

General Tariff information

Service Provider Name	Vodafone Qatar Q.S.C
License	Public Mobile Telecommunications Networks and Services License
Tariff Number	CPP 1.2
Service Name	Postpaid
Tariff Type	Consumer
Tariff Notification Date	19 June 2014
Tariff Effective Date	20 June 2014
Tariff Version Number	CPP 1.2 – 1.9

Definitions

Bill Cycle	Monthly Bill Cycle assigned to your account.
Customer	Person subscribing to and using the Postpaid service
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
Plan	Our pricing plans that are charged in line with our rate card.
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
Vodafone, We, us	Vodafone Qatar QSC (commercial registration number 39656, PO Box 27727, Doha Qatar).
Vodafone Retail Store	Vodafone retail stores across Qatar and available at http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations

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.

2. Service Features

- 2.1 There is no connection fee to join Vodafone Postpaid.
- 2.2 Customers will be charged QR50 to migrate from Postpaid to Prepaid.
- 2.3 A Customer can choose one of the postpaid plans below. All customers can also purchase extras to their postpaid account.
- 2.4 Should a Customer exceed the allowances in their chosen plan, charges for all excess usage will be at standard Rate card prices set out below.

3. Postpaid Plans

3.1 Vodafone Classic 100

Plans	Monthly Fee	Local Minutes	Local SMS	Local Data	Free Vodafone Number
Silver	QR100	400	50	50MB	2 Vodafone Number (Calls , SMS , MMS)

- All included minutes and SMS can be used for all local calling and messaging.
- The included value of all Postpaid plans is valid up until the end of each bill cycle. Any unused value will be forfeited at the end of the Bill Cycle.
- The Vodafone Classic 100 plan allows Customers to choose at least 2 Vodafone numbers to which all local calls and SMS are not charged. A customer may change the selected Vodafone numbers once a month by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.
- Free and Unlimited Vodafone and Calling and SMS only apply for calls and messages originating in Qatar.

3.1.1 Vodafone Classic 100 Extras as below:

Extra	Monthly Fee	Value
Internet Regular Pack	QR 50	1 GB
Internet Super Pack	QR 100	7 GB
Internet Ultimate Pack	QR 300	25 GB
BlackBerry Service	QR 49	1 GB
Vodafone Passport	QR 20	Roam for 75Dhs/min, MB & SMS in selected countries
International Discount	QR 10	Making international calls to 15 countries at discounted rates available at http://www.vodafone.qa/en/support/main-topics/plans/international-discount .

3.2 Vodafone Red

Plan Name		Red M	Red L	Red XL	Red VIP
Telco Benefits	Monthly Fee	QR250	QR350	QR750	QR1000
	Local Minutes	Unlimited	Unlimited	Unlimited	Unlimited
	Mobile Internet ¹	1GB	2GB	6GB	15GB
	International Best Minutes ²	180 Minutes to 1 number	300 Minutes to 2 Numbers	300 Minutes to any number	420 minutes to any number
	Vodafone Passport Incoming Calls ³	-	50 minutes	300 minutes	-
	Vodafone Passport incoming or Calling Vodafone Qatar ⁴	-	-	-	Unlimited
	International Discount	-	-	Included as on 1 April 2014	Included as on 1 April 2014
	Vodafone Passport Extra	-	-	Included as on 1 April 2014	Included as on 1 April 2014
Non Telco Benefits	Family Discount (Discount applies only to Red plans, Classic 100 plans or Mobile Broadband plans & applies on the lower priced plan(s) only.)	30% on additional lines	30% on additional lines	30% on additional lines	30% on additional lines
	Priority Pass Lounge Access ⁵ Promo Code providing a discount (up to 100% on the Priority Pass membership & free accesses)	Optional. Available for QR100. Includes 2 Accesses	Included With 4 Accesses	Included With 10 Accesses	Included With 15 Accesses
	Red Team (Available for Setup, Support and Payment in customer's home or	-	-	-	Included

¹ Revised Data will be applicable immediately i.e. 9 March 2014 for new Customers and from next Bill Cycle for existing Red Customers.

² For the list of eligible countries please click [here](#)

³ Applicable to Vodafone Passport Countries as listed below

⁴ Applicable to Vodafone Passport Countries as listed below

⁵ Sign up for Priority Pass service is required. Customers will be charged on his/her credit card for any accesses exceeding the agreed number of accesses. This service is valid for 12 months from the date of activation, and may be renewed by Vodafone at its discretion.

