



### General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	B01
<b>Generic Name</b>	Mobile Postpaid Business
<b>Tariff Type</b>	Permanent
<b>Customer Group</b>	Business
<b>Duration</b>	N/A
<b>Tariff Notification Date</b>	19 March 2020
<b>Tariff Version Number</b>	03

### Definitions

<b>Bill Cycle</b>	The period of time between billings. A Bill Cycle will begin on a set day each month and will last until that day of the next month.
<b>Closed User Group</b>	Local calling within the Customer's account (i.e. calls made between End Users when both parties are in the State of Qatar).
<b>Customer (You)</b>	The Business subscribing to and using the Postpaid service
<b>End User</b>	A person using Equipment or a Service, who is an employee or contractor of the Customer
<b>Extras</b>	Value bundles that you can purchase in addition to your Postpaid Plan
<b>Plan</b>	Our pricing plans that are charged in line with our enterprise rate card.
<b>Postpaid</b>	Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
<b>Products and Services</b>	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.
<b>Rate card</b>	The list of all our prices for our products and services.
<b>Vodafone, We, us</b>	Vodafone Qatar P.Q.S.C (commercial registration number 39656, PO Box 27727, Doha Qatar).

## 1. Tariff Terms and conditions

- 1.1 Vodafone's General Business Terms and Conditions shall apply. 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.
- 1.2 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 Postpaid service will start and these terms and conditions will apply from the date set out on the General Business Terms and Conditions.
- 1.3 End User can recharge Plans with a consumer Prepaid card. When recharging with a Prepaid card on an enterprise line, customers will only get the standard credit and not the free Vodafone minutes and data. End User may also recharge with the Prepaid International Calling Card and Internet one off and in that case, they will get the full plan value added to their enterprise number.



- 1.4 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 a permanent or promotional basis.
- 1.5 Al Wajbah Palace, Emiri Guard and Emiri Diwan employees will be eligible for 30% discount on all Postpaid Plans and Mobile Broadband Plans. Employees will need to show their employee ID to avail of this discount.

## 2. Service Plans

Customers are charged a connection fee to join Vodafone Enterprise Postpaid, which is the first month's Postpaid Plan charge paid in advance. A Customer can choose from any of the Postpaid Plans and should a Customer exceed the allowances in their chosen plan, charges for all excess usage will be at standard Rate Card prices set out below.

### 2.1 Vodafone Red Plans

All new Business Postpaid Customers who join the Vodafone Business Red Plans will receive the following benefits:

Plan Telco Benefits	Business Red 250	New Business Red 350	Business Red 500	Business Red 750	Business Red VIP
Monthly Fee	QR250	QR350	QR 500	QR 750	QR 1100
Closed User Group Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National Minutes & SMS & MMS	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
National Data Traffic (MB) and Vodafone Global Data	18GB	30 GB	100 GB	Unlimited	Unlimited <sup>1</sup>
Voice Minutes- International outgoing and roaming incoming (receiving all Zones – see below)	150	250	350	1000	2000 <sup>2</sup>
Voice minutes - Roaming outgoing (Passport Countries – See below)	N/A	N/A	N/A	300	
Non-Telco Benefit Valet Parking <sup>3</sup>	No	Yes	Yes	Yes	Yes

#### 2.1.1 Vodafone Red add-on: Global Data

- All Vodafone Business Red 250, Business Red 350, Business Red 750 and Business Red VIP Customers will automatically receive the Vodafone Global Data (“VGD”) service which allows roaming data for free while the Customer is roaming in the following 20 Global network countries:

VGD Countries		
Albania	Hungary	Portugal

<sup>1</sup> A Fair Usage Policy of 1TB shall apply.

<sup>2</sup> Minutes including, outgoing and roaming incoming plus outgoing roaming in Passport Countries

<sup>3</sup> Valet parking details can be found at -

<https://www.vodafone.qa/en/searchresult?question=valet%20parking%20&responseID=4703&typeld=5&isComplex=1>



Australia	India	Romania
Czech Republic	Ireland	South Africa
Egypt	Italy	Spain
Germany	Malta	Turkey
Ghana	Netherlands	United Kingdom
Greece	New Zealand	N/A

- VGD applies only on local data in the Customers Current Business Red Plan and excludes any data Add-Ons.
- VGD is subject to the following Fair Usage Policies (“FUP”):

Plan	VGD Roaming FUP
Business Red M 250	18GB (Total Plan benefit)
Business Red 350	30GB (Total Plan benefit)
Business Red 500	100 GB (Total Plan benefit)
Business Red 750	1TB (Roaming FUP)
Business Red VIP	1TB (Roaming FUP)

- The order of consumption of the VGD will be after Vodafone Passport Pack and Red Key data allowance has been consumed. This means that Customers having both Passport Pack and VGD, will consume Passport Pack data first. If a customer runs out of their data allowance while roaming they will be charged the standard roaming rates (QR15/MB)
- Customer will receive an SMS notification when their data is consumed and customer can also check their remaining data allowance through the My Vodafone app or by dialing \*129#.

