



General Tariff information

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|---|---------------------------------------|
| Service Provider Name | Vodafone Qatar P.Q.S.C |
| Tariff Number | C02 |
| Marketing Name of the Retail Offer | Prepaid Standard terms and Conditions |
| Tariff Type | Permanent |
| Duration | N/A |
| Customer Group | Consumer |
| Tariff Effective Date | 23 July 2025 |
| Tariff Version Number | 80 |

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1. Definitions

1. **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.
2. **Customer** - means the person subscribing to and using Prepaid services.
3. **Products and Services** means communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and mobile internet, roaming, and any other products and services we offer you.
4. **Vodafone bonuses** mean the bonus minutes or MBs included in your Prepaid plan.
5. **Vodafone Retail Store** - Vodafone's retail stores across Qatar and available at <http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations>
6. **We, Us, Vodafone** means Vodafone Qatar P.Q.S.C (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
7. **Unstructured Supplementary Service Data (USSD)** or "Quick Codes" or "Feature codes", is a communications protocol used to communicate with Vodafone's mobile network.

2. Tariff Terms and Conditions

1. Vodafone's Prepaid General terms and conditions shall apply which are available at <https://www.vodafone.qa/en/legal-and-regulatory>
2. Vodafone may from time to time offer and publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
3. The Prepaid service will start, and all terms and conditions will apply from when the Customer puts the SIM card into a mobile phone and uses any of our Products and Services.
4. Vodafone may offer 20% discounts on permanent or promotional offers as per Article 3.9 of the Retail Tariff Instructions.
5. Customers can only purchase Add Ons products which are less than QR100 from their primary balance.
6. If a customer recharges with multiple products that includes data only products, flex products and prepaid products which give endless/unlimited internet then the order of consumption of data will be as below:
 - 6.1 Priority 1- Highest speed data would be consumed first example data from flex or standard data.
 - 6.2 Priority 2 – Data from endless / unlimited products in decreasing order of speed

3. Prepaid SIM Pack

3.1. Standard Welcome Pack

1. The Welcome Pack is sold at QR25.00

3.2. Instant SIM

2. Vodafone Instant SIM allows customers to activate a Prepaid connection. The SIM Pack is available for QR 10 in selected outlets around Qatar. While certain non-telecom partners can give the Instant SIM for free at their discretion

4. Vodafone Recharge Products

1. Vodafone offers several types of recharge products
2. These benefits are available only on Eligible Recharge done through the My Vodafone App, Vodafone Website (Vodafone.qa), Vodafone Stores, and/or at any Vodafone authorised Retail outlets.
3. The benefits are added automatically upon recharge.

4.1. Credit Only Products



1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. The validity of each credit is as set out below. Every time a customer recharges with a Credit Only product, the specific validity period set out below will apply.
3. Day of recharge is considered as the 1st day of validity.
4. Credit recharge for Prepaid is as follows:

| Price (QR) | Credit Balance ¹ | Validity (days) |
|------------|-----------------------------|-----------------|
| 10 | 10 | 30 |
| 15 | 15 | 30 |
| 20 | 20 | 30 |
| 40 | 40 | 30 |
| 65 | 65 | 30 |
| 80 | 80 | 30 |
| 100 | 100 | 90 |
| 150 | 150 | 90 |
| 200 | 200 | 90 |
| 300 | 300 | 90 |
| 500 | 500 | 90 |

4.2. Data Only Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. Data Allowance on Mobile Internet Packs are for local usage only.
3. Customers can use Mobile Internet whilst roaming; however, the data roaming charges will apply. The data roaming prices are available on Vodafone website www.vodafone.com.qa
4. Day of recharge is considered as the 1st day of validity unless otherwise mentioned.

| Price (QR) | Data | Endless Internet Speed | Validity (Days) |
|------------|------------------------------------|------------------------|-----------------|
| 5 | 5GB ² (Only for TikTok) | - | 1 |
| 10 | 1GB | - | 3 |
| 15 | 1.5GB | - | 5 |
| 20 | 2GB | - | 7 |
| 25 | 12GB | - | 3 |
| 40 | 6 GB | - | 14 |
| 50 | 7.5GB | - | 28 |
| 65 | 11 GB | - | 28 |
| 80 | 12GB | - | 28 |
| 100 | 20GB | - | 28 |
| 125 | 100GB | - | 7 |
| 150 | 25GB | - | 28 |
| 200 | 35GB | - | 28 |
| 250 | 150GB | 512 Kbps | 28 |

¹ Balance can be used for local call, data, SMS or roaming usage.

² Any leftover data will not be transferred to the next period, even if you recharge before your current recharge expires.



4.3. Combo+ Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. Combo+ products offer data, local and international minutes with one recharge.
3. The following are combo+ products offered by Vodafone.

| Name | Price (QR) | Local data | Local Minutes | Endless Internet Speed | International Minutes | Validity (Days) |
|------------|------------|------------|---------------|------------------------|--------------------------|-----------------|
| Combo+ 10 | 10 | 100 MB | 100 Minutes | - | - | 3 days |
| Combo +15 | 15 | 1 GB | 60 Minutes | - | 5 Int'l + bonus minutes | 10 days |
| Combo+ 40 | 40 | 4 GB | 150 Minutes | - | 10 Int'l + bonus minutes | 28 days |
| Combo+ 65 | 65 | 8 GB | 240 Minutes | 256 Kbps | 20 Int'l + bonus minutes | 28 days |
| Combo+ 100 | 100 | 16 GB | 360 Minutes | 256 Kbps | - | 28 days |
| Combo+ 125 | 125 | 19 GB | 500 Minutes | 512 Kbps | 20 Int'l + bonus minutes | 28 days |
| Combo+ 150 | 150 | 24 GB | 750 Minutes | 512 Kbps | - | 28 days |
| Combo+ 300 | 300 | 40 GB | 1500 Minutes | 512 Kbps | 50 Int'l Mins | 28 days |

4. The international Minutes included in the Combo+ are limited to the following countries:

| Name | International Mins | List of Countries |
|---------------|--------------------|--|
| Combo+ QR 15 | 5 | Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia, Nepal, and Sudan |
| Combo+ QR 40 | 10 | |
| Combo+ QR 65 | 20 | |
| Combo+ QR 125 | 20 | |
| Combo+ QR 300 | 50 | <i>Valid for All countries except Estonia & Syria</i> |

5. The following are the bonus international minutes for each card:

| Name | Bonus International Minutes |
|-----------|---|
| Combo+ 15 | <ol style="list-style-type: none"> 1. India: 18 mins 2. Pakistan: 10 mins 3. Bangladesh: 10 mins 4. Philippines: 10 mins to Philippines Globe 5. Indonesia: 5 mins |
| Combo+ 40 | <ol style="list-style-type: none"> 1. India: 45 mins 2. Pakistan: 25 mins 3. Nepal: 10 mins 4. Bangladesh: 25 mins 5. Philippines: 25 mins to Philippines Globe 6. Indonesia: 16 mins |
| Combo+ 65 | <ol style="list-style-type: none"> 1. India: 75 mins 2. Pakistan: 75 mins 3. Nepal: 25 mins 4. Bangladesh: 250 mins 5. Philippines: 250 mins to Philippines Globe |



| | |
|------------|---|
| | 6. Indonesia: 30 mins 7. Sri Lanka: 25 |
| Combo+ 125 | 1. India: 75 mins 2. Pakistan: 75 mins 3. Nepal: 45 mins 4. Bangladesh: 250 mins 5. Philippines: 250 mins to Philippines Globe 6. Indonesia: 30 mins 7. Sri Lanka: 25 |

