



### General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar 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>	13 February 2022
<b>Tariff Version Number</b>	25

### Definitions

#### 1. Tariff Terms and conditions

- 1.1 Vodafone's Postpaid general terms and conditions shall apply.
- 1.2 Where a product or service, which you use, has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- 1.3 Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 1.4 The 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.
- 1.5 Vodafone may as per the Article 3.9 of the Retail Tariff instructions (**RTI**) offer up to 20% discount on the products or services from time to time on permanent or promotional basis.

#### 2. Definitions

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



Doha Qatar).

- **Vodafone Retail Store** – Vodafone retail stores across Qatar and available at <https://www.vodafone.qa/en/help/find-a-store#findastore>

### 3. Service Features

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

### 4. Postpaid Plans

#### 4.1 New Unlimited Plans

- Customers who join our unlimited plans will get the following benefits:

Unlimited 300	Unlimited 375	Unlimited 450	Unlimited VIP
Unlimited Local	Unlimited Local	Unlimited Local	Unlimited Local
Unlimited Data <sup>1</sup>	Unlimited Data <sup>2</sup>	Unlimited Data <sup>3</sup>	Unlimited Data <sup>4</sup>
20GB of Roaming in 20 countries	5GB of Roaming in 140 countries	40GB Roaming in 140 countries	75GB Roaming in 140 countries
100 Intl minutes	100 Int minutes	100 Intl minutes	500 intl. minutes
-	-	-	200 Roaming Mins
-	-	- Valet Parking	VIP Valet Parking
50 Q Miles monthly	75 Q Miles Monthly	100 Q Miles monthly	200 Q Miles monthly
QR 300 Monthly rental	QR375 Monthly rental	QR450 Monthly rental	QR750 Monthly rental
Unlimited inflight roaming*	Unlimited inflight roaming*	Unlimited inflight roaming*	Unlimited inflight roaming*
Free star number worth up to 3,000 QR	Free star number worth up to 4,000 QR	Free star number worth up to 5,500 QR	Free star number worth up to 10,000 QR

- The Unlimited Plans will work on any device whether 5G enabled or not.

<sup>1</sup> Unlimited 300 – 20GB at full 5G speed then reduced to 2 Mbps. The fair usage policy for 2 Mbps data is 480 GB.

<sup>2</sup> Unlimited 375 – 50GB at full 5G speed then reduced to 10 Mbps. The fair usage policy for 10 Mbps data is 450 GB.

<sup>3</sup> Unlimited 450 – 200GB at full 5G speed then reduced to 15 Mbps. The fair usage policy for 10 Mbps data is 300 GB.

<sup>4</sup> Unlimited VIP – 500 GB at full 5G speed then reduced to 64 kbps.

\* Available only on flights with the Mobile Satellite Operators - Aeromobile and OnAir



- From 22 April 2021, Customers who subscribe as a new Customer, port in, or migrate their numbers from prepaid to Postpaid to Unlimited 300, Unlimited 375 and Unlimited 450 will get a QR50 discount for 6 months on their monthly plan rentals. This offer excludes Unlimited VIP Plan and other Postpaid Plans.

#### 4.1.1 Speed and Fair Usage Policy

- **Unlimited 300:** You will get the first 20 GB at full 5G speed, then you will have unlimited data at the speed of 2 Mbps. The fair usage policy for the 2 Mbps data is 480 GB
- **Unlimited 375:** You will get the first 50 GB at full 5G speed, then you will have unlimited data at the speed of 10 Mbps. The fair usage policy for the 10 Mbps data is 450 GB
- **Unlimited 450:** You will get the first 200 GB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 300 GB
- **Unlimited VIP:** You will have 500 GB at full 5G speed, then you will have unlimited data at the speed of 64 kbps
- **Inflight Roaming:** The fair usage policy (FUP) for inflight roaming is 40 GB per flight.

