

## General Tariff Information

<b>Service Provider Name</b>	Vodafone Qatar P. Q.S.C
<b>License</b>	Public Mobile Telecommunications Networks and Services License
<b>Tariff Number</b>	SS 1.1
<b>Service Name</b>	Satellite Service
<b>Tariff Type</b>	Business
<b>Tariff Notification Date</b>	30 January 2019
<b>Tariff Effective Date</b>	30 January 2019
<b>Tariff Version Number</b>	SS 1.1-1

### 1. General Definitions

- a. **Accessory(ies):** Additional hardware gadgets that could be added or attached to the satellite handset for specific need for example signal empowering, batteries etc.
- b. **Activation Fee:** Associated fees with registering a SIM card to the satellite Network under an agreed package for availability of use.
- c. **Subscriber/Customer:** Means a legal entity that purchases the Satellite Services from Vodafone.
- d. **Satellite Service:** The satellite service enables customers to make and receive national and international calls through the constellation of Satellites. The satellite handsets enable use of the indicated satellite network (Inmarsat or Iridium) and the satellite network systems provide coverage in areas that are or are not covered by the Global System for Mobile communications (“GSM”) network including SMS and connection to internet (i.e. BGAN and HUB services).
- e. **Service Duration:** The minimum contractual period for the Postpaid BGAN and ISAT Hub Satellite Service is twelve (12) months for all Postpaid Plans. For all other Postpaid and Prepaid Satellite Plans the minimum service duration is three (3) months from date of subscription.
- f. **Shipment Fees:** General fees applied on the shipping of devices and/or requested accessories.
- g. **SIM Fees/Replacement Fees:** 50 QAR will be payable for each SIM.
- h. **Security Deposit:** Each Postpaid activation of a Sim card is subject to a prepayment of security deposit at a value of 1100 QAR. The Security Deposit cannot be used as a payment against any monthly invoice. In the case of a deactivation of a post-paid SIM card in accordance with this Agreement, the last month’s invoice can be applied against the Security Deposit. If there is no outstanding debt including the final invoice against a SIM card, the Security Deposit will be refunded in full.
- i. **Unit voucher:** Number of units used per minute of SMS, voice mail, voice, Data, cellular or fixed services based on the burn (Prepaid) rates available at Clause 4 of this document.
- j. **User:** The natural person who uses the Satellite Service including the Subscriber and any person authorised by the Subscriber to use the Satellite Service.
- k. **Vodafone:** Vodafone Qatar P.Q.S.C with Commercial Registration Number 39656, and having its address at PO Box 27727, Doha Qatar.
- l. **Vodafone Group:** Vodafone Group Plc and any company or other entity in which Vodafone Group Plc owns (directly or indirectly) more than 15% of the issued share capital.

### 2. Tariff Terms and Conditions

- a. Vodafone’s General Business Terms and Conditions shall apply.
- b. This Tariff is a permanent standard service for the Satellite Service.
- c. The Tariff contains charges and conditions applicable to the Inmarsat and Iridium Satellite Services excluding the satellite terminal required for the service which must be purchased separately by the Subscriber.

- d. From time to time, and subject to CRA approval, Vodafone may publish promotions and price readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Vodafone as of the date Vodafone publishes such promotions or readjustments
- e. Vodafone may provide discounts up to 20% on as per the Article 3.9 of the Retail Tariff instructions (“RTI”).
- f. Out of allowance airtime fees and access fees charges apply only for Postpaid service.

### 3. Post Paid Charge Rates

#### a. Iridium Postpaid

##### i. Price Plan

Service		Fees (QAR)	
Activation fees		370	
Iridium Rental Fee (monthly fee)			
Plan	Entry	Medium	High
Monthly Subscription Fee (QAR)	410	525	700
Allowance Minutes	10	75	150
Allowance SMS	10	0	Unlimited