6. Combo+ Passes

7. Customers who recharge with Combo+ 40 or higher products will be eligible to subscribe to Free Combo+ passes.
8. Customers can choose from a total of three passes as listed below:

| Pass | Benefit |
|---------------------------|---|
| Social Pass | 2GB data to be used only on Snapchat, TikTok, Instagram and Facebook. |
| Night Pass | 4GB night data to be used only from 10pm till 5am. |
| Local Minutes pass | 200 local minutes. |

9. Customers who recharge with Combo+ 40 will be eligible for 1 pass while customer who recharge with Combo+ 65 or above products will be eligible for 2 passes.
10. Customers will have to opt-in to the pass after recharging with a Combo+ card of QR 40 and above to be able to use the benefits of passes.
11. Customers can Opt-in to passes via MyVodafone App and/or through *100*3# USSD only.
12. Validity of the pass is the same as the validity of the Main combo product. Ex. If Combo pack expires on 31st Mar 2025, the applicable pass will also expire on 31st Mar 2025, even if the customer opted in to the pass on 20th Mar 2025.

13. Combo+ Boosters:

14. Customers who recharge with Combo+ 40 or higher products will be eligible to purchase boosters.
15. Customer can choose from the following five boosters:

| Booster Name | Standard Booster | Data | Night Booster | Data | Social Booster | Data | Local Minutes Booster | Intl. Minutes Booster |
|-------------------|------------------|------|---------------|------|----------------|------|-----------------------|-----------------------|
| Price | QR 5 | | QR 5 | | QR 5 | | QR 5 | QR 5 |
| Allowances | 2 GB | | 4 GB | | 2 GB | | 150 | 5* + Bonus* |
| Validity | 3 days | | 3 days | | 3 days | | 3 days | 3 days |

***5 Int Mins:** Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia, Nepal, and Sudan

***Bonus International Minutes:** 15 minutes to India / 10 minutes to Bangladesh, Pakistan, Philippines / 5 minutes to Indonesia

16. Boosters will only be available to customers that have purchased any of the Combo+ 40 and above products.
17. Customers will be able to purchase the boosters within 30 days of purchasing Combo+40 or above product.
18. Boosters will only be available for purchase from MyVodafone App.

4.4. Flex Recharge Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. All unused Flex can be carried forward if the customer's recharge again with the same card before the expiry of the Flex except QR10 and 20. The customer can utilise the Flex Units for data, SMS or local and international usage as per Article 24.1 above.



3. Customers can dial *130# to check their Flex balance or can visit MyVodafone app.

| Recharge Amount | Flex | Validity |
|-----------------|-----------|------------------------|
| QR 10 | 70 Flex | 3 days |
| QR15 | 110 Flex | Activation plus 5 Days |
| QR20 | 150 Flex | 7 days |
| QR 40 | 350 Flex | 14 days |
| QR 50 | 450 Flex | 28 days |
| QR 65 | 650 Flex | 28 days |
| QR 80 | 700 Flex | 28 days |
| QR 100 | 1100 Flex | 28 days |
| QR 120 | 1350 Flex | 28 days |
| QR 150 | 2200Flex | 28 days |
| QR 200 | 3300Flex | 28 days |
| QR 300 | 3750 Flex | 28 days |
| QR 500 | 6250 Flex | 28 days |

4. Local usage of Flex has following rates:

| 1 Local Min | 1 SMS/ Local or international | 1GB Data |
|-------------|-------------------------------|----------|
| 1 Flex | 1 Flex | 14 Flex |

1. The international Flex rates for the different countries are below:

| Flex Rate/Min | List of Countries |
|---------------|--|
| 1 | India |
| 1 | Bangladesh |
| 3 | Pakistan and Philippines |
| 5 | Bahrain, Egypt, France, Indonesia, Kenya, Kuwait, Malaysia, Nepal, Nigeria, Oman, Saudi Arabia, Spain, Sri Lanka, Thailand, UAE, UK, USA |
| 6 | Turkey |
| 10 | Afghanistan, Andorra, Anguilla, Australia, Austria, Bermuda, Bhutan, Bosnia, Brazil, Brunei, Cambodia, Canada, Cayman Islands, China, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, El Salvador, Equatorial Guinea, Estonia, Finland, French Guiana, Germany, Ghana, Greece, Grenada, Hong Kong, Hungary, Iran, Iraq, Ireland, Italy, Japan, Jordan, Kazakhstan, Kyrgyzstan, Lao P.D.R., Lebanon, Liechtenstein, Macao, Mariana Island, Martinique, Mauritius, Mexico, Mongolia, Montserrat, Namibia, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, North Korea, Norway, Palestine, Portugal, Puerto Rico, Romania, Russia, San Marino, Santa Lucia, Singapore, Slovakia, South Africa, South Korea, St Vincent Grenada, Sudan, Suriname, Sweden, Taiwan, Tajikistan, Trinidad & Tobago, Turkmenistan, Turks Caicos Islands, Uganda, US Virgin Islands, Uzbekistan, Vatican, Venezuela, Vietnam, Yemen |
| 15 | Albania, Angola, Antigua, Armenia, Argentina, Aruba, Belarus, Belgium, Benin, Belize, Bolivia, Botswana, Bulgaria, Burkina Faso, Cameroon, Cape Verde, Comoro Island, Congo, Congo Republic, Croatia, Djibouti, Ecuador, Eritrea, Ethiopia, Fiji, French Polynesia, Georgia, Gibraltar, Guadeloupe, Guatemala, Guernsey, Guyana, Haiti, Honduras, Iceland, Ivory Coast, Lesotho, Liberia, Luxembourg, Macedonia, Malawi, Malta, Micronesia, Moldova, Monaco, Montenegro, Morocco, Mozambique, Myanmar, Nicaragua, Niger, Palau, Panama, Paraguay, Peru, Poland, Reunion, Rwanda, Samoa, Senegal, Serbia, Somalia, South Sudan, Swaziland, Switzerland, Syria, Tanzania, Togo, Tonga, Ukraine, Uruguay, Virgin Islands and Zambia |



| | |
|----|--|
| 30 | Azerbaijan, Algeria Bahamas, Barbados, Burundi, Central African Republic, Chad, Chile, Cook Islands, Cuba, Dominica, Dominican Republic, East Timor, Faroe Island, Gabon, Gambia, Greenland, Guam, Guinea Bissau, Guinea Republic, Jamaica, Jersey, Kosovo, Latvia, Libya, Lithuania, Madagascar, Maldives, Mali, Marshall Islands, Mauritania, Mayotte, Nauru, Niue Island, Papua New Guinea, Sao Tome & Principe, Seychelles, Sierra Leone, Slovenia, Solomon Islands, St Kitts Nevis, St Pierre & Miquelon, Tunisia, Tuvalu, Vanuatu, Wallis & Futana Island and Zimbabwe |
|----|--|

4.5. International Recharge Products (ICC Cards)

- The following are the current available ICC products that customers can recharge.