### 2.1.2 Vodafone Red Loyalty Programme: Go Red and Get Q-Miles (“Programme”)

- The Programme is Vodafone’s Loyalty Programme especially created for Red Business customers on the following plans (“Eligible Customer”):

Plans	QMiles Earned
Business RED M 250	<b>45</b>
New Business RED 350	<b>60</b>
Business RED 500	<b>100</b>
Business RED 750	<b>190</b>
Business RED VIP	<b>335</b>

- The included value of all Postpaid plans is valid up until the end of each bill cycle. Any unused value will be forfeited at the end of the Bill Cycle.
- Customers can purchase or change these plans anytime during the month. Proration is applied for activation. When deactivating or upgrading a plan, the customer forfeits the remaining value within the current Postpaid plan.

### 2.2. Go Business Plans

All new Business Postpaid Customers who join the Vodafone Go Business Plans will receive the following benefits:

Plans	Go Business 35	Go Business 65	Go Business 100	Go Business100 India	Go Business150	Go Business150 India
Monthly fees	35	QR 65	QR 100	QR100	QR150	QR150



<b>Local Minutes</b>	200	330	500	550	1300	1300
<b>SMS</b>	-	100	100	100	100	100
<b>Local Data</b>	0.5 GB	2 GB	4 GB	4 GB	8 GB	8 GB
<b>International Minutes<sup>4</sup></b>	-	-	30	450 to India only	50	600 to India only
<b>International Bonus Minutes for received calls</b>	-	-	6	30	6	30
<b>International Bonus Minutes Fair Use Policy</b>	-	NO	60	300	102	510
<b>Closed User Group (CUG)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

### 2.2.1 Business Ring Back Tune service

- All new Business Customers who join the Go Business Plans will receive the following benefits including Business Ring Back Tune service (“**BRBT**”) (a personalized business ring back tone to inform Customers about their business) and free International calls as below.  
Customer send their recorded BRBT message to their account manager to upload. However, Vodafone may withdraw this service anytime. Customer can activate the BRBT service and upload their recorded message for free for the first time. Thereafter the Customer will be charged five (5QR) Qatari Riyals for any change of their BRBT message. Customer can activate and deactivate their BRBT message through their Account Manager.
- The Customer agrees and acknowledges that Vodafone is not responsible of the content of their BRBT and shall ensure that the content of the BRBT complies with any applicable laws or any local regulation governing the content of messages. Further, the Customer shall indemnify and release and discharge Vodafone its agents, employees, successors and affiliates, from any and all claims, demands, damages, actions, causes of action or suits of any kind or nature whatsoever, arising out of or in any way relating to the content of the BRBT.
- Customer acknowledges that Vodafone has the right to remove the BRBT message in case of receipt of any complaint regarding the content not being appropriate or if directed by the public authorities. The Go Business India minutes are only valid for calls to India.
- The Bonus minutes will be added within seventy-two hours (72) hours from the Customer’s bill cycle. Customers will receive an SMS to notify you once they have been added. All unused minutes shall expire and cannot be carried forward to the next month. Customer will lose RRBT and International Bonus minutes if they migrate to any other Plan.

### 2.2.2 New Go Business Plan Monthly Add Ons

Customers on Go Business Plans can also subscribe to the following Add Ons by contacting their Account Manager to get the following benefits:

<b>Add On</b>	<b>Monthly fee</b>	<b>Add on benefits</b>
Add on 1	QAR 25	200 local minutes + 2 GB local data
Add on 2	QAR 50	200 local minutes + 6 GB local data + 50 International minutes

<sup>4</sup> The International minutes are valid to call most major destinations. For full list – [www.vf.qa/intnumber](http://www.vf.qa/intnumber)



### 2.3. Vodafone Local Plans

All new Business Postpaid Customers who join the Vodafone Local Plans will receive the following benefits as below:

Plans	Vodafone Basic	Local Plan 1	Local plan 2	Local Plan 3
<b>Monthly fees</b>	QR 25	QR15	QR35	QR25
<b>Local Minutes to any Operator</b>	25	50	120	-
<b>Closed User Group (CUG)</b>	Unlimited	Unlimited	Unlimited	-
<b>Local Data</b>	-	50MB	100MB	2.5GB

### 2.4. New Unlimited plans

All new Business Postpaid Customers who join the Business Unlimited Plans will receive the following benefits as below:

Plans	Business Unlimited 300	Business Unlimited 450	Business Unlimited VIP
Monthly Fees	300	450	750
Local data	Unlimited Local	Unlimited Local	Unlimited Local
Local Minutes to any Operator	Unlimited Data <sup>5</sup>	Unlimited Data <sup>6</sup>	Unlimited Data <sup>7</sup>
International minutes (outgoing and incoming)	100 Intl minutes *	100 Intl minutes *	500 intl. minutes *
Roaming data	Roaming in 20 countries (20 GB)	Roaming in 120 countries (40 GB)	Roaming in 120 countries (75 GB)
Roaming minutes (Incoming & outgoing in Passport countries)	Not included	Not included	200 Minutes
Q-Miles	50	100	200
Valet parking	Not included	included	VIP included

The Business Unlimited Plans will work on any device whether it is 5G enabled or not.

