



### General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C01
<b>Tariff Type</b>	Consumer
<b>Duration</b>	N/A
<b>Marketing Name of the Retail</b>	Postpaid Standard Terms and Conditions
<b>Customer Group</b>	Consumer
<b>Tariff Effective Date</b>	04 April 2024
<b>Tariff Version Number</b>	53

### 1. Definitions

- 1.1 **Artificially Inflated Traffic** - A flow or volume of traffic via any Service, which Vodafone believes is: (i) disproportionate to the flow or volume of traffic which Vodafone expects from good faith commercial practice and usage of the Service; (ii) disproportionate to Customer's previous traffic profiles (in any given month) with Vodafone; (iii) uses automated means to make calls (save where this is expressly approved by Vodafone in writing); or (iv) may result in Customer exceeding the credit limit which Vodafone places on Customer's Vodafone account from time to time.
- 1.2 **Bill Cycle** - A regular billing cycle assigned to your account.
- 1.3 **Customer** or You / Your – A person subscribing to and using the Postpaid service for their reasonable personal use.
- 1.4 **Extras** – Value bundles that you can purchase in addition to your Postpaid Plan.
- 1.5 **My Vodafone App** – is a dedicated Vodafone Qatar application available on IOS and Android devices. It can be used for multiple purposes such as recharging, paying bills, obtaining a new connection, contacting the customer service etc.
- 1.6 **Online** – means our dedicated website available at <https://www.vodafone.qa>.
- 1.7 **Products and Services** – The communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and international MMS (multi-media messages, to send photos), mobile internet, roaming, Extras and any other products and services we offer you.
- 1.8 **Postpaid** – Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
- 1.9 **Standard Rate card** – The list of all our prices for our products and services without any bundles or offers.
- 1.10 **Star Number** – is any number for which a customer pays a reservation fee online or at any Vodafone retail stores. The detailed terms and conditions are available at <https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/star-numbers>.
- 1.11 **Plan** – Our pricing plans that are charged in line with our rate card.
- 1.12 **Vodafone, We, Us** – A Public Qatari Shareholding Company, by virtue of Ministerial Resolution number (160) of 2008 and in accordance with the laws of the State of Qatar, having Commercial Registration number 39656.
- 1.13 **Retail Store** – Vodafone retail stores across Qatar and available at <https://www.vodafone.qa/en/help/find-a-store#findastore>.
- 1.14 **Vodafone Customer Care** –If You have any queries or concerns, please contact Customer Care by calling 111 from Your Vodafone mobile or +974 4000111 internationally or from any phone.



## 2. Tariff Terms and conditions.

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

## 3. Service Features

- 3.1. You will be charged QR100 to migrate from Postpaid or Mobile Broadband Plans to Prepaid.
- 3.2. You can choose one of the Postpaid plans below per number. Customers can also purchase Extra(s) and Add On(s) in addition to their Postpaid account based on their specific requirements.
- 3.3. If You exceed the allowances in Your chosen Plan, charges for all excess usage will be as per the Standard Rate card prices set out in Article 10 below.
- 3.4. Customers can also park their numbers for a one-time fee of QR100 for up to four (4) months by visiting any Vodafone Retail Store. After the four (4) months period, the number will revert to the Customer's original plan subscribed prior to parking the number and all Postpaid terms and conditions shall continue to apply.
- 3.5. If You receive a notification that a new Plan has been activated that you have not initiated, then You will immediately inform Vodafone Qatar to take appropriate action.

## 4. Postpaid Plans

### 4.1. New Unlimited Plans

- Customers who subscribe to our new Unlimited Plans below through any of the available channels such as Retail Stores, Online or through the My Vodafone App will get the following benefits as part of their plan:

Plan Name	Unlimited	Unlimited Premium	Unlimited VIP
Monthly Rental (QR)	300	450	750
Full Speed Local Data (GB)	50 GB	200GB	500 GB
Reduced Speed	450 GB @ 10Mbps	500 GB @ 15Mbps	500 GB @ 15Mbps
Unlimited Local Minutes	Included	Included	Included
International Minutes <sup>1</sup>	100	100	500
GCC Roaming Data <sup>2</sup>	-	Unlimited in GCC	Unlimited in GCC
GCC Roaming Minutes <sup>3</sup>	-	Unlimited in GCC	Unlimited in GCC

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

<sup>2</sup> See 4.4 for details.

<sup>3</sup> See 4.4 for details.



<b>Roaming Data<sup>4</sup></b>	-	20 GB	100 GB
<b>In Flight Roaming<sup>5</sup></b>	-	15 GB	100 GB
<b>Roaming Minutes</b>	-	100	200
<b>Star Number (QR)<sup>6</sup></b>	5,000	10,000	20,000
<b>Lifestyle Apps</b>	Vodafone My Book	Vodafone My Book	Vodafone My Book
<b>Valet Parking</b>	-	Normal	VIP
<b>Avios Miles Per Month</b>	50	100	200

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

#### 4.2. Postpaid Essential and Extra plans

- The Customers who subscribe to Postpaid Essential and Postpaid Extra Plans below through any of the available channels such as Retail Stores, Online or through the My Vodafone App will get the following benefits as part of their plan:

<b>Plan Benefits</b>	<b>Postpaid Essential</b>	<b>Postpaid Extra</b>
Monthly Rental (QR)	125	175
Full Speed Local Data (GB)	12 GB	24 GB
Reduced Speed	Endless 128Kbps	Endless 512Kbps
Local Minutes	500	500
International Minutes <sup>7</sup>	50	50
Star Number (QR) <sup>8</sup>	1,500	2,500
<b>Lifestyle Apps</b>	Vodafone My Book	Vodafone My Book

#### 4.3 Special Postpaid 189 Plan

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

<b>Plan Details and Benefits</b>	
Monthly Rental (QR)	189

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

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

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

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

<sup>8</sup> Included value of Star Number



Local Calls & SMS	1,000	
Local Data	40 GB	
Endless Data	2 Mbps	
International minutes	50	
Extra international minutes (calling and receiving) options	India	250
	Pakistan or Nepal or Philippines	50

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

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

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

#### 4.5 Roaming data

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

Afghanistan	Argentina	Azerbaijan
Albania	Algeria	Andorra
Anguilla	Antigua	Armenia
Aruba	Australia	Austria
Bahrain	Bangladesh	Barbados
Belarus	Belgium	Benin
Bermuda	Bonaire	Bolivia
Bosnia & Herzegovina	Brazil	British Virgin Islands
Bulgaria	Canada	Cape Verde
Cayman Islands	China	Chile