| Price (QR) | Name | International Minutes* | Validity (days) | Bonus International Minutes | Bonus Mins Intl Validity (days) |
|------------|-------------------------------|--|-----------------|--|---------------------------------|
| 10 | International Calling Card 10 | 18 Minutes | 7 | 1. India: 92 mins 2. Pakistan: 47 mins 3. Bangladesh: 47 mins 4. Philippines: 47 mins to Philippines Globe 5. Indonesia: 32 mins 6. Sudan: 10 mins | 7 |
| 15 | International Calling Card 15 | 28 Minutes | 14 | 1. India: 140 mins 2. Pakistan: 70 mins 3. Bangladesh: 70 mins 4. Philippines: 70 mins to Philippines Globe 5. Indonesia: 45 mins 6. Sudan: 15 mins | 14 |
| 20 | International Calling Card 20 | 38 Minutes^ and 20 minutes to Sudan only | 30 | 1. India: 350 mins 2. Pakistan: 150 mins 3. Nepal: 25 mins 4. Bangladesh: 500 mins 5. Philippines: 600 mins to Philippines Globe | 14 |
| 25 | International Calling Card 25 | 48 Minutes^ and 25 minutes to Sudan only | 30 | 6. Indonesia: 60 mins 7. Sri Lanka (Dialog): 50 mins 8. Kenya: 30 mins | |
| 30 | International Calling Card 30 | 57 Minutes^ and 30 minutes to Sudan only | 30 | 9. Ghana: 30 mins 10. Eritrea: 30 mins 11. Ethiopia: 30 mins | |

- Applicable Countries: Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia, **Nepal (not available with QR 20/25/30)
- The customer can choose between international minutes or bonus minutes. To receive the bonus minutes, the customer must first have an international minutes balance from the international calling card. Then, dial *120# to activate the country bonus^

5. Subscription Packs

5.1. Local 25 Dhs

- All Customers can make local calls in Qatar on any network for just 25 Dhs per minute by paying a subscription of 50 Dhs per week.
- To activate the Pack, Customer can dial *200*10# from their mobile and it will automatically renew every week.
- Customer will receive an SMS from Vodafone confirming that the Pack has been activated and that 50 Dhs



has been debited from the balance.

4. If the Customer doesn't have enough balance for the renewal, the pack will go into Sleep Period for 30 days. If the Customer recharges during the Sleep Period, the renewal will automatically happen and 50 Dhs will be debited from the Customers balance.
5. Priority of usage of the Pack shall be after the Customer utilises any included minutes which it already subscribes to and before standard rate apply.
6. A Customer can deactivate the Pack at any given time by dialling *250*10# after which the Pack will not automatically renew, however the Customer can still activate the Pack by dialling 200*10#.

5.2. International 65 Dhs

7. Customers can call 117 countries for 65 Dhs per minute by opting into the offer.
8. Visit www.vodafone.qa/international for the list of countries.
9. Activate the rate by dialling *200*260#, with 50 Dhs deducted weekly. If the balance is insufficient at renewal, the rate will be on hold for 7 days. Calls will be charged at standard rates during this period. If no recharge occurs within 7 days, the offer will be removed.
10. To opt out, dial *250*260#. Standard rates will apply upon cancellation.
11. To reactivate the 65 Dhs offer, dial *200*260#, and a 50 Dhs fee will be charged weekly.

5.3. India Opt-in rates

1. To activate the pack for 50Dhs per week customer can dial *200* 202#. On subscription, the customers will get the following discounted rate.

| Destination | Discounted Rate |
|-------------|------------------|
| India | 18Dhs per minute |

2. 50Dhs will be deducted from the prepaid balance every 7 Days.
3. The Opt in rate to India will be valid for 7 days from the day of activation. The 50Dhs will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
4. If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30-day period the India opt in rate will be removed and the standard India rate will apply.
5. The customer can opt out of the offer by dialling *250*9911#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
6. The customer can activate the India opt in rate again by dialling *200*202#at any time. Customers will be charged 50Dhs for another 7 days of the opt in rate on reactivation.
7. To activate the pack for QR2 per week customer can dial *200* 203#. On subscription, the customers will get the following discounted rate.

| Destination | Discounted Rate |
|-------------|------------------|
| India | 11Dhs per minute |

8. 2QR will be deducted from the prepaid balance every 7 Days.
9. The opt in rate to India will be valid for 7 days from the day of activation. The 2QR will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
10. If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30-day period, the India opt in rate will be removed and the standard India rate will apply.
11. The customer can opt out of the offer by dialling *250*203#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
12. The customer can activate the India opt in rate again by dialling *200*203#at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

5.4. India Combo Packs



1. All new and existing customers can subscribe to India Combo Packs to receive the following benefits:

| Price (QR) | International Mins to India | Bonus Data | Bonus Local Mins | Pack Validity (days) | Bonus Validity (days) | Activation Code |
|------------|-----------------------------|------------|------------------|----------------------|-----------------------|-----------------|
| 10 | 100 | 100MB | 10 | 30 | 7 | *200*9002# |
| 20 | 160 | 200MB | 20 | 30 | 7 | *200*204# |
| 50 | 600 | 500MB | 50 | 14 | 7 | *200*502# |

2. Customers can activate the combo packs through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to India and are not available for roaming calls.
4. An out of pack rate of just 9Dhs per minute will be applicable after the expiry of the pack minutes.
5. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

5.5. Bangladesh Discount Rate

1. Customers can make calls to Bangladesh for 25Dhs per minute if they opt in for the offer.
2. Customers can activate the Bangladesh rate of 25Dhs per minute by dialling *200*288# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Bangladesh will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
3. If a customer does not have sufficient balance at time of renewal, the Bangladesh opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Bangladesh discount rate will be removed and the standard Bangladesh rate will apply.
4. The customer can opt out of the offer by dialling *250*288#. Once the customer has cancelled the offer the standard Bangladesh calling rate will apply immediately and the promotional rate will no longer renew.
5. The customer can activate the Bangladesh discount rate again by dialling *200*288# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

5.6. Bangladesh Combo Packs

1. All new and existing customers can subscribe to Bangladesh Combo Packs to receive the following benefits:

| Price (QR) | International Mins to Bangladesh | Bonus Data | Bonus Local Mins | Pack Validity (days) | Bonus Validity (days) | Activation Code |
|------------|----------------------------------|------------|------------------|----------------------|-----------------------|-----------------|
| 10 | 60 | 100MB | 10 | 30 | 7 | *200*9004# |
| 20 | 130 | 200MB | 20 | 30 | 7 | *200*236# |
| 50 | 400 | 500MB | 50 | 14 | 7 | *200*504# |

2. Customers can activate the combo packs through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to Bangladesh and are not available for roaming calls.
4. An out of pack rate of just 15Dhs per minute will be applicable after the expiry of the pack minutes. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

5.7. Egypt Discount Rate

5. Customers can make calls to Egypt for 45Dhs per minute if they opt in for the offer.
6. Customers can activate the Egypt rate of 45Dhs per minute by dialling *200*220# and QR2 will be deducted from the prepaid balance every 7 Days.
7. The opt in rate to Egypt will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
8. If a customer does not have sufficient balance at time of renewal, the Egypt opt in rate will remain on the



account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Egypt discount rate will be removed and the standard Egypt rate will apply.

