



Tariff: Business

General Tariff information

General Tariff information Service Provider	Vodafone Qatar P.Q.S.C
Tariff Number	B22
Marketing Name of the Retail Offer	International Connectivity
Tariff Type	Permanent
Duration	N/A
Customer Group	Business
Tariff Notification Date	7 December 2020
Tariff Version Number	1

1. Definitions

International IP VPN	is a to 'point to multipoint' service, which is suitable for customers having multiple locations in different countries and want to connect these sites
International Ethernet VPN	means the connectivity between a site and the network either point-to-point services or point-to-multipoint services which are suitable for customer's wishing to connect several sites back to a hub site.
Customer Edge (CE or CPE) router	the CE router is typically installed at the customer's 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
Class of Service	a parameter used in data and voice protocols to differentiate the types of payloads contained in the packet being transmitted (as defined in the product IP VPN Class of service can be Bronze, Premium or Gold)
Standard Cable(s)	mean the standard connecting cables
VPN	means Virtual Private Network

2. Tariff Terms and Conditions

- 2.1 Vodafone Qatar's General Business Terms and Conditions and the General Fixed Services Schedule of the Master Service Agreement ("MSA") apply. See <https://www.vodafone.qa/en/about-us/legal-and-regulatory/terms-and-conditions>
- 2.2 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.
- 2.3 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.

3 Service Description

Vodafone Qatar's International connectivity offers two connectivity options based on the customer requirements. The two options are:

- International IPVPN, and
- International Ethernet VPN.

International IPVPN

3.2 International IP VPN enables customers to have a virtual private network across geographically distant locations through a shared network topology. IP VPN provides IP connectivity across different domestic and international sites of the customer. International IPVPN is based on MPLS. The customer local node is connected via Vodafone Qatar IPVPN service and the international nodes are connected via Vodafone Qatar partners for the IPVPN service.

International Ethernet VPN

3.3 International Ethernet VPN is used for carrying variable volumes of different types of traffic – both efficiently and securely. International Ethernet plays an important role as customers need the best access for different types of traffic going across their network.

3.4 Ethernet technology allows customers to extend their Local Area Network (“LAN”) into a private, application ready global wide area network. With switched or dedicated Ethernet options, Vodafone Qatar provides a range of high-speed solutions to meet organizations' needs for point-to-point, hub-and-spoke, or any-to-any connectivity.

3.5 Vodafone Qatar's Ethernet VPN Services also work hand-in-hand with our local MPLS and IPVPN International Connectivity portfolio, ensuring that customers are able to build a modern, enterprise grade hybrid wide area solutions based on a mixture of networking technologies to meet the customer's specific needs.

4. International Connectivity Parameters.

4.1. Depending on the customers technical, delivery and support requirements Vodafone Qatar will work with international carriers and operators to fulfill the customer's requirements, Vodafone Qatar's international connectivity services are bespoke solutions to customer based on their choice. Customers have the flexibility to choose the following:

- Choice of international of carriers and foreign country operators
- Network topology.
- Service Level Agreement.
- End to end solution.
- International connectivity access technologies.
- Type of Interfaces: Optical Interfaces / Electrical Interfaces

Speed	Interface
10 to 100Mbps	100BaseT - Electrical
100Mbps to 1Gbps	1000Base-SX - Fiber
More than 1 Gbps	10G - Fiber

5. Service Level Agreements

5.1 Vodafone Qatar provides Service Level Agreements (“SLA”) depending on the customer's specific requirements, including, duration of the contract and technical feasibility from the international carriers and international

operators. The following SLA parameters can be negotiated by the Customer:

- Availability which measures the degree to which the service is operable and not in a stage of outage at any point of time measured from the time each fault is reported by the Customer to the time that the service is restored.
- Mean Time to Restore (“**MTTR**”) which is the average time to restore Faults over a given measurement period. MTTR is given by the priority level and is measured on a monthly basis.
- Packet Loss which is a comparative measure in percentage of packets successfully transmitted and received to the total number of packets that were transmitted.
- Jitter which is the inter-packet delay variance. When multiple packets are sent consecutively from source to destination, (for example, 10 ms apart) and the network is behaving ideally, the destination should be receiving them 10 ms apart.

