



### 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>	13 February 2023
<b>Tariff Version Number</b>	23

### 1. 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>Reimbursement Customer</b>	Business customers who pay for their lines themselves.
<b>Company paid customers</b>	Customers that have signed up for enterprise plans however their company pays their bills.
<b>End User</b>	A person using Equipment or a Service, who is an employee or contractor of the Customer.
<b>Extras / Add-ons</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>Chooser</b>	The listed authorized person for company paid accounts who has the authority to make any change on the account on behalf of the Company by sending an email from their official email account.
<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>FUP</b>	Fair Usage policy
<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).

### 2. Tariff Terms and conditions

- 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.
- 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.
- 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.



- 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 Plans & Add-ons

- 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.
- Customers who subscribe to Vodafone Enterprise Postpaid Plans, can also activate Add-ons on top of the Postpaid Plan to receive additional benefits. Based on the Add-on activated, customer will be charged extra, and these charges will be added to the connection number in addition to the monthly fee of the Postpaid Plan.
- General add-ons can be activated on any Business Postpaid plans below.

#### 3.1 Vodafone Sharek Plans

- All new, existing or customers upgrading to Business Postpaid plans can now subscribe to Vodafone Sharek Plans to receive the following benefits:

Plan Name	Sharek Silver	Sharek Gold	Sharek Platinum
Monthly Fee	QR 725	QR 1,125	QR 1,725
Users	3	6	8
Closed User Group Minutes	Unlimited	Unlimited	Unlimited
<b>Key user Benefits</b>			
Number of Key Users	1	1	2
National Minutes & SMS	Unlimited	Unlimited	Unlimited
Voice Minutes - International Outgoing <sup>1</sup>	Country Key or Lite Key	Country Key or Lite Key	Country Key or Lite Key (For Each Key user)
Star Number Value (QR)	3000	5500	5500
<b>Lifestyle Benefits</b>			
Valet Parking <sup>2</sup>	Yes	Yes	Yes
Vodafone My Book Qatar <sup>3</sup>	Yes	Yes	Yes
Vodafone Entertainer <sup>4</sup>	Yes	Yes	Yes
<b>User Benefit Pool</b>			
National Minutes	3000	6000	9000
National SMSs	1000	1500	2000
National Data Traffic	50 GB	85 GB	110 GB
Voice Minutes - International outgoing	250	350	550
Special Number (QR)	1000	1000	1000

- The Sharek key user (“**Key User**”) allocates the applicable sub user’s (“**Sub Users**”), benefits from the User Benefit Pool based on their specific needs.
- Sub Users member plan’s monthly rental is included in the Sharek monthly rental.
- Each Sub User including the Key User will get a separate mobile number.
- Benefits for the Sub Users will be allocated by the Key User from the User Benefit Pool. Sub Users do not have any dedicated benefits. However, the Key User can transfer or reallocate benefits from the Benefit Pool to the Sub Users using the My Vodafone App.

<sup>1</sup> Country and Lite key as per the Clause 2.5.6 (E and H)

<sup>2</sup> Valet Parking terms and FUP as per the Clause 2.5.6 applies.

<sup>3</sup> Customer needs to install the app and accept the Terms and Conditions

<sup>4</sup> Customer needs to install the app and accept the Terms and Conditions



- Unlimited benefits and country key or Lite key benefits are not transferable and can only be used by the Key User.
- Nepal, Egypt, and Sri Lanka country keys are not available to be chosen as free by Key User.
- Customers can purchase more benefits through adding Extras by contacting their Account Manager.
- When deactivating or upgrading a Sharek plan, the customer shall forfeit the remaining value within the current Postpaid plan.
- Key User can initiate a one-time transfer of benefits at any point of time within the month.
- Key User can do a recurring or one-time benefit allocation to the Sub Users through the My Vodafone App. Any recurring transfer of benefits will be effective from next bill cycle.
- If the Key User's number is suspended due to non-payment the remaining Sub Users will also not receive the monthly benefits.
- All Lifestyle Benefits are valid for a period of 12 months from subscription (Including Valet Parking).
- Each Sharek member is eligible to receive 1000QR worth Special number.