#### 4.1.2 Roaming data

- Unlimited 300 plans is available in the following countries:

1 Albania	8 Hungary	15 Portugal
2 Australia	9 India	16 Romania
3 Czech Republic	10 Ireland	17 South v Africa
4 Egypt	11 Italy	18 Spain
5 Germany	12 Malta	19 Turkey
6 Ghana	13 Netherlands	20 United Kingdom
7 Greece	14 New Zealand	

- Unlimited 375, 450 and Unlimited VIP plans is available in the following:

1 Albania	50 Algeria	99 Anguilla
2 Antigua	51 Armenia	100 Aruba
3 Australia	52 Austria	101 Afghanistan
4 Argentina	53 Azerbaijan	102 Bahrain
5 Bangladesh	54 Barbados	103 Belarus
6 Belgium	55 Bermuda	104 Bonaire
7 Bolivia	56 Bosnia & Herzegovina	105 Brazil
8 British Virgin Islands	57 Bulgaria	106 Canada
9 CAPE VERDE	58 Cayman Islands	107 China
10 Chade	59 Colombia	108 Curacao
11 Congo	60 Croatia	109 Curacao
12 Cyprus	61 Czech Republic	110 COTE D'IVOIRE
13 Denmark	62 Dominica	111 Egypt
14 El Salvador	63 Estonia	112 Fiji
15 Finland	64 France	113 French Guiana
16 Germany	65 Gibraltar	114 Georgia
17 Ghana	66 Greece	115 Greenland



- |                      |                                 |                              |
|----------------------|---------------------------------|------------------------------|
| 18 Grenada           | 67 Guadeloupe                   | 116 Guernsey                 |
| 19 Guinea-Bissau     | 68 Guyana                       | 117 Haiti                    |
| 20 Hong Kong         | 69 Hungary                      | 118 Iceland                  |
| 21 India             | 70 Indonesia                    | 119 Ireland                  |
| 22 Italy             | 71 Jamaica                      | 120 Japan                    |
| 23 Jersey            | 72 Jordan                       | 121 Kazakhstan               |
| 24 Kenya             | 73 Kuwait                       | 122 Laos                     |
| 25 Latvia            | 74 Lebanon                      | 123 Lesotho                  |
| 26 Lichtenstein      | 75 Lithuania                    | 124 Luxembourg               |
| 27 Macedonia         | 76 Malaysia                     | 125 Malta                    |
| 28 Martinique        | 77 Mexico                       | 126 Montenegro               |
| 29 Morocco           | 78 Montserrat                   | 127 Mozambique               |
| 30 Myanmar           | 79 Nauru                        | 128 Nepal                    |
| 31 Netherlands       | 80 Zealand                      | 129 Nigeria                  |
| 32 Norway            | 81 Oman                         | 130 Pakistan                 |
| 33 Palestine         | 82 Panama                       | 131 Guinea                   |
| 34 Philippines       | 83 Poland                       | 132 Portugal                 |
| 35 Republic of Congo | 84 Romania                      | 133 Russia                   |
| 36 Rwanda            | 85 Samoa                        | 134 Saudi Arabia             |
| 37 Senegal           | 86 Seychelles                   | 135 Serbia                   |
| 38 Singapore         | 87 Sierra Leone                 | 136 Slovakia                 |
| 39 Slovenia          | 88 South Africa                 | 137 South Korea              |
| 40 Spain             | 89 Sri Lanka                    | 138 St. Kitts & Nevis        |
| 41 St. Lucia         | 90 St. Vincent & The Grenadines | 139 Surinam                  |
| 42 Sudan             | 91 Sweden                       | 140 Switzerland              |
| 43 Taiwan            | 92 Tajikistan                   | 141 Tanzania                 |
| 44 Thailand          | 93 Tonga                        | 142 Trinidad & Tobago        |
| 45 Tunisia           | 94 Turkey                       | 143 Turks and Caicos Islands |
| 46 UAE               | 95 Uruguay                      | 144 Uganda                   |
| 47 UK                | 96 Ukraine                      | 145 USA                      |
| 48 Uzbekistan        | 97 Vanuatu                      | 146 Vietnam                  |
| 49 Zambia            | 98 Inflight Roaming             |                              |

