



General Tariff information

Service Provider Name	Vodafone Qatar Q.S.C
Tariff Number	C01
Tariff Type	Consumer
Duration	N/A
Marketing Name of the Retail	Postpaid Standard Terms and Conditions
Customer Group	Consumer
Tariff Effective Date	1st July 2020
Tariff Version Number	7

Definitions

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 Customer puts the SIM card into a mobile phone and use any of our Products and Services.
- 1.5 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.

2. Definitions

- **Artificially Inflated Traffic** - A flow or volume of traffic via any Service, which Vodafone believes is: (i) disproportionate to the flow or volume of traffic which Vodafone expects from good faith commercial practice and usage of the Service; (ii) disproportionate to Customer's previous traffic profiles (in any given month) with Vodafone; (iii) uses automated means to make calls (save where this is expressly approved by Vodafone in writing); or (iv) may result in Customer exceeding the credit limit which Vodafone places on Customer's Vodafone account from time to time.
- **Bill Cycle** - A regular billing cycle assigned to your account.
- **Customer** - Person subscribing to and using the Postpaid service for their reasonable personal use
- **Extras** - Value bundles that you can purchase in addition to your Postpaid Plan
- **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.
- **Postpaid** - Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
- **Rate card** - The list of all our prices for our products and services
- **Star Number** - is any number for which a customer pays a reservation fee online or at any Vodafone retail stores. The detailed terms and conditions are available at



<https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/star-numbers>

- **Plan** - Our pricing plans that are charged in line with our rate card.
- **Vodafone, We, Us** - Vodafone Qatar P.Q.S.C (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
- **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 connection fee to join Vodafone Postpaid is QR50.
- 3.2 Customers will be charged QR50 to migrate from Postpaid to Prepaid and Postpaid to Mobile Broadband Plans
- 3.3 A Customer can choose one of the Postpaid plans below. All Customers can also purchase Extra(s) and Add Ons in addition to their Postpaid account.
- 3.4 Should a Customer exceed the allowances in their chosen Plan, charges for all excess usage will be at standard Rate card prices set out in Article 10 below.

4. Postpaid Plans

4.1 New Unlimited Plans

- Customers who join our unlimited plans will get the following benefits:

Unlimited 300	Unlimited 450	Unlimited VIP
Unlimited Local	Unlimited Local	Unlimited Local
Unlimited Data ¹	Unlimited Data ²	Unlimited Data ³
20 GB of Roaming in 20 countries	40 GB Roaming in 130 countries	75GB Roaming in 130 countries
100 Intl minutes	100 Intl minutes	500 intl. minutes
-	-	200 Roaming Mins
-	- Valet Parking	VIP Valet Parking
50 Q Miles monthly	100 Q Miles monthly	200 Q Miles monthly
QR 300 Monthly rental	QR450 Monthly rental	QR750 Monthly rental
Unlimited inflight roaming*	Unlimited inflight roaming*	Unlimited inflight roaming*

- The Unlimited Plans will work on any device whether 5G enabled or not.

4.1.1 Speed and Fair Usage Policy

¹ Unlimited 300 – 20GB at full 5G speed then reduced to 2 Mbps until 500 GB
² Unlimited 450 – 200GB at full 5G speed then reduced to 15 Mbps until 500 GB
³ Unlimited VIP – 500 GB at full 5G speed
 * Available only on flights with the Mobile Satellite Operators - Aeromobile and OnAir



- **Unlimited 300:** you will get 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 480 GB
- **Unlimited 450:** you will get 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 300 GB.
- **Unlimited VIP:** you will have 500 GB at full 5G.
- **Inflight Roaming:** The fair usage policy (FUP) for inflight roaming is 40 GB per flight.