Chad	Colombia	Curacao
Congo	Croatia	Cyprus
Czech Republic	Cote D'Ivoire	Denmark
Dominica	Egypt	El Salvador
Estonia	Fiji	Finland
France	French Guiana	Germany
Gibraltar	Georgia	Ghana
Greece	Greenland	Grenada
Guadeloupe	Guatemala	Guernsey
Guinea-Bissau	Guyana	Haiti
Hong Kong	Hungary	Iceland
India	Indonesia	Inflight – On Air
Inflight – Aero Mobile	Iraq*	Ireland
Italy	Jamaica	Japan
Jersey	Jordan	Kazakhstan
Kenya	Kuwait	Laos
Latvia	Lebanon	Lesotho
Lichtenstein	Lithuania	Luxembourg
Macau*	Macedonia	Mauritius *
Malaysia	Malta	Martinique
Mexico	Moldova	Montenegro
Morocco	Montserrat	Mozambique
Myanmar	Nauru	Nepal
Netherlands	Zealand	Nigeria
Norway	Oman	Paraguay*
Pakistan	Palestine	Panama
Papua Guinea	Peru*	Philippines
Poland	Portugal	Republic of Congo
Romania	Russia	Rwanda
Samoa	Saudi Arabia	Senegal
Seychelles	Serbia	Singapore
Sierra Leon*	Slovakia	Slovenia
South Africa	South Korea	Spain
Sri Lanka	St. Kitts & Nevis	St. Lucia
St. Vincent & The Grenadines	Suriname	Sudan
Sweden	Switzerland	Taiwan
Tajikistan	Tanzania	Thailand
Tonga	Trinidad & Tobago	Tunisia



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

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

Daily	Weekly (7 day)	Monthly
QR 100 (FUP of 5GB per day)	QR 50 (FUP of 25GB per week)	QR 100 (FUP of 100GB per month)

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

**4.7 Bill Manager**

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

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



QR300	Internet Pack 300	35 GB
QR500	Internet pack 500	500 GB

- Bill Manager will send an SMS notification every time it provides best add-ons available/Extra Value (as per the table above). The best add-ons available/Extra Value will be provided without an additional charge and is non-recurring.
- All best add-ons available/Extra Value provided by Bill Manager will expire at the end of the customer's bill cycle or prior to this if the add-on has a validity period (i.e. passport will expire after 7 days).
- Any customer not wanting to take advantage of Bill Manager can disable Bill Manager via the My Vodafone App.

## 4.8 Lifestyle (Non-Telco)

### 4.8.1 Valet Parking fair Usage Policy

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

### 4.8.2 Qatar Airways Avios

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



- Avios are generated once a month up to 30 days after payment of the bill. To get more information about Avios programme please visit <https://www.qatarairways.com/en-de/Privilege-Club.html>. If you give the incorrect privilege card number by mistake, Vodafone cannot be responsible however you may resubmit the correct one to start getting the points.
- All Eligible Customer with any existing discount over 10% is excluded from this Programme except Vodafone for All (50%) customers.
- You can sign up and register for your Qatar Airways Privilege Club account by clicking here <https://www.qatarairways.com/en/Privilege-Club/join-now.html>

#### 4.8.3 VIP Care Team

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

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

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

### 5. Roaming and international Rates

5.1 All Postpaid Plans will have the following roaming and international rates below. The roaming rate of QR1 per minute for incoming and outgoing calls shall apply in the following countries:

Albania	Guinea-Bissau	Papua New Guinea	Denmark	Palestine
Algeria	Guyana	Philippines	Dominica	Panama
Anguilla	Haiti	Poland	Egypt	Tanzania
Antigua	Hong Kong	Portugal	El Salvador	Thailand
Armenia	Hungary	Republic of Congo	Estonia	Tonga
Aruba	India	Romania	Fiji	Trinidad & Tobago





Australia	Indonesia	Russia	France	Tunisia
Austria	Ireland	Rwanda	French Guiana	Turkey
Bahrain	Italy	Samoa	Germany	Turks and Caicos Islands
Bangladesh	Jamaica	Saudi Arabia	Ghana	*UAE
Barbados	Japan	Seychelles	Greece	UK
Belarus	Jersey	Serbia	Grenada	Ukraine
Belgium	Jordan	Singapore	Guadeloupe	USA
Bermuda	Kazakhstan	Slovenia	Guernsey	Uzbekistan
Bonaire	Kenya	South Africa	Zambia	Vanuatu
Brazil	*Kuwait	South Korea	Mexico	Vietnam
British Virgin Islands	Laos	Spain	Montserrat	Pakistan
Bulgaria	Latvia	Sri Lanka	Morocco	Norway
Canada	Czech Republic	St. Kitts & Nevis	Mozambique	*Oman
Cayman Islands	Lichtenstein	St. Lucia	Myanmar	Taiwan
China	Lithuania	St. Vincent & The Grenadines	Nauru	Tajikistan
Congo	Luxembourg	Surinam	Netherlands	Malta
Croatia	Macedonia	Sweden	New Zealand	Martinique
Curacao	Malaysia	Switzerland	Nigeria	Cote D'Ivoire

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

Afghanistan	Denmark	Kyrgyzstan	San Marino
Algeria	Ecuador	Laos	Saint Lucia
Andorra	Egypt	Lebanon	Saudi Arabia
Angola	El Salvador	Lesotho	Serbia
Anguilla	Estonia	Liechtenstein	Singapore
Antigua	Ethiopia	Luxembourg	Slovakia
Argentina	Faroe Islands	Macau	South Africa
Armenia	Fiji	Malawi	Spain
Aruba	Finland	Malaysia	Sri Lanka
Australia	France	Malta	Sudan
Austria	French Guiana	Martinique	Surinam
Bahrain	French Polynesia	Mauritius	Swaziland
Bangladesh	Georgia	Mexico	Sweden
Belarus	Germany	Moldova	Switzerland
Belgium	Ghana	Monaco	Syria
Belize	Gibraltar	Mongolia	Taiwan
Benin	Greece	Mozambique	Tajikistan
Bermuda	Grenada	Namibia	Tanzania
Bhutan	Guadeloupe	Nepal	Thailand
Bolivia	Guatemala	Netherlands	Trinidad and Tobago
Bosnia	Guernsey	New Caledonia	Turkey