#### 2.4.1 Speed and Fair Usage Policy

- **Business Unlimited 300:** you will have the first 20 GB at full 5G speed, then you will have unlimited data at the speed of two (2) Mbps. The fair usage policy for the two (2) Mbps data is one (1) Terabyte (TB).

<sup>5</sup> 20 GB then 2 Mbps at full 5G speed then reduced to 2 Mbps until 1TB

<sup>6</sup> 200GB then 15Mbps at full 5G speed then reduced to 15 Mbps until 1TB

<sup>7</sup> 1TB 5G speed then 15Mbps then reduced to 15 Mbps until 1TB



- **Business Unlimited 450:** you will have the first 200 GB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 1TB.
- **Business Unlimited VIP:** you will have the first 1TB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 1TB.

## 2.4.2 Roaming data

- Business Unlimited 300 plans is available in the following countries:

Albania	Hungary	Portugal
Australia	India	Romania
Czech Republic	Ireland	South Africa
Egypt	Italy	Spain
Germany	Malta	Turkey
Ghana	Netherlands	United Kingdom
Greece	New Zealand	

- Business Unlimited 450 and Business Unlimited VIP plans is available in the following countries:

Albania	Guinea-Bissau	Papua New Guinea	Denmark	Palestine
Algeria	Guyana	Philippines	Dominica	Panama
Anguilla	Haiti	Poland	Egypt	Tanzania
Antigua	Hong Kong	Portugal	El Salvador	Thailand
Armenia	Hungary	Republic of Congo	Estonia	Tonga
Aruba	India	Romania	Fiji	Trinidad & Tobago
Australia	Indonesia	Russia	France	Tunisia
Austria	Ireland	Rwanda	French Guiana	Turkey
Bahrain	Italy	Samoa	Germany	Turks and Caicos Islands
Bangladesh	Jamaica	Saudi Arabia	Ghana	*UAE
Barbados	Japan	Seychelles	Greece	UK
Belarus	Jersey	Serbia	Grenada	Ukraine
Belgium	Jordan	Singapore	Guadeloupe	USA
Bermuda	Kazakhstan	Slovenia	Guernsey	Uzbekistan
Bonaire	Kenya	South Africa	Zambia	Vanuatu
Brazil	*Kuwait	South Korea	Mexico	Vietnam
British Virgin Islands	Laos	Spain	Montserrat	Pakistan
Bulgaria	Latvia	Sri Lanka	Morocco	Norway
Canada	Lebanon	St. Kitts & Nevis	Mozambique	*Oman
Cayman Islands	Lichtenstein	St. Lucia	Myanmar	Taiwan
China	Lithuania	St. Vincent & The Grenadines	Nauru	Tajikistan
Congo	Luxembourg	Surinam	Netherlands	Malta
Croatia	Macedonia	Sweden	New Zealand	Martinique
Curacao	Malaysia	Switzerland	Nigeria	Cote D'Ivoire
Czech Republic				

- All Business Unlimited plans has a Roaming Rate of QR1 per minute for incoming and outgoing calls in the following countries:

Albania	Guinea-Bissau	Papua New Guinea	Denmark	Palestine
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Algeria	Guyana	Philippines	Dominica	Panama
Anguilla	Haiti	Poland	Egypt	Tanzania
Antigua	Hong Kong	Portugal	El Salvador	Thailand
Armenia	Hungary	Republic of Congo	Estonia	Tonga
Aruba	India	Romania	Fiji	Trinidad & Tobago
Australia	Indonesia	Russia	France	Tunisia
Austria	Ireland	Rwanda	French Guiana	Turkey
Bahrain	Italy	Samoa	Germany	Turks and Caicos Islands
Bangladesh	Jamaica	Saudi Arabia	Ghana	*UAE
Barbados	Japan	Seychelles	Greece	UK
Belarus	Jersey	Serbia	Grenada	Ukraine
Belgium	Jordan	Singapore	Guadeloupe	USA
Bermuda	Kazakhstan	Slovenia	Guernsey	Uzbekistan
Bonaire	Kenya	South Africa	Zambia	Vanuatu
Brazil	*Kuwait	South Korea	Mexico	Vietnam
British Virgin Islands	Laos	Spain	Montserrat	Pakistan
Bulgaria	Latvia	Sri Lanka	Morocco	Norway
Canada	Czech Republic	St. Kitts & Nevis	Mozambique	*Oman
Cayman Islands	Lichtenstein	St. Lucia	Myanmar	Taiwan
China	Lithuania	St. Vincent & The Grenadines	Nauru	Tajikistan
Congo	Luxembourg	Surinam	Netherlands	Malta
Croatia	Macedonia	Sweden	New Zealand	Martinique
Curacao	Malaysia	Switzerland	Nigeria	Cote D'Ivoire