### 3.2 Go Business Plans

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

Postpaid Plans	Go Business 35	Go Business 65	Go Business 100	Go Business 100 India	Go Business 150	Go Business 150 India	Go Business Local 100	Go Business Local 150
Monthly Fees	35	QR 65	QR 100	QR100	QR150	QR150	QR100	QR150
Local Minutes	200	330	500	500	1300	1300	1000	1800
SMS	-	100	100	100	100	100	100	100
Local Data	0.5 GB	2 GB	4 GB	4 GB	8 GB	8 GB	8GB <sup>5</sup>	16GB <sup>6</sup>
International Minutes <sup>7</sup>	-	-	30	450 to India only	50	600 to India only	-	-
International Bonus Minutes (For Received Calls)	-	-	6	30	-	-	-	-
International Bonus Minutes Fair Use Policy	-	-	60	300	-	-	-	-
Closed User Group (CUG)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Business Ring Back Tone (BRBT)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>Lifestyle Benefits</b>								
Vodafone My Book Qatar	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Vodafone Entertainer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

#### 3.2.1 Go Business Plan Services

- Go Business India plans minutes can be used to call India only.
- International Bonus Minutes will be added within seventy-two hours (72) hours from bill cycle. Customers will receive an SMS notification once bonus international minutes have been added. All unused minutes will expire at the end of each billing period and cannot be carried forward to the following month. Customer will lose BRBT and International Bonus minutes if they migrate to any other Plan.

<sup>5</sup> Post 8GB, customers receive endless data at 64 Kbps speed. FUP is 100GB

<sup>6</sup> Post 16GB, customers receive endless data at 64 Kbps speed. FUP is 100GB

<sup>7</sup> The International minutes are valid to call most major destinations. For full list – <https://www.vodafone.qa/en/business/services/mobile/go-business#go-business>



- International Bonus Minutes: Benefits are provided for every completed 60 minutes of Incoming calls.
- Go Business Local Plans are provided exclusively for companies in Transport & Logistics, Manufacturing, Construction, Retail, Hospitality & Facilities Management sectors.
- All Lifestyle Benefits are valid for a period of 12 months from subscription.

### 3.2.2 Business Ring Back Tone Service

- All existing and new Business Customers who subscribe to Business Postpaid Plans will receive the Business Ring Back Tone service (“**BRBT**”) (a personalized business ring back tone to inform Customers about their business) and free international calls as below.
- Customers 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.

### 3.2.3 New Go Business Plan Monthly Add-ons

- Customers on Go Business Plans can also subscribe to the following Add-ons by contacting Business Care team or the respective Vodafone Account Manager to get the following benefits.
- All Add-ons are recurring add-ons.
- Customers can contact Business Care team to deactivate automatically renewing add-ons.

Add-on Name	Monthly Fee	Add-on Benefits	Add on is available with below plans
<b>Local Minutes Plus</b>	QAR 25	200 local minutes + 2 GB local data	Go Business 65 plans only
<b>Local Minutes Extra</b>	QAR 50	200 local minutes + 6 GB local data + 50 International minutes	Go Business 150 Plus plans only
<b>Unlimited Local Minutes<sup>8</sup></b>	QAR 100	Unlimited Local calls + 14 GB local data + 100 International Minutes	Go Business 150 Plus plans only

### 3.2.4 Go Business Dynamic Add-ons

Add-on Name	Benefits	Monthly Fee	Plan Eligibility
<b>Combo 1 Go Business 35</b>	100 Min + 250 MB	25 QAR	Go Business 35
<b>Combo 2 Go Business 35</b>	200 Min + 500 MB	45 QAR	
<b>500 MB Go Business 35</b>	500 MB	25 QAR	
<b>250 MB Go Business 35</b>	250 MB	15 QAR	
<b>200 Min Go Business 35</b>	200 Min	25 QAR	
<b>100 Min Go Business 35</b>	100 Min	15 QAR	