##### ii. Airtime Charges for each Plan<sup>1</sup>

Plan	Entry	Medium	High
Voice Call Rates (QAR/min)			
Voice - to - Fixed / Cellular	5.81	5.81	5.81
Voice- to - Iridium	3.30	3.30	3.30
Iridium Personal Mailbox Access	3.30	3.30	3.30
Voice - to - Other Mobile Satellite Systems (MSS)	51.69	51.69	51.69
Voice - Two-Stage Dialling	7.49	7.49	7.49
Data Call Rates (QAR/min)			
Iridium Data - to - Iridium / Iridium Direct Internet Server	5.81	5.81	5.81
Iridium Data - to - Fixed	5.81	5.81	5.81
Iridium RUDICS CSD Call (Iridium – to/from - RUDICS)	3.99	3.99	3.99
Iridium Fax - to - Fixed	3.99	3.99	3.99
Iridium +1 Access for USA +1 numbers <sup>2</sup>			
Iridium +1 Access Monthly Fee	36.86	36.86	36.86
Voice - +1 Access per Minute Rate	8.43	8.43	8.43
Short Message Service			
SMS (all areas) –Per SMS	0.39	0.39	0.00

<sup>1</sup> Includes “out of bundle” charges

<sup>2</sup> Applicable for customers with USA Satellite numbers only.

iii. **Iridium Postpaid Definitions:**

- a. **Activation Fee** associated with registering a SIM card to the satellite Network under as agreed package for availability of use. Regulatory fee means a mandatory fee paid to the Turkish Telecommunication Authority as soon as activation occurs.
- b. **IRIDIUM Monthly Subscription:** Monthly fee paid to keep an active SIM within service.
- c. **Allowance Minutes:** Charge value associated with the number of minutes included with in the monthly subscription. Applies to only the calls originating from mobile phone to PSTN numbers. Calls are credited on a first come basis until the limit is reached.
- d. **Voice - TO - Fixed / Cellular:** Cost of any call originating from mobile phone to PSTN or GSM numbers
- e. **Voice- TO – IRIDIUM:** Cost of any call originating from mobile phone to Iridium numbers.
- f. **IRIDIUM personal mailbox access:** Cost of any call originating from mobile phone to Iridium Voice Mail service.
- g. **Voice - TO - other MSS systems:** Cost of any call originating from mobile phone to any other Satellite Operator for voice.
- h. **Voice - two-Stage dialling:** Cost of a call to Iridium via Iridium’s two stage Voice Platform.
- i. **Iridium data - to - Iridium / Iridium direct internet server:** Cost of a call to Iridium numbers for data or Internet access.
- j. **IRIDIUM data - TO – fixed:** Cost of any call originating from mobile phone to fixed numbers.
- k. **SMS (all areas):** Cost SMS message originating from mobile phone.

b. **Inmarsat ISAT2 Post-paid**

i. **Price Plan**

Service		Fees (QAR)	
Activation fees		370	
Inmarsat Rental Fee (monthly fee)			
Plan	Entry	Medium	High
Monthly Subscription Fee (QAR)	160	250	470
Allowance Minutes	10	60	100
Allowance SMS	0	0	0

ii. **Airtime Charges for Each Plan<sup>3</sup>**

Plan	Entry	Medium	High
<b>Traffic Type (QAR/Min)</b>			
Airtime MTF	3.70	3.30	3.25
Airtime to cellular v/d/f	4.39	3.99	3.94
Voicemail	3.70	3.30	3.25

<sup>3</sup> includes “out of bundle” charges

SMS (Per SMS)	1.87	1.87	1.82
BGAN/FBB/SBB/ Voice	3.70	3.30	3.25
GSPS Voice	4.78	4.78	3.25
<b>To Other MSS Providers (QAR/Min)</b>			
Inmarsat B v/f/d	12.42	12.42	12.22
Inmarsat M v/f/d	4.24	4.24	4.19
Inmarsat mini-M v/f/d	9.12	9.12	8.97
Inmarsat GAN/ Fleet/ Swift64 Voice	9.12	9.12	8.97
Inmarsat Aero voice	17.84	17.84	17.54
Iridium voice	40.01	40.01	39.32
Global star voice	29.07	29.07	28.58
Thuraya voice	18.23	18.23	17.89
Other MSS Carriers	25.08	25.08	24.69