4.1.2 Roaming data

- Unlimited 300 plans is available in the following countries:

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

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

1	Albania	70	Mozambique
2	Algeria	71	Myanmar
3	Anguilla	72	Nauru
4	Antigua	73	Netherlands
5	Armenia	74	New Zealand
6	Aruba	75	Nigeria
7	Australia	76	Norway
8	Austria	77	Oman
9	Bahrain	78	Pakistan
10	Bangladesh	79	Palestine
11	Barbados	80	Panama
12	Belarus	81	Papua New Guinea
13	Belgium	82	Philippines
14	Bermuda	83	Poland
15	Bonaire	84	Portugal
16	Brazil	85	Republic of Congo
17	British Virgin Islands	86	Romania
18	Bulgaria	87	Russia
19	Canada	88	Rwanda
20	Cayman Islands	89	Samoa
21	China	90	Saudi Arabia
22	Congo	91	Serbia
23	COTE D'IVOIRE	92	Seychelles
24	Croatia	93	Singapore
25	Curacao	94	Slovenia



26	Czech Republic	95	South Africa
27	Denmark	96	South Korea
28	Dominica	97	Spain
29	Egypt	98	Sri Lanka
30	El Salvador	99	St. Kitts & Nevis
31	Estonia	100	St. Lucia
32	Fiji	101	St. Vincent & The Grenadines
33	France	102	Surinam
34	French Guiana	103	Sweden
35	Germany	104	Switzerland
36	Ghana	105	Taiwan
37	Greece	106	Tajikistan
38	Grenada	107	Tanzania
39	Guadeloupe	108	Thailand
40	Guernsey	109	Tonga
41	Guinea-Bissau	110	Trinidad & Tobago
42	Guyana	111	Tunisia
43	Haiti	112	Turkey
44	Hong Kong	113	Turks and Caicos Islands
45	Hungary	114	UAE
46	India	115	UK
47	Indonesia	116	Ukraine
48	Ireland	117	USA
49	Italy	118	Uzbekistan
50	Jamaica	119	Vanuatu
51	Japan	120	Vietnam
52	Jersey	121	Zambia
53	Jordan	122	Inflight – On Air
54	Kazakhstan	123	Inflight – Aero Mobile
55	Kenya	124	Montenegro
56	Kuwait	125	Georgia
57	Laos	126	Iceland
58	Latvia	127	Lesotho
59	Lebanon	128	Finland
60	Lichtenstein	129	Bosnia & Herzegovina
61	Lithuania	130	Cape Verde
62	Luxembourg	131	Nepal
63	Macedonia		
64	Malaysia		
65	Malta		
66	Martinique		
67	Mexico		
68	Montserrat		
69	Morocco		



- All plans have a Roaming Rate of QR1 per minute for incoming and outgoing calls 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	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

4.1.3 International Minutes

- All 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		

4.1.4 Speed Boosters for 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)

4.1.5 Passport Packs Add-ons for 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 Unlimited 450 and Unlimited VIP plans.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per flight



4.1.6 Bill Manager

- All existing and new Customers on Vodafone’s Unlimited Plans shall automatically get the Bill Manager extra added for free.
- Bill Manager ensures that Customers are prevented from receiving excessive bills from local data and roaming usage, by automatically adding the best add-ons available. E.g. if the customer is roaming in a passport pack country, Bill Manager will automatically add the benefits of the Passport Pack for no additional charge once the customer has consumed out of bundle data or calls worth QR 100. However, in non-passport countries, Bill Manager will not be able to further optimise spending.
- For local out of bundle charges, Bill Manager will give Customers the benefits below without extra charges once the Customer has reached a certain spend threshold:

Spend Threshold	Product	Extra Value Given
>QR 20	Standard rate of 99Dhs/MB	-
QR 20	Smart Data Rate	250 MB
QR40	Smart Data Rate	250 MB
QR60	Smart Data Rate	250 MB
QR70	Internet Pack 70	5.25 GB
QR110	Internet Pack 110	4 GB
QR150	Internet Pack 150	4 GB
QR200	Internet Pack 200	6 GB
QR300	Internet Pack 300	15 GB
QR500	Internet pack 500	500 GB

- Bill Manager will send an SMS notification every time it provides best add-ons available/Extra Value (as per the table above). The best add-ons available/Extra Value will be provided without an additional charge and is non-recurring.
- All best add-ons available/Extra Value provided by Bill Manager will expire at the end of the customer’s bill cycle or prior to this if the add-on has a validity period (i.e. passport will expire after 7 days).
- Any customer not wanting to take advantage of Bill Manager can disable Bill Manager via the My Vodafone App.