<sup>8</sup> FUP per month is 44,000 local minutes & 2,000 local SMS



<b>Combo 2 Go Business 65</b>	330 Min + 2 GB	45 QAR	Go Business 65
<b>2 GB Go Business 65</b>	2 GB	25 QAR	
<b>1 GB Go Business 65</b>	1 GB	15 QAR	
<b>330 Min Go Business 65</b>	330 Min	25 QAR	
<b>165 Min Go Business 65</b>	165 Min	15 QAR	
<b>Combo 1 Go Business 100</b>	2 GB + 250 Min	25 QAR	Go Business 100 / India/ Local
<b>Combo 2 Go Business 100</b>	4 GB + 500 Min	45 QAR	
<b>4 GB Go Business 100</b>	4 GB	25 QAR	
<b>2 GB Go Business 100</b>	2 GB	15 QAR	
<b>500 Min Go Business 100</b>	500 Min	25 QAR	
<b>250 Min Go Business 100</b>	250 Min	15 QAR	Go Business 150 Plus/ India / Local
<b>Combo 1 Go Business 150</b>	650 Min + 4 GB	25 QAR	
<b>Combo 2 Go Business 150</b>	1300 Min + 8 GB	45 QAR	
<b>8 GB Go Business 150</b>	8 GB	25 QAR	
<b>4 GB Go Business 150</b>	4 GB	15 QAR	
<b>1300 Min Go Business 150</b>	1300 Min	25 QAR	
<b>650 Min Go Business 150</b>	650 Min	15 QAR	

### 3.2.5 Go Business Standard Add-ons<sup>9</sup>

<b>300 Local Minutes</b>	300 Min	12 QAR
<b>500 Minutes Local Voice Minutes Monthly Pack</b>	500 Min	20 QAR
<b>1000 Minutes Local Voice Minutes Monthly Pack</b>	1000 Min	40 QAR
<b>1500 Local Minutes</b>	1500 Min	60 QAR

### 3.3 Vodafone Local Plans<sup>10</sup>

- All Business Postpaid Customers who are already on the Vodafone Local Plans will receive the following benefits as below:

<b>Plan Name</b>	<b>Local Plan 1</b>	<b>Local Plan 3</b>
<b>Monthly Fees</b>	QR15	QR25
<b>Local Minutes to Any Operator</b>	50	-
<b>Closed User Group (CUG)</b>	Unlimited	-
<b>Local Data</b>	100MB	2.5GB

### 3.4 Business Unlimited Plans

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

<sup>9</sup> Available only for exiting customers who already have at least one active add-on from the add-ons listed in this section (3.2.5) in their account. To avoid misunderstandings, add-ons listed in section 3.2.5 are not available for any customers who did not activate them before or do not have any of them active in their account now.

<sup>10</sup> Only available for exiting customers, not for new customers.



Plan Name	Business Unlimited 300 Unlimited Local Data, Calls and SMS	Business Unlimited 450 Unlimited Local Data, Calls and SMS	Business Unlimited VIP Unlimited Local Data, Calls and SMS
Monthly Fee	300 QR	450 QR	750 QR
Local Minutes to Any Operator	Unlimited Local	Unlimited Local	Unlimited Local
Local Data	Unlimited Data	Unlimited Data	Unlimited Data
International Minutes (Outgoing & Incoming)	100 Intl Minutes	100 Intl Minutes	500 Intl Minutes
Roaming Data	Roaming in 20 Countries <sup>11</sup> (20 GB)	Roaming in 145 Countries <sup>12</sup> (40 GB)	Roaming in 145 Countries <sup>13</sup> (75 GB)
Roaming Minutes (Incoming & Outgoing in Passport Countries)	Not Included	Not Included	200 Minutes
<b>Lifestyle Benefits</b>			
Q-Miles	50	100	200
Valet Parking	No	Yes	Yes
Vodafone My Book Qatar	Yes	Yes	Yes
Vodafone Entertainer	Yes	Yes	Yes
Special Number (QR)	3000	5,500	10,000

- The Business Unlimited Plans will work on any device whether it is 5G enabled or not.
- All Business Unlimited plans are eligible to avail Vodafone My Book Qatar and Vodafone Entertainer free.

#### 3.4.1 Speed and Fair Usage Policy

- **Business Unlimited 300:** Customer will receive first 20GB at full 5G speed. From 20GB till 500GB, data is provided at 2 Mbps speed. From 500GB till 1TB, data is provided at 64 Kbps. Fair Usage Policy for Business Unlimited 300 is 1TB.
- **Business Unlimited 450:** Customer will receive first 200GB at full 5G speed. From 200GB till 500GB, data is provided at 15 Mbps speed. From 500GB till 1TB, data is provided at 64 Kbps. Fair Usage Policy for Business Unlimited 450 is 1TB
- **Business Unlimited VIP:** Customer will receive first 500GB at full 5G speed. From 500GB till 1TB, data is provided at 64 Kbps. Fair Usage Policy for Business Unlimited VIP is 1TB.