iii. **Inmarsat's ISAT Phone 2 Definitions:**

- a. **ISAT Phone 2:** It is Inmarsat's own-designed and manufactured robust mobile satellite phone.
- b. **BGAN (Broadband Global Area Network):** It's a global satellite network with telephony using portable terminals. The terminals are normally used to connect a laptop computer to broadband Internet in remote locations, although as long as line-of-sight to the satellite exists, the terminal can be used anywhere.
- c. **Airtime MTF:** Cost of any call originating from a satellite mobile phone to PSTN numbers
- d. **Airtime to Cellular V/D/F:** Cost of any call originating from a satellite mobile phone to GSM numbers for Voice, Fax or Data.
- e. **Voicemail:** Cost of any call that is routed to Voice Mail service if the subscriber is busy or not reachable.
- f. **SMS:** Cost of SMS message originating from mobile Satellite Phone.
- g. **BGAN/FBB/SBB Voice:** Cost of any call originating from a satellite mobile phone to Inmarsat BGAN/FBB/SBB numbers
- h. **GSPS:** Global Satellite Phone Service
- i. **GSPS Voice:** Cost of any call originating from a satellite mobile phone to another ISAT number
- j. **Other MSS (Mobile Satellite Service) CARRIERS:** Cost of any call originated from a satellite mobile phone to another other Satellite Operator.
- k. **Global Prepay:** A prepaid SIM card that has a fixed rate to any destination globally based on the destination numbers service type (i.e. PSTN, GSM, SMS,...) as defined in the Burn rates table that defines number of units of prepay used for the call
- l. **Regional Prepay:** A prepaid SIM card that has a fixed rate to any destination in the Regional Countries list based on the destination numbers service type (i.e. PSTN, GSM, SMS,...) as defined in the Burn rates table that defines number of units of prepay used for the call.
- m. **IN REGION BURN RATES:** Number of units used per minute of service when the destination is in the Regional Countries list.
- n. **OUT OF REGION BURN RATES:** Number of units used per minute of service when the destination is out of the Regional Countries list.
- o. **Fixed V/F/D:** Cost of any call originating from mobile phone to PSTN numbers
- p. **Cellular V/F/D Units:** Number of units used per minute of service any call originating from mobile phone to GSM numbers

- q. **Voicemail Units:** Number of units used per minute of service any call that is routed to Voice Mail service if the subscriber is busy or not reachable.
- r. **SMS Units:** Number of units used per minute of service SMS message originating from mobile Satellite Phone
- s. **ISATPHONE Tracking SMS Units:** Number of units used per minute of service SMS message originating from mobile Satellite Phone used for location based services.
- t. **BGAN/FB/SB/GSPS Units:** Number of units used per minute of service any call originating from mobile satellite phone to another Inmarsat mobile phone
- u. **Inmarsat B V/F/D:** Cost of any call originating from mobile satellite phone to INMARSAT B service numbers
- v. **Inmarsat M V/F/D:** Cost of any call originating from a mobile satellite phone to INMARSAT M service numbers of voice fax and data type
- w. **Inmarsat MINI-M V/F/D:** Cost of any call originating from a mobile satellite phone to INMARSAT MINIM service numbers of voice fax and data type
- x. **Inmarsat GAN / FLEET / SWIFT VOICE :** Cost of any call originating from mobile satellite phone to INMARSAT BGAN, FBB AND SWIFT--service numbers of voice fax and data type
- y. **Inmarsat AERO** Cost of any call originating from mobile phone to INMARSAT AVIATION--service numbers of voice fax and data type
- z. **IRIDIUM:** Number of units used per minute of service any call originating from Inmarsat mobile satellite phone to another Iridium mobile phone
- aa. **GLOBALSTAR:** Number of units used per minute of service any call originating from mobile phone to another Global Star mobile phone
- bb. **Thuraya:** Number of units used per minute of service any call originating from mobile satellite phone to another Global Star mobile phone
- cc. **Other MSS Carriers:** Number of units used per minute of service any call originating from mobile satellite phone to another Mobile Satellite Operator's mobile phone.

### c. Inmarsat BGAN Postpaid

#### i. Price Plan

Activation Fees (QAR)	370
Monthly Subscription Fees (QAR)	470
Allowance* (QAR/Min)	73

\*Allowance charges are applicable up to the maximum utilization of the monthly subscription charges amount. Out of bundle IP charges are applicable once all Monthly allowance are consumed based on the applied airtime charges. No rollover of unused allowance.