- All plans have a Roaming Rate of QR1 per minute for incoming and outgoing calls in the following countries:

Albania	Guinea-Bissau	Papua New Guinea	Denmark	Palestine
Algeria	Guyana	Philippines	Dominica	Panama
Anguilla	Haiti	Poland	Egypt	Tanzania
Antigua	Hong Kong	Portugal	El Salvador	Thailand
Armenia	Hungary	Republic of Congo	Estonia	Tonga
Aruba	India	Romania	Fiji	Trinidad & Tobago
Australia	Indonesia	Russia	France	Tunisia
Austria	Ireland	Rwanda	French Guiana	Turkey
Bahrain	Italy	Samoa	Germany	Turks and Caicos Islands
Bangladesh	Jamaica	Saudi Arabia	Ghana	*UAE
Barbados	Japan	Seychelles	Greece	UK
Belarus	Jersey	Serbia	Grenada	Ukraine



Belgium	Jordan	Singapore	Guadeloupe	USA
Bermuda	Kazakhstan	Slovenia	Guernsey	Uzbekistan
Bonaire	Kenya	South Africa	Zambia	Vanuatu
Brazil	*Kuwait	South Korea	Mexico	Vietnam
British Virgin Islands	Laos	Spain	Montserrat	Pakistan
Bulgaria	Latvia	Sri Lanka	Morocco	Norway
Canada	Czech Republic	St. Kitts & Nevis	Mozambique	*Oman
Cayman Islands	Lichtenstein	St. Lucia	Myanmar	Taiwan
China	Lithuania	St. Vincent & The Grenadines	Nauru	Tajikistan
Congo	Luxembourg	Surinam	Netherlands	Malta
Croatia	Macedonia	Sweden	New Zealand	Martinique
Curacao	Malaysia	Switzerland	Nigeria	Cote D'Ivoire

### 4.1.3 International Minutes

- All 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		

**4.1.4 Speed Boosters for Unlimited Plans**

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

**4.1.5 Passport Packs Add-ons for all Postpaid Voice Plans**

Weekly Passport Pack	Monthly Passport Pack
QR100 for 1GB + 100 minutes valid for 1 week	QR320 for 4GB + 300 min valid for 1 month

- This Add-on is valid in the same countries provided for the roaming countries for Unlimited 450 and Unlimited VIP plans.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per flight

**4.1.6 Bill Manager**

- All existing and new Customers on Vodafone’s Unlimited 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
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>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.

**4.1.7 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 Customer will 50% discount on all Unlimited Plans. The Eligible Customer will also be entitled to a 10% discount on a mobile phone handset (“Handset Discount”) as long as no other discount is being received for the same handset. The Handset Discount can be redeemed at any Vodafone store subject to availability and shall not apply to handsets that are already discounted under any promotion.
- If the Eligible Customer cannot physically attend the Vodafone store to purchase the Plan he can authorise a family member (by completing a Vodafone letter of authorisation available at Vodafone stores, and upon presentation of the nominated person’s Qatari ID) to act on his behalf.
- Services not listed in the table above will not be included in any Plan.
- Plan is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.
- Supplier standard warranty provisions shall apply to all Handset Discounts.
- Vodafone standard refund and exchange policies shall apply.
- If a customer runs out of their data allowance while roaming, they will be charged the standard roaming rates
- Customer will receive an SMS notification when their data is consumed, and customer can also dial \*129# to know the remaining data allowance.

**4.2 Lifestyle Packs**



## 1. **Wavo & Anghami**

- Unlimited customer can also subscribe to a lifestyle pack Add-on for Wavo and Anghami together at the price of QR15 per month.
- Once they active the Add-on, they will be able to activate their subscriptions to Wavo and Anghami through My Vodafone App.

