



General Tariff information

Service Provider Name	Vodafone Qatar Q.P.S.C
Tariff Number	B15-01
Marketing Name of the Retail Offer	Ready Network SDN - Corporate Internet
Tariff Type	Permanent
Customer Group	Business
Tariff Notification Date	29 December 2019
Tariff Effective Date	29 December 2019
Tariff Version Number	2.0

1. Definitions

The following definitions apply, in addition to those in the General Business Terms and Conditions and the General Fixed Services Schedule of the Master Services Agreement (“MSA”).

- **Border Gateway Protocol” (“BGP”)** - is an IP gateway router protocol used to exchange appropriate inter-network routing information.
- **Internet Standards** - means the protocols and standards defined in the Internet documents RFC 1009, 1122, 1123, 1250 and 1771 and any other applicable protocols and standards as appropriate.
- **Local Access Circuit** - refers to the connection between the Customer Premises and a Telecommunications Operator’s nearest network node / point of presence (variously called a PoP, Local Exchange and Central Office)
- **Corporate Internet Access** - is an Enterprise-class high availability; uncontended/dedicated service delivered using Ethernet over fibre access. The service is scalable and delivers a symmetric service with speed options from 1Mbps to 1Gbps.
- **READY NETWORK -SDN** - means an ‘overlay’ virtual solution that’s placed on top of the Customer’s existing Internet or IP-VPN (‘underlay’ network).
- **Customer Edge (CE or CPE) router** - the CE router is typically installed at customer premises. It connects to the provider edge (PE) router.

2. Service Description

2.1 Vodafone Ready Network SDN service integrated using network gateways to enable interworking with Vodafone MPLS. The software-defined elements of the READY NETWORK -SDN Service are orchestrated and monitored by the SDN Platform. The Platform enables a set of traffic control and performance routing features that are integrated into Routers located at the Customer Site(s). The Service operates over Corporate Internet Accesses, which connect the Sites to the Network. Vodafone shall provide SDN services with Vodafone Corporate Internet and install and use Vodafone CPE for Vodafone’s own use in connection with the SDN Service (“**Service**”) including;

- a) supply and installation of the Vodafone Equipment;
- b) support and management of the Routers;
- c) support and management of the Platform and its underlying components; and



- d) access to a Vodafone self-service portal (“**Portal**”) that offers visibility and control over Network performance.
- 2.1.1 Application visibility and control: The Customer shall be able to detect every application in the network and optimize bandwidth with application-aware policies. It is able to monitor application performance and troubleshoot issues.
- 2.1.2 Built In Redundancy: The Service provides the Customer with a backup route, which is able to handle all components and keep it running when one route to a server is interrupted. Built in redundancy does not guarantee any committed bandwidth.
- 2.1.3 Built In Wi-Fi: The devices offer Wi-Fi connectivity. Wi-Fi access is provided through the CPE/Router given.
- 2.1.4 Portal Self-serve: This is a portal to enable the Customer to create, view and manage the performance reports.

2.2 **Optional Service Package:**

Customer may order the Security services detailed below:

- a) Bandwidth variation: If the Customer wishes to increase or decrease their Vodafone Corporate Internet bandwidth this will require formal order to Vodafone resulting in a new or varied Customer contract.
- b) Intrusion Detection Systems and Intrusion Prevention Systems (“IDS/IPS”): IDS and IPS work together to form a security solution. IDS captures packets in real time and is able to respond to threats. It is able to work on copies of data traffic to detect any suspicious activity. It does not slow network traffic and allow some malicious traffic into the network. IPS works inline in real time to monitor layer 2 through layer 7 traffic and content. It is also able to prevent malicious traffic from entering the network.
- c) Security Reporting: The report provides an insightful overview of the security threats and trends that occur throughout the year. Amidst the shift to cloud computing and the rapid adoption of consumer devices and applications.
- d) Stateful Firewall: It keeps track of the “state” of connections based on source/destination IP, source/destination between the Customer Premises and a Telecommunications Operator’s nearest network node / point of presence.

3. **Tariff Terms and Conditions**

- a) Vodafone’s Ready Network SDN Corporate Internet Service Annex, MSA and General Fixed Service Schedule shall apply.
- b) Where a product or service used by a Customer has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- c) Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- d) The minimum contractual period shall be three (3) months (“**Minimum Subscription**”). Cancellation of the Service prior to the Minimum Subscription will result in applicable charges due and payable for the remaining Minimum Subscription period.