#### ii. Airtime Charges<sup>4</sup>

Standard IP – QAR Per MB	29
Voice to Fixed - QAR Per Min	4
Voice to Cellular - QAR Per Min	5
Voice to Voice Mail - QAR Per Min	3
Voice to BG/FB/SB/GSPS - QAR Per Min	3
SMS (QAR Per Message)	2

<sup>4</sup> Includes "out of bundle" charges

ISDN/ FAX - QAR Per Min	29
Streaming 32 kbps - QAR Per Min	15
Streaming 64 kbps - QAR Per Min	29
Streaming 128 kbps - QAR Per Min	50
Streaming 176 kbps - QAR Per Min	70
Streaming 256 kbps - QAR Per Min	86
X-stream - QAR Per Min	120
BGAN HDR Half Channel / 64	86
BGAN HDR Half Channel Symmetric	116
BGAN HDR Full Channel /64	132
BGAN HDR Full Channel Symmetric	157

d. **Inmarsat HUB Post-paid**

i. **Price Plan and Airtime Charges**

Call rates QAR					
	Standard	Hub-talk	Hub-surf	Hub-pro	Hub-super
Activation Fees (QAR)	370	370	370	370	370
Monthly Subscription Fees (QAR)	110	415	1150	1450	2760
Allowance Data* (MB)	3	0	50	50	100
Allowance Min to fixed* (Min)	0	50	0	50	100
EXTRA MB (Per MB)	20	20	19	17	17
VOICE TO FIXED (Per Min)	4	4	3	3	3
VOICE TO GSM (Per Min)	6	6	6	6	6
SMS (Per SMS)	2	2	2	2	2

\*In bundle/allowance charges are applicable up to the maximum utilization of the monthly subscription charges amount, which are dependent on the Plan subscribed. Out of bundle charges are applicable only once the utilization amount has exceeded the monthly subscription charges amount.

4. **Prepaid Charge rates**

a. **Iridium Prepaid**

i. **Price Plan:**

	Validity (Days)	Price (QAR/min)
Activation Fees		370
30-day validity extension <sup>+</sup>	30	300
3,000 unit/ 50 min voucher <sup>*</sup>	30 days	315
4,500 unit/ 75 min voucher	30	725
12,000 unit/ 200 min voucher	180	2,900
30,000 unit/ 500 min voucher	365	4,500
180,000 unit/ 3000min voucher	730	16,250
300,000 unit/ 5000 min voucher	730	24,000

<sup>+</sup> For validity extension only and no units are added

<sup>\*</sup>Non extendable voucher

Burn rate is 60 units per minute for all type of calls (PSTN, Voice and Data)

ii. **Iridium Prepaid Definitions:**

- a. **Activation Fee** associated with registering a SIM card to the satellite Network under as agreed package for availability of use. Regulatory fee means a mandatory fee paid to the Turkish Telecommunication Authority as soon as activation occurs.
- b. **IRIDIUM Monthly Subscription:** Monthly fee paid to keep an active SIM within service.
- c. **Allowance Minutes:** Charge value associated with the number of minutes included with in the monthly subscription. Applies to only the calls originating from mobile phone to PSTN numbers. Calls are credited on a first come basis until the limit is reached.
- d. **Voice - TO - Fixed / Cellular:** Cost of any call originating from mobile phone to PSTN or GSM numbers
- e. **Voice- TO – IRIDIUM:** Cost of any call originating from mobile phone to Iridium numbers.
- f. **IRIDIUM personal mailbox access:** Cost of any call originating from mobile phone to Iridium Voice Mail service.
- g. **Voice - TO - other MSS systems:** Cost of any call originating from mobile phone to any other Satellite Operator for voice.
- h. **Voice - Two-Stage dialling:** Cost of a call to Iridium via Iridium's two stage Voice Platform.
- i. **Iridium data - to - Iridium / Iridium direct internet server** : Cost of a call to Iridium numbers for data or Internet access.
- j. **IRIDIUM data - TO – fixed:** Cost of any call originating from mobile phone to fixed numbers.
- k. **SMS (all areas):** Cost SMS message originating from mobile phone.