#### 3.4.2 Roaming data

- **Business Unlimited 300:** Plans is available in the following link: <https://www.vodafone.qa/en/help/faqs/global-data>
- **Business Unlimited 450 & Business Unlimited VIP:** Plans are available in the following link: <https://www.vodafone.qa/en/services/roaming?#5groaming>

<sup>11</sup> Roaming data can be used in (Vodafone Global Data) VGD countries. Refer to link: <https://www.vodafone.qa/en/help/faqs/global-data>

<sup>12</sup> Roaming data can be used in 145 countries. Refer to link: <https://www.vodafone.qa/en/services/roaming?#passportpack>

<sup>13</sup> Roaming data can be used in 145 countries. Refer to link: <https://www.vodafone.qa/en/services/roaming?#passportpack>



- All Business Unlimited plans has a Roaming Rate of QR1 per minute for incoming and outgoing calls in the following countries in the link: <https://www.vodafone.qa/en/services/roaming?#passportpack>

### 3.4.3 International Minutes

- All Business Unlimited Plans can use their international minutes to call the following countries available in the following link: <https://www.vodafone.qa/en/media/document/intl-mins-english.pdf>

### 3.4.4 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)

### 3.4.5 International Add-ons for Business Unlimited Plans

Add-on Name	Benefits	Monthly Fee
<b>International 50</b>	400 International minutes (selected countries) <sup>14</sup>	50 QR

## 4 General Add-ons and 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.
- General add-ons are applicable for all Enterprise Mobile Voice plans.
- 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 values 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.
- 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.
- All general add-ons and extras can be activated with any enterprise post-paid plan.

### 4.1 One Time Add-Ons

Add-on Name	Benefits	Validity	One Time Fee
<b>Extra 20 International Minutes for 7 days</b>	20 International minutes	7 days	10 QR
<b>Extra 60 International Minutes for 1 month</b>	60 international minutes	1 month	30 QR
<b>Extra 100 International Minutes for 1 month</b>	100 International minutes	1 month	50 QR
<b>Extra 200 Local Minutes for 1 month</b>	200 local minutes	1 month	8 QR
<b>Extra 300 Local Minutes &amp; 3GB Local Data for 1 month</b>	300 local minutes & 3 GB local data	1 month	50 QR

<sup>14</sup> List of countries applicable for International 50 key(Add-ons> International Minutes) : <https://www.vodafone.qa/en/business/businessunlimited5G?#businessunlimited5g>



<b>Extra 1GB Local Data for 7 days</b>	1 GB local data	7 days	10 QR
<b>Extra 2GB Local Data for 14 days</b>	2 GB local data	14 days	20 QR
<b>Extra 3GB Local Data for 1 month</b>	3 GB local data	1 month	30 QR
<b>Extra 6GB Local Data for 1 month</b>	6 GB local data	1 month	40 QR
<b>Extra 10GB Local Data for 1 month</b>	10 GB local data	1 month	50 QR

- Customers can activate the above One Time Add-ons through the My Vodafone App or contact Vodafone Business Support Team.
- After the validity period has expired, these One Time Add-ons will not renew with the bill cycle. Customers can avail these One Time Add-ons more than once within a billing cycle by activating them again.
- On activation, the Customer will be charged full value of the Add-on and the full benefits will be provided to the Customer.
- On expiry of the validity period, the benefits will automatically expire, and unused benefits will be forfeited.
- Customers will be able to utilise the full benefits of the Add-on for the entire validity period, irrespective of the bill cycle.
- One Time add-ons are available for currently notified plans and selected legacy plans<sup>15</sup>.