### 2.4.3 International Minutes

- All Business Unlimited Plans can use their international minutes to call the following countries:

Afghanistan	Denmark	Kyrgyzstan	San Marino
Algeria	Ecuador	Laos	Saint Lucia
Andorra	Egypt	Lebanon	Saudi Arabia
Angola	El Salvador	Lesotho	Serbia
Anguilla	Estonia	Liechtenstein	Singapore
Antigua	Ethiopia	Luxembourg	Slovakia
Argentina	Faroe Islands	Macau	South Africa
Armenia	Fiji	Malawi	Spain
Aruba	Finland	Malaysia	Sri Lanka
Australia	France	Malta	Sudan
Austria	French Guiana	Martinique	Surinam
Bahrain	French Polynesia	Mauritius	Swaziland
Bangladesh	Georgia	Mexico	Sweden
Belarus	Germany	Moldova	Switzerland
Belgium	Ghana	Monaco	Syria
Belize	Gibraltar	Mongolia	Taiwan
Benin	Greece	Mozambique	Tajikistan
Bermuda	Grenada	Namibia	Tanzania
Bhutan	Guadeloupe	Nepal	Thailand



Bolivia	Guatemala	Netherlands	Trinidad and Tobago
Bosnia	Guernsey	New Caledonia	Turkey
Botswana	Guyana	New Zealand	Turkmenistan
Brazil	Haiti	Nicaragua	Uganda
Virgin Islands	Honduras	Niger	Ukraine
Brunei	Hong Kong	Nigeria	UAE
Bulgaria	Hungary	Norway	United kingdom
Burkina Faso	Iceland	Oman	Uruguay
Cambodia	India	Pakistan	USA
Cameroon	Indonesia	Palau	Uzbekistan
Canada	Iran	Panama	Venezuela
Cape Verde	Iraq	Paraguay	Vietnam
Cayman Islands	Ireland	Peru	Yemen
China	Myanmar	Philippines	Zambia
Colombia	Italy	Poland	Micronesia
Republic of the Congo	Ivory Coast	Portugal	Comoro
Congo	Japan	Puerto Rico	South Sudan
Costa Rica	Jordan	Reunion	Montserrat
Croatia	Kazakhstan	Romania	North Korea
Samoa	Kenya	Russia	Palestine
Cyprus	South Korea	Rwanda	
Czech Republic	Kuwait		

#### 2.4.4 Speed Boosters for Business Unlimited Plans

Daily	Weekly	Monthly
QR 10 (Fair Usage policy of 5GB per day)	QR 50 (Fair Usage policy of 25GB per week)	QR 100 (Fair Usage policy of 100GB per month)

#### 2.4.5 Passport Packs Add-ons for Business Unlimited Plans

Weekly Passport Pack	Monthly Passport Pack
QR100 for 1GB + 100 minutes valid for 1 week	QR320 for 4GB + 300 min valid for 1 month

This Add-on is valid in the same countries provided for the roaming countries for Business Unlimited 450 and Business Unlimited VIP plans.

#### 2.4.6. Lifestyle Packs

##### A. Valet Parking fair Usage Policy

- As a Vodafone Business Unlimited customers, you'll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Lagoona Mall, Dar El Salam Mall and Ezdan Mall. Valet Parking Cards are available in 17 Vodafone Retail Stores including Villaggio, City Centre, Landmark etc.
- There is a fair usage policy of 50 usages per year.
- Vodafone may disable the Valet Parking Privilege at its own discretion. In addition, the cardholder must only use each card, which means that each Valet service will be provided once per hour, and cannot be shared amongst other users/cars.