Plan Name	Red M	Red L	Red XL	Red VIP
office)				
VIP Service⁶ (International concierge support including requests for flight/hotel/restaurant booking plus entertainment, leisure, consultation & Support)	-	-		Included
Parking & Valet⁷		50% off valet fees Discount on Valet Parking at Select Locations	Free Valet Parking at Select Locations	Free Valet Parking at Select Locations

- Customers migrating to Red from the existing Postpaid Plans will lose all benefits of the earlier offers such as International Key, 50% discount and the save up to 500 QAR and 30% for life offer.

Red Extras

- Vodafone Extras are additional recurring products designed to provide Customers with more value for money as per their choice.
- All Customers can purchase any of the monthly extras below.
- The value of each extra 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.
- Each Extra and the value it contains will be renewed on the Customer's Bill Cycle date.
- Should a Customer exceed the allowances in their chosen Extra, charges for all excess usage will be at standard Rate card prices set out in National rate card in 4.1 and International rate card in 4.2 below.
- To activate Extras, Customers please contact 122 or visit your nearest Vodafone store.

Current available Red Extras are listed below:

3.2.1 Vodafone Passport Extra

- Customers can roam in 26 countries with only simple rate of 75Dhs per minute/SMS & MB for only QR 20.
- Red XL and VIP Customers will automatically receive this benefit for free from 1 April 2014.
- To learn more and find out which other countries are included, please contact 122 or visit your nearest Vodafone store or please visit www.vodafone.qa/passport

3.2.2 International Discount Extra

- For only QR 10 monthly, Customers can enjoy calling 15 countries at discounted rates.
- To Opt in Customers can call centre or visit the Vodafone stores.
- Red XL and VIP Customers will automatically receive this benefit for free from 1 April 2014.

⁶ The VIP Service is valid for 12 months from the date of activation, and may be renewed by Vodafone at its discretion

⁷ Fair Usage Policy of 50 parking accesses per year applies. This valet service is for 12 months from the date of activation of Plan and may be renewed by Vodafone at its discretion.

Countries Covered	Rate per Minute
India	15 Dhs
Egypt	35 Dhs
Indonesia	24 Dhs
Philippines, KSA, UAE, Bahrain, Sri Lanka, Pakistan, Nepal, Syria, Sudan, Turkey, Thailand	45 Dhs
Bangladesh	19 Dhs

3.2.3 International Plus

- All Red Customers can activate the International Plus either by calling customer care on “122” or visiting any Vodafone Retail Store.
- On activation, International Plus will renew automatically monthly on the billing date for a charge of QR 50 per month. To deactivate Customers can visit any Vodafone Retail Store or call 122, and it will be cancelled from Customers next billing date.
- Once activated, Vodafone will replace the international value the Customer currently have on their Red plans with international hours to call any number from the eligible countries as below:
 - (i) Red M Customer will now get 8 hours to call any number instead of 3 hours to one number;
 - (ii) Red L Customers, will now get 12 hours to call any number instead of 5 hours to two numbers;
 - (iii) Red XL Customers will get 15 hours instead of 5 hours; &
 - (iv) Red VIP Customers will get 17 hours instead of 7 hours
- Customers can review the list of eligible countries by clicking [here](#).
- International Plus can only be used for international calling from Qatar.
- Roaming and SMS are not included.
- Only Red Postpaid Customers are eligible and Falla Postpaid Customers cannot apply.
- The International Plus is subject to a Fair Usage Policy (“FUP”) which applies in case 50% or more of the International Plus minutes allowance is consumed and if 20 or more different international numbers are called by a Customer. At Vodafone’s discretion, in the circumstance where this FUP is breached, the International Plus will be removed from the Customer’s account and standard international calling fees shall apply.

3.2.4 Internet Extras

- (i) **Internet Basic Pack**
 - Customer can opt in for the Internet Basic Pack by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

(ii) Mobile Internet Pack

Extra Name	Monthly Fee	Value
Internet Basic Pack	QR50	1 GB
Internet Regular Pack	QR100	7 GB
Internet Super Pack	QR200	15 GB
Internet Ultimate Pack	QR 300	25 GB

3.3 Falla Monthly Postpaid Plan

- Customers can subscribe by visiting any Vodafone Retail store.
- Falla Monthly Postpaid Plan is a monthly product that automatically renews every month and Customers shall get the following:

Falla Postpaid Plan	Vodafone local Minutes	Local Data per week
Falla Monthly Postpaid Plan	1,000 minutes per month for Vodafone numbers only.	1GB of data for Anghami Internet Usage per month and 1GB of data for standard internet usage
	200 minutes to any local number in Qatar	

- Any unused calls and data shall expire automatically at the end of the month.
- Customer can unsubscribe by visiting any Vodafone Retail store.
- Customer who subscribe to Falla Monthly Postpaid Plan will not be eligible for the family discount on Vodafone Red Postpaid Plans.