6. Duration of contract and exit options

6.1 Customers can request different contract duration from 6 months to 5 years with renewal options.

6.2 Vodafone Qatar offers exit options and exit fees may apply depending the agreed contract terms and conditions

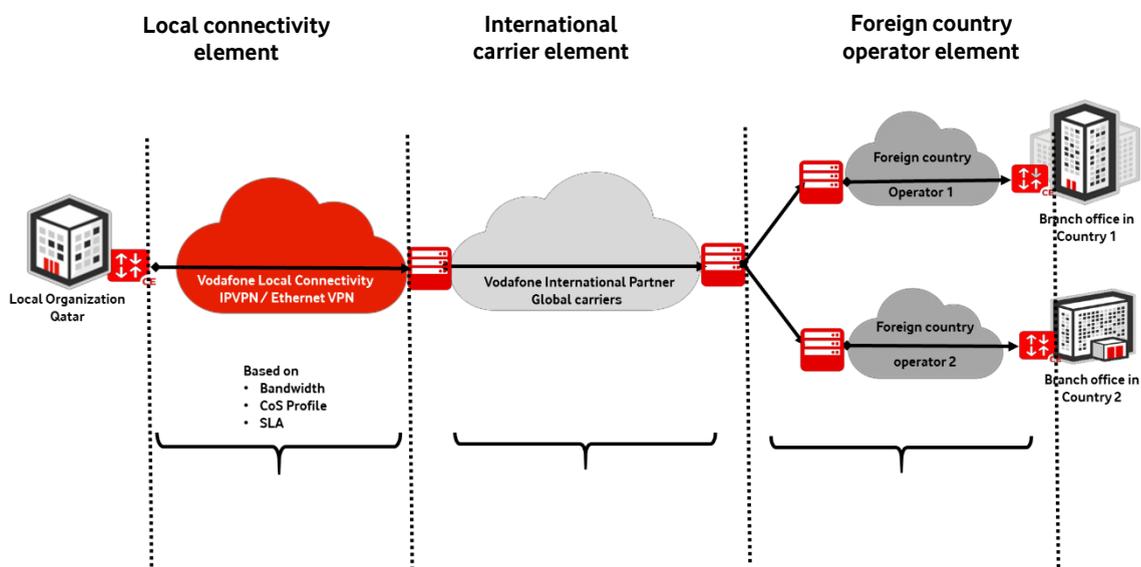
7 Pricing and Charges

7.1 Charges for international connectivity services are based on the detailed requirements of the customer including but not limited to the following parameters: bandwidth, contract duration, class of service, redundancy and SLA's.

7.2 International connectivity services are mostly made up of the following elements:

- Local connectivity element. The associated charge for this element can be found on:
 - IPVPN & Ethernet VPN:- <https://www.vodafone.qa/en/about-us/legal-and-regulatory/tariff-documents>.
- International carrier element; and
- Foreign country operator element.

The diagram below illustrates the different charging elements for international connectivity:



7.3 The charges will include a one-time setup fee and monthly recurring charges based on the customer required international connectivity parameters.

7.4 Setup charge will apply only for international connectivity.

7.5 Specific requirements such as redundancy, change of location, upgrade and downgrade as well as service provisioning time will depend on specific customer requirements technical feasibility and contract terms and conditions.

8 Redundancy

Vodafone Qatar may offer redundancy based on the specific customer requirements, technical feasibility and commercial negotiations.

9 Upgrade and downgrade

Customers can upgrade and/or downgrade the International Connectivity provided based on the agreed contract terms and will follow the contract amendment process.

10 Change of location

Customers can change the location subject to technical feasibility and contract amendment process.

Tariff Modification Version Control

Tariff Version Number	Effective Date	Tariff Modifications
1	7 Dec 2020	Tariff