## B. Qatar Airways Q-miles (Qmiles)

- All Business Unlimited Plan customers will get QMiles on all Unlimited Plans (“**Eligible Customer**”).
- Eligible Customers will be able to get fixed monthly QMiles based on the Eligible Customers plan value as above. Eligible Customers will need to register their Qatar Airways Privilege club card number with Vodafone by visiting any of our stores or by calling our call centre to start earning QMiles thirty days after payment of their Vodafone bill.
- Eligible Customers who are not already a Qatar Airways privileged card member can sign up for a privilege club account at <https://www.qatarairways.com/en-de/Privilege-Club.html>
- QMiles are calculated on monthly basis. Customers joining the Programme in the middle of their bill cycle will get Q-Miles based on their full plan value. Eligible Customers number must have an active number to enjoy earning QMiles for e.g. if a number is barred in January 2019 and then paid only in February 2019 to unbar the number then in that case the Customer will only get Q-Miles for the month of February 2019.
- If Eligible Customer cancels their Vodafone number, they will still keep their existing Q-Miles, but will not accumulate any more Q-Miles.
- QMiles are generated once a month up to 30 days after payment of the bill. To get more information about QMiles programme please visit <https://www.qatarairways.com/en-de/Privilege-Club.html>. If you give the incorrect privilege card number by mistake, Vodafone cannot be responsible however you may resubmit the correct one to start getting the points. All Eligible Customer with any existing discount over 10% are excluded from this Programme except Vodafone for All (50%) customers.
- You can sign up and register for your Qatar Airways Privilege Club account by clicking here <https://www.qatarairways.com/en/Privilege-Club/join-now.html>

## C. Extras

- Customers can purchase any of the Extras below. Each Extra and its value is valid up until the end of each bill cycle and any unused value will be forfeited at the end of the bill cycle.
- When deactivating any Extra, the customer forfeits the Extra value. Customers can add as many Extras on the same plan as they desire. Customers cannot add the same Extra more than once on the same plan in the same month.
- All Extras recur automatically each month and recurrence will only be stopped when requested by the customer by calling customer care on 110 from a mobile phone in Qatar or 974 800 110 from overseas or by sending an email to [business.care@vodafone.com](mailto:business.care@vodafone.com). All included value in Extras are for local use only, except for Vodafone Passport and International Key. Any usage in excess of the included value will be charged at standard prices.
- The International Key Extra allows customers to use their free local minutes included in the Postpaid Plan for international calls and receive calls whilst roaming. The following countries are not included in International Key: Satellite, Pakistan, Sri Lanka, Ethiopia, Bangladesh, Afghanistan, Somalia, Eritrea, Ghana and Mauritania (a full list is provided in the Table below). Customers need to pay QR100 per month to get International Key. For a list of premium countries please visit [www.vodafone.qa](http://www.vodafone.qa)
- Customers can activate International Key by calling 122 from a Vodafone line or 8007122 from any other line in Qatar. International Key cannot be used for SMS or Data in Qatar or while roaming or to make outgoing calls while roaming. Once activated the International Key will be recurring monthly charge until cancelled by the Customer by calling 122 from a Vodafone line or 8007122 from the any other line in Qatar.

Extras	Price Per Month	Value
<b>Vodafone Passport</b>	QR50	This Extra entitles customer to roam with one rate for all
<b>BlackBerry Internet Service</b>	QR49	1GB
<b>BlackBerry Enterprise Service</b>	QR150	1GB
<b>India Red Add-on</b>	QR35	1200 India Minutes



#### D. Local Add-Ons

- To apply this Add-on, the Customer (Chooser of the account) should call the Customer care by dialling 111 from their Vodafone Number.

Description	Monthly Allowance	Monthly Price (QR)
Local Voice (Mins) to any local operator	200	8
	300	12
	500	20
	1000	40
	1500	60
Local Data (GB)	1	35
	2	40
	3	45
	4	50

#### E. International Add-Ons

- For only QR 35 per month Customer can add a pre-set number of minutes to make international calls to Egypt, Nepal, Sri Lanka, Philippines, Pakistan or Bangladesh.
- To apply this Add-on, the Customer (Chooser of the account) should call the Customer care by dialling 111 from their Vodafone Number.

Country	Benefits
<b>Egypt</b>	220 minutes to call any number in Egypt
<b>Nepal</b>	475 minutes to call NTC numbers in Nepal
<b>Sri Lanka</b>	160 minutes to call any number in Sri Lanka
<b>Philippines</b>	600 minutes to call Globe & Smart Telecom numbers in Philippines
<b>Pakistan</b>	475 minutes to call any number in Pakistan
<b>Bangladesh</b>	700 minutes to call any number in Bangladesh
<b>India</b>	1200 minutes to call any number in India
<b>Turkey</b>	150 minutes to Turkey

#### F. International Bundles

- The Customer can opt in for the Internet Bundles by contacting Vodafone Customer Care on 110 or visiting any Vodafone Retail store.

Add Description	Monthly International minutes	Monthly Price (QR)
<b>Pack 1</b>	30	15
<b>Pack 2</b>	50	25
<b>Pack 3</b>	60	30
<b>Pack 4</b>	100	50
<b>Pack 5</b>	135	68

- International Bundles exclude calls made to Cuba, Tunisia, Algeria, Mauritania, Morocco, Eretria and Satellite Destinations from Qatar.