4.1.7 Vodafone for All - Power to people with disabilities

- All customers who are registered and hold a valid special needs or retirement card (“Card”) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (“Eligible Customer”) are entitled to the following benefits:
- The Eligible Customer will 50% discount on all Unlimited Plans. The Eligible Customer will also be entitled to a 10% discount on a mobile phone handset (“Handset Discount”) as long as no other discount is being received for the same handset. The Handset Discount can be redeemed at any Vodafone store subject to availability and shall not apply to handsets that are already



discounted under any promotion.

- If the Eligible Customer cannot physically attend the Vodafone store to purchase the Plan he can authorise a family member (by completing a Vodafone letter of authorisation available at Vodafone stores, and upon presentation of the nominated person's Qatari ID) to act on his behalf.
- Services not listed in the table above will not be included in any Plan.
- Plan is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.
- Supplier standard warranty provisions shall apply to all Handset Discounts.
- Vodafone standard refund and exchange policies shall apply.
- If a customer runs out of their data allowance while roaming, they will be charged the standard roaming rates
- Customer will receive an SMS notification when their data is consumed, and customer can also dial *129# to know the remaining data allowance.

4.2 Lifestyle Packs

1. Wavo & Anghami

- Unlimited customer can also subscribe to a lifestyle pack Add-on for Wavo and Anghami together at the price of QR15 per month.
- Once they active the Add-on, they will be able to activate their subscriptions to Wavo and Anghami through My Vodafone App.

2. Valet Parking fair Usage Policy

- As a Vodafone Unlimited customer, 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 Villagio, 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.

3. Qatar Airways Q-miles (Qmiles)

- All 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>

4. VIP Care Team

- VIP Account Management is a personalized customer service over the phone by calling 111 provided for free to all Vodafone customers who have Unlimited VIP mobile service plan available from 9 AM to 9 PM. The VIP Management Team service is only applicable to Unlimited VIP customers. Upon switching to a non-eligible plan, the VIP Management Team Service will no longer be available.

5 Flex Plans

- With Flex plans, Customers have a given a set of Flex which you can use to make local or international calls, local or International SMS's or for data.
- Customers can check their Flex balance before and after using their phone by dialing *130# or by checking the My Vodafone App.
- All new Customers who join the Flex Plans will receive the following benefits called flex which they can use as per the Flex Rating below based on the customer's usage and requirements:

Plan Name	New Flex 110	New Flex 125	New Flex 150
Price per month	QR 110	QR 125	QR 150
Plan Flex	1,300	500	1,200
Plan Data	-	8 GB	10 GB

5.1 Flex Rating

- Customer can use their Flex as below:

Flex	Rating
1 Flex	1 Local Min/SMS/MMS



1 Flex	7MB
1 Flex	1 International Min to India
5 Flex	1 International Min to Egypt/Nepal
4 Flex	1 International Min to Pakistan
5 Flex or more*	1 International minute to other destinations ⁴

5.2 Flex Grow

- All Flex Postpaid customers will be entitled to the “Flex grow” feature available on Flex 100, Flex 150 & Flex 200 plans (“**Eligible Customer**”) as below:
 - New Eligible Customers will automatically subscribe from 27 December 2018.
 - Existing Flex Postpaid customers will need to subscribe by dialing *248# or through My Vodafone App.
- The Eligible Customers will be notified through SMS about the extra flex they receive in a month.
- The extra flex will be added in the total flex balance for the month on each bill cycle automatically.
- In addition, Customers who have been with Vodafone for more than four (4) months will also receive one-time bonus (“One Time Bonus”) at the time of subscription. The bonus value will depend on their stay with Vodafone and will be communicated via SMS. The benefit will be given as per the following schedule:

Bonus Flex for Base	Tenure of Customers as per Age on Network on Vodafone					
	Month1 - M3	M4 - M6	M7 - M12	M13 - M18	M19 - M24	M24+
Flex 100/125	-	100	150	200	250	300
Flex 150	-	200	250	300	350	400

- The One Time Bonus will be added to the Eligible Customer’s balance at the time of the first plan renewal after the subscription to Flex Grow
- Once subscribed Eligible Customers will start receiving extra flex as an ongoing benefit from the second bill run after the subscription date. The extra flex will be added in the balance at the time of monthly plan renewal.

