



General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
Tariff Number	B17
Marketing Name of the Retail Offer	Ready Network SDN IP-VPN
Tariff Type	Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	29 December 2019
Tariff Version Number	2

1. Definitions

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 CE router is typically installed at customer premises. It connects to the provider edge (PE) router.

Provider edge (PE) router is the router placed on the edge of the operator IP VPN core cloud (MPLS)

MPLS Means Multiprotocol Label Switching (“**MPLS**”), which is a mechanism in high-performance telecommunications networks that directs data from one network node to the next based on short path labels. The labels identify virtual links between distant nodes rather than endpoints and form virtual tunnels between locations

Standard Cable(s) means the standard connecting cables

VPN means Virtual Private Network

IP-VPN means Internet Protocol Virtual Private Network.

2. Tariff Terms and Conditions

- Vodafone’s General Business terms and conditions and the General Fixed Services Schedule of the Master Service Agreement (“**MSA**”) apply.
- 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.
- 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 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.



- 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. Service Description

3.1 Vodafone READY NETWORK SDN Service (“**Service**”) is a software defined wide area network (“WAN”) service integrated using network gateways to enable interworking with Vodafone MPLS. The software defined elements of the Service are orchestrated and monitored by the READY NETWORK 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 WAN is built and configured among various Customer Sites that are connected to the MPLS Core. The Service operates over IP-VPN Accesses. Vodafone IP-VPN is a private MPLS based VPN service based on industry standards. Vodafone IP-VPN comprises end-to-end connectivity between Customer Sites, providing the Customer with the ability to connect its Sites together. The Service allows the Customer to create its own private routing networks between the sites. Vodafone will install and use Vodafone CPE for Vodafone’s own use in connection with the Service;

3.2 Standard Service Package services include:

- WAN connectivity and Network access to select an appropriate topology.
- supply and installation of the Vodafone Equipment;
- support and management of the Routers;
- support and management of the Platform and its underlying components; and
- access to a Vodafone self-service portal (“**Portal**”) that offers visibility and control over Network performance.
- 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.
- 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
- Built In Wi-Fi: The devices offer Wi-Fi connectivity. Wi-Fi access is provided through the CPE/Router given.
- Portal Self-serve: This is a portal to enable the Customer to create, view and manage the performance reports.

3.3 Optional Service Package: Customer may order the Security services that detailed below:

- 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 allows 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.



- b) 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.
- c) 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 (variously called a PoP, Local Exchange or Central Office)

4. Service and Delivery

- 4.1 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.
- 4.2 Service Delivery: Vodafone will install the core component and the required local access circuit and conduct a series of tests on the Vodafone provided Services to confirm that the Service is operational
- 4.3 Support Service: Vodafone will provide Customer with Support Service for the Service Elements ordered by Customer.
- 4.4 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.
- 4.5 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).

5. Service Commencement

- 5.1 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.
- 5.2 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).
- 5.3 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 .
- 5.4 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.



6. Pricing and Charges

Vodafone READY NETWORK SDN Dedicated Bandwidth (Mbps)	One Time Installation Charges (QAR)	Tariff (QAR) Per Month
1	2000	3990
2	2000	4610
5	2000	5850
10	4000	7140
20	4000	8490
50	4000	13770
100	4000	18110
200	4000	22050
300	4000	25400
400	4000	27450
500	4000	29500
1000	4000	37250

READY NETWORK SDN Best-efforts Bandwidth	Access Medium	Tariff (QAR) Per Month
Up to 25 Mbps	Business Broadband	1500
	Mobility (4G/5G)	

7. Other Charges

Type	Frequency	Price (QAR)
Order cancellation charges	One-off	500
Order amendments charges	One-off	500
Order modification charges	One-off	500
Transfer of service charge	One-off	500
Moving premises charge	One-off	500
Excess Construction Charges (“ECC”)	One-off	500

Tariff Modification Version Control

Tariff Version Number	Effective Date	Tariff Modifications
2.0	26 December 2019	Article 3.2 and 3.3
2	20 July 2020	Tariff number revised