|-----------------------|----------|



|           |      |             |          |                                  |         |
|-----------|------|-------------|----------|----------------------------------|---------|
| <b>35</b> | 3 GB | 120 Minutes | 128 Kbps | *10 Int'l mins + bonus minutes   | 30-days |
| <b>65</b> | 8 GB | 240 Minutes | 256 Kbps | **20 Int'l mins + bonus minutes) | 30-days |

- 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.<sup>10</sup>:

| <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   | 55 mins                       |
| Bangladesh  | 250 mins                      |
| Philippines                                       | 250 mins to Philippines Globe |
| Indonesia   | 30 mins                       |
| Sri Lanka   | 25 mins                       |

## 25. 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    |

## 26. 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 |

<sup>10</sup> Change in Nepal minutes from 15 Dec 23.



- 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.

**27. 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.

**28. 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/min              | QR/minute | QR/min              | QR/min          | QR/SMS | QR/MB | QR/MMS |
| <b>GCC</b>                          | 0.88        | 2.00                | 2.00      | 17.00               | 0.80            | .22    | 1.53  | 3.00   |
| <b>Vodafone Countries</b>           | 3.00        | 8.00                | 17.00     | 17.00               | 2.25            | 1.50   | 15.00 | 5.00   |
| <b>Middle East and North Africa</b> | 5.00        | 3.00                | 17.00     | 17.00               | 17.00           | 2.00   | 55.00 | 5.00   |
| <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 |

### 29. 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 |
|---------------|--------------------------------------|----------|----------------------|
| 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#**.

### 30. 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  |

### 31. International Flex Rates

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

| Flex Rate/Min | List of Countries  |
|---------------|--|
| 1             | India  |
| 2             | Bangladesh   |
| 4             | Nepal, Pakistan and Philippines  |
|               |  |
| 5             | Egypt, 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  |

### 32. 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   |



| Recharge Amount | Flex         | Validity |
|-----------------|--------------|----------|
| 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.

### 33. 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 |
|-----------------|--------------|----------|
| 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.

### 34. 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              |



| Country           | Call Rates (Dhs) | Country          | Call Rates (Dhs) |
|-------------------|------------------|------------------|------------------|
| 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               |



| Country          | Call Rates (Dhs) | Country             | Call Rates (Dhs) |
|------------------|------------------|---------------------|------------------|
| 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               |



| Country     | Call Rates (Dhs) | Country           | Call Rates (Dhs) |
|-------------|------------------|-------------------|------------------|
| 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               |                   |                  |

### 35. Digital Bonus

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                     | 30                     |
| QR 50                | QR 5                     | 30                     |
| QR 60                | QR 6                     | 30                     |
| QR 80                | QR 8                     | 30                     |
| QR 100               | QR 10                    | 30                     |
| QR 150               | QR 15                    | 30                     |
| QR 200               | QR 20                    | 30                     |
| QR 300               | QR 30                    | 30                     |
| QR 500               | QR 50                    | 30                     |
| <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 <sup>11</sup>       |
| QR 35           | 440 MB                   | 30                     |
| QR 50           | 290 MB                   | 30                     |
| QR 60           | 1 GB                     | 30 <sup>12</sup>       |
| QR 65           | 1.1 GB                   | 30                     |
| QR 100          | 760 MB                   | 30                     |
| QR 125          | 2.6 GB                   | 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.

### 36. CBQ App Offer

- 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 10     | 1 QR          | 30              |
| Credit 20     | 2 QR          | 30              |
| Credit 30     | 3 QR          | 30              |
| Credit 50     | 4 QR          | 30              |
| Credit 60     | 5 QR          | 30              |
| Credit 80     | 7 QR          | 30              |
| Credit 100    | 8 QR          | 30              |

<sup>11</sup> To be discontinued from 15 Dec 2023

<sup>12</sup> To be discontinued from 15 Dec 2023



|                         |                      |                        |
|-------------------------|----------------------|------------------------|
| Credit 150              | 12 QR                | 30                     |
| Credit 200              | 16 QR                | 30                     |
| Credit 300              | 24 QR                | 30                     |
| Credit 500              | 40 QR                | 30                     |
| <b>International QR</b> | <b>Extra Benefit</b> | <b>Validity (days)</b> |
| 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                     |
| <b>Flex QR</b>          | <b>Extra Benefit</b> | <b>Validity (days)</b> |
| 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> |
| 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 35                | 400 MB               | 30                     |
| Combo 65                | 900 MB               | 30                     |
| Combo 120               | 1.9 GB               | 30                     |
| Combo 125               | 2.1 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.

### 37. 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) 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>

### **38. 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.

### **39. 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; 21 and 24   |
| 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   |
| 18 | 4/01/2022  | Changes in 25.4  |
| 19 | 14/04/2022 | Change in 25.4   |
| 20 | 20/07/2022 | Change in 24   |
| 21 | 11/08/22   | Change in 33 and 37  |
| 22 | 23/08/2022 | Change in 33 and 34  |
| 23 | 29/09/2022 | Change in 25.4   |
| 24 | 03/10/2022 | Change in 37   |
| 25 | 09/11/2022 | Change in 25.4 and 33 new combo 120 and new Flex 120   |
| 26 | 06/12/2022 | Change in Clause 1 and 25.4 new combo 30/60/120/150  |
| 27 | 20/12/2022 | Change in Clause 1.  |
| 28 | 26/12/2022 | Change in Clause 2.1 and revised numbering in Clause 11.   |
| 29 | 19/02/2023 | Change in Clause 37 Digital Bonus combo benefit and new Flex 120<br>Change in Clause 38 New Flex 120, Changed Combo to Combo + and addition of New Combo 30/60/120/150 |
| 30 | 26/06/2023 | Changes to Clause 4, Mobile Internet   |
| 31 | 24/07/2023 | Change in 25.3 25.3A, 37 and 38  |
| 32 | 23/08/2023 | New Clause 25.5 and 25.6   |
| 33 | 07/09/2023 | Changes in 30, 33 and 34. Deleted 35.  |
| 34 | 21/09/2023 | Clause 10  |
| 35 | 29/09/2023 | Changes in 5, 10 and 35.   |
| 36 | 03/10/2023 | Change in 10, 11 and 25.4  |
| 37 | 12/10/2023 | Change in 2  |
| 38 | 25/10/2023 | Changes in 1 and 25.4  |
| 39 | 26/10/2023 | Changes in 1 and 4   |
| 40 | 30/10/2023 | Changes in 36 and 37   |
| 41 | 07/11/2023 | New clause 25.5  |
| 42 | 23/11/2023 | Change in Clause 1, 25.6 and 25.7  |
| 43 | 06/12/2023 | Change in 25.6 Page 15   |
| 44 | 11/12/2023 | Changes in 2.1, 6, 7, 11.2, 11.3, 11.4, 11.5, 11.6, 25.4, 25.5, 25.6, 25.7, 32, 36, 37   |
| 45 | 20/12/2023 | Changes in 2.1 and 32 and deletion of 6 and 7.   |
| 46 | 01/01/2024 | Changes in 4, 10.1, 24.6, 29 and 36  |
| 47 | 11/01/2024 | Changes 24.3   |