

**General Tariff information**

<b>Service Provider Name</b>	Vodafone Qatar Q.S.C
<b>License</b>	Public Mobile Telecommunications Networks and Services License
<b>Tariff Number</b>	CP 1.1
<b>Service Name</b>	Prepaid
<b>Tariff Type</b>	Consumer
<b>Tariff Notification Date</b>	22 December 2016
<b>Tariff Effective Date</b>	22 December 2016
<b>Tariff Version Number</b>	CP 1.1 – 3.48

**Definitions**

Artificially Inflated Traffic	A flow or volume of traffic via any Service, which Vodafone believes is: (i) disproportionate to the flow or volume of traffic which Vodafone expects from good faith commercial practice and usage of the Service; (ii) disproportionate to Customer's previous traffic profiles (in any given month) with Vodafone; (iii) uses automated means to make calls (save where this is expressly approved by Vodafone in writing); or (iv) may result in Customer exceeding the credit limit which Vodafone places on Customer's Vodafone account from time to time.
Customer	means the person subscribing to and using Prepaid services
Products and Services	means the communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and international MMS (multi-media messages, to send photos), mobile internet, roaming, and any other products and services we offer you.
Vodafone bonuses	means the bonus minutes or MB's included in your Prepaid plan.
Vodafone Retail Store	Vodafone retail stores across Qatar and available at <a href="http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations">http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations</a>
We, Us, Vodafone	means Vodafone Qatar QSC (commercial registration number 39656, PO Box 27727, Doha Qatar).

**1. Tariff Terms and Conditions**

- Vodafone's Prepaid terms and conditions shall apply.
- 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.
- Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- The Prepaid 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**

Prepaid Products and Services

### 3. Tariff Tables

#### 3.1 Prepaid Tariff Plans

- The International and Local Minutes Bonus can be used to call other numbers in Qatar and make international calls. Calls to satellite numbers and Thuraya are not included in the International and Local Minutes and will be charged at standard rack rates.
- Data usage (excluding BlackBerry) will be deducted from the MB bonus first. When the MB bonuses are exhausted, then Data usage will be charged as per the rate card.
- Customers cannot use the included Bonuses whilst roaming.
- The validity of each Prepaid plan is as set out below. Every time a customer recharges with a Prepaid plan, the specific validity period set out below will apply.
- All free Bonuses are valid for three (3) days. To avail the free bonus the Customer has to opt in by dialing \*200\*700#.

Price (QR)	Talk Time	Local mins	Validity of minutes
10	10	0	NA
20	20	5	3
35	35	15	3
55	55	25	3
100	100	50	3
150	150	80	3
200	200	120	3
300	300	200	3
500	500	350	3

#### 4. Welcome Pack Price

The Welcome Pack is sold at QR25.00

#### 5. BlackBerry Plans

- It is the customers' responsibility to have enough primary balance every month for the automatic add-on to renew;
- If Customer does not have enough primary balance at the time of Add-On renewal, the Customer will be given a 7 day grace period to top up the primary balance. If the customer does not top up within the 7 day grace period, then the Automatic Add On will be removed, and the customer will need to re-subscribe for the BlackBerry® service.
- Monthly BlackBerry® Add-on includes 1GB of data a month for local usage and up to 100MB of this can be used for streaming
- After a customer's 1GB or 250MB has been consumed, any additional local data usage during the month, including Facebook and other social media sites, will be charged at standard data rates.
- All streaming data content above 100MB or 25MB will be charged separately at the standard data rate.