## 2. **Valet Parking fair Usage Policy**

- As a Vodafone Unlimited customer, you'll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Lagoona Mall, Dar El Salam Mall and Ezdan Mall.
- Valet Parking Cards are available in 17 Vodafone Retail Stores including Villagio, City Centre, Landmark etc.
- 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.

## 3. **Qatar Airways Q-miles (Qmiles)**

- All Unlimited Plan customers will get Qmiles on all Unlimited Plans (“**Eligible Customer**”).
- Eligible Customers will be able to get fixed monthly Qmiles 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 QMiles 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>
- QMiles 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 QMiles 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.
- QMiles are generated once a month up to 30 days after payment of the bill. To get more information about QMiles 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. **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 customers. Upon switching to a non-eligible plan, the VIP Management Team Service will no longer be available.

**5 New U Plans**

- Vodafone Customers can subscribe to the new U Plans where customers can design their own plans based on their needs.
- With U Plans customer has the ability to adjust his local data or local minutes through My Vodafone app. The adjusted changes will be allocated to customer on their next plan renewal/bill cycle.
- Adjusting plan benefits will incur no additional cost.
- Allowances can be set up for change up to 2 times in a month through MyVodafone App.
- If a customer adjusts their allowance settings, the unused data this month, will not be carried forward to the next month.
- For international minutes customers can choose the minutes as per their destination. Either at the time of purchase or later through My Vodafone app. If the customer does not want international minutes, they will pay QR 15 less per month.
- The U Plans and their benefits are as below:

**U Start**

Choose your Data & local minutes

10 GB  
0 Local Mins

**8 GB**  
**150 Local Mins**

7 GB  
450 Local Mins

6 GB  
600 Local Mins

5 GB  
750 Local Mins

Other benefits included:

- Carry Forward your unused data
- 100 Local SMS
- Endless Internet @ 128 Kbps
- Control your bill with Spend Limit
- Special Number worth QR 1,000
- Vodafone MyBook App Subscription
- Vodafone Entertainer App Subscription

\*Choose your International calling destination

	200 Minutes
	50 Minutes
	50 Minutes
	80 Minutes
	40 Minutes to Other Countries

QR 120

**U Plus**

Choose your Data & local minutes

18 GB  
0 Local Mins

**16 GB**  
**400 Local Mins**

14 GB  
700 Local Mins

12 GB  
1000 Local Mins

10 GB  
1300 Local Mins

Other benefits included:

- Carry Forward your unused data
- 100 Local SMS
- Endless Internet @ 512 Kbps
- Control your bill with Spend Limit
- Special Number worth QR 1,500
- Vodafone MyBook App Subscription
- Vodafone Entertainer App Subscription

\*Choose your International calling destination

	300 Minutes
	100 Minutes
	100 Minutes
	160 Minutes
	60 Minutes to Other Countries

QR 165

\* Without International calling Add On, the plan monthly rental is QR 15 less which is QR 105 for U Start and QR 150 for U Plus.

- U Start customers can use endless data at a speed of 128 kbps with FUP of 100 GB and U Plus and U Plus India customers can use endless data at speed of 512kbps with FUP of 50 GB.
- U Plus India customers can use 16 GB Local Data, 800 minutes (Local and India) and Carry Forward



unused Data, 100 Local SMS, Endless Internet at 512 kbps, Bill Limit, Special Number worth QR 1.500, Vodafone My Book, Vodafone Entertainer Subscription with QR165 monthly rental.

- All U Plan customers can check their available balance using the direct short code\*129# to receive a balance check SMS notification.
- The U plan customers who have unused Data on their account can carry forward the unused Data from the previous month for the next month and this data will have a validity of 1 bill cycle. Local minutes and international minutes cannot be carried forward.