Botswana	Guyana	New Zealand	Turkmenistan
Brazil	Haiti	Nicaragua	Uganda
Virgin Islands	Honduras	Niger	Ukraine
Brunei	Hong Kong	Nigeria	UAE
Bulgaria	Hungary	Norway	United Kingdom
Burkina Faso	Iceland	Oman	Uruguay
Cambodia	India	Pakistan	USA
Cameroon	Indonesia	Palau	Uzbekistan
Canada	Iran	Panama	Venezuela
Cape Verde	Iraq	Paraguay	Vietnam
Cayman Islands	Ireland	Peru	Yemen
China	Myanmar	Philippines	Zambia
Colombia	Italy	Poland	Micronesia
Republic of the Congo	Ivory Coast	Portugal	Comoro
Congo	Japan	Puerto Rico	South Sudan
Costa Rica	Jordan	Reunion	Montserrat
Croatia	Kazakhstan	Romania	North Korea
Samoa	Kenya	Russia	Palestine
Cyprus	South Korea	Rwanda	
Czech Republic	Kuwait		

## 6. Add-Ons and Extras

### 6.1 10 hours to Globe Philippines Extra

- Postpaid customers can subscribe to the Globe Philippines QR35 Add On, which is a monthly recurring pack.
- Postpaid Customers can subscribe to this pack to get 600 minutes to any Globe customers in Philippines for just QR 35 per month.
- To get the offer dial \*100#
- The minutes included in this Pack are valid for calls to Globe customers in Philippines only. This means the minutes can only be used to call Philippines numbers which have the following prefixes:

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

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



## **6.2 Pakistan international 35 Add-on**

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

## **6.3 Bangladesh international 35 Add-on**

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

## **6.4 Sri Lanka international 35 Add-on**

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

## **6.5 Egypt international 35 Add-on**

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

## **6.6 India International 35 Add-on**

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



## 6.7 QR 10 International Add-on

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

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

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

## 6.8 Data Add-Ons

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

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

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

Local minutes Add-on	Essential	Extra
QR 20	200	300

## 6.10 7 days Booster Packs

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

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

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



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

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

### 6.11 Roam Like home Pack

- Customers on the following Postpaid Plans below ("Eligible Plans") can activate the new Roam Like home Pack ("RLHP") Add On:

U Start	U Plus	U Plus India
Unlimited 300	Unlimited 375	Unlimited 450
Unlimited VIP Legacy	Vodafone First	Vodafone First Plus
Vodafone First Family	Postpaid Essential	Postpaid Extra
Unlimited	Unlimited Premium	Unlimited VIP

- RLHP once activated on the Eligible Plans above enables the Customer to use their Local Units (voice calls, SMS), Local Data allowances, current Add-ons allowance and out of bundle services while roaming in the following RLHP countries ("RLHP Countries"):

Saudi Arabia	Oman	Kuwait
UAE	Bahrain	Turkey
UK	Germany	France
Spain	Switzerland	Italy
USA	Egypt	Australia
Austria	Bangladesh	Greece
Jordan	Malaysia	Netherlands
Norway	Pakistan	Philippines
Sri Lanka	Thailand	Tunisia

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



- Once Your in-plan allowance of Your current Postpaid Plan is exhausted, the in-plan roaming allowance in RLHP Countries will automatically activate, so You can continue using the benefits while abroad.
- The benefits are only applicable in the RLHP Countries mentioned above.
- Customer can use their Eligible Plan, Add-On, and promotional allowances while roaming in RLHP Countries. Incoming calls in the specified RLHP Countries are free for customers subscribed to the RLHP Add-On. Standard roaming rates will apply if You roam in countries not included in the RLHP Country list or if You make calls to countries outside the RLHP countries.
- You can make international calls while roaming except if the destination wasn't eligible for calls as per your current Postpaid Plan benefits while in Qatar. In such cases standard international call rates will apply. For example, local allowance not eligible for roaming use such as Data at lower (throttled) speed, which is used after the main Data allowance from your current Postpaid Plan.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the plan.
- Any remaining data/voice in the RLHP if not consumed in 30 Days from the activation date will convert back to local.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.

#### **6.11.1 Weekly Add-on**

- Weekly Roam Like Home Pack is an Add-On that transforms the customers local benefits into roaming privileges. It allows customers use their current postpaid plan allowances and Add-ons while traveling in certain countries for (7 days) on activation by paying QR 150.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*120# provided they are on the plan's Eligible plans for RLHP.
- Activation is valid for seven (7) days and customers can do multiple activations as long as it for personal use and not leading to Artificially Inflated Traffic.
- Any remaining data/voice in the RLHP if not consumed in seven (7) Days from the activation date, will convert back to local benefits.
- RLHP cannot do permanent roaming which means that customer can only subscribe to this Add On for a maximum of twelve (12) times consecutively.

#### **6.11.2 Monthly Add-on**

- RLHP is an add-on that transforms customers local benefits into roaming privileges. It allows customers to use current Plan allowances and Add-Ons while traveling in RLHP Countries for thirty (30) days by paying QR 500 provided they are on the Eligible Plans.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*500#
- Activation is valid for thirty (30) days and customers can do multiple activation as long as it for personal use and not leading to Artificially Inflated Traffic.
- Any remaining data/voice in the RLHP if not consumed in 30 Days from the activation date will convert back to local.
- RLHP cannot be used for permanent roaming which means that customer can only subscribe to this Add On for a maximum of three (3) times consecutively.



### 6A. Employee's offer for select list of companies

- Reimbursement Customers who are employed at one of the companies ("Eligible Companies") listed below shall receive following additional data and minutes benefits ("Offer") when they subscribe to the following Plans:

Additional Benefits	Postpaid Essential	Postpaid Extra	Unlimited	Unlimited Premium	Unlimited VIP
Discount on MRC	QR 18.75	QR 26.25	QR 60	QR 135	QR 150
Extra GB/Month	+8GB	+ 50GB	+ 100GB	+ 200GB	+ 500GB
Extra Local/Month	+1000 Min	+1000 Min	-	-	-
Extra Intl Min/Month	+25	+50	+100 Min	+300 Min	-

- This Offer cannot be combined with any other offer or promotion.
- The Offer above is valid for new and existing customers who upgrade, migrate from Prepaid to Postpaid and Port-ins.
- Extra benefits will be valid for twenty-four (24) months from the date of the activation of the offer.
- Extra benefits will be terminated:
  - if the Customer changes their plan, downgrade their plan, terminates their service and/ or if the number is suspended due to non-payment.
  - if plan is changed or line is deactivated,
  - if employee stops working in the Eligible Company. Eligibility will be reviewed every 12 months or if company shared termination details earlier.
- After 24 months, the Offer may be extended further if the customer continues to meet the eligibility criteria and the product being available in the market.
- Eligible customers can take up to (three) 3 lines.
- To avail the Offer, the Eligible Customer must present a valid employee's ID with a matching QID.
- The benefits are included on top of the standard plan allowances including non-telco benefits and international calling countries are as per the standard notified plans.
- Offer is only available if the plan is paid by the employee/customer and not the company/entity employing such customer.