#### G. Special international key

- All Business Customers on Go Business, Unlimited and Red Plans can subscribe to the Special International Key by contacting their account manager for only QR75 per month.
- Once subscribed the Special International Key will be automatically added to your Plan and charged every month unless you unsubscribe by contacting their account manager.



- Special International Key provides users with 500 international minutes to call all international destinations except Cuba and Satellite. However, calls to Tunisia will be limited to a maximum of 30 minutes and calls to Eritrea, Morocco, Mauritania and Algeria will be limited to a maximum of 50 minutes in total.

**H. Lite Key**

- Lite Key provides for only QR 35 per month Customer can add a pre-set number of minutes to make 2000 international calls to to the following countries.

United Kingdom	India	United States	Singapore
Mexico	China	Canada	Malaysia
Norway	Denmark	Ireland	Sweden
South Korea	Romania	Mongolia	Peru
Puerto Rico	Iceland	Slovakia	

- To apply this Add-on, the Customer (Chooser of the account) should call the Customer care by dialling 111 from their Vodafone Number.

**3. Mobile Internet Packs**

3.1 The Customer can opt in for the Internet Extras by contacting Vodafone Customer Care on 110 or visiting any Vodafone Retail store.

3.2 The included value is for local use only (for Roaming Data use charges please check the rates on [www.vodafone.qa/roaming](http://www.vodafone.qa/roaming)).

Extra Name	Monthly Fee	Value
<b>Internet Pack 70</b>	QR 70	6 GB
<b>Internet Pack 110</b>	QR110	10 GB
<b>Internet Pack 200</b>	QR200	20 GB
<b>Internet Pack 300</b>	QR 300	35 GB
<b>Internet Pack 500</b>	QR 500	Unlimited

3.3 The value of each plan will be valid until the end of each Bill Cycle, and any unused value will be expired at the end of the Bill Cycle Date. Once You consume the Internet value included in your Mobile Internet plan you will be charged for additional Data Access as per the Rate Card below.

3.4 All 'Unlimited' data Plans/Add-Ons (Products) are subject to a 'Fair Usage Policy'. Customers subscribing to the Unlimited Data Products will have a reduced maximum speed of 1Mbps on reaching data usage of 150GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.

**4. Mobile Broadband Plans**

4.1 The Customer can opt in for the Mobile Broadband Plans by contacting Vodafone Customer Care on 110 or visiting any Vodafone Retail store.

4.2 The included value is for local use only (for Roaming Data use charges please check the rates on [www.vodafone.qa/roaming](http://www.vodafone.qa/roaming)).

Plan	Value	Price
<b>New Mobile Broadband Super</b>	32GB	QR225
<b>Machine to Machine</b>	50MB	QR20
<b>Mobile Broadband Unlimited</b>	Unlimited	QR500



<b>Mobile Broadband 90</b>	9GB	QR90
<b>Mobile Broadband 110</b>	12GB	QR110
<b>Mobile Broadband 150</b>	17GB	QR150
<b>Mobile Broadband 275</b>	100 GB	QR275
<b>Mobile Broadband350</b>	Unlimited	QR350

- 4.3 The value of each plan will be valid until the end of each Bill Cycle, and any unused value will be expired at the end of the Bill Cycle Date.
- 4.4 Once you consume the Internet value included in your Mobile Broadband plan you will be charged for additional Data Access as per the Rate Card below.
- 4.5 Mobile Broadband Unlimited data Plans/Add Ons (Products) are subject to a 'Fair Usage Policy'. Customers subscribing to the Unlimited Data Products will have a reduced maximum speed of 1Mbps on reaching data usage of 150GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- 4.6 Mobile Broadband Unlimited 250 plan will have a maximum speed of 3Mbps and has a 'Fair Usage Policy' of 200 GBs. The speed is reduced to 1Mbps till the end of the bill cycle and the speed is reset to 3 Mbps at start of billing cycle.
- 4.7 Mobile Broadband Unlimited 350 plan will have a maximum speed of 15Mbps. The product has a 'Fair Usage Policy' of 600 GBs and the speed is reduced to 1Mbps till the end of the bill cycle. The speed is reset to 15 Mbps at start of billing cycle. This plan includes free calls to landlines inside Qatar and the customer will have an option to opt for fixed number instead of mobile number.