b. **Inmarsat ISAT2 Prepaid**

i. **Price Plan:**

	Validity (Days)	Price (QAR)
Activation Fees		370
30 day validity extension*	30	155
50 unit voucher	30	275
100 unit voucher	90	550
250 unit voucher	180	1,400
500 unit voucher	365	2,500
1,000 unit voucher	365	5,000
2,500 unit voucher	365	12,000
5,000 unit voucher	365	20,000

\*For validity extension only and no units are added

Units are consumed based on the In Region or Out of Region burn rates below.

ii. **Burn Rates:**

IN REGION BURN RATES		OUT OF REGION BURN RATES	
Fixed v/f/d	1.00 Units	Fixed v/f/d	2.00 Units
Cellular v/f/d	1.00 Units	Cellular v/f/d	2.00 Units
SMS	0.50 Units	SMS	1.00Units

ISAT Phone Tracking SMS	0.03 Units	ISAT Phone Tracking SMS	0.1 Units
BGAN/FB/SB/GSPS	1.00 Units	BGAN/FB/SB/GSPS	2.00 Units
GSPS Voicemail	1.00 Units	GSPS Voicemail	2.00 Units
Inmarsat B v/f/d	2.95 Units	Inmarsat B v/f/d	6.0 Units
Inmarsat M v/f/d	2.51 Units	Inmarsat M v/f/d	5.0 Units
Inmarsat Mini-M v/f/d	2.17 Units	Inmarsat Mini-M v/f/d	4.50 Units
Inmarsat GAN / Fleet / Swift voice	2.17 Units	Inmarsat GAN / Fleet / Swift voice	4.50 Units
Inmarsat Aero	4.25 Units	Inmarsat Aero	8.50 Units
Iridium	9.53 Units	Iridium	19.06 Units
Global star	6.93 Units	Global star	13.86 Units
Thuraya	4.33 Units	Thuraya	8.70 Units
Other MSS Carriers	5.98 Units	Other MSS Carriers	11.96 Units

In Region countries are as follows (Countries not mentioned below are Out of region):

IN REGION COUNTRY LIST			
Afghanistan	Gabon	Yemen	Zambia
Algeria	Gaza Strip	Namibia	Mozambique
Angola	Ghana	Niger	Togo
Bahrain	Guinea	Nigeria	Tunisia
Benin	Guinea-Bissau	Oman	Turkey
Botswana	Iran	Iraq	Uganda
Burkina	Faso	Qatar	Peoples
Burundi	Israel	Rwanda	West Bank
Cameroon	Jordan	Kenya	Western Sahara
Cape	Verde	Republic	Sao Tome and Principe
Central	African	Senegal	Kuwait
Chad	Lebanon	Sierra	Zimbabwe
Cote divoire	Lesotho	Somalia	Leone
Democratic Republic of Congo	Liberia	Djibouti	South Africa
Egypt	Madagascar	South	Libya
Equatorial Guinea		Malawi	Sudan
Eritrea	Mali	Syria	South Sudan
Ethiopia	Mauritania	The Gambia	Republic of Congo
Morocco	Tanzania	Saudi Arabia	United Arab Emirates

### c. Inmarsat BGAN Prepaid

#### i. Price Plan

	Validity (Days)	Price (QAR)
Activation Fees		370
30-day validity extension*	30	200

50 unit voucher	90	575
500 unit voucher	180	1,800
1000 unit voucher	365	3,600
2500 unit voucher	365	8,700
5000 unit voucher	365	18,000

\*For validity extension only and no units added

Units are consumed based on the burn rates below.

ii. Inmarsat's BGAN Definition:

- a. **BGAN (Broadband Global Area Network):** It's a global satellite network with telephony using portable terminals. The terminals are normally used to connect a laptop computer to broadband Internet in remote locations, although as long as line-of-sight to the satellite exists, the terminal can be used anywhere
- b. **Activation Fee:** Associated fees with registering a SIM card to the satellite Network under an agreed package for availability of use.
- c. **Monthly subscription fee:** Monthly fee paid to keep an active SIM within service.
- d. **Allowance:** charge value associated with the number of minutes included with in the monthly subscription. Applies to only the calls originating from mobile phone to PSTN numbers. Calls are credited on a first come basis until the limit is reached.
- e. **Standard IP - PER MB:** Cost of Data volume(MB) for Internet connection through the Standard IP service channel.
- f. **Voice to Fixed - PER MIN** Cost of any call originating from mobile phone to PSTN numbers.
- g. **Voice to cellular - PER MIN:** Cost of any call originating from mobile phone to GSM numbers.
- h. **Voice to voicemail - PER MIN:** Cost of any call that is routed to Voice Mail service if the subscriber is busy or not reachable.
- i. **Voice to BG/FB/SB/GSPS - PER MIN:** Cost of any call originating from mobile phone to Inmarsat BGAN/FBB/SBB numbers.
- j. **SMS - PER MSG:** Cost of SMS message originating from mobile Satellite Phone.
- k. **ISDN / FAX - PER MIN:** Cost of any call originating from mobile phone to another ISAT number.
- l. **Streaming 32 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 32kbs charged as per minute.
- m. **Streaming 64 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 64kbs charged as per minute.
- n. **Streaming 128 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 128kbs charged as per minute.
- o. **Streaming 176 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 176kbs charged as per minute.
- p. **Streaming 256 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 256kbs charged as per minute.
- q. **X-STREAM - PER MIN:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of 384kbs charged as per minute.
- r. **BGAN HDR Half Channel / 64k:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 400kpbs HDR in the upload but only 64 kbps in the download direction.
- s. **BGAN HDR Half Channel Symmetric:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 400kpbs HDR in the upload and download direction.

- t. **BGAN HDR Full Channel / 64k:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 800kbps HDR in the upload but only 64 kbps in the download direction.
- u. **BGAN HDR Full Channel Symmetric:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 800kbps HDR in the upload and download direction

iii. **Burn Rates:**

PREPAID(BURN RATES)	
	Units
Standard IP - QAR per MB	9.1
Voice to Fixed - QAR per Min	1
Voice to Cellular - QAR per Min	1.2
Voice to Voicemail - QAR per Min	1
Voice to BGAN/FB/SB/GSPS - QAR per Min	0.76
Voice to SPS - QAR per Min	2
SMS - QAR per Msg	0.5
ISDN / Fax - QAR per Min	7
Streaming 32 kbps - QAR per Min	3.6
Streaming 64 kbps - QAR per Min	6.9
Streaming 128 kbps - QAR per Min	12
Streaming 176 kbps - QAR per Min	17
Streaming 256 kbps - QAR per Min	20.7
HDR Half Channel / 64k	20.7
HDR Half Channel Symmetric	28
X-Stream - QAR per Min	29
HDR Full Channel / 64k	32
HDR Full Channel Symmetric	38

iv. Inmarsat's BGAN Definition:

- v. **BGAN (Broadband Global Area Network):** It's a global satellite network with telephony using portable terminals. The terminals are normally used to connect a laptop computer to broadband Internet in remote locations, although as long as line-of-sight to the satellite exists, the terminal can be used anywhere
- w. **Activation Fee:** Associated fees with registering a SIM card to the satellite Network under an agreed package for availability of use.
- x. **Monthly subscription fee:** Monthly fee paid to keep an active SIM within service.
- y. **Allowance:** charge value associated with the number of minutes included with in the monthly subscription. Applies to only the calls originating from mobile phone to PSTN numbers. Calls are credited on a first come basis until the limit is reached.
- z. **Standard IP - PER MB:** Cost of Data volume(MB) for Internet connection through the Standard IP service channel.
- aa. **Voice to Fixed - PER MIN** Cost of any call originating from mobile phone to PSTN numbers.