#### List of Eligible Companies and its subsidiaries

Abdallah Abdelghani & Partners	Azadea Holding WLL
ACS International School	BAE Systems
Administrative Control and Transparency	Baladna Food Industries
Advance Utility Construction Contracting Precast Factory	Banana Island Resort
Ahli Bank	Barwa
AKTOR	Barwa Bank (Dukhan Bank)
Al Ahli Hospital	BEHAVIOURAL HEALTH CARE CENTER
Al Bandary Group	Bein Sports
Al Dar For Exchange Work	Black cat Engineering and construction
Al Darwish Holding	BLOOMBERG
Al Diyafa Furnished Suites	Blue Saloon
AL FAISAL Group	Boom Construction
Al Fardhan Group	BRITISH COUNCIL OFFICE
Al Jaber & Partners,	BRITISH EMBASSY
Al Jazeera Media Network	Center Point
Al Khaliji Bank	Civil Aviation Authority
AL MANA GROUP	Civil Service and Government Development Bureau



AL MANNAI AND PARTNERS TRADING AND CONTRACTING	COMMERCIAL ATTACHE BRITISH EMBASSY
Al Meera Consumer Items	COMMERCIAL BANK OF QATAR
Al Muftah	Committee Organizing
Al Najada hotel	Communications Regulatory Authority
Al Rayyan Car Parking Management	COMMUNITY COLLEGE OF QATAR
AL RAYYAN EVENTS MANAGEMENT	Construction Development Company
AL RAYYAN PROJECT MANAGEMENT	CORPORACION RADIOTELEVISION ESPANOLA SA
Al Sadd Club	Special Security forces (Lekhwiya)
Al Salam Group	DARWISH GROUP
Al Bidda Park	DEPUTY HEAD OF MISSION BRITISH EMBASSY
Al-Emadi Real Estate and Enterprise	DHL Qatar Limited
AL-FUTTAIM GROUP	Dlala Holding
ALGERIAL EMBASSY	Doha Bank
Alghanim International	Doha Film Institute
ALI BIN ALI	Doha Institute For Graduate Studies
AL-KHOR INTERNATIONAL SCHOOL	Doha Petroleum Construction Ltd
AMIRI DIWAN	Dolphin Energy
Amiri Guard	DOMINICAN REPUBLIC EMBASSY
AMLAK	DYNCORP (US ARMY)
Amwaj Catering Services	Elegancia
ANOC WORLD BEACH GAMES QATAR	EMBASSY DOHA
Ansar Group	EMBASSY OF AFGHANISTAN
ANTI DOPING LAB QATAR	EMBASSY OF ALGERIA
ARAB BANK	EMBASSY OF ANGOLA
ARAB GULF CUP FOOTBALL FEDERATION	EMBASSY OF ARAB SYRIAN REPUBLIC
Aramex	EMBASSY OF ARGENTINA
ASHGHAL	EMBASSY OF AUSTRALIA
Aspire Zone	EMBASSY OF AUSTRIA
Assets Real Estate Development	EMBASSY OF AUSTRIA COMMERCIAL SECTION
EMBASSY OF BELGIUM	Embassy of the Central African Republic
EMBASSY OF BOSNIA AND HERZEGOVINA	EMBASSY OF THE CZECH REPUBLIC
EMBASSY OF BRAZIL	EMBASSY OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA
EMBASSY OF BRUNEI DARUSSALAM	EMBASSY OF THE DOMINICAN REPUBLIC
Embassy of BURKINA-FASO	EMBASSY OF THE FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA
EMBASSY OF CANADA	EMBASSY OF THE FEDERAL REPUBLIC OF GERMANY
Embassy of Chad	EMBASSY OF THE GAMBIA
EMBASSY OF COSTA RICA	EMBASSY OF THE ISLAMIC REPUBLIC OF MAURITANIA
Embassy of Cote d'Ivoire	EMBASSY OF THE KINGDOM OF SWAZILAND
EMBASSY OF ECUADOR	EMBASSY OF THE KINGDOM OF THE NETHERLAND
EMBASSY OF EGYPT	EMBASSY OF THE KYRGYZ REPUBLIC IN THE STATE OF QATAR
EMBASSY OF FRANCE	EMBASSY OF THE REPUBLIC OF ARMENIA
EMBASSY OF GEORGIA	EMBASSY OF THE REPUBLIC OF AZERBAIJAN
EMBASSY OF GUYANA	EMBASSY OF THE REPUBLIC OF BANGLADESH
EMBASSY OF INDIA	EMBASSY OF THE REPUBLIC OF BELARUS
EMBASSY OF ITALY DEFENCE ATTACHE OFFICE	EMBASSY OF THE REPUBLIC OF CROATIA
EMBASSY OF JAPAN	EMBASSY OF THE REPUBLIC OF CUBA
EMBASSY OF JORDAN	EMBASSY OF THE REPUBLIC OF CYPRUS