**6. Add-Ons and Extras (Flex Plans and Unlimited Plans)**

**6.1 U Plan Paid Add-Ons**

- Customer can add the following Add on to enhance their U plans as per their usage and requirement:

*\*All the Flex Boosters are non-Recurring*

*\*\*Monthly Flex booster 50 is one-time or recurring, customer can choose as per need*

**6.2 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 U Plans, Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited Plans.
- The minutes include in this pack are only available for calls originated in Qatar

**6.3 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 U Plans, Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

**6.4 Nepal international 35 Add-on**

- Postpaid customers can subscribe to the Nepal Telecom International 35 Add on which is a monthly recurring pack.
- Customer can call 475 mins to NTC in Nepal for 35 QR only.
- To get the offer dial \*100#
- The Pack is available for U Plans, Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.



- The minutes include in this pack are only available for calls originated in Qatar

**6.5 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 U Plans, Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

**6.6 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 U Plans, Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

**6.7 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 U Plans, Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

**6.8 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

**6.9 QR 15 International add-on for U plans**

Customers are eligible to subscribe to QR 15 monthly recurring international add-on for following countries:

International minutes for QR 15 per month	U Start	U Plus
India	200	300
Philippines	50	100
Pakistan	50	100
Bangladesh	80	160



Other countries*	40	60
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\*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

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

### 6.10 Passport Pack

Add On	Price
Vodafone Passport Pack	QR 100

### 6.11 Internet Extras

- Customer can opt in for the Internet Extras through My Vodafone app or by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

Extra Name	Monthly Fee	Value	Validity	Recurring
2GB Data Booster	QR25	2 GB	7 days	No
Internet Pack 70	QR 70	6 GB	30 days	Yes
Internet Pack 110	QR 110	10 GB	30 days	Yes
Internet Pack 150	QR 150	14 GB	30 days	Yes
Internet Pack 200	QR 200	20 GB	30 days	Yes
Internet Pack 300	QR 300	35 GB	30 days	Yes
Internet Pack 500	QR 500	Unlimited	30 days	Yes

- All 'Unlimited' data Plans/Add Ons (Products) are subject to a 'Fair Usage Policy'. Customers subscribing to the Unlimited Data Products will have a reduced maximum speed of 1Mbps on reaching data usage of 500GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.

- **Data Add-ons for U Plans**



Data add-ons	U Start	U Plus
QR 20	2 GB	5 GB
QR 60		Unlimited data @1Mbps

• **Local Add-ons for U Plans**

Local minutes add-on	U Start	U Plus
QR 20	200	300
QR 60		Unlimited local 1,500mins

**7. Mobile Wi Fi / Data Plans**

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

Name	Monthly Fee	Data per Month	FUP
<b>Mobile Wi Fi 110 Plan</b>	QR 110	10 GB	10 GB @full speed then 64 Kbps
<b>Unlimited Mobile Wi Fi 150 Plan</b>	QR 150	Unlimited	50 GB @ 2Mbps speed then 128 Kbps
<b>Mobile Wi Fi 165 Plan</b>	QR 165	25 GB	25 GB @ full speed then 128 Kbps
<b>Mobile Wi Fi 300 Plan</b>	QR 300	Unlimited	100GB full speed then 100GB @3Mbps and 200GB @1Mbps followed by unlimited data @64 Kbps
<b>Unlimited Mobile Wi Fi 450 Plan</b>	QR 450	Unlimited	400GB @ 5G speed then reduced to 1Mbps.

- 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>.
- The value of each MBB plan will be valid up until the end of each Bill Cycle, and any unused value will be forfeited at the end of the Bill Cycle Date.
- The included Data value is for local use only.
- The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- Customers who also purchase one of select 5G Mobile Wi-Fi devices such as M1100S Inseego 5G Mobile Hotspot Device, Inseego M2000 5G Mobile Hotspot Device, HUAWEI 5G Mobile WiFi Pro E6878-370, HUAWEI 5G Mobile WIFI E6878-870 White, HTC 5G Hub 99HARC005 Black worth QR 1,200 or above will get QR100 discount for the first 12 months when they subscribe to Unlimited Mobile WiFi 450 Plan.