- e) 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.

3.1 **Service Delivery**

- a) Vodafone Ready Network SDN Corporate Internet Access Service: Vodafone will confirm delivery of the Local Access Circuit, configure the Service and conduct a set of standard tests.
- b) Note that Vodafone provides a Domain Name System (“DNS”) Server for the Customer to resolve domain names to IP addresses. Two DNS IP addresses are provided during Service delivery. The Service is considered delivered even if only one of the DNS Servers notified to the Customer is operational.
- c) Vodafone will install and commission CPE to provide the service to the customer, The CPE will have an Ethernet access port for access to the internet service.
- d) Site Survey means a survey of a Customer Site to assess whether (in Vodafone’s opinion) the existing infrastructure is sufficient to provide the Service at that Customer Site.
- e) Support Service: Vodafone will provide Customer with Support Service for the Service Elements ordered by Customer.
- f) Contact: Customer must appoint primary and secondary points of contact responsible for accessing the Support Service and communicating with Vodafone during the relevant Service Cover Period. Customer will inform Vodafone, and keep Vodafone up-to-date with the appointed individuals’ identity and level of access.
- g) Planned Works: Vodafone may temporarily interrupt the Service to carry out Planned Works. Vodafone will notify Customer in advance of any Planned Works. “Planned Works” means planned Vodafone-initiated changes to the Service or Equipment (for example, to carry out essential maintenance or upgrades).

3.2 **Service Commencement**

- a) Service Commencement Date: The Service Commencement Date for a Service Element will be on or before the Agreed Delivery Date unless Customer requests a change in Services prior to the Agreed Delivery Date.
- b) Responsibility for service: Vodafone will be held responsible for services only up to Customer Premises Equipment and will not be held responsible for the quality of service, continuity of service or other factors able to impact such as subscriber cabling, equipment or other facilities (not provided by Vodafone).
- c) Service Provisioning Time: If the location given by customer is feasible from a network perspective, Vodafone aim to provide the services as per agreed timelines.
- d) Service availability and limits: Certain factors such as traffic volume, network changes, transmission limits, service outages, technical limitations, signal strength, surrounding area, construction, structures, weather, and other conditions that may impact and interfere with service quality and availability.



3.3 Vodafone Service Management Boundary (“SMB”)

- a) The SMB is the physical interface port on the Vodafone CPE, which is the Customer’s access point for Vodafone’s service. Vodafone is responsible for includes provisioning, maintenance and management of all elements up to this SMB.

3.4 The Customer’s Responsibilities

- a) If the Customer has a connection to another ISP network, then the Customer must use BGP with a unique autonomous system number for the Customer’s network.
- b) The Customer is responsible for registering its Domain Name(s) and, unless ordering Domain Name registration service from Vodafone has been agreed, for providing primary and secondary DNS.
- c) The Customer must ensure that any existing IP addresses are registered with an approved Regulatory Authority. If the Customer provides its own IP addresses these must be at least a /29 block.

4. Pricing and Charges

READY NETWORK SDN Corporate Internet		
Bandwidth (Mbps)	One Time Installation Charges (QAR)	Monthly Rental (QAR)
2	3,060	9460
5	3,060	12980
10	9,010	15290
15	9,010	17380
20	9,010	20790
30	9,010	27610
50	9,010	34760
75	9,010	41470
100	9,010	48950
150	9,010	61270
200	9,010	75350
300	9,010	85360
400	9,010	91740
500	9,010	96910
1000	9,010	127820

5. Other Charges

Type	Frequency	
Set-up/activation fee	One-off	
Recurring monthly rental	Monthly Chargeable in advance	
Additional VAS service charges	One time upfront activation charge, recurring charge, or bundle charge	
Order cancellation charges	One-off	QR.500
Order Amendments charges	One-off	QR.500
Order modification charges	One-off	QAR.500
Transfer of service charge	One-off	QAR.500



Type	Frequency	
Moving premises charge	One-off	QAR.500
Excess Construction charges (“ECC”)	One-off	QAR.500
Static IP Charges, Monthly Charges	Static IP /30 (2): Monthly Recurring charges	QAR.30
	Static IP /29 (8): Monthly Recurring charges	QAR 120
	Static IP /28 (16): Monthly Recurring charges	QAR 240
	Static IP /27 (32): Monthly Recurring charges	QAR 480

Tariff Modification Version Control

Tariff Version Number	Effective Date	Tariff Modifications
2.0	29 December 2019	Article 4 and 5