EMBASSY OF KINGDOM OF SAUDI ARABIA	Embassy of the Republic of Djibouti
EMBASSY OF LEBANON	EMBASSY OF THE REPUBLIC OF EGYPT
EMBASSY OF MALAYSIA	EMBASSY OF THE REPUBLIC OF GAMBIA
EMBASSY OF MEXICO	EMBASSY OF THE REPUBLIC OF GHANA
EMBASSY OF MOROCCO	EMBASSY OF THE REPUBLIC OF HUNGARY
EMBASSY OF NEPAL	EMBASSY OF THE REPUBLIC OF IRAQ
EMBASSY OF NIGER	EMBASSY OF THE REPUBLIC OF KAZAKHSTAN
EMBASSY OF PAKISTAN	EMBASSY OF THE REPUBLIC OF KENYA DOHA
EMBASSY OF PANAMA	EMBASSY OF THE REPUBLIC OF KOREA
EMBASSY OF PARAGUAY	EMBASSY OF THE REPUBLIC OF KOSOVO
EMBASSY OF PERU	EMBASSY OF THE REPUBLIC OF LIBERIA
EMBASSY OF POLAND	EMBASSY OF THE REPUBLIC OF MALAWI
EMBASSY OF PORTUGAL	EMBASSY OF THE REPUBLIC OF MALTA
EMBASSY OF RAWANDA	EMBASSY OF THE REPUBLIC OF PERU
EMBASSY OF REPUBLIC OF BENIN	EMBASSY OF THE REPUBLIC OF SENEGAL
EMBASSY OF REPUBLIC OF BULGARIA	EMBASSY OF THE REPUBLIC OF SINGAPORE
EMBASSY OF REPUBLIC OF BURUNDI	EMBASSY OF THE REPUBLIC OF TAJIKISTAN
EMBASSY OF REPUBLIC OF FINLAND	EMBASSY OF THE REPUBLIC OF TANZANIA
EMBASSY OF REPUBLIC OF INDONESIA	EMBASSY OF THE REPUBLIC OF THE PHILIPPINES
EMBASSY OF REPUBLIC OF MALI	EMBASSY OF THE REPUBLIC UGANDA
EMBASSY OF REPUBLIC OF TURKEY	EMBASSY OF THE RUSSIA
EMBASSY OF SENEGAL	EMBASSY OF THE SOMALIA DEMOCRATIC REPUBLIC
EMBASSY OF SPAIN - DEFENCE ATTACHE OFFICE	EMBASSY OF THE STATE OF KUWAIT
EMBASSY OF SPAIN - MILITARY OFFICE	EMBASSY OF THE UNITED ARAB EMIRATES
EMBASSY OF STATE OF BAHRAIN	EMBASSY OF THE UNITED REPUBLIC OF TANZANIA
EMBASSY OF SUDAN	EMBASSY OF THE UNITED STATES OF AMERICA
EMBASSY OF SULTANATE OF OMAN	EMBASSY OF TUNISIA
EMBASSY OF SWEDEN	EMBASSY OF UKRAINE
EMBASSY OF SWITZERLAND	OFFICE OF THE MILITARY ATTACHE EMBASSY OF THE KINGDOM OF MOROCCO
EMBASSY OF URUGUAY	Oryx GTL
EMBASSY OF VENEZUELA	Oryx Rotana
EMBASSY OF VIETNAM IN QATAR	Petroserv Limited
EMBASSY OF YEMEN REPUBLIC	PHILIPPINE EMBASSY SCHOOL
EMBASSY REPUBLIC OF GREECE	Power Holding
ERITREAN EMBASSY	Price waterhouse Coopers
EXPEREO	Private Engineering Office
Exxon mobil	Public Prosecution
EZDAN HOLDING	QAFCO (Qatar Fertilizer Company)
FACILITIES MANAGMENT and MAINTENANCE FMM	QAPCO (Qatar Petroleum Company)
Fadaat Media Group ( Alaraby TV )	Qatar Airways
Four Seasons Hotel	Qatar Aluminium Limited
FRENCH EMBASSY - COMMERCIAL OFFICE	Qatar Armed forces ( Ministry of defence )
FRENCH EMBASSY IN DOHA	Qatar Athletics Federation
Furusiya Club	QATAR AUTHORITY FOR CAHARITABLE WORKS
G.S.I.C. JV General Contractor - QATAR RAIL	Qatar Building Company
G4S Qatar	Qatar Central Bank



Galfar Al-Misnad Eng and Contracting	Qatar Charity
General Authority For Minors Affairs	QATAR CHEMICAL COMPANY
General Authority Of Customs	Qatar Development and Trading
General Electric International INC	Qatar Development Bank
General Retirement and Social Insurance Authority	Qatar Diar
GENERAL TAX AUTHORITY	QATAR ELECTRICITY AND WATER
GLOBAL INTERNATIONAL ENTERPRISES	Qatar Engineering and Construction Co WLL
GLOBO COMUNICACAO E PARTICIPACOES S.A.	Qatar Exchange
GLOBOMEDIA SLU	Qatar Financial Centre Authority
Google Cloud Qatar QFZ LLC	Qatar First Bank
GOVERNMENT COMMUNICATION OFFICE.	Qatar Food Company
Grand Hyatt	Qatar Force and Ministry of Defence
Gulf Drilling International	Qatar Foundation
Gulf Exchange	Qatar Free Zones Authority
Gulf Ware Housing	Qatar Gas
Halliburton Worldwide	Qatar General Insurance and Reinsurance Company
Hamad Bin Khalid Bin Hamad Company	Qatar Insurance Company
Hamad Medical Corporation	Qatar International Islamic Bank
HEJAN RACING COMMITTEE	Qatar International School
Hilton Doha Hotel	Qatar Investment Authority
HNK Trading	Qatar Investors Group
HSBC Bank	Qatar Islamic Bank
Hyundai	Qatar Leadership Centre
IAAF -INTERNATIONAL AMETEUR ATHLETIC FEDERATION	Qatar Media City
Industrial Development Group	Qatar Media Corporation
INDUSTRIES QATAR	QATAR MOTTOR & MOTORCYCLE FEDRATION
Intercontinental Hotel Doha The City	Qatar Museum
Investment Holding Group	Qatar National Bank
IRANIAN EMBASSY	QATAR NATIONAL BROADBAND NETWORK
ITALIAN EMBASSY	Qatar National Cement CO
Jaidah Group	Qatar News Agency
Kahramaa	Qatar Olympic Committee
Katara Cultural Village	QATAR ORTHOPAEDIC AND SPORTS MEDICINE HOSPITAL (ASPETAR)
Katara Hositality	Qatar Petroleum ( Qatar Energy )
La Cigale Hotel	Qatar Ports Management CO
Larsen and Turbo	Qatar Post
LIBANESE EMBASSY	Qatar Primary Materials
LIBYAN EMBASSY - DOHA	QATAR RAIL
LOSAIL CIRCUIT SPORTS CLUB	Qatar Red Crescent
Lulu Hypermarket Trading	Qatar Satellite Company
LUSAIL EDUCATION ORGANIZATION	QATAR SCIENCE & TECHNOLOGY PARK
Malomatia ICT	Qatar Shell GTL Limited
Marriott Marquis City Center	Qatar Star League
Mashreq Bank	Qatar Steel Company
Masraf Al Rayan Bank	Qatar Tourism Authority
Mckinsey and Company Inc	Qatar University
MCM FRENCH TEAM C/O FRENCH EMBASSY	QD-SBG Contracting