9. The customer can opt out of the offer by dialling *250*220#. Once the customer has cancelled the offer the standard Egypt calling rate will apply immediately and the promotional rate will no longer renew.
10. The customer can activate the Egypt discount rate again by dialling *200*220# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

5.8. Egypt Combo Packs

1. All new and existing customers can subscribe to Egypt Combo Packs to receive the following benefits:

| Price QR | International Mins to Egypt | Bonus Data | Bonus Local Mins | Pack Validity (days) | Bonus Validity(days) | Activation Code |
|----------|-----------------------------|------------|------------------|----------------------|----------------------|-----------------|
| 10 | 13 | 100MB | 10 | 30 | 7 | *200*9006# |
| 20 | 50 | 200MB | 20 | 30 | 7 | *200*224# |
| 50 | 110 | 500MB | 50 | 14 | 7 | *200*506# |

2. Customers can activate the combo packs through USSD and My Vodafone App. The international minutes are applicable only for calls made to Egypt and are not available for roaming calls.
3. An out of pack rate of just 30Dhs per minute will be applicable after the expiry of the pack minutes. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

5.9. Philippines Discount Rate

1. Customers can make calls to Philippines for 9Dhs per minute if the opt in for the offer.
2. Customers can activate the Philippines rate of 9Dhs per minute by dialling *200*2002# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Philippine will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
3. If a customer does not have sufficient balance at time of renewal, the Philippine opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Philippine discount rate will be removed and the standard Philippine rate will apply.
4. The customer can opt out of the offer by dialling *250*2002#. Once the customer has cancelled the offer the standard Philippine calling rate will apply immediately and the promotional rate will no longer renew.
5. The customer can activate the Philippine discount rate again by dialling *200*2002# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

5.10. Philippines Combo Packs

1. All new and existing customers can subscribe to Philippines Combo Packs to receive the following benefits:

| Price (QR) | International Mins to Philippines | Bonus Data | Bonus Local Mins | Pack Validity(days) | Bonus Validity (days) | Activation Code | Deactivation Code |
|------------|-----------------------------------|------------|------------------|---------------------|-----------------------|-----------------|-------------------|
| 10 | 15 | 100MB | 10 | 30 | 7 | *200*9005# | *200*9005# |
| 15 | 250 | 250MB | 0 | 7 | Same day midnight | *200*121# | *250*121# |
| 50 | 850 | 500MB | 50 | 28 | 7 | *200*505# | *250*505# |

2. Customers can activate the combo packs through USSD and My Vodafone App.



- The international minutes are applicable only for calls made to Philippines and are not available for roaming calls.
- An out of pack rate of just 9Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

5.11. Pakistan Discount Rate

- Customers can make calls to Pakistan for 20Dhs per minute if the opt in for the offer.
- Customers can activate the Pakistan rate of 20Dhs per minute by dialling *200*300# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Pakistan will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Pakistan opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Pakistan discount rate will be removed and the standard Pakistan rate will apply.
- The customer can opt out of the offer by dialling *250*300#. Once the customer has cancelled the offer the standard Pakistan calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Pakistan discount rate again by dialling *200*300# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

5.12. Pakistan Combo Packs

- All new and existing customers can subscribe to Pakistan Combo Packs to receive the following benefits:

| Price (QR) | International Mins to Pakistan | Bonus Data | Bonus Local Mins | Pack Validity (days) | Bonus Validity (days) | Activation Code |
|------------|--------------------------------|------------|------------------|----------------------|-----------------------|-----------------|
| 10 | 20 | 100 | 10 | 30 | 7 | *200*9008# |
| 20 | 120 | 200MB | 20 | 30 | 7 | *200*2020# |
| 50 | 300 | 500MB | 50 | 14 | 7 | *200*508# |

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Pakistan and are not available for roaming calls.
- An out of pack rate of just 20Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

5.13. Sri Lanka Discount Rate

- Customers can make calls to Sri Lanka for 50Dhs per minute if the opt in for the offer.
- Customers can activate the Sri Lanka rate of 50Dhs per minute by dialling *200*2003# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Sri Lanka will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Sri Lanka opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Sri Lanka discount rate will be removed and the standard Sri Lanka rate will apply.
- The customer can opt out of the offer by dialling *250*2003#. Once the customer has cancelled the offer the standard Sri Lanka calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Sri Lanka discount rate again by dialling *200*2003# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

5.14. Sri Lanka Combo Packs

- All new and existing customers can subscribe to Sri Lanka Combo Packs to receive the following benefits:



| Price (QR) | International Mins to Sri Lanka | Bonus Data | Bonus Local Mins | Pack Validity (days) | Bonus Validity (days) | Activation Code |
|------------|---------------------------------|------------|------------------|----------------------|-----------------------|-----------------|
| 10 | 15 | 100MB | 10 | 30 | 7 | *200*9009# |
| 20 | 50 | 200MB | 20 | 30 | 7 | *200*2050# |
| 50 | 130 | 500MB | 50 | 14 | 7 | *200*509# |

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Sri Lanka and are not available for roaming calls.
- An out of pack rate of just 50Dhs per minute will be applicable after the expiry of the pack minutes.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

5.15. Sudan Combo Pack

- All new and existing customers can subscribe to Sudan Combo Pack to receive the following benefit:

| Price (QR) | International Mins to Sudan | Bonus Data | Bonus Local Mins | Pack Validity (days) | Bonus Validity (days) | Activation Code |
|------------|-----------------------------|------------|------------------|----------------------|-----------------------|-----------------|
| 10 | 15 | 100MB | 10 | 30 | 7 | *200*9001# |

- Customers can activate this combo pack through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Sudan and are not available for roaming calls.
- The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

6. Roaming

- The following are the current available roaming products that customers can recharge and use while roaming.

6.1. Vodafone Passport Pack

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

| Roaming Data | Roaming Minutes | Validity |
|--------------|---------------------------|----------|
| 3 GB | 100 outgoing and incoming | 7 days |

- 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 dialling the activation code *110*110#.
- 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 in Article 18 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.

6.2. 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 |
|---------------|---------------------------|
| 3 GB | 100 outgoing and incoming |

- The benefits are only applicable in the passport pack countries available at www.vodafone.qa/passportpack
- Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website 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 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 Card if not consumed within 7 days from the activation date will expire.
- Customers can use the Passport Card along with Vodafone Passport Pack.

6.3. Weekly Passport Pack- Data Only

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

| Roaming Offer | Roaming Minutes | Validity |
|---------------|-----------------|----------|
| 6 GB | N/A | 7 Days |

- 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 dialling the activation code *110*1101#.
- 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 in Article 18 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 in the passport Pack if not consumed within 7 days from the activation date will expire.

6.4. GCC Weekly Passport Pack – Data Only

- All Customers who subscribe to the GCC Passport Pack – Data Only (“GCC Passport Pack- Data Only”) by paying QR150 per week shall receive the benefits below:

| Roaming Offer | Roaming Minutes | Validity |
|---------------|-----------------|----------|
| 10GB | N/A | 7 Days |

- The pack is valid in the following GCC countries: KSA, UAE, Kuwait, Bahrain, and Oman. Usage outside these countries will be charged at standard roaming rates.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code *110*70#.
- 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 in Article 18 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 in the passport Pack if not consumed within 7 days from the activation date will expire.

