

General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
License	Public Fixed Telecommunications Networks and Services License
Tariff Number	WHI 1.1
Generic Name	Wireless Home Internet
Marketing Name of the Retail	Unlimited Home Internet
Tariff Type	Permanent
Customer Group	Consumer
Tariff Notification Date	2 July 2019
Tariff Effective Date	26 June 2019
Tariff Version Number	WHI 1.1 – 3

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 Vodafone provisions the Home Broadband Service and the customer premises equipment ("**CPE**") is installed and use any of our Products and Services.

2. Definitions

- a. **Bill Cycle** - A regular billing cycle assigned to your account.
- b. **Customer** - Person subscribing to and using the Postpaid service.
- c. **Extras** - Value bundles, if applicable that you can purchase in addition to your Plan.
- d. **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.
- e. **Postpaid** - Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
- f. **Rate card** - The list of all our prices for our products and services.
- g. **Plan** - Our pricing plans that are charged in line with our rate card.
- h. **Vodafone, We, Us** - Vodafone Qatar P.Q.S.C. (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
- i. **Vodafone Retail Store** – Vodafone retail stores across Qatar and available at <http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations>

3. Service Features

- 3.1 The Wireless Home Internet (“**Service**”) is supported on Vodafone’s mobile network and is designed to work on specific CPE provided by Vodafone to the customer. This service provides customers with internet, telephony and free emergency call services..
- 3.2 There is no connection fee for this Service.
- 3.3 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.

4. Plans

4.1 Unlimited Home Internet Plans

- All new and existing Customers can subscribe to the following Plans below:

Plan Name	Monthly Fee	Benefits per Month
Unlimited Home Internet 250	QR 250	Unlimited Local Data
Unlimited Home Internet 350	QR 350	Unlimited Local Data and free calls to local landline
Unlimited Home Internet 500	QR500	Unlimited Local Data and free calls to local landline

- The included data and calls are for local use only.
- Local calls to other local fixed numbers are free however, calls to mobile numbers will be charged at standard rates set out in Clause 5.
- The Customer can visit a Vodafone store and request for the plan after which a Vodafone’s Direct Sales team will visit the customer premises to activate the Plan.

- **Unlimited Home Internet 250**

- Customers subscribing to the Unlimited Home Internet 250 plan will have a maximum speed of 3Mbps.
- The product is designed for a single user or small household
- The product has a fair usage policy, where the speed is reduced to 1Mbps once the customer has used 200 GBs in a month till the end of the bill cycle.
- The speed is reset to 3 Mbps at start of billing cycle.
- If the Customer does not already have a 4G MiFi Router the Customer can purchase a 4G MiFi Router from VFQ at a price is QR 150. The customers will be eligible to QR 50 per month cashback for 3 months on this device.

- **Unlimited Home Internet 350**

- Customers subscribing to the Unlimited Home Internet 350 plan will have a maximum speed of 15Mbps. The product has a fair usage policy, where the speed will be reduced to 1Mbps once the customer has used 400 GBs in a month. The speed will be reset to 15 Mbps at start of billing cycle.
- Customers can only get this plan with a CPE provided by Vodafone.
- The price of the CPE is QR 350. Customer will get the value back of the CPE as QR 50 monthly discount applied on the plan for seven (7) months.
- Customers can also buy a Wi-Fi extender for QR 150 and will get this value back as QR 50 monthly discount applied on the plan for extra 3 months.
- Customers will also get free subscription to OSN Wavo TV application as part of this plan. Customers can download this App on a Smartphone or on their Smart TV’s through the relevant App stores.

- Customers can connect a standard telephone handset with the CPE and can make unlimited free calls to any landline number in Qatar.
 - Standard call rates for local mobile and all international destinations apply.
- **Unlimited Home Internet 500**
 - Customers subscribing to the Unlimited Home Internet 500 plan will benefit from full 4G+ network speed, as per the network capabilities at their home. No speed cap is applied. The product has a fair usage policy, where the speed will be reduced to 1Mbps once the customer has used 400 GB in a month.
 - Customers can only get this plan with a CPE provided by Vodafone.
 - The price of the CPE is QR 350. Customer will get the value back of the CPE as QR 50 monthly discount applied on the plan for seven (7) months.
 - Customers will also get free subscription to the Entertainer App and OSN Wavo TV application as part of this plan. Customers can download this App on a Smartphone or on their Smart TV's through the relevant App stores.
 - Customers can connect a standard telephone handset with the CPE and can make unlimited free calls to any landline number in Qatar.
 - Standard call rates for local mobile and all international destinations apply.

5. Standard Rate card

5.1 National Rate Card - All calling prices are charged per minute and 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
Internet	QR0.99	Per MB

5.2 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

Rate	Country List
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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; Syria; 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	1.5	Argentina; Aruba; Belize; Bolivia; Bulgaria; Burkina Faso; Comoro Islands; Congo; Congo Republic; Cruise Schips; Ecuador; Equatorial Gui; Eritrea; Ethiopia; Ferry Cruise; Fiji; French Polynesia; Georgia; Gibraltar; Guadeloupe; Guatemala; Guernsey; Guyana; Haiti; Honduras; Iceland; Intother; 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.

Tariff Modification Version Control

Tariff Version Number	Effective Date	Tariff Modifications
WHI 1.1 – 2	26/06/2019	Article 4.1 – Added Unlimited 500 Plan
WHI 1.1-3	2/07/2019	Article 4.1 – removed speed reset.