Flex Plan	Plan Renewal month since subscription to Flex grow		
	Month 2 – 3	Month 4 – 6	Every 3 months till Month 22
Flex 100/125	25	25	25
Flex 150	25	75	50

- Eligible Customers who subscribe to Flex grow will not accumulate Vodafone Points.
- Eligible Customers will lose their Flex including bonus flex if they migrate to other Postpaid or Prepaid, transfer their number, terminate their number or port out.
- The Eligible Customers will be notified through SMS about the extra flex they receive in a month and the extra flex will be added in the total flex balance for the month on each bill cycle.

⁴ For a list of pricing per country visit www.vodafone.qa/connect



6. Add-Ons and Extras (Flex Plans and Unlimited Plans)

6.1 Flex Specific Paid Add-Ons

- Customer can add the following Add on to enhance their Flex plans as per their usage and requirement:

Add On	Flex Booster 10*	Flex Booster 20*	Monthly Flex Booster 50**	Weekly Flex Booster 50*
Price	QR 10	QR 20	QR 50	QR 50
Flex	70	150	900	500
Validity	7 days	7 days	30 days	7 days

**All the Flex Boosters are non-Recurring*

***Monthly Flex booster 50 is one-time or recurring, customer can choose as per need*

6.2 10 hours to Globe Philippines Extra

- Postpaid customers can subscribe to the Globe Philippines QR35 Add On, which is a monthly recurring pack.
- Postpaid Customers can subscribe to this pack to get 600 minutes to any Globe customers in Philippines for just QR 35 per month.
- To get the offer dial *100#
- The minutes included in this Pack are valid for calls to Globe customers in Philippines only. This means the minutes can only be used to call Philippines numbers which have the following prefixes:

0063905	0063906	0063915	0063916
0063917	0063926	0063927	0063935
0063936	0063975	0063976	0063977
0063995	0063996	0063997	

- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited Plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.3 Pakistan international 35 Add-on

- Postpaid customers can subscribe to the Pakistan International 35 Add on which is a monthly recurring pack.
- Customer can call 475 mins to any network in Pakistan for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.4 Nepal international 35 Add-on

- Postpaid customers can subscribe to the Nepal Telecom International 35 Add on which is a monthly recurring pack.
- Customer can call 80 mins to NTC in Nepal for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar



6.5 Bangladesh international 35 Add-on

- Postpaid customers can subscribe to the Bangladesh International 35 Add on which is a monthly recurring pack.
- Customer can call 475 mins to any network in Bangladesh for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.6 Sri Lanka international 35 Add-on

- Postpaid customers can subscribe to the Sri Lanka International 35 Add on which is a monthly recurring pack.
- Customer can call 160 mins to any network in Sri Lanka for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.7 Egypt international 35 Add-on

- Postpaid customers can subscribe to the Egypt International 35 Add on which is a monthly recurring pack.
- Customer can call 220 mins to any network in Egypt for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.9 Passport Pack

Add On	Price
Vodafone Passport Pack	QR 100

- All Flex customers can check their available balance using the direct short code*130# to receive a balance check SMS notification.
- The Flex Postpaid plan customers who have unused Flex on their account can carry forward the unused Flex from the previous month for the next month and these Flex will have a validity of 1 bill cycle
- Smart Data Rate is added by default on Flex postpaid plans

6.10 Internet Extras

- Customer can opt in for the Internet Extras by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

Extra Name	Monthly Fee	Value	Validity	Recurring
2GB Data Booster	QR25	2 GB	7 days	No
Internet Pack 70	QR 70	6 GB	30 days	Yes
Internet Pack 110	QR 110	10 GB	30 days	Yes
Internet Pack 150	QR 150	14 GB	30 days	Yes
Internet Pack 200	QR 200	20 GB	30 days	Yes



Internet Pack 300	QR 300	35 GB	30 days	Yes
Internet Pack 500	QR 500	Unlimited	30 days	Yes

- 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 500GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.