MEASAT BROADCAST NETWORK SYSTEMS SDN BHD	QDVC Company
Mekdam	QIG Qatari investors Group
Microsoft	Rabban Group
MIDMAC	RADIOTELEVISION OF SERBIA RTS
Milaha	Radisson Blue Doha Restaurant
MILITARY ATTACHE OFFICE - KUWAIT EMBASSY	Rafeeq
Ministry of Awqaf	RAS GIRTAS POWER COMPANY
Ministry of Communications and Information Technology	RAYTHEON INTERNATIONL INC
Ministry of Culture	RAYYAN POLICE ST.
Ministry Of Culture and Sports	RED BULL HOUSE MEDIA GMBH
Ministry of Development Planning and Statistics	REDCO CONSTRUCTION
Ministry Of Economy and Commerce	REDCO INTERNATIONAL
Ministry of Education	Regency Group Holding
Ministry Of Finance	RKH Qitarat
Ministry Of Foreign Affairs	ROMANIAN EMBASSY
MINISTRY OF INTERIOR	ROYAL NEPALESE EMBASSY
Ministry of Justice	ROYAL NETHERLANDS EMBASSY
Ministry of labour	ROYAL THAI EMBASSY
Ministry of Municipality and Environment	Saleh Al Hamad Al Mana
Ministry Of Public Health	SBS - Saeed Bin Saad Trading Group
Ministry of Social Development and Family	SC/HAYYA PROJECT
Mitsubishi Corporation	Schlumberger Overseas SA
Mondrian Doha Hotel	Shafallah Center
Mowasalat	SHAQIB ABALA CATERING SERVICES CO
MOZAMBIQUE EMBASSY IN DOHA	Sharaka Holding
Nakilat Keppel Offshore and Marine LTD	Shura Advisory Council
Nasser Bin Khaled Althani & Sons Holding Company	Sidra Hospital
Net System	Siemens
North Oil Company	Skyline Automotive
NORDDEUTSCHER RUNDFUNK	Villaggio
SOUQ.ALWAKRA HOTEL	Vistas group
SOUQ WAQIF BOUTIQUE HOTELS	VLAAMSE RADIO EN TELEVISIEOMROEPORGANISATIE
SOUQ WAQIF BOUTIQUE HOTELS BY TIVOLI	WOQOOD
SOUTH AFRICAN EMBASSY	Torch hotel Doha
State Audit Bureau	TOTAL Energy
STC BAHRAIN	Trading and Agency Services (TRAGS)
SUDAN EMBASSY IDENCE	TRAGS Electrical Engg and A/C Co
SUPERSPORT INTERNATIONAL (PTY) LIMITED	TURKISH EMBASSY
Supreme Committee For Delivery and Legacy	TURKISH REPUBLIC OF NORTHEN CYPRUS
SWISCOM BROADCAST AG, MEDIA&EVENT	United Bank Limited
Tadmur Holding	United Development Company
Talabat Services Company	United Development Group
Tekfen Construction and Installation Co In	United Ventures Event and Trading
TELE RED IMAGEN SA	UNIVERSITY OF CALGARY
Televisa	University of Doha for Science and Technology (UDST)
Teyseer Service Company	Urbacon Trading and Contracting
THE COUNCIL OF FAMILY AFFAIRS	US ARMY



The Council of the Royal Family Affairs	VIASAT QATAR (FORMERLY RIGNET)
THE EMBASSY OF GUINE BISSAU IN QATAR	Video Home and Electronics centre
THE EMBASSY OF SPAIN	THE NED-AL DAKHILIYAH HOTEL
THE EMBASSY OF THE REPUBLIC OF GUINEA IN QATAR	THE PALESTINIAN EMBASSY
THE EMBASSY OF THE REPUBLIC OF SERBIA	THE SPORTS NETWORK INC
THE KOREAN EMBASSY	The University of Doha for Science and Technology UDST
The Maintainers	THIRD SECRETARY BRITISH EMBASSY
THE VIEW HOSPITAL	Time Qatar
AHMED HASSAN BILAL Trading and Contracting	COUNCIL OF MINISTER. DEPUTY MINISTES OFFICE
QATAR MEDIA SERVICES (ELAN)	Qatar Technology Group
STATE SECURITY BUREAU	

## 7. Mobile Wi Fi / Data Plans

7.1 The Mobile Wi-Fi / Data plans are designed to be used with a 4G or 5G Mobile Mi-Fi Device. Customer can choose one of the available 4G or 5G devices in Vodafone Stores or use it with any personal device. List of devices available at Vodafone are listed below.

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

7.2. Unlimited GCC & Vodafone countries Data roaming has a Fair Usage Policy of 100 GB. Countries included are Bahrain, Kuwait, Oman, Saudi Arabia, United Arab Emirates, Albania, Egypt, Greece, Ireland, Netherlands, Romania, Turkey, Australia, Germany, Hungary, Italy, New Zealand, South Africa, United Kingdom, Czech Republic, Ghana, India, Malta, Portugal, and Spain.

7.3. A one-month advance rental payment is required for Data SIM Unlimited and Data SIM Unlimited premium plans on subscription.

7.4. Customers may downgrade their plan after three (3) months of activation. Customer will need a device available at any Vodafone Store or insert the MBB Sim in their phone to utilise this service. Customers can learn more by visiting <https://www.vodafone.qa/en/services/data-plans/internet-on-Postpaid>.

7.5. The value of each MBB plan will be valid up until the end of each Bill Cycle, and any unused value will be forfeited at the end of the Bill Cycle Date.

7.6. The included Data value is for local use only except for Data SIM unlimited premium which includes Unlimited Roaming Data in GCC & Vodafone countries (FUP 100 GB).

7.7. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.



7.8. Postpaid (Mobile Wi-Fi) plans Customers who downgrade their current Postpaid (Mobile Wi-Fi) Plans will have their promotional offers removed.

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

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

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

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

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

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

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

**9. Vodafone Passport Packs**

9.1 **Daily Pack**

- All Customers who subscribe to the Daily Passport Pack (“**Daily Passport Pack**”) by paying QR35 per Day shall receive the benefits below:

<b>Roaming Data</b>	<b>Roaming Minutes</b>
500 MB	30 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customer can subscribe while in Qatar or abroad through My Vodafone App, E-top up or by dialling the activation codes, \*110\*35# for Postpaid.
- Activated is valid for one day and Customers can 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 day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.

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



- 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 Daily passport Pack if not consumed within the same day from the activation date will expire.

**9.2 Weekly Pack**

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

Permanent	Roaming Minutes
1GB	100 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*110#
- Activated is valid for one (1) week and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per passport activation per flight.

**9.3 Monthly Pack**

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

Permanent	Roaming Minutes
4 GB	300 outgoing and incoming



- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*110#
- Activated is valid for one (1) month and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 1-month period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 1 moth from the activation date will expire.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per passport activation.

**9.4 Vodafone GCC Passport Pack**

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

Permanent	Roaming Minutes
5 GB	100 outgoing and incoming

- The benefits are only applicable in the GCC passport pack in countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*150#
- Activated is valid for one (1) week and Customers can only reactivate the GCC Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.
- Customers can use the GCC Passport Pack along with Vodafone Passport Rate. However, any roaming usage beyond the Passport Pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travel in the countries covered.