#### 4.2 International Add-Ons

Add-on Name	Benefits	Monthly Fee
<b>Turkey QR35 Add On</b>	150 minutes to Turkey	35 QR
<b>India QR35 Add On</b>	1200 minutes to call any number in India	35 QR
<b>Bangladesh QR35 Add On</b>	700 minutes to call any number in Bangladesh	35 QR
<b>Egypt QR35 Add On</b>	220 minutes to call any number in Egypt	35 QR
<b>Nepal QR35 Add On</b>	475 minutes to call NTC numbers in Nepal	35 QR
<b>Sri Lanka QR35 Add On</b>	160 minutes to call any number in Sri Lanka	35 QR
<b>Pakistan QR35 Add On</b>	475 minutes to call any number in Pakistan	35 QR
<b>Philippines QR35 Add On</b>	600 minutes to call Globe & Smart Telecom numbers in Philippines	35 QR

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

#### 4.3 New Smart Key 500

Add-on Name	Benefits	Monthly Fee
<b>New Smart Key 500</b>	500 International Minutes (selected countries)	75 QR

- Once subscribed the New Smart 500 Key will be automatically added to the Plan and charged every month. International minutes offered from New Smart Key can be used to call all countries except Cuba and Satellite. Limited number of minutes provided to some destinations. For more info visit (Go Business add-ons > International Key): <https://www.vodafone.qa/en/business/services/mobile/go-business?#go-business>

#### 4.4 Lite Key

Add-on Name	Benefits	Monthly Fee
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<sup>15</sup> Legacy plans which are eligible for the One Time Add Ons are Business Red M 250, Business Red 200, Business Red M and New Business Red L.



<b>Lite Key</b>	2000 International Minutes (selected countries)	35 QR
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- For only QR 35 per month, Customers can add the Lite Key which provides 2000 international minutes per month to make calls to 19 international destinations. List of countries can be found in below link (Go Business add-ons > International Lite Key): <https://www.vodafone.qa/en/business/services/mobile/go-business?#go-business>
- To apply this Add-on, the Customer (Chooser of the account) should call the Customer care by dialing 111 from their Vodafone Number.

#### 4.5 Roaming Packs

##### 4.5.1 Passport Pack

- 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 country while roaming within any of the Vodafone Passport countries. 4GB	To activate: Dial *110*30#  No automatic renewal	30 days

- Customers can subscribe to Vodafone Roaming Packs while you are in Qatar or abroad by dialing the activation code above or through the My Vodafone App.
- 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.
- 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).

##### 4.4.2 Roaming Monthly Pack

- 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
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<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
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#### 4.4.3 Vodafone Passport Card

- 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
<b>1 GB</b>	100 outgoing and incoming
<b>1 GB extra for GCC Countries</b>	Benefits can be availed while roaming in Vodafone Passport countries.

- 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.
- 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.
- 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).
- The benefits are only applicable in the passport pack countries available at <https://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.
- 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.
- 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.
- List of Passport Countries are available at [www.vodafone.qa/en/business/services/mobile/roaming?#roaming](http://www.vodafone.qa/en/business/services/mobile/roaming?#roaming)

## 5 Lifestyle Benefits

### 5.1 Valet Parking fair Usage Policy

- Customers who have subscribed for Vodafone Business Unlimited 450, Business Unlimited VIP and Sharek plans are eligible to avail this facility.
- You’ll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Lagoon Mall, and Ezzan Mall. Valet Parking Cards are available in 17 Vodafone Retail Stores including Villaggio, City Centre and 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.

### 5.2 Qatar Airways Q-miles (Avios)



- All Business Unlimited Plan customers will get **Avios** on all Unlimited Plans (“**Eligible Customer**”).
- Eligible Customers will be able to get fixed monthly **Avios** 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 **Avios** 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>
- **Avios** are calculated on monthly basis. Customers joining the Programme in the middle of their bill cycle will get **Avios** based on their full plan value. Eligible Customers number must have an active number to enjoy earning **Avios** 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 **Avios** for the month of February 2019.
- If Eligible Customer cancels their Vodafone number, they will still keep their existing **Avios**, but will not accumulate any more **Avios**.
- **Avios** are generated once a month up to 30 days after payment of the bill. To get more information about **Avios** 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 Customers 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>

### 5.3 Park My Number Plus

- Customers can request to stop their bills for Enterprise Mobile plans for a period of 4 months using Park My Number Plus Service.