7. Mobile WiFi / Data Plans

- These plans are designed to be used with a 4G or 5G Mobile Mi-Fi Device; customer can choose one of the available 4G or 5G devices in Vodafone Stores or can use it with any personal device. List of devices available at Vodafone can be seen [here](#)
- All new and existing Customers can subscribe to the Mobile WiFi Plans below:

Name	Monthly Fee	Value per Month
Mobile WiFi 100	QR 100	10 GB
Mobile WiFi 150 Plan	QR 150	15 GB
Mobile WiFi 275 Plan	QR 275	Unlimited
Mobile WiFi 500 Plan	QR 500	Unlimited

- Customer will need a device available at any Vodafone Store or insert the MBB Sim in their phone to utilise this service. Customers can learn more by visiting <https://www.vodafone.qa/en/services/data-plans/internet-on-postpaid>.
- The value of each MBB plan will be valid up until the end of each Bill Cycle, and any unused value will be forfeited at the end of the Bill Cycle Date.
- The included value is for local use only.
- Customers subscribing to the QR500 Unlimited Data Plan will have a reduced maximum speed of 1Mbps on reaching data usage of 500GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- Mobile WiFi 275 Plan - Customers subscribing to the Mobile WiFi 275 plan will have 100GB full speed, followed by 100 GB at a maximum speed of 3Mbps after which the speed is reduced to 1Mbps.
- Mobile WiFi 100 Plan will have 10GB at full speed, followed by unlimited data at 64 Kbps

8. Smart Data Rate

- Customer can get an extra data in 250 MB bundles for only QR 20, without any additional monthly fee by subscribing to Smart Data Rate.
- Existing customers can subscribe to Smart Data Rate by choosing <<Smart Data Rate>> from USSD Menu by dialing <<*100#>> or dial *110*533#. New customers can ask Vodafone store staff activating their line to activate Smart Data free of cost.
- Customer is notified before the start of Smart Data Rate, that when the bundled data has finished QR 20 will be charged for next 250 MBs until 1 GB is consumed after this data usage is charged at the reduced rate of QR 0.1/MB. The 250 MB bundle is valid till the upcoming plan renewal date.



- Smart Data Rate comes into effect only when data is consumed after all the bundled data in the plan, bonus and mobile internet pack is finished.
- Smart Data Extra is available for new customers on below Postpaid plans:
 - Flex 100, Flex 150 & Flex 200
- If a Customer unsubscribes from Smart Data Rate, they will be charged the standard rate of QR 0.99/MB for any out of bundle data usage.
- Smart Data rate is only available for local use in Qatar and is not available for use while roaming.

9. Vodafone Passport Pack

- All Customers who subscribe to the Passport Pack (“**Passport Pack**”) by paying QR100 per week shall receive the benefits below:

Permanen	Roaming Minutes
1 GB	100 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at www.vodafone.qa/passportpack
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialing the activation code ***110*110#**
- Activated is valid for one (1) week and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- 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 Pack if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Pack along with Vodafone Passport Rate. However, any roaming usage beyond the Passport Pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travel in the countries covered.

10. Standard Rate card

- 10.1 National Rate Card** - All calling prices are charged per minute and Mobile 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



Mobile Internet	QR0.99	Per MB
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10.2 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
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; Saudia 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 Ships; 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; Maldive 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_Is 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.
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10.3 Roaming Rate Card

- 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.
- 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
- 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>.