BlackBerry Plan	You pay	Value	Validity
Automatic monthly plan	QR49	1GB	1 Month
Automatic weekly plan	QR12	250MB	1 Week

## 6. Mobile Internet Packs

- Customers can choose between Automatic or once off mobile internet options
- If you have a once off Mobile internet Pack and use up your entire data limit, then you will not be able to connect to the internet until you purchase another Mobile Internet Pack.
- If you however have an automatic Mobile Internet Pack, then your Prepaid balance will be automatically charged with another Mobile Internet Pack.
- Data Allowance on Mobile Internet Packs are for local usage only
- Customers can use Mobile Internet whilst roaming; however the data roaming charges will apply. The data roaming prices are available on Vodafone website [www.vodafone.com.qa](http://www.vodafone.com.qa)

Internet Pack	Type	You Pay	Allowance	Validity
Internet Pack 1	Automatic	QR1	10 MB	1 Day
Internet pack 5	One-Off	QR5	250MB	1 Day
Internet Pack 6	Automatic	QR6	75 MB	7 Days
Internet Pack 10	Automatic	QR10	150 MB	7 Days
Internet Pack 10	One off	QR10	100MB	7 Days
Internet Pack 20	One-off	QR20	250	30 Days Card
Internet Pack 20	Automatic	QR20	1GB	7 days
Internet Pack 30	One-off	QR30	500 MB	15 days card
Internet Pack 60	One-off	QR60	1 GB	30 Days card
Internet Pack 80	One-Off	QR80	3 GB	30 days card
Internet Pack 100	One-off	QR100	6 GB	30 Days card
Internet Pack 125	Automatic	QR125	Unlimited <sup>1</sup>	7 Days
Internet Pack 200	One-off	QR200	12 GB	60 Days card

## 7. Smartphone Data Offer

- Customers purchasing a Smartphone Device from:
  - Any Vodafone Retail Store; or
  - Vodafone Online Store

<sup>1</sup> Fair Usage Policy for reasonable personal usage applies.

Will be entitled to the 1 GB of data free valid for 1 month from the date of purchase of the Smartphone Device:

	Data Free	Validity
Prepaid	1GB	1 month

- Once the free data period expires, as mentioned above, any remaining free data will be removed and any data usage thereafter will be charged at Vodafone's regular standard rates.
- Customers will receive a SMS notification when the free data is consumed or if the validity expires, whichever is earlier.
- Customers can use the free data along with other Data offers.

### 7.1 Smart Data Rate

- Customers who want to avail of the Smart Data Rate will need to subscribe, for free by dialling **\*200\*111#**.
- Smart Data Rate is applicable to customers without recharging or subscribing for an Internet Pack or even after the Internet Pack bundle is exhausted
- If the Customer has an existing Prepaid Data Packs e.g. MI20, MI 100, priority will be given to the Internet Pack.
- On subscribing the Customer will be offered as below:
  - Up to 150MB for just QR3.
  - After every 150 MB used the charges will be QR3 till 750MB for that day.
  - After 750 MB of data usage the customer will be charged at 2Dhs/MB for the rest of the day.
- The Smart Data Pack is a daily subscription product and any unused data from the pack will expire at the end of the day. Unused data cannot be carried forward to the next day and cannot be used with any other internet packs.
- Customer will be notified at every instance of the Smart Data Rate usage-
  - Before start of Smart Data Rate
  - After usage of every 150MB bundle
  - After expiry of the data bundle
  - After renewal of the bundle
  - After first 150MB is consumed, another 150MB data for QR 3 is added and so on, until 750 MB, post which data usage is charged at the reduced rate of 2Dhs/MB.
- Customers who have subscribed for the Smart Data Rate will need to have a minimum of QR3 to use data. Customers with less than QR 3 balance will be blocked from browsing.
- In case the customers wants to start using data at less than QR3 the customer will have to opt out of the pack by dialling **\*250\*111#**
- Once the customer unsubscribes from Smart Data Rate, they will be charged standard rate of QR 0.99/MB for any out of bundle or non-pack usage.
- Smart Data Rate is only available for local use in Qatar and is not available for use while roaming.