Plan Name	Charges	Benefits	Benefits for India Travellers	Activation Rule
<b>Park My Number Plus (Business Postpaid 25)</b>	QR 25 one-time fee for 4 months.  Post the 4th Month, customers will be charged QR 25 every month	10 outgoing local minutes  Spend limit is set as 0.01 by default  Unlimited incoming roaming SMS exclude VAS message	200 Incoming Roaming minutes while roaming in India. 1GB of data while roaming in India	Customers can activate the service by calling Business Care or by contacting respective Vodafone Account Manager

- Choosers of company paid accounts can request the service by contacting Business Care Team or respective Account Manager.
- Service can be activated for each mobile connection maximum up to 3 time within a year.
- Only available for Enterprise Mobile plans.
- Not applicable for Enterprise Broadband plans.



## 6 Mobile Broadband Plans

- The Customer can opt in for the Mobile Broadband Plans by contacting Vodafone Customer Care on 110 or visiting any Vodafone Retail store.
- 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 Name	Value	Price
<b>Business MBB 50</b>	5GB at full speed 5GB till 100GB at 64 Kbps speed	QR50
<b>Business MBB 100</b>	10GB at full speed 10GB till 1TB at 64 Kbps speed	QR100
<b>Business MBB 150</b>	25GB at full speed 25GB till 50GB at 1Mbps speed 50GB till 1TB at 64Kbps	QR150
<b>Business MBB 275</b>	200 GB at full speed 200GB till 300GB at 3Mbps 300GB till 400GB at 1Mbps	QR275
<b>Business MBB 500</b>	500GB at full speed 500GB till 1TB at 10 Mbps speed 1 TB till 1.5 TB at 64Kbps	QR500
<b>Business MBB 750</b>	1TB at full speed 1TB till 10TB at 15Mbps speed	QR750
<b>Business MBB 1500</b>	2TB at full speed 2TB till 10TB at 20Mbps speed	QR1500

- 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 Broadband plan you will be charged for additional Data Access as per the Rate Card below.
- 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 500GB within their bill cycle. The reduced speed i.e., throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- Broadband plans are subject to a 'Fair Usage Policy':
  - Mobile Broadband 50 – FUP is 100GB
  - Mobile Broadband 100 – FUP is 1TB
  - Mobile Broadband 150 – FUP is 1TB
  - Mobile Broadband 275 – FUP is 400GB
  - Mobile Broadband 500 – FUP is 1.5TB
  - Mobile Broadband 750 – FUP is 10TB
  - Mobile Broadband 1500 – FUP is 10TB

## 7 Vodafone for All - Power to people with disabilities

- All Reimbursement Customers who are registered and hold a valid special needs card ("Card") from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) are entitled to avail 50% disability discount ("Discount") on below listed plans:

Plan Name
Business Unlimited 300
Business Unlimited 450
Business Unlimited VIP
Business MBB 100
Business MBB 150



Business MBB 275
Business MBB 500
Business MBB 750
Business MBB 1500

- Discount can be availed only on one Mobile Plan line and one mobile broadband line per Card.
- Discount cannot be combined with any other promotion or discount and can be availed on existing plans, if the existing plan is eligible. Otherwise, customer can upgrade/migrate to avail the discount.
- New and existing customers can avail the offer from Vodafone Chat Support Team online or by visiting any Vodafone store.

## 8 Volumetric Discount

- New and existing Customers who subscribe to Go Business Plans and Business Unlimited plans (“**Eligible Plans**”) are eligible for the following discount structure.

Qualifying criteria	
Number of Connections	Discount Eligibility
1-20	10%
21 - 50	20%
Above 50	30%

- Discount can be availed only for the Eligible Plans.
- Discount applies only on the monthly plan rentals and does not apply on Add-Ons or out of bundle charges.
- Discount is valid for a period of 12 months from activation.
- In case of early termination, the customer will be liable to pay the total value of the discounts availed during the service period.
- To avail this, offer the Customer must opt in by contacting their Account Manager.
- Vodafone will confirm the count of MSISDNs before each bill generation to ensure that the customer is still meets the qualifying criteria for the volumetric discount