	Making calls in the country you're in (QR per Min)	Calls Back to Qatar (QR per Min)	Calls to GCC (QR per Min)	Internat Calls (QR per Min)	Received Calls (QR per Min)	Send SMS (QR per SMS)	Data Roaming (QR per MB)	Send MMS (QR per MMS)
Zone 1	0.88	2.00	2.00	17.00	0.80	0.22	1.53	3
Zone 2	5.00	17.00	17.00	17.00	3.00	2	55.00	5
Zone 3	5.00	17.00	17.00	17.00	3.00	2	15.00	5
Zone 4	5.00	17.00	17.00	17.00	3.00	2	55.00	7
Zone 5	5.00	17.00	17.00	17.00	3.00	2	55.00	7
Zone 6	5.00	17.00	17.00	17.00	3.00	2	55.00	9
Zone 7	30.00	30.00	30.00	30.00	30.00	2	75.00	10

Roaming Countries

Zone	Area	Countries
Zone 1	GCC	Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates
Zone 2	MENA	Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia
Zone 3	Vodafone	Albania; Australia; Czech Republic; Egypt; Greece; Hungary; Germany; Ghana; India; Ireland; Italy; Malta; Netherlands; New Zealand; Portugal; Romania; South Africa; Spain; Turkey and United Kingdom



Zone 4	Asia & Oceania	Afghanistan; American Samoa; Azerbaijan; Bangladesh; Cambodia; China; Bhutan; Brunei; Cook Island; East Timor; Fiji; Georgia; Hong Kong; Indonesia; Japan; Kazakhstan; Kyrgyzstan; Macau; Malawi; Malaysia; Maldives; Mongolia; Myanmar; Nauru; Nepal; Norfolk Island; New Caledonia; Pakistan; Palau; Papua New Guinea; Philippines; Samoa; Singapore; Solomon Island; Solomon Islands; South Korea; Sri Lanka; Taiwan; Tajikistan; Thailand; Tonga; Trinidad and Tobago; Turkmenistan; Uzbekistan; Vanuatu; Vietnam and Yemen
Zone 5	Americas & Europe	Aland; Andorra; Anguilla; Antigua and Barbuda; Aruba; Austria; Argentina; Armenia; Bahamas; Barbados; Belarus; Belgium; Belize; Bermuda; Bolivia; Bosnia and Herzegovina; Brazil; British Virgin Islands; Bulgaria; Canada; Cayman Islands; Chile; Colombia; Costa Rica; Croatia; Cyprus; Cuba; Denmark; Dominica; Dominican Republic; Ecuador; El Salvador; Estonia; Falkland Islands; Faroe Islands; Finland; France; French Guyana; Gibraltar; Greenland; Grenada; Guadeloupe; Guam; Guatemala; Guernsey; Guinea; Guinea Bissau; Guyana; Haiti; Iceland; Isle of Man; Jamaica; Jersey; Kosovo; Latvia; Liechtenstein; Lithuania; Luxembourg; Macedonia; Martinique; Mexico; Moldova; Monaco; Montenegro; Montserrat; Netherlands Antilles; Nicaragua; Northern Mariana Islands; Norway; Panama; Paraguay; Peru; Poland; Puerto Rico; Russia; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; San Marino; Serbia; Slovakia; Slovenia; Suriname; Sweden; Switzerland; Tahiti; Turks and Caicos Islands; Ukraine; United States; Uruguay and Venezuela
Zone 6	Africa & ROW	Angola; Benin; Botswana; Burkina Faso; Cape Verde; Central African Republic; Burundi; Cameroon; Chad; Comoros Islands; Cote D'Ivoire; Democratic Republic of the Congo; Djibouti; Equatorial Guinea; Ethiopia; Gabon; Gambia; Honduras; Kenya; Laos; Lesotho; Liberia; Libya; Madagascar; Mali; Mauritius; Mauritania; Mayotte; Mozambique; Namibia; Niger; Nigeria; Republic of the Congo; Réunion Island; Rwanda; Sao Tome and Principe; Senegal; Seychelles; Sierra Leone; Somalia; Swaziland; Tanzania; Togo; Uganda; Zambia and Zimbabwe.
Zone 7		Air Flight Services; Maritime Services and Satellite Services