## 5. Roaming Packs

### 5.1 Passport Pack

- 5.1.1 Customers can benefit from the following daily, weekly and monthly packs for a cost-effective voice and data roaming service when travelling to any of the Vodafone Passport countries below:

Pack	Price	Benefits	Activation Code	Validity
<b>Passport Daily Pack</b>	QR 30	Get 60 minutes to receive calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 150 MB	To activate: Dial *110*50#.  No automatic renewal.	1 day
<b>Passport Weekly Pack</b>	QR 100	Get 100 Minutes to receive calls and make calls to all numbers. Excluding Premium and Satellite Numbers. 1GB *1GB Extra for GCC Countries No automatic renewal.	To activate: Dial *110*110#	1 week
<b>Passport Bi-Weekly Pack</b>	QR 180	Get Unlimited minutes to receive calls and 160 minutes to make calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 2GB	To activate: Dial *110*140#  No automatic renewal	2 weeks
<b>Passport Monthly</b>	QR320	Get unlimited receiving and 300 minutes to make calls from any country or make calls to any	To activate: Dial *110*30#	30 days



		country while roaming within any of the Vodafone Passport countries. 4GB	No automatic renewal	
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5.1.2 Customers can subscribe to Vodafone Roaming Packs while you are in Qatar or abroad by dialling the activation code above or through the MyVodafone App

5.1.3 Vodafone Passport Pack has a specific validity period from activation. Customers can re-subscribe only after their current Roaming Packs subscription has expired. After the validity any remaining voice/data allowance will expire.

5.1.4 Customers will receive an SMS when their data benefits are consumed or when the validity period has expired. If additional data is consumed before the expiry date, standard rates will apply available at [vodafone.qa/roaming](http://vodafone.qa/roaming)

**6. Vodafone Passport Card**

6.1 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

6.2 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.

6.3 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.

6.4 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.

6.5 Passport Countries are available at <http://www.vodafone.qa/en/business/services-and-solutions/roaming-solutions>.

**7. Roaming Monthly Pack**

7.1 Customers can subscribe to Vodafone Business Roaming Monthly Pack while in Qatar or abroad by dialling the activation code as below:

Pack	Price	Benefits	Activation Code	Validity
<b>Passport Monthly Pack</b>	QR 500	200 minutes to receive calls from any country or make calls to any country while roaming in any country worldwide (except below) and 2GB for Internet.	To activate: Dial *110*222#  No automatic renewal	30 days

7.2 All countries worldwide are included in the Roaming Monthly Pack excluding- American Samoa, Andorra, , Belize, Bhutan, , Brunei Darussalam, Bermuda Cameroon, Cambodia, Comoros Islands, Cote d Ivoire, Central African Republic, Djibouti, Ecuador, Equatorial Guinea, Falkland Islands, Iceland, Lebanon, Lesotho, Macau,



Mongolia, Mauritania, Mali, Niger, Philippines, Palau, Russian federation, Saint Pierre and Miquelon, Sao Tome and Principe, Singapore, Somalia, Seychelles, Vietnam and Zimbabwe.

- 7.3 Vodafone Passport Pack is valid for 30 days from activation. Customers can re-subscribe only after their current Vodafone Business Roaming Monthly Pack subscription has expired. After the validity any remaining data allowance will expire.
- 7.4 Customers will receive an SMS when their data benefits are consumed or when the validity period has expired. If additional data is consumed before the expiry date, standard rates will apply available at [vodafone.qa/roaming](http://vodafone.qa/roaming)

## 8. National Rate Card

	Cost	Unit
<b>National Voice</b>	QR 0.25	Per minute
<b>Video Calling</b>	QR 0.45	Per minute
<b>National SMS</b>	QR 0.30	Per SMS
<b>National MMS</b>	QR 0.90	Per MMS
<b>Mobile Internet</b>	QR 0.99	Per MB
<b>Mobile Broadband</b>	QR 0.10	Per MB

- 8.1 All calling prices are charged per minute and Mobile internet usage is charged on per MB increments.

## 9. International Rate Card

	Cost	Unit
<b>International SMS</b>	QR0.60	Per SMS
<b>International Video Calling</b>	QR 1.80	Per minute
<b>International MMS</b>	QR1.35	Per MMS

## 10 Roaming Rate Card

- 10.1 Customer can now get roaming in over 180 countries. However, roaming in a small portion of these countries (less than 1% of total) may have delayed charges of up to 31 days. 25.2 To activate full roaming in certain countries list available at <http://www.vodafone.qa/en/support/faqs/plans/roaming>, please note that Customer will need to provide a valid credit card as a security guarantee or pay a deposit of QR 2,000 at any Vodafone Store
- 10.2 To learn more and find out which other countries are included, please contact 122 or visit our nearest Vodafone store or <http://www.vodafone.qa/en/plans-and-numbers/other-services/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>	0.88	2.00	2.00	17.00	0.80	0.22	1.82	3.00
<b>Vodafone Countries</b>	2.00	4.00	10.00	17.00	1.50	1.50	15.00	5.00
<b>Middle East and North Africa</b>	3.00	8.00	17.00	17.00	2.25	1.50	55.00	5.00
<b>Americas and Europe</b>	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00