### 8. Nepal Super Pack

- All new and existing Customers can subscribe to Vodafone's Nepal Super Pack which is a weekly recurring pack.
- Customers can subscribe by dialling **\*200\*977#** to activate the pack for 1QR per week. On subscription the Customers will get the following discounted rates:

Service Provider	Rate per minute
Ncell	20Dhs per minute
Nepal Telecom (NTC)	20 Dhs per minute

- This Offer is available only to calls made on NTC and Ncell numbers in Nepal and is not available on roaming calls.
- Standard international calling rates will apply to any calls made to customers in Nepal through any other telecommunications operator.
- Customers can deactivate by dialing **\*250\*977#** but there will be no reimbursement of any subscription fees upon deactivation.

## 9. Credit Transfer

- Credit Transfer is a new service that will allow Prepaid Customers to transfer credit to any other Vodafone Prepaid customer.
- To transfer credit, Customer will need to send an SMS to *'97800'-Type "Amount <space> Vodafone number"*
- Credit Transfer is available for Vodafone Prepaid Customers with the following criteria:
  - a. Customers should be Vodafone prepaid Customers for at least than 30 days or more;
  - b. Customers must have a minimum balance of QR 1 to make a credit transfer
  - c. Customers must not have any Advance Credit which has not been returned
- Any Prepaid customers that do not fulfil the above criteria aren't able to use the Credit Transfer service.
- Customers can transfer a minimum amount One (1) QR and a maximum One thousand (1000) QR per day.
- Sender will be charged 1 QR per transaction however there is no charge for receiving the credit.
- The validity of the credit received will be the same as the receiving Customers existing balance. However, if the receiving Customers existing balance is zero, then the validity their previous balance will apply.
- Customers can receive and use the credit while roaming however Customers cannot transfer credit while roaming.
- Customers can send 'Transfer' to 97800, for free to get details of their Credit Transfer transactions and 'Receive' to 97800, for free to get details of their Credit Transfers received.

## 10. Advance Credit Modification

- Advance Credit is a new Value Added Service that allows customers with a balance below QR1 to get QR5 Advance Credit.
- Advance Credit is available for Vodafone Prepaid customers with the following criteria:
  - a. Customers need to have been on the Vodafone network for 60 days or more.
  - b. Customers must have a balance of less than QR1
- Any Prepaid customers that do not fulfil the above criteria aren't able to use Advance Credit.
- To get advance credit, you need to send an SMS with the number '5' to 97555 and QR5 of credit will be added to your Prepaid balance.
- The SMS to activate Advance Credit costs QR1. Since you will have less than QR1 when you send the SMS then the cost of the SMS will get deducted from the QR5 that Vodafone adds to your balance. For example, if you have 50Dhs balance and send the number '5' to 97555 to get Advance Credit. Q 5 will be added to your balance and QR1 will immediately be deducted for the cost of the SMS for this service. After these two transactions you will have QR4.50 balance remaining.
- The amount of QR5 Advance Credit will then be deducted from your next recharge. For example, if you recharge with QR35 after you have used Advance Credit then you will receive QR30 on your next recharge.
- Advance Credit is available only twice in between recharges.

- The validity of Advance Credit is the same as your current credit balance and Advance Credit does not extend the validity of your existing credit or bonuses in the way a regular recharge would.
- Advance Credit can be used on any of the standard Vodafone services. You can make international, local or video calls, use mobile internet, and send local or international SMS/MMS until the advance credit is used up or expired.
- You can also buy other products from Vodafone with Advance Credit, as long as the product or service you are purchasing is less than the amount of Advance Credit on your balance. for example the Daily Internet Pack 2.
- You cannot transfer Advance Credit to other Customers.
- You can activate Advance Credit whilst roaming in countries where charges can be applied in real time. For a full list of countries where you can use Advance Credit whilst roaming please visit [www.vodafone.qa/roaming](http://www.vodafone.qa/roaming)

## 11. National Rate Card

	Cost	Unit
National Voice	QR0.55	Per minute
Video Calling	QR0.55	Per minute
National SMS	QR0.39	Per SMS
MMS	QR0.80	Per MMS
Mobile Internet	QR0.99	Per MB

All calling prices are charged per minute and Mobile internet usage is charged on per KB increments.