11. Premium Service

- Customers making voice calls to the number range in Bahrain will be at the following rate below:

Number Range	Standard Rate	Premium Rate
Bahrain	Postpaid	Postpaid
+97371110000 till +97371119999	66Dhs per min	2.50QR per min

12. Opt in Rate

12.1 Local 25Dhs Calling Opt in

- Customers can make national voice calls for 25Dhs per minute if they opt in for the rate. Customers can activate the national voice call rate of 25Dhs per minute by dialing ***200*25#**.
- There is no charge for opting in for the 25Dhs rate.
- The Customer can opt out of the rate by dialing ***250*25#**. Once the Customer has cancelled the offer the standard national voice rate of 35Dhs will apply immediately.



13. Spend Limit

- Spend Limit is a unique service offered by Vodafone Qatar to its Customer by which they can set their maximum monthly bill, keeping in control their out of bundle costs.
- All Customer who want to subscribe or unsubscribe to the Spend Limit feature for QR 3 per month can do so by call 122 or visit the nearest Vodafone Store.
- Customers on Unlimited Plans will get the Spend limit feature free included in their plans.

14. Apple Watch

- 14.1 In addition to your Mobile Plan charges, Customer will incur a monthly recurring fee of 30 QAR for each Apple Watch that is paired to the Customers Mobile Plan.
- 14.2 If a customer activates the watch after the 1st of the month (i.e. has not paid the month's bill) the customers will pay subscription charges for the full month (QAR 30) in the following month's bill;
- 14.3 If a customer activates the watch after the 1st of the month (i.e. has not paid the month's bill) but cancels during the month the customers will pay the whole month (QAR 30)
- 14.4 If a customer cancels the watch after paying the 1st of the month bill (QAR 30) the customer will not get any refund on the following months bill.
- 14.5 Apple Watch Series 4 (GPS) requires an iPhone 5s or later versions with iOS 12 or later for pairing. Apple Watch Series 3 (GPS) requires an iPhone 5s or later versions with iOS 11 or later for pairing.
- 14.6 Mobile Plan allowances (Local & International Calls and Local Mobile Data) will be shared between the Apple Watch and iPhone.
- 14.7 Standard out-of-bundle charges will apply as per the Customers Mobile Plan if allowances are consumed.
- 14.8 Currently, roaming services are not available on Apple Watch.

15. Smartphone Offer

15.1 Non-Vodafone Branded Devices local data offer

- All existing and new Vodafone ("**Eligible Customers**") who purchase a non-Vodafone branded smartphone e.g. iPhone, Samsung etc. ("**Handset**") shall be entitled to the following offer ("**Offer**"):
- Eligible Customers who have purchased the Handset will benefit from free local data per month for 1 (one) month upon successful collection and payment of your Handset.
- After 1 (1) month the free local data shall automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Postpaid Customers disconnecting, transferring or migrating to Prepaid will automatically lose the free data Offer.
- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at www.vodafone.qa/en/support/main-topics/other-topics/store-locations, or online at www.vodafone.qa
- Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges.
- Vodafone online and retail stores return and warranty policy apply which can be found at <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

15.2 Vodafone Branded Devices local data Offer



- All existing and new Vodafone Postpaid customers who purchase a Vodafone Branded Devices e.g. Vodafone Smart platinum 7 or Vodafone Smart Ultra (“**Vodafone Branded Devices Handset**”) (“**Eligible Customer**”) shall be entitled to the following offers (“**Offer**”):
- After three (3) months the extra local data will automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Postpaid Customers disconnecting, transferring or migrating to Prepaid within the first three (3) months will automatically lose the free data Offer.
- To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at www.vodafone.qa/en/support/main-topics/other-topics/store-locations, or online at www.vodafone.qa
- Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges.
- Vodafone online and retail stores return and warranty policy apply which can be found at <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