3.4 Super Saver 150 Plan

- Customers can subscribe by visiting any Vodafone Retail store for a monthly Subscription Fee of QR150 per month.
- Super Saver 150 is a monthly Postpaid Plan that automatically renews every month and Customers shall get the following:

Postpaid Plan	Vodafone local Minutes per month	Local Data per month	International Minutes per month
Super Saver 150 Plan	Unlimited calls to any 2 Vodafone Numbers	1GB	80 minutes to 1 international number. ⁸
	400 minutes to any local number in Qatar		

⁸ List of eligible countries available at <http://www.vodafone.qa/en/support/main-topics/plans/favourite-international-number/favorite-international-number-countries>

3.4.1 Super Saver 150 Extra;

(i) International Plus

- All Super Saver 150 Customers can activate the International Plus either by calling Customer Care on “122” or visiting any Vodafone Retail Store.
- On activation, International Plus will renew automatically monthly on the billing date for a charge of QR 50 per month. To deactivate Customers can visit any Vodafone Retail Store or call 122, and it will be cancelled from Customers next billing date.
- Once activated, Vodafone will replace the international value the Customer currently have on their Super Saver 150 Plan with international hours to call any number from the eligible countries with 240 minutes to any number.
- Customers can review the list of eligible countries on www.vodafone.qa⁹.
- International Plus can only be used for international calling from Qatar.
- Roaming and SMS are not included.
- Only Super Saver 150 Customers are eligible.
- The International Plus is subject to a Fair Usage Policy (“FUP”) which applies in case 50% or more of the International Plus minutes allowance is consumed and if 20 or more different international numbers are called by a Customer. At Vodafone’s discretion, in the circumstance where this FUP is breached, the International Plus will be removed from the Customer’s account and standard international calling fees shall apply.

4. Mobile Broadband (MBB) Plans

- All new and existing Customers can subscribe to Basic, Regular-New, Super-New or Ultimate-New MBB plans.
- The value of each MMB 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.
- Existing customers will benefit from the new values starting from the next bill cycle.
- The included value is for local use only.
- Customers can activate the MBB Offer during the Offer Period by calling 122 or visiting our stores.
- Customers can purchase the USB stick for only QR 99 along with the MBB Plans from Vodafone online store or by visiting the nearest Vodafone store.

	Monthly Fee	Value
Mobile Broadband Basic	QR 70	2.5GB
Mobile Broadband Regular - New	QR 100	7 GB
Mobile Broadband Super - New	QR 200	15 GB
Mobile Broadband Ultimate – New	QR 300	25 GB

5. Rate card

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

⁹ List of eligible countries available at <http://www.vodafone.qa/en/support/main-topics/plans/favourite-international-number/favorite-international-number-countries>

	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	QR0.55	Per MB

- 5.2 International Rate Card** - International calls are QR0.66 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

5.3 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>.

	Local Calls	Calls back to Qatar	GCC	International Calls	Receiving calls	SMS	Data	MMS
	QR/min	QR/min	QR/min	QR/min	QR/min	QR/SMS	QR/MB	QR/MS
GCC	1.00	2.00	2.00	10.00	1.50	1.00	10.00	3.00
Vodafone Countries	2.00	4.00	10.00	10.00	1.50	1.50	10.00	5.00
Vodafone Countries (with Vodafone Passport product)	0.75	0.75	0.75	0.75	0.75	0.75	0.75	0.75
Middle	3.00	8.00	17.00	17.00	2.25	1.50	55.0	5.00

	Local Calls	Calls back to Qatar	GCC	International Calls	Receiving calls	SMS	Data	MMS
	QR/min	QR/min	QR/min	QR/min	QR/min	QR/MS	QR/MB	QR/MS
East and North Africa							0	
Americas and Europe	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00
Asia & Oceania	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00
Africa & Rest of the World	5.00	12.00	17.00	17.00	2.25	1.50	55.00	9.00
Satellite & In-flight Services	30.00	30.00	30.00	30.00	30.00	2.00	75.00	10.00