6.5. Daily Passport Pack

- All Customers who subscribe to the Daily Passport Pack (“**Daily Passport Pack**”) by paying QR35 per Day shall receive the benefits below:

| Roaming Data | Roaming Minutes |
|--------------|--------------------------|
| 500 MB | 30 outgoing and incoming |

- The benefits are only applicable in the passport pack countries available at www.vodafone.qa/passportpack
- Customer can subscribe while in Qatar or abroad through My Vodafone App, E-top up or by dialling the activation code *200*35# for Prepaid customers.
- Activated is valid for one day and Customers can 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 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 Daily passport Pack if not consumed within the same day from the activation date will expire.

6.6. Special Prepaid Roaming Pack QR 30

- All Customers who purchase the Prepaid roaming pack 30 (“**Prepaid roaming pack**”) by paying QR30 shall receive the benefits below with 28 days validity:

| Product | Roaming Pack 30 |
|---------------------------|-----------------|
| Price | QR 30 |
| Roaming Data | 1 GB |
| Incoming roaming Minutes | 60 Mins |
| Outgoing minutes to Qatar | 30 Mins |
| Validity | 28 days |

- The benefits are only applicable in the countries available at www.vf.qa/QR30Roaming
- Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website www.vodafone.qa
- Activation is valid for twenty-eight (28) days and Customers can activate several packs at the same time.
- If the Customer consumes more than the total minutes / data allowance before the expiry, then standard roaming rates below will apply.
- Customer will receive an SMS notification when their minutes / data is consumed or when the validity period has expired.

6.7. Prepaid Roaming Pack QR 10

- All Customers who purchase the Prepaid roaming pack 10 (“**Prepaid roaming pack**”) by paying QR10 shall receive the benefits below with 3 days validity:



| Product | Roaming Pack 10 |
|------------------------------------|-----------------|
| Price | QR 10 |
| Roaming Data | 500 MB |
| Roaming Mins (Incoming & outgoing) | 5 Mins |
| Validity | 3 days |

- The benefits are only in the following countries: India, Pakistan, Bangladesh, Nepal, Sri Lanka, Egypt, Jordan, Philippines, Tunisia, Turkey, Morocco, Algeria.
- Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website www.vodafone.qa
- Activation is valid for three (3) days and Customers can activate several packs at the same time.
- If the Customer consumes more than the total minutes / data allowance before the expiry, then standard roaming rates below will apply.
- Customer can also dial *129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Customer will receive an SMS notification when their minutes / data is consumed or when the validity period has expired.

6.8. Roaming Rate Card

- The latest List of Prepaid Roaming Countries is available at VQ's website www.vodafone.com.qa/roaming

| Countries / Regions | Local Calls | Calls back to Qatar | GCC Calls | International Calls | Receiving calls | SMS | Data |
|--------------------------------|-------------|---------------------|-----------|---------------------|-----------------|---------|-------|
| | QR/min | QR/min | QR/min | QR/min | QR/min | QR/SM S | QR/MB |
| GCC | 0.88 | 2.00 | 2.00 | 17.00 | 0.80 | 0.22 | 1.53 |
| Vodafone Countries | 3.00 | 8.00 | 17.00 | 17.00 | 2.25 | 1.50 | 15.00 |
| Middle East and North Africa | 5.00 | 3.00 | 17.00 | 17.00 | 17.00 | 2.00 | 55.00 |
| Americas & Europe | 5.00 | 3.00 | 17.00 | 17.00 | 17.00 | 2.00 | 55.00 |
| Asia & Oceania | 5.00 | 3.00 | 17.00 | 17.00 | 17.00 | 2.00 | 55.00 |
| Africa & Rest of the World | 5.00 | 3.00 | 17.00 | 17.00 | 17.00 | 2.00 | 55.00 |
| Satellite & In-flight Services | 30.00 | 30.00 | 30.00 | 30.00 | 30.00 | 2.00 | 75 |

7. Visitor Packs / Ahlan Packs

- Ahlan Packs are available through all channels of recharge from the My Vodafone App, Vodafone Website, E-Voucher, and E-top up outlets.
- This Pack is only available to Customers without a QID but excludes Customer's with a cancelled visa. These Customers will use their valid Passports at the time of subscription such as visitors on business visa or attending events etc.
- The benefits are added automatically on recharge:

| Price (QR) | Name | Local Data | Local Mins | Local SMS | International Minutes | Validity (days) |
|------------|---------------|------------|------------|-----------|-----------------------|-----------------|
| 65 | Ahlan Pack 65 | 5 GB | 25 | - | - | 7 |



| | | | | | | |
|-----|----------------|------------------------------------|-----|-----|----|----|
| 100 | Ahlan Pack 100 | 10 GB | 100 | - | 25 | 14 |
| 150 | Ahlan Pack 150 | 25 GB + Endless @ 512Kbps | 400 | 100 | 75 | 30 |

8. Standard Rates

8.1. Local Rates

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

| Service | Cost | Unit |
|-----------------------------|---------|------------|
| National Voice ³ | QR 0.75 | Per minute |
| Video Calling | QR0.55 | Per minute |
| National SMS | QR0.39 | Per SMS |
| Mobile Internet | QR0.20 | Per MB |

8.2. International Rates

5. The International Calling Rate Card are as below:

| Service | Cost | Unit |
|---|--------|------------|
| International Call (for over 145 countries) | QR0.99 | Per Minute |
| International SMS | QR0.60 | Per SMS |

³ Calls to amobile or to a fixed line.



Please visit www.vodafone.qa/international for a full list of countries and rates

6. The International Standard Rates per country are as below:

The standard rack rates for international calls are as per below and are available at

<https://www.vodafone.qa/en/services/international-calls?>

| Country | Call Rates (Dhs) | Country | Call Rates (Dhs) |
|-------------------|------------------|-----------------|------------------|
| Afghanistan | 119 | Lebanon | 119 |
| Albania | 166 | Lesotho | 150 |
| Algeria | 299 | Liberia | 166 |
| Andorra | 99 | Libya | 250 |
| Angola | 150 | Liechtenstein | 99 |
| Anguilla | 99 | Lithuania | 250 |
| Antarctica | 2800 | Luxembourg | 150 |
| Antigua | 150 | Macau | 99 |
| Argentina | 150 | Macedonia | 166 |
| Armenia | 150 | Madagascar | 350 |
| Aruba | 150 | Malawi | 150 |
| Ascension | 600 | Malaysia | 119 |
| Australia | 199 | Maldives Island | 250 |
| Austria | 99 | Mali | 250 |
| Azerbaijan | 250 | Malta | 150 |
| Bahamas | 350 | Mariana Island | 99 |
| Bahrain | 129 | Marshall Island | 350 |
| Bangladesh | 119 | Martinique | 99 |
| Barbados | 350 | Mauritania | 250 |
| Belarus | 150 | Mauritius | 99 |
| Belgium | 150 | Mayotte | 250 |
| Belize | 150 | Mexico | 99 |
| Benin | 150 | Micronesia | 150 |
| Bermuda | 99 | Moldova | 150 |
| Bhutan | 99 | Monaco | 150 |
| Bolivia | 150 | Mongolia | 99 |
| Bosnia Herz | 99 | Montenegro | 166 |
| Botswana | 150 | Montserrat | 99 |
| Brazil | 99 | Morocco | 250 |
| Brunei | 99 | Mozambique | 150 |
| Bt Virgin Islands | 150 | Myanmar | 150 |