16. Service Provider Obligations

- Vodafone shall use best endeavours to provide Customer with the Services however, due to the nature of this technology; Vodafone cannot guarantee a fault-free service.
- Vodafone may suspend the Services: (i) in order to carry out maintenance or testing of the Vodafone Network; (ii) during any technical failure of the Vodafone Network; (iii) when it is necessary to safeguard the security and integrity of the Vodafone Network or to reduce the incidence of fraud; (iv) where it is necessary for reasons of Force Majeure; (v) where it identifies an Artificially Inflated Traffic due to fraud. Vodafone shall endeavour to keep all such suspensions to a minimum and shall give Customer notice of such suspensions where reasonably practicable.
- Vodafone is not responsible or liable for any non-performance of Services or for any degradation or deviation of the Services that can be reasonably attributed to the actions or omissions of the Customer or third parties.

17. Customer Obligations

- Postpaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Postpaid SIM card to another person without a valid transfer of number (TON) using the TON form at any Vodafone Retail Stores. Unauthorized transfer of a Postpaid SIM card may result in service cancellation.
- The Customer must promptly notify Vodafone if the SIM Card is lost, stolen or damaged. In the event of loss, theft or damage of the SIM Card, the Customer must notify Vodafone within forty-eight (48) hours of becoming aware.
- Porting Out:
 - (i) The Customer can port their Postpaid Number but only after all invoiced charges outstanding at the time of port out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer’s port request.
 - (ii) The Customer must pay all charges that have been incurred by the Customer but which have not been invoiced by Vodafone as at the date of the port, including any early contract termination fees. Vodafone will issue the Customer with a final invoice in respect of those



charges. If the final invoice is not paid within 30 days of the invoice date, Vodafone may direct the other service provider to bar the ability of the Customer to make outgoing calls (except for calls to emergency service numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number.

- (iii) After 45 days, Vodafone may direct the other service provider to suspend the ability of the Customer to receive public telecommunications services using the ported mobile number and terminate the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
- (iv) If the Customer requests the porting of a mobile number from Vodafone and it is subsequently discovered that the port has been made in error, is fraudulent or the Customer does not otherwise have the right to port that mobile number, Vodafone may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.



Tariff Modification Version Control

Tariff Modification	Effective Date	Description of Change
1.43	15/06/2017	Changes in 3.1, 3.1.1, 3.1.3, 3.2, 3.2.3, 3.2.4, 3.3, 3.4, 3.5, 3.6, 3.8, 4, 7.2, 3.7
1.44	08/08/2017	Change in 3.1
1.45	10/08/2017	Change in 3.7
1.46	24/10/2017	Change in 3.3 – 3.6 and 5
1.47	15/10/2017	Change in 3.3, 9.3, 7.2,
1.48	01/11/2017	Change in 3.1
1.49	08/11/2017	Change in 3.2.3-
1.50	31/12/2018	Change in 3.3 and 4
1.51	05/02/2018	Change in 3.1.2 & 3.1.3, 3.2.2, 3.3 and 3.9
1.52	06/03/2018	Change in 3.1
1.53	01/04/2018	Change in 7.3
1.54	29/04/2018	Change in 3.3
1.55	13/05/2018	Change in 3.3
1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4, 4.5, 4.6, 4.7.5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
16.4	28/03/2019	Change in 14 and 15
16.5	01/04/2019	Change in 10.3
16.6	23/07/2019	Change in 4.1
1.67	24/09/2019	Change in 4.1
1.68	30/09/2019	Change in 4.1
1.69	22/10/2019	Change in 4.1
1.70	17/11/2019	Change in 12A
1.71	12/12/2019	Change in 6.1
1.72	17/12/19	Change in 4.1.1, 4.1.2 and 4.1.5
1	09/12/2020	Change in 5 and 5.2
2	26/03/2020	Change in 7
3	19/04/2020	Changes in 4.1.1; 4.1.6; 6.10 and 7.
4	26/04/20 20	Change in 10.3
5	15/06/20	Change in 7
6	18/06/20	Changes in 14