



General Tariff information

| | |
|-------------------------------------|--|
| Service Provider Name | Vodafone Qatar P.Q.S.C |
| Tariff Number | C01 |
| Tariff Type | Consumer |
| Duration | N/A |
| Marketing Name of the Retail | Postpaid Standard Terms and Conditions |
| Customer Group | Consumer |
| Tariff Effective Date | 8 February 2024 |
| Tariff Version Number | 51 |

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 ¹ | 100 | 100 | 500 |
| GCC Roaming Data ² | - | Unlimited in GCC | Unlimited in GCC |
| GCC Roaming Minutes ³ | - | Unlimited in GCC | Unlimited in GCC |

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

² See 4.4 for details.

³ See 4.4 for details.



| | | | |
|--------------------------------------|------------------|------------------|------------------|
| Roaming Data⁴ | - | 20 GB | 100 GB |
| In Flight Roaming⁵ | - | 15 GB | 100 GB |
| Roaming Minutes | - | 100 | 200 |
| Star Number (QR)⁶ | 5,000 | 10,000 | 20,000 |
| Lifestyle Apps | Vodafone My Book | Vodafone My Book | Vodafone My Book |
| | | | |
| Valet Parking | - | Normal | VIP |
| Avios Miles Per Month | 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:

| Plan Benefits | Postpaid Essential | Postpaid Extra |
|------------------------------------|---------------------------|-----------------------|
| 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 ⁷ | 50 | 50 |
| Star Number (QR) ⁸ | 1,500 | 2,500 |
| Lifestyle Apps | 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:

| Plan Details and Benefits | |
|----------------------------------|-----|
| Monthly Rental (QR) | 189 |

⁴ See 4.4 for details.

⁵ See 4.4 for details.

⁶ Included value of Star Number

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

⁸ 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 ⁹ | 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 |

⁹Other 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 ¹⁰ 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 |

¹⁰ 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

| | |
|--|---|
| 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 |



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| 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 |



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| 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 |



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| 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 |



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| 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 |



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|--|--|
| 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 |
|-----------------------------------|-------------|--|----------------|---|-------------------|
| Mobile Wi-Fi 150 Plan | QR150 | - | 35GB | 35GB @ full speed then 128kbps | - |
| Data SIM Unlimited | QR 299 | - | Unlimited | 300 GB @ full speed followed by unlimited data @1 Mbps. | Valet Parking |
| Data SIM Unlimited premium | 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 countries¹¹.

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

| | | | |
|------------------|-------------------------------|-------|-------------------|
| Plan Name | Smart Tracker Plan | 5 QR | 3 months lock in |
| Add on | Smart Tracker Monthly Service | 14 QR | 12 Months lock in |

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

| | | |
|------------------|---|--------|
| Add on | Smart Tracker Yearly Service | 149 QR |
| Plan Name | Smart Tracker Plan – 12 Months | 19 QR |
| Discount | 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 **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 |

¹¹ See Section 11 below.



- The benefits are only applicable in the passport pack countries available at 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.

9.2 **Monthly Pack**

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

| Permanent | Roaming Minutes |
|-----------|---------------------------|
| 4 GB | 300 outgoing and incoming |

- The benefits are only applicable in the passport pack countries available at www.vodafone.qa/passportpack
- 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.

9.3 **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
- 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 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 |
| QR | 1.5 | 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 |
| QR | 2.5 | 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 |
| QR | 3.5 | Algeria; Bahamas; Barbados; Cuba; Dominica; Dominican Republic; East Timor; Gambia; Guam; Jamaica; Madagascar; Marshall Island; Nauru; Solomon Island; Tunisia and Tuvalu |
| QR | 28 | 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 | GCC | Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates |
| 2 | MENA | Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia |
| 3 | Vodafone | 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 |
| 4 | Asia & Oceania | 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 |
| 5 | Americas & Europe | 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 |
| 6 | Africa & ROW | 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. |
| 7 | Others | 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
- 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 | 26/04/2020 | 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 |