| | | | |
|-----------------|------|------------------|------|
| Bulgaria | 150 | Namibia | 99 |
| Burkina Faso | 150 | Nauru | 350 |
| Burundi | 250 | Nepal | 119 |
| Cambodia | 99 | Netherlands | 199 |
| Cameroon | 150 | Netherlands Ant | 99 |
| Canada | 99 | New Caledonia | 99 |
| Cape Verde | 150 | New Zealand | 199 |
| Cayman Islands | 99 | Nicaragua | 150 |
| Central Africa | 250 | Niger | 150 |
| Chad | 250 | Nigeria | 119 |
| Chile | 250 | Niue Island | 250 |
| China | 119 | Norfolk Island | 600 |
| Colombia | 99 | Norway | 99 |
| Comoro Island | 150 | Oman | 129 |
| Congo | 150 | Pakistan | 119 |
| Congo Rep | 150 | Palau | 150 |
| Cook Island | 250 | Palestine Auth | 119 |
| Costa Rica | 99 | Panama | 150 |
| Croatia | 150 | Papua New Guinea | 250 |
| Cruise Ships | 150 | Paraguay | 150 |
| Cuba | 350 | Peru | 150 |
| Cyprus | 199 | Philippines | 119 |
| Czech Rep | 99 | Poland | 150 |
| Denmark | 99 | Portugal | 99 |
| Diego Garcia | 600 | Puerto Rico | 99 |
| Djibouti | 166 | Reunion | 150 |
| Dominican Rep | 350 | Romania | 199 |
| East Timor | 350 | Russia | 199 |
| Ecuador | 150 | Rwanda | 150 |
| Egypt | 119 | Samoa | 150 |
| El Salvador | 99 | San Marino | 99 |
| Equatorial Gui | 150 | Santa Lucia | 99 |
| Eritrea | 150 | Sao Tome Prin | 250 |
| Estonia | 250 | Satellite | 2800 |
| Ethiopia | 150 | Saudi Arabia | 129 |
| Faeroe Island | 99 | Senegal | 166 |
| Falkland Island | 2800 | Serbia Mont | 150 |



| | | | |
|------------------|------|---------------------|------|
| Ferry Cruise | 150 | Seychelles | 250 |
| Fiji | 150 | Sierra Leone | 250 |
| Finland | 99 | Singapore | 119 |
| France | 199 | Slovak Rep | 99 |
| French Guiana | 99 | Slovenia | 250 |
| French Polynesia | 150 | Solomon Island | 350 |
| Gabon | 250 | Somalia | 250 |
| Gambia | 350 | South Africa | 119 |
| Georgia | 150 | South Sudan | 150 |
| Germany | 199 | Spain | 199 |
| Ghana | 119 | Sri Lanka | 119 |
| Gibraltar | 150 | St Helena | 2800 |
| Greece | 99 | St Kitts Nevis | 250 |
| Greenland | 250 | St Pierre Miq | 250 |
| Grenada | 99 | St. Vincent Gren | 99 |
| Guadeloupe | 150 | Sudan | 119 |
| Guam | 350 | Surinam | 99 |
| Guatemala | 150 | Swaziland | 150 |
| Guernsey | 150 | Sweden | 199 |
| Guinea Bissau | 250 | Switzerland | 299 |
| Guinea Rep | 250 | Switzerland Con | 99 |
| Guyana | 150 | Syria | 200 |
| Haiti | 150 | Taiwan | 99 |
| Honduras | 150 | Tajikistan | 99 |
| Hong Kong | 119 | Tanzania | 150 |
| Hungary | 99 | Thailand | 119 |
| Iceland | 150 | Thuraya | 600 |
| India | 150 | Togo | 166 |
| Indonesia | 119 | Tokelau | 600 |
| In-Flight | 2800 | Tonga | 166 |
| Iran | 119 | Trinidad & Tobago | 99 |
| Iraq | 119 | Tunisia | 250 |
| Ireland | 199 | Turkey | 119 |
| Israel | 99 | Turkmenistan | 99 |
| Italy | 199 | Turks Caicos Island | 99 |
| Ivory Coast | 150 | Tuvalu | 350 |
| Jamaica | 350 | Uganda | 150 |



| | | | |
|-------------|------|-------------------|-----|
| Japan | 99 | Ukraine | 150 |
| Jersey | 250 | UAE | 129 |
| Jordan | 119 | UK | 199 |
| Kazakhstan | 99 | Uruguay | 150 |
| Kenya | 119 | USA | 199 |
| Kiribati | 2800 | Uzbekistan | 99 |
| North Korea | 99 | Vanuatu | 250 |
| South Korea | 119 | Venezuela | 99 |
| Kosovo | 250 | Vietnam | 119 |
| Kuwait | 129 | Virgin Island USA | 99 |
| Kyrgyz | 99 | Wallis Fun Island | 250 |
| Laos | 99 | Yemen | 119 |
| Latvia | 250 | Zambia | 150 |
| | | Zimbabwe | 250 |

9. Other Services

9.1. Advance Credit

1. Advance Credit is a new Value-Added Service that allows customers with a balance below QR1 to get QR5 Advance Credit.
2. Advance Credit is available for Vodafone Prepaid customers with the following criteria:
3. Customers need to have been on the Vodafone network for 60 days or more.
4. Customers must have a balance of less than QR1.
5. Any Prepaid customers that do not fulfil the above criteria aren't able to use Advance Credit.
6. To get advance credit, you need to send an SMS with the number '5' to 97555 and QR5 of credit will be added to your Prepaid balance.
7. The SMS to activate Advance Credit costs QR1. Since you will have less than QR1 when you send the SMS then the cost of the SMS will get deducted from the QR5 that Vodafone adds to your balance. For example, if you have 50Dhs balance and send the number '5' to 97555 to get Advance Credit. Q 5 will be added to your balance and QR1 will immediately be deducted for the cost of the SMS for this service. After these two transactions you will have QR4.50 balance remaining.
8. The amount of QR5 Advance Credit will then be deducted from your next recharge. For example, if you recharge with QR35 after you have used Advance Credit then you will receive QR30 on your next recharge.
9. Advance Credit is available only twice in between recharges.
10. The validity of Advance Credit is the same as your current credit balance and Advance Credit does not extend the validity of your existing credit or bonuses in the way a regular recharge would.
11. Advance Credit can be used on any of the standard Vodafone services. You can make international, local use mobile internet, and send local or international SMS until the advance credit is used up or expired.
12. You can also buy other products from Vodafone with Advance Credit, as long as the product or service you are purchasing is less than the amount of Advance Credit on your balance. For example, the Daily Internet Pack 2.
13. You cannot transfer Advance Credit to other Customers.
14. You can activate Advance Credit whilst roaming in countries where charges can be applied in real time. For a full list of countries where you can use Advance Credit whilst roaming, please visit www.vodafone.qa/roaming

9.2. Premium Services

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



| Number Range | Standard Rate | Premium Call Rate |
|--------------------------------|----------------|-------------------|
| Bahrain | Prepaid | Prepaid |
| +97371110000 till +97371119999 | 99 Dhs per min | 2.50 QR per min |