## 12. International Calling Rate Card

	Cost	Unit
International SMS	QR0.60	Per SMS
International MMS	QR1.20	Per MMS
International Video Calling	QR1.80	Per minute

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

### 12.1 International Calling Card 25 (ICC25)

- Customers who purchase International Calling Card 25 (ICC 25) will get 48 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international) , valid for thirty (30) days
- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

### 12.2 ICC 10

- Customers who purchase International Calling Card 10 (ICC 10) will get 18 international minutes to call 15 countries available at [www.vodafone.qa/international](http://www.vodafone.qa/international) valid for seven (7) days.
- Customers can buy the ICC card at any Vodafone retail store or call 191 for more information.

### 13. International 55

- Customers can make calls to 117 countries for 55 Dhs per minute if they opt in to the offer.
- Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for the list of countries.
- Customers can activate the International rate of 55 Dhs per minute by dialling \*200\*260# and 50 Dhs will be deducted from the prepaid balance every week. If a customer does not have sufficient balance at time of renewal, the International 55 rate will remain on the account 'on hold' for 7 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 7 day period the International 55 rate will be removed and the standard rates will apply.
- Customer can opt out of the offer by dialling \*250\*260#. Once the customer has cancelled the offer the standard rack rates in 22 below will apply.
- The customer can activate the 55Dhs offer again by dialling \*200\*260# at any time.
- Customers will be charged 50 Dhs for another week for the opt in rate on reactivation.

### 14. India Opt in Rate

- Customers can make calls to India for 12Dhs per minute if they opt in for the offer.
- Customers can activate the India rate of 12Dhs per minute by dialling \*200\*202# and 50 Dhs will be deducted from the prepaid balance every 30 days.
- The Opt in rate to India will be valid for 30 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 30 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days period the India opt in rate will be removed and the standard India rate will apply.
- The customer can opt out of the offer by dialling \*250\*9911#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the India opt in rate again by dialling \*200\*202# at any time. Customers will be charged QR 2 for another 30 days of the Opt in rate on reactivation.

### 15. 20Dhs Local Pack

- All Customers can make local calls in Qatar on any network for just 20 Dhs per minute by paying a subscription of 50 Dhs per week.
- To activate the Pack, Customer can dial \*200\*10# from their mobile and it will renew automatically every week.
- Customer will receive an SMS from Vodafone confirming that the Pack has been activated and that 50 Dhs has been debited from the balance.
- If the Customer doesn't have enough balance for the renewal, the pack will go into Sleep Period for 30 days. If the Customer recharges during the Sleep Period, the renewal will automatically happen and 50 Dhs will be debited from the Customers balance.
- Priority of usage of the Pack shall be after the Customer utilises any included minutes which it already subscribes to and before standard rate apply.
- A Customer can deactivate the Pack at any given time by dialling \*250\*10# after which the Pack will not automatically renew, however the Customer can still activate the Pack by dialling 200\*10#.

## 16. Local 5 Card

- All Customers can purchase Local 5 card to make 50 local minutes and 30 MB data valid for 30 days.
- This card is available Retail stores, MyVodafone App or through SSM.
- The benefits are added automatically on recharge and it is a one off product.

