

**General Tariff information**

<b>Service Provider Name</b>	Vodafone Qatar Q.S.C
<b>License</b>	Public Fixed Telecommunications Networks and Services License
<b>Tariff Number</b>	Fixed SLA 1.0
<b>Service Name</b>	Fixed SLA
<b>Tariff Type</b>	Business
<b>Notification Date</b>	28 September 2014
<b>Tariff Effective Date</b>	28 September, 2014
<b>Tariff Version Number</b>	FS 4.1

**SERVICE LEVEL AGREEMENT (SLA) FOR FIXED SERVICES****1. Tariff Terms and Conditions**

- 1.1 Vodafone's General Business Terms and Conditions and the General Fixed Services Schedule of the Master Service Agreement ("MSA") apply.
- 1.2 The SLA is subject to terms and conditions including Excluded Faults as specified in the Service Level Agreement which describes the basic elements of SLA service provided by Vodafone for national Fixed Enterprise products.
- 1.3 Where a product or service which a Customer uses has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- 1.4 Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 1.5 The SLA for all existing Vodafone Fixed Services including Corporate Voice, Corporate Internet, Ethernet, IP-VPN and Leased lines are as below:

	<b>Business Standard</b>	<b>Business Enhanced</b>	<b>Business Premium</b>
<b>Monthly Recurring Price<sup>1</sup></b>	5.00 %	15.00 %	25.00 %
<b>Support hours</b>	7x24x365	7x24x365	7x24x365
<b>KCI (Keep Customer informed)</b>	6 hour	90 min.	60 min.
<b>MTTR<sup>2</sup> within Doha city limits for P1 tickets</b>	16 hours	8 hours	4 hours

<sup>1</sup> Price is the percentage of the applicable Monthly Recurring Charge for the respective fixed service  
<sup>2</sup> MTTR is Mean Time to Restore during any given month

<b>MTRR outside Doha city limits for P1 tickets</b>	24 Hours	12 hours	8 hours
<b>End to End monthly Service Availability</b>	99.2%	99.5%	99.5%
<b>Service credits</b>	Yes	Yes	Yes