## 9 Vodafone Push-to-Talk Plus

- Customers can now avail the PPT Service which instantly provides one-to-many or one-to-one mobile voice communication on Vodafone’s mobile network (3G, LTE and Wi-Fi) without protracted dialling, ringing, and answering steps required in a regular phone call.
- The Customer can opt in for the PTT solution as virtual two-way radio using a "two-way radio app" installed on a smartphone and using available connections connecting multiple users via a server. The server can also be connected to a conventional two-way radio system to provide PTT group calls between smartphones and two-way radios. The PTT solution has a website platform through which the customers can manage the service.
- The terms used in the table below are defined as:
  - Access to Calls (national fixed/mobile):** Enables PTT users to initiate calls to a local network.
  - Access to national fixed/mobile network:** Enables PTT users to initiate calls to a local network.
  - Groups:** PTT users can be organized into groups and a user can be in multiple groups. Each customer can organise their groups and a user of a group can only P2P and Group Call other members of that group.
  - Group Call:** This is the basic voice service in PTT using a simple "Push To Talk" operation to provide group communications with a fast call set-up.
  - High Priority:** If the network is busy, this feature allows access to network resources in the order of the call priority status of each user terminal.



- f. **Emergency Call:** A caller has the ability to interrupt all calls and pre-empt calls in an emergency situation. The emergency call drops all active calls and activates the emergency call automatically alerting the affiliated control room dispatcher and other terminal users in that users talk group.
  - g. **Peer to Peer (P2P):** A one-to-one call which is a 'telephone' call between two PTT terminals.
  - h. **PTT Calls:** basic voice service in PTT using a simple "Push To Talk" operation
  - i. **PTT Text:** basic text service in PTT using a simple "Push To Talk" operation
- PTT Solution:** includes Postpaid Sim Card; PTT Application; Supported Terminal and Web based portal.
- PTT Video Communication:** basic voice communication using "Push to Talk" operation

Plan Name	Vodafone Professional	Vodafone Premium
Monthly Subscription	QR 80	QR 150
PTT Calls	Unlimited	Unlimited
PTT Text	Unlimited	Unlimited
Group fee per month	3 Groups included and 50 QR for any new Group	5 Groups included and 50 QR for any new Group
High Priority Calls per month	1 MSISDN Included and QR100 for each new MSISDN	3 MSISDN Included and QR100 for each new MSISDN
Emergency Calls	Included	Included
P2P Solution	Included	Included
Unlimited access to national (fixed/mobile) Calls per month	200 QR per MSISDN	150 QR per MSISDN
Set up Fees (one off)	50 QR per MSISDN	50 QR per MSISDN
PTT Video Communication	N/A	Unlimited
PTT Handset (Optional)	Hytera	QR 990 one off payment or QR 85 Monthly payment for 12 months

**10 National Rate Card**

	Cost	Unit
National Voice	QR 0.35	Per minute
Video Calling	QR 0.45	Per minute
National SMS	QR 0.30	Per SMS
National MMS	QR 0.90	Per MMS
Mobile Internet	QR 0.99	Per MB
Mobile Broadband	QR 0.10	Per MB

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

**11 International Rate Card**

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

- International Rates for each country can be found in below link- <https://www.vodafone.qa/en/services/international-calls>



## 12 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. 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
- 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/MS
<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
<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

### 12.1 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;



Zone	Countries
	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 Version Number	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
1	1 January 2020	Tariff No. changed and changes in 2.1, 2.2 and 2.2.2
2	19 March 2020	Changes in 1.5 and 2.4.6. (H),
3	19 March 2020	Changes in 4.2
4	20 April 2020	Changes in 2.4.1; 3.4 and 4.5
5	14 July 2020	Change in 2.2.2
6	02 November 2020	Change in 2.2 and 4.6
7	03 November 2020	Change in 4.7
8	03 December 2020	Change in 4.7
9	28 December 2020	Changes in 2.5.6
10	11 Jan 2021	Changes in 2, 3 and 4
11	28 June 2021	Tariff Clean up and restructuring
12	09 August 2021	Change in 6
13	12 December 2021	Change in 3.2.5
14	27 Jan 2022	Change in 3.4
15	25 May 2022	New clause 4.1
16	7 July 2022	New clause 7 and changes in 5.2
17	14 Aug 2022	New clause 8.
18	10 Oct 2022	Change in 9.
19	17 Oct 2022	Change in 6



20	13 Nov 2022	Change in 8.
21	21 Nov 2022	Change in 1 and 6
22	4 Dec 2022	Change in 1, 6 and 9
23	13 Feb 2023	Change in 8