**7.1** All new Vodafone Postpaid Customers who subscribe, port in or migrate their prepaid numbers to U Plans or Mobile Wi-Fi Plans through our website or My Vodafone App, will get a 15% discount for 6 months. On completion of the 6 months, the discount will automatically cease and normal plan rentals will apply.

<b>U Plans</b>					
<b>Plan</b>	<b>U Start</b>	<b>U Start w Add On</b>	<b>U Plus</b>	<b>U Plus w Add On</b>	<b>U Plus India</b>
Price	105	120	150	165	165
Online Exclusive Offer	90	105	128	143	141

<b>Mobile Wi-Fi plans</b>				
<b>Plan</b>	<b>Mobile Wifi 110</b>	<b>Mobile Wifi 165</b>	<b>Mobile Wifi 300</b>	<b>Mobile Wifi 450</b>
Price	110	165	300	450
Online Exclusive Offer	94	141	255	383

- Any add-on including International Add-Ons on U Plans are excluded from this offer.
- Postpaid Customers who downgrade their current Postpaid Plans (Plans with higher monthly rentals than the plans mentioned above) will not get this Offer.

**8. Smart Data Rate**

- Customer can get an extra data in 250 MB bundles for only QR 20, without any additional monthly fee by subscribing to Smart Data Rate.
- Existing customers can subscribe to Smart Data Rate by choosing <<Smart Data Rate>> from USSD Menu by dialing <<\*100#>> or dial \*110\*533#. New customers can ask Vodafone store staff activating their line to activate Smart Data free of cost.
- Customer is notified before the start of Smart Data Rate, that when the bundled data has finished QR 20 will be charged for next 250 MBs until 1 GB is consumed after this data usage is charged at the reduced rate of QR 0.1/MB. The 250 MB bundle is valid till the upcoming plan renewal date.
- Smart Data Rate comes into effect only when data is consumed after all the bundled data in the plan, bonus and mobile internet pack is finished.
- Smart Data Extra is available for new customers on below Postpaid plans:
  - Flex 100, Flex 150 & Flex 200
- If a Customer unsubscribes from Smart Data Rate, they will be charged the standard rate of QR 0.99/MB for any out of bundle data usage.
- Smart Data rate is only available for local use in Qatar and is not available for use while roaming.

**9. Vodafone Passport Pack**

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

**Permanent Roaming Minutes**



1 GB	100 outgoing and incoming
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- 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 dialing 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.
- 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 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
<b>National Voice</b>	QR0.35	Per minute
<b>Video Calling</b>	QR0.45	Per minute
<b>National SMS</b>	QR0.30	Per SMS
<b>National MMS</b>	QR0.90	Per MMS
<b>Mobile Internet</b>	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
<b>International SMS</b>	QR0.60	Per minute
<b>International MMS</b>	QR1.35	Per MMS
<b>International Video Calling</b>	QR1.80	Per minute
<b>Satellite</b>	QR 28.00	Per minute

Rate	Country List
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<b>QR</b>	<b>0.99</b>	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; Saudia 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.
<b>QR</b>	<b>1.25</b>	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; Maldive 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_Is 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.