- bb. **Voice to cellular - PER MIN:** Cost of any call originating from mobile phone to GSM numbers.
- cc. **Voice to voicemail - PER MIN:** Cost of any call that is routed to Voice Mail service if the subscriber is busy or not reachable.
- dd. **Voice to BG/FB/SB/GSPS - PER MIN:** Cost of any call originating from mobile phone to Inmarsat BGAN/FBB/SBB numbers.
- ee. **SMS - PER MSG:** Cost of SMS message originating from mobile Satellite Phone.
- ff. **ISDN / FAX - PER MIN:** Cost of any call originating from mobile phone to another ISAT number.
- gg. **Streaming 32 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 32kbs charged as per minute.
- hh. **Streaming 64 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 64kbs charged as per minute.
- ii. **Streaming 128 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 128kbs charged as per minute.
- jj. **Streaming 176 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 176kbs charged as per minute.
- kk. **Streaming 256 KBPS - PER MIN:** Cost of any call originating from mobile phone to dedicated speed Internet connection at rate of 256kbs charged as per minute.
- ll. **X-STREAM - PER MIN:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of 384kbs charged as per minute.
- mm. **BGAN HDR Half Channel / 64k:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 400kpbs HDR in the upload but only 64 kbps in the download direction.
- nn. **BGAN HDR Half Channel Symmetric:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 400kpbs HDR in the upload and download direction.
- oo. **BGAN HDR Full Channel / 64k:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 800kpbs HDR in the upload but only 64 kbps in the download direction.
- pp. **BGAN HDR Full Channel Symmetric:** Cost of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 800kpbs HDR in the upload and download direction

## 5. Service Provider obligations

- a. Commencement of Service: The service will commence from the time when the subscriber activates their SIM Card into the device.
- b. Quality of Service and Service Availability and Limits: Vodafone shall use its reasonable endeavours to ensure the maintenance and availability of the Satellite Services but availability may be affected by network changes, traffic volume, transmission limits, service outages, technical limitations, signal strength, customer device, terrain, structures, weather, or other conditions that may arise from time to time, may interfere with actual service quality and availability and may fail or require maintenance without notice.
- c. Neither Vodafone nor any member of the Vodafone Group shall be liable for any special, indirect or consequential damages or any damages whatsoever, whether in an action of contract, negligence or other tortious action, arising out of or in connection with the performance of or use of Services and in particular, but without limitation to the foregoing, Vodafone specifically excludes all liability whatsoever in respect of any loss arising as a result of:
- d. use which you make of the Services or reliance on Services or any loss of any Services resulting from delays, non-deliveries, missed deliveries, or service interruptions; and

- e. defects that may exist or for any costs, loss of profits or consequential losses arising from your use of, or inability to use or access or a failure, suspension or withdrawal of all or part of the Services at any time.
- f. all conditions or warranties which may be implied or incorporated into these Terms and Conditions by law or otherwise are hereby expressly excluded to the extent permitted by Qatari law.
- g. Your only remedy under these Terms and Conditions is to discontinue using the Services.

## **6. Subscriber obligations**

- a. Equipment:
  - The Subscriber shall comply with any reasonable request by Vodafone concerning the configuration of their Mobile Device or the use of the service.
  - The Subscriber shall be responsible for the necessary activities for satellite terminal setup and installation and further be responsible for the safety of persons with access to area of deployment.
  - Customer shall pay for all the hardware requested in advance.
  - Shipment costs applies
- b. The Service is for the use of the registered business subscriber and its authorized Users only. The Subscriber undertakes that it will not assign, re-sell, sub-lease or in any other way transfer its rights or obligations under these Terms and Conditions or part thereof. Contravention of this restriction in any way, whether successful or not, will result in your right to use the Services being terminated by Vodafone forthwith.
- c. The subscriber shall not use the service or resell or provide any form of telecommunications services that require a license from CRA. Failure to comply with this provision may result in immediate termination of service without notice.
- d. Prepaid & Post-paid charges:
  - For Prepaid usage will be deducted as the service is used or validity expires.
  - For Postpaid usage, all traffic usage is tracked and accumulated within a month and are invoiced to the customer.
- e. SIM Card: The Subscriber must promptly notify Vodafone if the SIM Card is damaged. In the event of loss or theft of SIM Card, the Subscriber must notify Vodafone within forty-eight (48) hours of becoming aware of such loss or theft.
- f. The customer shall comply with any reasonable request by Vodafone concerning the configuration of their devices and/or the use of the Service.