9.3. Digital Bonus

- Customers recharging with QR65 and above (excluding credit) through Vodafone Website or My Vodafone App will get the extra benefits equivalent to 15% of value on Combo+, Data & Flex (“**Digital Bonus**”) as per below table:

| Recharge Type | Digital bonus Offer | |
|---------------|--------------------------------|-----------------|
| Data | 15% Extra Benefit (Data) | Validity (days) |
| QR 65 | 1.7 GB | 28 |
| QR 80 | 1.8 GB | 28 |
| QR 100 | 3.0 GB | 28 |
| QR 150 | 3.8 GB | 28 |
| QR 200 | 5.3 GB | 28 |
| QR 125 | 15.0 GB | 7 |
| QR 250 | 22.5 GB | 28 |
| Combo+ | 15% Extra Benefit (Data) | Validity (days) |
| QR 65 | 1.2 GB | 28 |
| QR 100 | 2.4 GB | 28 |
| QR 125 | 2.9 GB | 28 |
| QR 150 | 3.6 GB | 28 |
| QR 300 | 6.0 GB | 28 |
| Combo+ | 15% Extra Benefit (Local Mins) | Validity (days) |
| QR 65 | 36 Mins | 28 |
| QR 100 | 54 Mins | 28 |
| QR 125 | 75 Mins | 28 |
| QR 150 | 113 Mins | 28 |
| QR 300 | 225 Mins | 28 |
| Combo+ | 15% Extra Benefit (Intl' Mins) | Validity (days) |
| QR 65 | 3 Intl Mins | 28 |
| QR 125 | 3 Intl Mins | 28 |
| QR 300 | 8 Intl Mins | 28 |
| Flex | 15% Extra Benefit (Flex) | Validity (days) |
| QR 65 | 98 Flex | 28 |
| QR 80 | 105 Flex | 28 |
| QR 100 | 165 Flex | 28 |
| QR 120 | 203 Flex | 28 |
| QR 150 | 330 Flex | 28 |
| QR 200 | 495 Flex | 28 |
| QR 300 | 563 Flex | 28 |
| QR 500 | 938 Flex | 28 |

- To avail the digital Benefits, Customers should recharge only through Vodafone website or My Vodafone App.
- All other channels like physical recharge cards, E-top and E-voucher will not receive the Hadaya Benefits.
- Hadaya Benefits are not applicable on Visitor / Ahlan packs, Roaming packs, or on Unlimited products.

9.4. CBQ App Offer



5. All Customers who recharge through the Commercial Bank of Qatar (CBQ) Paycard App, will get the extra benefits equivalent to 8% of value as per below table:

| Recharge Type | Offer | |
|-----------------------|---------------|-----------------|
| Credit QR | Extra Benefit | Validity (days) |
| Credit 10 | 1 QR | 30 |
| Credit 20 | 2 QR | 30 |
| Credit 40 | 3 QR | 30 |
| Credit 50 | 4 QR | 30 |
| Credit 65 | 5 QR | 30 |
| Credit 80 | 7 QR | 30 |
| Credit 100 | 8 QR | 90 |
| Credit 150 | 12 QR | 90 |
| Credit 200 | 16 QR | 90 |
| Credit 300 | 24 QR | 90 |
| Credit 500 | 40 QR | 90 |
| International QR | Extra Benefit | Validity (days) |
| International card 10 | 2 INTL mins | 7 |
| International card 20 | 4 INTL mins | 30 |
| International card 30 | 5 INTL mins | 30 |
| Flex QR | Extra Benefit | Validity (days) |
| 10 | 10 Flex | 3 |
| 20 | 20 Flex | 7 |
| 40 | 30 Flex | 14 |
| 50 | 60 Flex | 28 |
| 65 | 65 Flex | 28 |
| 80 | 80 Flex | 28 |
| 100 | 110 Flex | 28 |
| 120 | 140 Flex | 28 |
| 150 | 200 Flex | 28 |
| 200 | 280 Flex | 28 |
| 300 | 300 Flex | 28 |
| 500 | 500 Flex | 28 |
| Data QR | Extra Benefit | Validity (days) |
| 10 | 85 MB | 3 |
| 20 | 165 MB | 7 |
| 40 | 500 MB | 14 |
| 50 | 750 MB | 28 |
| 65 | 850 MB | 28 |
| 80 | 1GB | 28 |
| 100 | 1.6 GB | 28 |
| 150 | 2 GB | 28 |
| 200 | 2.8 GB | 28 |
| 250 | 12 GB | 28 |
| Combo+ QR | Extra Benefit | Validity (days) |
| Combo+ 40 | 400 MB | 28 |
| Combo+ 65 | 900 MB | 28 |
| Combo+ 125 | 2.1 GB | 28 |
| Combo+ 150 | 2.5 GB | 28 |
| Combo+ 300 | 4 GB | 28 |

6. To avail this Offer, Customers should recharge only through CBQ Pay card App. Recharges through other channels like E-top, recharge card and E-voucher will not get this extra 8% value.



7. This is not applicable for Roaming recharge of Passport 100 or Unlimited products.

10. Service Provider Obligations

1. 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.
2. Vodafone may suspend the Services: (i) in order to carry out maintenance or testing of the Vodafone Network.
3. (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.
4. 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.

11. Customer Obligations

1. Prepaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Prepaid 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 Prepaid SIM card may result in service cancellation.
2. 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.
3. Porting Out: The Customer can port their Prepaid Number but only after all invoiced charges outstanding at the time of port out request is 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. 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/, access data services and any other outgoing services using the ported mobile number. 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. 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.



12. Tariff Modification Version Control

| Tariff Modification Version Number | Effective Date | Description of Change |
|------------------------------------|----------------|---|
| 3.58 | 18/06/2017 | Changes in 14; 14A; 14B; 14C. |
| 3.59 | 3/8/2017 | Changes in 21 |
| 3.6 | 16/08/2017 | Changes in 7.1 |
| 3.61 | 24/08/2017 | Changes in 22 |
| 3.62 | 15/10/2017 | Changes in 6; 14; 16.1; 21; 23 |
| 3.63 | 1/11/2017 | Changes in 8A |
| 3.64 | 5/2/2018 | Changes in 21 |
| 3.65 | 15/03/2018 | Changes in 3.1, 12.2 12.3 |
| 3.66 | 27/03/2018 | Changes in 16 |
| 3.67 | 1/4/2018 | Changes in 19 |
| 3.68 | 29/04/2018 | Changes in 8; 12.1; 13; 14; 14A; 15; 18 & 18A; 21 22; |
| 3.69 | 8/5/2018 | Changes in 8 and 8A |
| 3.7 | 16/08/2018 | Changes in 8A |
| 3.71 | 28/08/2018 | Changes in 22 |
| 3.72 | 13/09/2018 | Changes in 21 and 23 |
| 3.73 | 25/11/2018 | Changes in 2.1 20 and 22 – New Flex Choice Option. |
| 3.74 | 18/12/2018 | Changes in 1, 4 |
| 3.75 | 8/1/2019 | Changes in 6, 20 and 12.2 |
| 3.76 | 14/03/19 | Changes in 4 – new MI Packs |
| 3.77 | 27/03/19 | Changes in 5; 16.1 |
| 3.78 | 1/4/2019 | Changes in 19 – GCC rates revised. |
| 3.79 | 30/05/2019 | Changes in 4 – new Internet Pack – Unlimited QR 30 Pack. |
| 3.8 | 22/09/2019 | Changes in 2; 21and24 |
| 3.81 | 23/09/2019 | Changes in 4 |
| 3.82 | 3/10/2019 | Changes in 11 |
| 3.83 | 27/11/2019 | Changes in 5 |
| 1 | 6/2/2020 | New tariff format, changes in 23. |
| 2 | 7/2/2020 | Changes in 23.2. |
| 3 | 4/3/2020 | Promotion offers from September 2019 onwards are made permanent going forward from March 2020. Changes in 4; 23 and 26. |
| 4 | 9/3/2020 | Removed Note, Formatting changes. |
| 5 | 26/03/2020 | Change in 22.1 |
| 6 | 13/09/2020 | Change in 4.4, 11.7, 18.3 and 26.1 |
| 7 | 25/10/2020 | Change in 4.4 and 26 |
| 8 | 2/11/2020 | |
| 9 | 12/11/2020 | Changes in 6.2, 6.3 and 7.1 |
| 10 | 25/11/2020 | Changes in 16,17 and 18 |
| 11 | 03/12/2020 | Changes in 13, 14, 16, 18-23. |
| 12 | 20/6/2021 | Clause 34 New Prepay VIP Add On |
| 13 | 22/08/2021 | Changes in 36 |