## 17. Premium Service

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

Number Range	Standard Rate	Premium Call Rate
Bahrain	Prepaid	Prepaid
+97371110000 till +97371119999	99Dhs per min	2.50QR per min

## 17.2 SMS Alert Services

- Customers can subscribe to SMS Alert Services and receive SMS notification on any of the following categories:
  - News - newspapers, local and international news agencies and the biggest news websites.
  - Sports news - sports newspapers, sports clubs and TV programs.
  - Daily tips - for family, children, and women, as well as weather news.
  - Entertainment- includes the entertainment, movie and TV stars' news, downloading mobile ringtones and backgrounds.
  - Religious services - Fatawa, prayers, and supplications by the famous Sheikhs and prayer times.
  - Talk Shows – clips of videos from famous Talk Shows.
- Customers can subscribe to the SMS Alert Service by dialling "65651" and unsubscribe by dialling "65651"
- Customers who subscribe will receive the alerts as either Text SMS or Wireless Application Protocol ("WAP") service for audio, video or static and animated pictures. Customer's subscribing for WAP services will require Vodafone's internet packs to download the files.
- The recurring charges for the SMS Alert Services are as below:
  - Daily - QR0.5
  - Weekly - QR3.5
  - Monthly - QR15
- Customers without enough credit in their account will be automatically charged as per the below rates:
  - Daily subscription – 50 Dhs
  - Weekly subscription - QR 3.5
  - Monthly subscription – QR 15

## 18. New Vodafone Passport Pack

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

Roaming Offer	Roaming Minutes
1 GB	100 outgoing and incoming
1 GB extra for GCC Countries	Excludes Premium and Satellite Numbers

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the MyVodafone App or by dialling the activation code as below:

Plan	Activation Code
Prepaid	*110*110#
Postpaid	*110*110#
Business	*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 rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Pack along with Vodafone Passport Rate. However any roaming usage beyond the Passport Pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travel in the countries covered.

#### 18A. Vodafone Passport Card

- All Customers who purchase the Passport Card (“**Passport Card**”) by paying QR100 shall receive the benefits below with 7 days validity:

Roaming Offer	Roaming Minutes
1 GB	100 outgoing and incoming
1 GB extra for GCC Countries	Excludes Premium and Satellite Numbers

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website [www.vodafone.qa](http://www.vodafone.qa)
- Activation is valid for seven (7) days and Customers can active several cards at the same time.
- If the Customer consumes more than the total data/voice allowance before the expiry then standard rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the Passport Card if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Card along with Vodafone Passport Pack.

#### 19. Roaming Rate Card

The latest List of Prepaid Roaming Countries is available at VQ’s website [www.vodafone.com.qa/roaming](http://www.vodafone.com.qa/roaming)

	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/MMS
<b>GCC</b>	0.95	2.00	2.00	17.00	1.25	.25	4.74	3.00

	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/SMS	QR/MB	QR/MS
<b>Vodafone Countries</b>	3.00	8.00	17.00	17.00	2.25	1.50	15.00	5.00
<b>Middle East and North Africa</b>	5.00	3.00	17.00	17.00	17.00	2.00	55.00	5.00
<b>Americas &amp; Europe</b>	5.00	3.00	17.00	17	17.00	2.00	55.00	7.00
<b>Asia &amp; Oceania</b>	5.00	3.00	17.00	17	17.00	2.00	55.00	7.00
<b>Africa &amp; Rest of the World</b>	5.00	3.00	17.00	17	17.00	2.00	55.00	9.00
<b>Satellite &amp; In-flight Services</b>	30.00	30.00	30.00	30.00	30.00	2.00	75	10.00

## 20. Falla Prepaid Add On

All Customers who opt in by dialling \*100# or visiting our retail stores will receive the following benefits:

Falla Prepaid	Benefits
Local Minutes	100
Local Data	1 GB
Price Per Week	20 QR

- Falla Prepaid Add on is a weekly product that automatically renews every week on Opt-in and can be deactivated by dialling \*100# or by visiting the retail stores.
- Customers who are less than 24 years will also get automatic membership to an exclusive Falla Club along with 10 GB of data free in the first month of joining as a welcome gift.
- Data usage (excluding BlackBerry) will be deducted from the 10 GB joining bonus first. When the GB bonus is exhausted, then Data usage will be charged as per the Plan and then the standard rate card shall apply.
- Falla Club rules and details of other non-Telco benefits such as Anghami membership, Food-on-Click discounts, Star Numbers discount etc. are available at <http://www.vodafone.qa/en/falla/faqs>

### 20.1 Falla Club

All Customers who become members of the Vodafone Falla Club, which is free to join, will get additional benefits as below:

- **Extra Data**

Customers on Prepaid can join Falla by dialling \*100#. Once they have joined the Falla Club, members will enjoy 25% extra data every time they recharge with Vodafone's Internet 60 & 100 cards. Falla Club members can track their data bonus balance by downloading the myVodafone App.