Roaming Countries

Zone	Countries
GCC	United Arab Emirates; Saudi Arabia; Bahrain; Kuwait and Oman
Vodafone Passport Countries	United Kingdom; Italy; Portugal; Egypt; Spain; New Zealand; India; Greece Czech Republic; Germany ; South Africa; Netherlands; Turkey ; Australia Ghana ; Ireland; Romania ; Hungary ; Albania, Iceland, Malta, Kingdom of Saudi Arabia; United Arab Emirates, France, USA and Switzerland.
Middle East and North Africa	Lebanon; Iran; Syria; Morocco; Tunisia; Iraq; Jordan; Algeria; Yemen; Palestine (including Gaza & West Bank) and Sudan
Asia and Oceania	Nepal; Thailand; French Polynesia; Philippines; Vietnam; Guam; Sri Lanka Japan; Nauru; Pakistan; Cambodia; Norfolk Island; Bangladesh; Hong Kong Northern Mariana Islands; China; Brunei; Papua New Guinea; Indonesia; Taiwan; Samoa; Singapore; East Timor; Solomon Islands; Malaysia; Fiji; Tonga; Macau New Caledonia Vanuatu; South Korea; Kyrgyzstan and Cook Islands
Africa and Rest of the World	Russia; Aruba; Falkland Islands; Croatia; Guatemala French Antilles; Brazil Peru; Grenada; Bosnia & Herzegovina; Lithuania Guyana; Mexico; Luxembourg; Haiti; Belarus; Liechtenstein; Honduras; Colombia; Jamaica;

Zone	Countries
	Kosovo; Serbia; Anguilla; Montserrat; Argentina; Antigua & Barbuda; Netherlands; Antilles; Venezuela; Bahamas; Nicaragua; Ukraine; Barbados; Panama; Montenegro; Belize; Puerto Rico; Georgia; Bolivia; St Barth; Greenland ; British Virgin Islands; St Kitts & Nevis ; Dominican Republic; Cayman Islands; St Lucia; Bermuda; Chile; St Martin; Moldova; Costa Rica; St Vincent & The Grenadines; Paraguay; Cuba; Trinidad & Tobago; El Salvador; Ecuador; Turks & Caicos Islands; Uruguay; Senegal; Rwanda; Virgin Islands (USA); Botswana; Gabon; Latvia; Ivory Coast; Mali; Afghanistan; Mozambique; Niger; Azerbaijan; Togo; Réunion; Kazakhstan; Uganda; Comoros; Maldives; Chad; Antarctica; Mongolia ;Mauritius ;Burkina Faso; Kyrgyzstan; Gambia; Burundi; Armenia; Mauritania; Cameroon; Laos Seychelles; Congo; Palau; Benin; Guinea Bissau; Tajikistan; Equatorial Guinea; Lesotho; Turkmenistan; Libya ; Madagascar; Uzbekistan; Namibia; Malawi; Ethiopia; Sierra Leone; Mayotte; Kenya; Angola; Sao Tome & Principe; Djibouti; Central African Republic; Swaziland; Nigeria; Guinea; Cape Verde; Tanzania; Liberia and Congo (DRC).

6. Opt in Rate

6.1 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 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.

6.2 India 20 Dhs Calling Opt in

- Customers can make calls to India for 20Dhs per minute if they opt in for the offer.
- Customers can activate the India rate of 20Dhs per minute by dialling *200*91#.
- There is no charge for opting in for the 20Dhs rate.
- Once opted in, all calls to India made by the customer will be charged at 20Dhs.
- The customer can opt out of the offer by dialling *250*91#.
- Once a customer opts out, the standard India rate will apply.

7. Vodafone 4G

- All Customers will automatically receive 4G service from 3 June 2014.
- However to receive 4G, Customer must have a 4G enabled device, to check if your device is 4G enabled please visit <http://www.vodafone.qa/en/4g/devices> and set the correct network settings.
- Customers will need Vodafone's APN settings in order to access 4G. Customers can obtain the correct Mobile Internet settings by dialling *100# to access the USSD menu or by Customer Care at calling 111.
- Currently, 4G is not available while roaming.

8. 4G Extra

- Customers shall also get the following Extra as dedicated Data for the OSN Go and Anghami+ applications ("Apps"):

Postpaid Plan	Monthly	Go by OSN Extra	Go by OSN Unlimited Extra	Anghami+ Extra (Except Falla)
Postpaid Non-RED & Falla	Subscription fees discount	1 month free	None	1 month free
	Subscription charges after discount	QR 37/month	QR 100 / month	QR 20 / Month
	Data Allowance to use the app	8 GB	Unlimited	1 GB
RED M	Subscription fees discount	1 month free	None	1 month free
	Subscription charges after discount	QR 37/month	QR 100 / month	QR 20 / Month
	Data Allowance to use the app	8 GB	Unlimited	1 GB
RED L	Subscription fees discount	3 month free	None	3 month free
	Subscription charges after discount	QR 37/month	QR 100 / month	QR 20 / Month
	Data Allowance to use the app	8 GB	Unlimited	1 GB
RED XL&VIP	Subscription fees discount	6 month free	None	6 month free
	Subscription charges after discount	QR 37/month	QR 100 / month	QR 20 / Month
	Data Allowance to use the app	8 GB	Unlimited	1 GB