	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/MMS
<b>Asia &amp; Oceania</b>	3.00	10.00	17.00	17.00	2.25	1.50	55.00	7.00
<b>Africa &amp; Rest of the World</b>	5.00	12.00	17.00	17.00	2.25	1.50	55.00	9.00
<b>Satellite &amp; In-flight Services</b>	30.00	30.00	30.00	30.00	30.00	2.00	75.00	10.00

### Roaming Countries

Zone	Countries
<b>GCC</b>	United Arab Emirates; Saudi Arabia; Bahrain; Kuwait and Oman
<b>Middle East and North Africa</b>	Lebanon; Iran; Syria; Morocco; Tunisia; Iraq; Jordan; Algeria; Yemen; Palestine (including Gaza & West Bank) and Sudan
<b>Asia and Oceania</b>	Nepal; Thailand; French Polynesia; Philippines; Vietnam; Guam; Sri Lanka Japan; Nauru; Pakistan; Cambodia; Norfolk Island; Bangladesh; Hong Kong Northern Mariana Islands; China; Brunei; Papua New Guinea; Indonesia; Taiwan; Samoa; Singapore; East Timor; Solomon Islands; Malaysia; Fiji; Tonga; Macau, New Caledonia, Vanuatu; South Korea; Kyrgyzstan and Cook Islands
<b>Africa and Rest of the World</b>	Russia; Aruba; Falkland Islands; Croatia; Guatemala French Antilles; Brazil Peru; Grenada; Bosnia & Herzegovina; Lithuania Guyana; Mexico; Luxembourg; Haiti; Belarus; Liechtenstein; Honduras; Colombia; Jamaica; Kosovo; Serbia; Anguilla; Montserrat; Argentina; Antigua & Barbuda; Netherlands; Antilles; Venezuela; Bahamas; Nicaragua; Iceland, Ukraine; Barbados; Panama; Montenegro; Belize; Puerto Rico; Georgia; Bolivia; St Barth; Greenland ; British Virgin Islands; St Kitts & Nevis ; Dominican Republic; Cayman Islands; St Lucia; Bermuda; Chile; St Martin; Moldova; Costa Rica; St Vincent & The Grenadines; Paraguay; Cuba; Trinidad & Tobago; El Salvador; Ecuador; Turks & Caicos Islands; Uruguay; Senegal; Rwanda; Virgin Islands (USA); Botswana; Gabon; Latvia; Ivory Coast; Mali; Afghanistan; Mozambique; Niger; Azerbaijan; Togo; Réunion; Kazakhstan; Uganda; Comoros; Maldives; Chad; Antarctica; Mongolia ;Mauritius ;Burkina Faso; Kyrgyzstan; Gambia; Burundi; Armenia; Mauritania; Cameroon; Laos Seychelles; Congo; Palau; Benin; Guinea Bissau; Tajikistan; Equatorial Guinea; Lesotho; Turkmenistan; Libya ; Madagascar; Uzbekistan; Namibia; Malawi; Ethiopia; Sierra Leone; Mayotte; Kenya; Angola; Sao Tome & Principe; Djibouti; Central African Republic; Swaziland; Nigeria; Guinea; Cape Verde; Tanzania; Liberia and Congo (DRC).

### **Tariff Modification Version Control**

Tariff Modification Number	Version	Effective Date	Description of Change
EPP 1.27		5 December 2017	Additional Data of 1 GB has been removed from the Business value plans.
EPP 1.28		23 January 2018	Changes in 2.1, 2.3, 3, 4.12, 4 and 6.
EPP 1.29		6 February 2018	Changes in 2.1
EPP 1.30		1 April 2018	Changes in 11
EPP 1.31		15 April 2018	Changes in 2.3
EPP 1.32		23 April 2018	Changes in 2.1
EPP 1.33		08 August 2018	Changes in 2.1, 2.3, 3, and 6.3



EPP 1.34	3 September 2018	Changes in 6.2
EPP 1.35	4 December 2018	Changes in 2.1, 2.2, 2.3, 4.12, 6, 8, 2.3
EPP 1.36	20 February 2019	Changes in 1
EPP 1.37	24 February 2019	Changes in 2.3
EPP 1.38	1 April 2019	Changes in 10
EPP 1.39	21 May 2019	Changes in 3A
EPP 1.40	23 May 2019	Changes in 2.1
EPP 1.41	29 May 2019	Changes in 6
EPP 1.42	11 June 2019	Changes in 3A
EPP 1.43	18 June 2019	Changes in 4
EPP 1.44	30 September 2019	Changes in 2.4
EPP 1.45	3 October 2019	Changes in 2.1.3 and 4B
EPP 1.46	22 October 2019	Changes in 2.4, 2.1.3, 3
01	1 January 2020	Tariff No. changed and changes in 2.1, 2.2 and 2.2.2
02	19 March 2020	Changes in 1.5 and 2.4.6. (H),
03	19 March 2020	Changes in 4.2