Internet Card	Extra Data
Mobile Internet 60	250MB
Mobile Internet 100	1.5GB

- Non-Telco Benefits**

Customers who join Falla Club will also get other non telco benefits such as:

- (i) EntertainMe- Buy 1 and get 1 Cinema Entry - Every Tuesday, Falla Club members get an extra free cinema ticket and drink + popcorn combo when purchasing a ticket and drink + popcorn combo.
- (ii) Urban Point- Buy 1 get and 1 Meal and Entertainment - Urban Point offers hundreds of amazing Buy 1 get 1 Free offers at restaurants, spas, and fun attractions in Qatar. For a discounted subscription of QR 10 charged every second month only, exclusive to Falla Club members, they can unlock all the discounts it has to offer.

## 21. International Standard Rate

The standard rack rates for international calls are available at <http://www.vodafone.qa/en/plans-and-numbers/prepaid/prepaid-rates>

### 21.1 Revised International calling rates effective as on 23June 2016 are as below:

Countries	Current Rack Rate	New Rack Rate
Trinidad & Tobago	0.99	3.99
Puerto Rico	1.50	3.99
Cayman Islands	0.99	3.99
Marshall Islands	0.99	3.99
Dominica	1.50	3.99
Bermuda	0.99	3.99
Guam	1.50	3.99
Dominican Republic	1.50	3.99
Diego Garcia	3.50	5.99
Bahamas	1.50	3.99
Jamaica	1.50	3.99
Barbados	1.50	3.99
Algeria	0.99	1.66
Madagascar	2.50	2.99
East Timor	2.50	3.99
Somalia	1.50	1.66
Togo	1.50	1.66
Djibouti	1.50	1.66
Morocco	1.50	1.66
Tunisia	1.50	1.66
Senegal	1.50	1.66

Albania	1.50	1.66
Montenegro	1.50	1.66
Macedonia	1.50	1.66
Tonga	1.50	1.66
Liberia	1.50	1.66
Slovenia	0.99	2.50
Equatorial Guinea	0.99	1.50

## 22. Service Provider Obligations

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

## 23. Customer Obligations

- Prepaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Prepaid SIM card to another person without a valid transfer of number (TON) using the TON form at any Vodafone Retail Stores. Unauthorized transfer of a Prepaid SIM card may result in service cancellation.
- The Customer must promptly notify Vodafone if the SIM Card is lost, stolen or damaged. In the event of loss, theft or damage of the SIM Card, the Customer must notify Vodafone within forty eight (48) hours of becoming aware.
- Porting Out:
  - (i) The Customer can port their Prepaid Number but only after all invoiced charges outstanding at the time of port out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer's port request.
  - (ii) The Customer must pay all charges that have been incurred by the Customer but which have not been invoiced by Vodafone as at the date of the port, including any early contract termination fees. Vodafone will issue the Customer with a final invoice in respect of those charges. If the final invoice is not paid within 30 days of the invoice date, Ooredoo may direct the other service provider to bar the ability of the Customer to make outgoing calls (except for calls to emergency service numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number.
  - (iii) After 45 days, Vodafone may direct the other service provider to suspend the ability of the Customer to receive public telecommunications services using the ported mobile number and terminate the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
  - (iv) If the Customer requests the porting of a mobile number from Vodafone and it is subsequently discovered that the port has been made in error, is fraudulent or the Customer does not otherwise

have the right to port that mobile number, Vodafone may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.