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|----|------------|---|
| 14 | 30/08/2021 | Changes in 24.3 |
| 15 | 12/09/2021 | New clause 36 |
| 16 | 21/09/2021 | Changes in Clause 32 |
| 17 | 1/11/2021 | Changes in 24, new Ahlan Pack and in Clause 38 |
| 18 | 4/01/2022 | Changes in 25.4 |
| 19 | 14/04/2022 | Change in 25.4 |
| 20 | 20/07/2022 | Change in 24 |
| 21 | 11/08/22 | Change in 33 and 37 |
| 22 | 23/08/2022 | Change in 33 and 34 |
| 23 | 29/09/2022 | Change in 25.4 |
| 24 | 03/10/2022 | Change in 37 |
| 25 | 09/11/2022 | Change in 25.4 and 33 new combo 120 and new Flex 120 |
| 26 | 06/12/2022 | Change in Clause 1 and 25.4 new combo 30/60/120/150 |
| 27 | 20/12/2022 | Change in Clause 1. |
| 28 | 26/12/2022 | Change in Clause 2.1 and revised numbering in Clause 11. |
| 29 | 19/02/2023 | Change in Clause 37 Digital Bonus combo benefit and new Flex 120 Change in Clause 38 New Flex 120, Changed Combo to Combo + and addition of New Combo 30/60/120/150 |
| 30 | 26/06/2023 | Changes to Clause 4, Mobile Internet |
| 31 | 24/07/2023 | Change in 25.3 25.3A, 37 and 38 |
| 32 | 23/08/2023 | New Clause 25.5 and 25.6 |
| 33 | 07/09/2023 | Changes in 30, 33 and 34. Deleted 35. |
| 34 | 21/09/2023 | Clause 10 |
| 35 | 29/09/2023 | Changes in 5, 10 and 35. |
| 36 | 03/10/2023 | Change in 10, 11 and 25.4 |
| 37 | 12/10/2023 | Change in 2 |
| 38 | 25/10/2023 | Changes in 1 and 25.4 |
| 39 | 26/10/2023 | Changes in 1 and 4 |
| 40 | 30/10/2023 | Changes in 36 and 37 |
| 41 | 07/11/2023 | New clause 25.5 |
| 42 | 23/11/2023 | Change in Clause 1, 25.6 and 25.7 |
| 43 | 06/12/2023 | Change in 25.6 Page 15 |
| 44 | 11/12/2023 | Changes in 2.1, 6, 7, 11.2, 11.3, 11.4, 11.5, 11.6, 25.4, 25.5, 25.6, 25.7, 32, 36, 37 |
| 45 | 20/12/2023 | Changes in 2.1 and 32 and deletion of 6 and 7. |
| 46 | 01/01/2024 | Changes in 4, 10.1, 24.6, 29 and 36 |
| 47 | 11/01/2024 | Changes 24.3 |
| 48 | 01/02/2024 | Changes in section 3, 5, 14.4, 15 & 16. Launch of new QR35 and QR 65 products and notice for disconnection of QR 30 and QR 65 on 30 th April 2024 |
| 49 | 20/2/2024 | Change in 10.5 and reformatted document /tables. |



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| 50 | 28/2/2024 | Typo corrected in 9.3, footnote in 9.8 and change in 10.5 and deletion of footnote in 9.5. |
| 51 | 20/3/2024 | Deletion of 9.6 and 10.5 |
| 52 | 27/3/2024 | Changes in 11.2, 11.3, 16 and 17.1 |
| 53 | 04/04/2024 | New Clause 13.3 |
| 54 | 09/04/2024 | Change in 5.4 |
| 55 | 21/04/2024 | Changes in 3.4, 5.4, 14.4, 16.1 and 17.1 and deletion of 10.1. New Clause 10.5 and 16.2 |
| 56 | 01/05/2024 | Changes in 3.4, 5.4, 14.2, 14.4, 14.5, 16.1 and 17.1 and deletion of 16.2 |
| 57 | 07/05/2024 | Changes in 3.4, 5.4 and 14.4. New clause 9.3 and 10.6 |
| 58 | 19/05/2024 | Change in 10.7 |
| 59 | 30/05/2024 | Change in 15.1 |
| 60 | 05/06/2024 | Changes in 9.9, 9.11, 9.13, 9.15, 9.17 and 9.19. New clause 9.20 and 13.4 |
| 61 | 14/07/2024 | Change in 15.1 |
| 62 | 21/07/2024 | Change in 11.1 and 11.2 |
| 63 | 31/07/2024 | Change in 8.1 and removal of MMS and video calling from Tariff. |
| 64 | 28/08/2024 | Complete change in the formatting – previous sections numbers no longer apply. New Clause 3.2 |
| 65 | 09/09/2024 | Changes in 4.2 and 9.3 |
| 66 | 23/09/2024 | Changes in 4.3 |
| 67 | 30/09/2024 | Deletion of 4.6 and Changes in 4.2, 4.3, 9.3 & 9.4 |
| 68 | 15/10/2024 | Changes in 4.1, 4.2, 4.3, 4.4, 4.5, 9.3 and 9.4 |
| 69 | 05/11/2024 | Changes in 4.4 and 7 |
| 70 | 14/11/2024 | Changes in 9.3 |
| 71 | 29/12/2024 | Changes in 4.2; Number Formatting. |
| 72 | 16/02/2025 | Changes in 4.4 and 9.3 |
| 73 | 26/02/2025 | Changes in 4.2, 4.3, 4.5 |
| 74 | 11/03/2025 | Changes in 9.3 and 9.4 |
| 75 | 26/03/2025 | Changes in 6.1 and 6.2 |
| 76 | 09/04/2025 | Changes in 9.3 |
| 77 | 21/05/2025 | Changes in 4.3 |
| 78 | 09/07/2025 | Changes in 6.3 |
| 79 | 17/07/2025 | Changes in 6.4 and 6.6 |
| 80 | 23/07/2025 | Changes in 6.7 |