### 10.3 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>.

	Making calls in the country you're in (QR per Min)	Calls Back to Qatar (QR per Min)	Calls to GCC (QR per Min)	Internat Calls (QR per Min)	Received Calls (QR per Min)	Send SMS (QR per SMS)	Data Roaming (QR per MB)	Send MMS (QR per MMS)
<b>Zone 1</b>	0.88	2.00	2.00	17.00	0.80	0.22	1.53	3





<b>Zone 2</b>	5.00	17.00	17.00	17.00	3.00	2	55.00	5
<b>Zone 3</b>	5.00	17.00	17.00	17.00	3.00	2	15.00	5
<b>Zone 4</b>	5.00	17.00	17.00	17.00	3.00	2	55.00	7
<b>Zone 5</b>	5.00	17.00	17.00	17.00	3.00	2	55.00	7
<b>Zone 6</b>	5.00	17.00	17.00	17.00	3.00	2	55.00	9
<b>Zone 7</b>	30.00	30.00	30.00	30.00	30.00	2	75.00	10

**Roaming Countries**

<b>Zone</b>	<b>Area</b>	<b>Countries</b>
<b>Zone 1</b>	<b>GCC</b>	Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates
<b>Zone 2</b>	<b>MENA</b>	Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia
<b>Zone 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>Zone 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>Zone 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>Zone 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>Zone 7</b>		Air Flight Services; Maritime Services and Satellite Services

**11. Premium Service**



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

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

**12. Opt in Rate**

**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 dialing **\*200\*25#**.
- There is no charge for opting in for the 25Dhs rate.
- The Customer can opt out of the rate by dialing **\*250\*25#**. Once the Customer has cancelled the offer the standard national voice rate of 35Dhs will apply immediately.

**13. Spend Limit**

- Spend Limit is a unique service offered by Vodafone Qatar to its Customer by which they can set their maximum monthly bill, keeping in control their out of bundle costs.
- All Customer who want to subscribe or unsubscribe to the Spend Limit feature for QR 3 per month can do so by call 122 or visit the nearest Vodafone Store.
- Customers on Unlimited Plans will get the Spend limit feature free included in their plans.

**14. Apple Watch**

- In addition to your Mobile Plan charges, Customer will incur a monthly recurring fee of 30 QAR for each Apple Watch that is paired to the Customers Mobile Plan.
- If a customer activates the watch after the 1st of the month (i.e. has not paid the month’s bill) the customers will pay subscription charges for the full month (QAR 30) in the following month’s bill;
- If a customer activates the watch after the 1st of the month (i.e. has not paid the month’s bill) but cancels during the month the customers will pay the whole month (QAR 30)
- If a customer cancels the watch after paying the 1<sup>st</sup> of the month bill (QAR 30) the customer will not get any refund on the following months bill.
- Apple Watch Series 4 (GPS) requires an iPhone 5s or later versions with iOS 12 or later for pairing. Apple Watch Series 3 (GPS) requires an iPhone 5s or later versions with iOS 11 or later for pairing.
- Mobile Plan allowances (Local & International Calls and Local Mobile Data) will be shared between the Apple Watch and iPhone.
- Standard out-of-bundle charges will apply as per the Customers Mobile Plan if allowances are consumed.
- Currently, roaming services are not available on Apple Watch.

**15. Smartphone Offer**

- All existing and new Vodafone (“**Eligible Customers**”) who purchase a smartphone e.g. iPhone, Samsung etc. (“**Handset**”) shall be entitled to the following offer (“**Offer**”):
- Eligible Customers who have purchased the Handset will benefit from 8 GB of free local data every month for 3 months (the “**Smartphone Data Offer**”) upon successful collection and payment of your Handset.
- After three (3) months the free local data shall automatically expire and in case the Eligible Customers



exceeds the free data allowance then Standard data rates apply.

- Postpaid Customers disconnecting, transferring or migrating to Prepaid will automatically lose the free data Offer.
- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at <https://www.vodafone.qa/en/help/find-a-store?#findastore#findastore> , or online at [www.vodafone.qa](http://www.vodafone.qa)
- Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges. Vodafone online and retail stores return and warranty policy apply which can be found at <https://www.vodafone.qa/en/about-us/legal-and-regulatory/terms-and-conditions> .

## 16. 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.

## 17. Customer Obligations

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

**18. Legacy\Old Flex Plans**

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

**19. Bill limit**

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

**Tariff Modification Version Control**

Tariff Modification 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
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