**10. Standard Rate card**

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

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

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

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

10.3 **Country List**

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





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

#### 10.4 Roaming Rate Card

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

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

#### 10.5 Roaming Countries

Zone	Area	Countries
1	<b>GCC</b>	Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates
2	<b>MENA</b>	Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia



<b>3</b>	<b>Vodafone</b>	Albania; Australia; Czech Republic; Egypt; Greece; Hungary; Germany; Ghana; India; Ireland; Italy; Malta; Netherlands; New Zealand; Portugal; Romania; South Africa; Spain; Turkey and United Kingdom
<b>4</b>	<b>Asia &amp; Oceania</b>	Afghanistan; American Samoa; Azerbaijan; Bangladesh; Cambodia; China; Bhutan; Brunei; Cook Island; East Timor; Fiji; Georgia; Hong Kong; Indonesia; Japan; Kazakhstan; Kyrgyzstan; Macau; Malawi; Malaysia; Maldives; Mongolia; Myanmar; Nauru; Nepal; Norfolk Island; New Caledonia; Pakistan; Palau; Papua New Guinea; Philippines; Samoa; Singapore; Solomon Island; Solomon Islands; South Korea; Sri Lanka; Taiwan; Tajikistan; Thailand; Tonga; Trinidad and Tobago; Turkmenistan; Uzbekistan; Vanuatu; Vietnam and Yemen
<b>5</b>	<b>Americas &amp; Europe</b>	Aland; Andorra; Anguilla; Antigua and Barbuda; Aruba; Austria; Argentina; Armenia; Bahamas; Barbados; Belarus; Belgium; Belize; Bermuda; Bolivia; Bosnia and Herzegovina; Brazil; British Virgin Islands; Bulgaria; Canada; Cayman Islands; Chile; Colombia; Costa Rica; Croatia; Cyprus; Cuba; Denmark; Dominica; Dominican Republic; Ecuador; El Salvador; Estonia; Falkland Islands; Faroe Islands; Finland; France; French Guyana; Gibraltar; Greenland; Grenada; Guadeloupe; Guam; Guatemala; Guernsey; Guinea; Guinea Bissau; Guyana; Haiti; Iceland; Isle of Man; Jamaica; Jersey; Kosovo; Latvia; Liechtenstein; Lithuania; Luxembourg; Macedonia; Martinique; Mexico; Moldova; Monaco; Montenegro; Montserrat; Netherlands Antilles; Nicaragua; Northern Mariana Islands; Norway; Panama; Paraguay; Peru; Poland; Puerto Rico; Russia; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; San Marino; Serbia; Slovakia; Slovenia; Suriname; Sweden; Switzerland; Tahiti; Turks and Caicos Islands; Ukraine; United States; Uruguay and Venezuela
<b>6</b>	<b>Africa &amp; ROW</b>	Angola; Benin; Botswana; Burkina Faso; Cape Verde; Central African Republic; Burundi; Cameroon; Chad; Comoros Islands; Cote D'Ivoire; Democratic Republic of the Congo; Djibouti; Equatorial Guinea; Ethiopia; Gabon; Gambia; Honduras; Kenya; Laos; Lesotho; Liberia; Libya; Madagascar; Mali; Mauritius; Mauritania; Mayotte; Mozambique; Namibia; Niger; Nigeria; Republic of the Congo; Réunion Island; Rwanda; Sao Tome and Principe; Senegal; Seychelles; Sierra Leone; Somalia; Swaziland; Tanzania; Togo; Uganda; Zambia and Zimbabwe.
<b>7</b>	<b>Others</b>	Air Flight Services; Maritime Services and Satellite Services

## 11. Premium Service

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

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

## 12. Opt in Rate

### 12.1 Local 25Dhs Calling Opt in

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



### 13. Spend Limit

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

### 14. Bill limit

14.1 The Bill Limit feature helps Customers control all their Postpaid expenses on their number outside of their plan rental ("Bill Limit"). It is available for all Postpaid mobility customers for both voice and MBB customers.

14.2 Bill Limit will be set by default for all Customers by Vodafone based on their current billing patterns of the customers. Customers can, however, change it later on directly by using the My Vodafone App or by dialling \*161#. Alternatively, Customers can also call the call centre to change their Bill Limit setting.

14.3 Customers who are currently being charged QR3 for the smart limit will continue to get charged QR3 for the new Bill Limit. For the others the service will be for free including new customers. You can change Your Bill Limit setting any number of times during the month.

14.4 All customers whose purchases fail due to insufficient Bill Limit will get a notification via SMS notifying them to change their Bill Limit values and the way to do so.

14.5 Customers who do not want any Bill control are free to unsubscribe to the service by calling the call centre.

14.6 The minimum Bill Limit which can be set by the customer is 0.01QR. The max Bill Limit a customer can subscribe to is equal to their credit limit. For e.g. If a customer already pays for an Add On or Extra worth QR10 then their minimum bill limit cannot be below QR10.

### 15. Apple Watch

15.1 In addition to your Mobile Plan charges, Customer will incur a monthly recurring fee of 30 QAR for each Apple Watch ("**Apple Watch Service**") that is paired to the Customers Mobile Plan.

15.2 If a customer activates the watch after the 1st of the month (i.e., has not paid the month's bill) the customers will pay subscription charges for the full month (QAR 30) in the following month's bill;

15.3 If a customer activates the watch after the 1st of the month (i.e., has not paid the month's bill) but cancels during the month the customers will pay the whole month (QAR 30)

15.4 If a customer cancels the watch after paying the 1st of the month bill (QAR 30) the customer will not get any refund on the following months bill.

15.5 All new Customer wanting to get the Apple Watch Service can get it for free with a waiver of QR30 per month for first six (6) months ("Apple Watch Service Offer") till 22 November 2024 ("Apple Watch Offer Period"). This Apple Watch Service Offer can be availed only once by the Customer during the Apple Watch Offer Period.

15.6 To get the Apple Watch Service, the Customer must have an eligible device (iPhone 6s or later models), an eligible cellular Apple Watch (cellular Apple Watch Series 3 or later models) and an eligible Vodafone Postpaid voice plan.

15.7 Mobile Plan allowances (Local & International Calls and Local Mobile Data) will be shared between the Apple Watch and iPhone.

15.8 Standard out-of-bundle charges will apply as per the Customers Mobile Plan if allowances are consumed. Currently, roaming services are not available on Apple Watch.



## 16. Smartphone Offer

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

## 17. Legacy (Old) Flex Plans

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

## 18. Service Provider Obligations

- 18.1 Vodafone shall use best endeavours to provide Customer with the Services however, due to the nature of this technology; Vodafone cannot guarantee a fault-free service.
- 18.2 Vodafone may suspend the Services: (i) in order to carry out maintenance or testing of the Vodafone Network; (ii) during any technical failure of the Vodafone Network; (iii) when it is necessary to safeguard the security and integrity of the Vodafone Network or to reduce the incidence of fraud; (iv) where it is necessary for reasons of Force Majeure; (v) where it identifies an Artificially Inflated Traffic due to fraud. Vodafone shall endeavour to keep all such suspensions to a minimum and shall give Customer notice of such suspensions where reasonably practicable.
- 18.3 Vodafone is not responsible or liable for any non-performance of Services or for any degradation or deviation of the Services that can be reasonably attributed to the actions or omissions of the Customer or third parties.

## 19. Customer Obligations

- 19.1 Postpaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Postpaid SIM card to another person without a valid transfer of number (“**TON**”) using the TON form at any Vodafone Retail Stores. Unauthorized transfer of a Postpaid SIM card may result in service cancellation.
- 19.2 The Customer must promptly notify Vodafone if the SIM Card is lost, stolen or damaged. In the event of loss, theft or damage of the SIM Card, the Customer must notify Vodafone within forty-eight (48) hours of becoming aware.



### 19.3 Porting Out:

- The Customer can port their Postpaid Number but only after all invoiced charges outstanding at the time of port out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer's port request.
- The Customer must pay all charges that have been incurred by the Customer, but which have not been invoiced by Vodafone as at the date of the port, including any early contract termination fees. Vodafone will issue the Customer with a final invoice in respect of those charges. If the final invoice is not paid within 30 days of the invoice date, Vodafone may direct the other service provider to bar the ability of the Customer to make outgoing calls (except for calls to emergency service numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number.
- After 45 days, Vodafone may direct the other service provider to suspend the ability of the Customer to receive public telecommunications services using the ported mobile number and terminate the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
- If the Customer requests the porting of a mobile number from Vodafone and it is subsequently discovered that the port has been made in error, is fraudulent or the Customer does not otherwise have the right to port that mobile number, Vodafone may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.



### Tariff Modification Version Control

Version Number	Effective Date	Description of Change
1.43	15/06/2017	Changes in 3.1, 3.1.1, 3.1.3, 3.2, 3.2.3, 3.2.4, 3.3, 3.4, 3.5, 3.6, 3.8, 4, 7.2, 3.7
1.44	08/08/2017	Change in 3.1
1.45	10/08/2017	Change in 3.7
1.46	24/10/2017	Change in 3.3 – 3.6 and 5
1.47	15/10/2017	Change in 3.3, 9.3, 7.2,
1.48	01/11/2017	Change in 3.1
1.49	08/11/2017	Change in 3.2.3-
1.50	31/12/2018	Change in 3.3 and 4
1.51	05/02/2018	Change in 3.1.2 & 3.1.3, 3.2.2, 3.3 and 3.9
1.52	06/03/2018	Change in 3.1
1.53	01/04/2018	Change in 7.3
1.54	29/04/2018	Change in 3.3
1.55	13/05/2018	Change in 3.3
1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4, 4.5, 4.6, 4.7,5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4, 4.5, 4.6, 4.7,5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
16.4	28/03/2019	Change in 14 and 15
16.5	01/04/2019	Change in 10.3
16.6	23/07/2019	Change in 4.1
1.67	24/09/2019	Change in 4.1
1.68	30/09/2019	Change in 4.1
1.69	22/10/2019	Change in 4.1
1.70	17/11/2019	Change in 12A
1.71	12/12/2019	Change in 6.1
1.72	17/12/19	Change in 4.1.1, 4.1.2 and 4.1.5



1	09/12/2020	Change in 5 and 5.2
2	26/03/2020	Change in 7
3	19/04/2020	Changes in 4.1.1; 4.1.6; 6.10 and 7.
4	26/04/20 20	Change in 10.3
5	15/06/20	Change in 7
6	18/06/20	Changes in 14
7	1/07/20	Changes in 14
8	9/07/20	Changes in 7
9	13/09/2020	Changes in 6.8, 6.9 and 10.2
10	21/09/2020	Change in 4.1.5
11	1/10/2020	Change in 5 and 6
12	08/02/2021	Changes in 5,7 and 15
13	7/04/2022	Addition of clause 18
14	22/04/2021	Change in 4.1 and 4.2
15	28/06/2021	Change in 3.2.
16	28/07/2021	Addition of clause 19
17	08/09/2021	Addition of clause 7.1
18	28/09/21	Clause 3.5, 5, 7 and 7.1
19	30/9/2021	Clause 7
20	14/10/2021	New U Plus India
21	19/10/2021	Changes in 6.8
22	17/11/2021	Changes in 4.1 and 4.1.2
23	22/11/2021	Changes in 4.1, 4.1.2, 6.4 and 6.5
24	3/01/2022	Changes in 7
25	13/02/2022	Changes in 3 and 4.1
26	24/04/2022	Changes in 4.2, 4.3, 4.4, 4.7, 4.9, 4.10 (2,3 and 4) and 7
27	24/05/2022	Changes 4.1
28	09/06/2022	Addition of Clause 9
29	07/07/2022	Addition in Clause 7.9
30	11/08/2022	New clause 5A
31	13/10/2022	Change in 7.9
32	22/11/2022	Change in 4.5 and 7.9
33	18/04/2023	Addition of Clause 8
34	28/05/2023	Changes in 4.1, 4.2 and 4.4
35	08/06/2023	Revamp of all Plans and grandfathering old plans.
36	25/06/2023	New Clause 4.6 (2) and 10
37	10/08/2023	Changes in 7
38	25/09/23	Change in 4.1 and 4.2 and new clause 9
39	08/10/2023	Changes in 7
40	30/10/2023	Changes in 9 (1) and 9 (2)
41	07/11/2023	New Clause 4.3 and change in 7



42	08/11/2023	Change 7
43	09/11/2023	Changes in 7
44	27/11/2023	Change in 1 and 15
45	11/12/2023	Deletion of 6.3 and change in 6.7
46	27/12/2023	Reformatting of entire document and Changes in 3, 4 and 6.11
47	01/01/2024	Deletion of 3.5 and 3.7
48	11/01/2024	Deletion of 4.1 and 4.2
49	28/1/2024	Deletion of 7.1 and 7.8
50	01/02/2024	New clause 6A
51	08/02/2024	Changes in 6A
52	11/03/2024	Change in 6A
53	04/04/2024	New clause in 9.1