



### General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C01
<b>Tariff Type</b>	Consumer
<b>Duration</b>	N/A
<b>Marketing Name of the Retail</b>	Postpaid Standard Terms and Conditions
<b>Customer Group</b>	Consumer
<b>Tariff Notification Date</b>	14 April 2026
<b>Tariff Version Number</b>	87

## 1. Definitions

- 1.1 **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.
- 1.2 **Auto-Pay** is a convenient payment option in the My Vodafone App that allows customers to automatically pay their monthly bills using their credit card.
- 1.3 **Bill Cycle** - A regular billing cycle assigned to your account. e.g., 1 or 15 of the month and continues until the same day of the following month.
- 1.4 **Customer** or You / Your – A person subscribing to and using the Postpaid service for their reasonable personal use.
- 1.5 **Extras** – Value bundles that you can purchase in addition to your Postpaid Plan.
- 1.6 **iPass**: The membership program offering exclusive deals and discounts to select Postpaid Plans.
- 1.7 **iPass Digital Membership Card**: A virtual card providing access to iPass offers.
- 1.8 **iPass Offer/Offer(s)**: A special deal or discount available to iPass members.
- 1.9 **Merchant**: A business or service provider participating in the iPass program.
- 1.10 **Minimum Subscription Period (Lock-in)**: Unless otherwise stated in the applicable Service Tariff and communicated to you prior to the subscription of service and receiving your evidenced consent, for Postpaid minimum contractual period/lock-in is three (3) months from the date of signing this Agreement. Cancellation of the Service prior to that time will result in applicable charges due and payable for the remaining period of the three months.
- 1.11 **My Vodafone App** – is a dedicated Vodafone Qatar application available on IOS and Android devices. It can be used for multiple purposes such as recharging, paying bills, obtaining a new connection, contacting the customer service etc.
- 1.12 **Online** – means our dedicated website available at <https://www.vodafone.qa>.
- 1.13 **Outlet**: A specific location where iPass offers are available.
- 1.14 **Products and Services** – The communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and international MMS (multi-media messages, to send photos), mobile internet, roaming, Extras, and any other products and services we offer you.
- 1.15 **Postpaid** – Our monthly post payment option for Mobile voice, in which you are billed for your account charges at the end of each bill cycle for any products and services used and subject to the Minimum Subscription Period. Our monthly post payment option for Mobile data, in which you are billed for your account charges at the end of each bill cycle for any products, services used, next month's plan rental, and subject to the Minimum Subscription Period.
- 1.16 **Standard Rate card** – The list of all our prices for our products and services without any bundles or offers.
- 1.17 **Star Number** – is any number for which a customer pays a reservation fee online or at any Vodafone retail store. The detailed terms and conditions are available at <https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/star-numbers>.
- 1.18 **Plan** – Our pricing plans are charged in line with our rate card.
- 1.19 **Vodafone, We, Us** – A Public Qatari Shareholding Company, by virtue of Ministerial Resolution number (160) of 2008 and in accordance with the laws of the State of Qatar, having Commercial Registration number 39656.



- 1.20 **Retail Store** – Vodafone retail stores across Qatar and available at <https://www.vodafone.qa/en/help/find-a-store#findastore>.
- 1.21 **Vodafone Customer Care** –If You have any queries or concerns, please contact Customer Care by calling 122 from Your Vodafone mobile or +974 40001122 internationally or from any phone or by visiting one of our stores. Non-Vodafone customers can call us at 800 7111.

**2. Tariff Terms and Conditions.**

- 2.1. Vodafone’s Postpaid general terms and conditions shall apply.
- 2.2. Vodafone may, from time to time, offer and publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
- 2.3. The Postpaid service will start, and these 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.
- 2.4. Vodafone may, as per 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 Features**

- 3.1. Customer will be charged QR100 to migrate from Postpaid or Mobile Broadband Plans to Prepaid.
- 3.2. Customer can choose one of the Postpaid plans below per number. Customers can also purchase Extra(s) and Add On(s) in addition to their Postpaid account based on their specific requirements.
- 3.3. If Customer exceeds the allowances in Your chosen Plan, charges for all excess usage will be as per the Standard Rate card prices set out in Article 10 below.
- 3.4. Customers can also park their numbers (“**PYN**”) for a one-time fee of QR100 for up to four (4) months by visiting any Vodafone Retail Store. After the four (4) months period, the number will revert to the Customer’s original plan subscribed prior to parking the number and all Postpaid terms and conditions shall continue to apply.
- 3.5. The number of months the customer remains parked will not count as part of the contract period. The customer tenure will not take into account the parked months/duration.
- 3.6. Customers can avail Park My number twice within any 12-month period
- 3.7. Customers must have completed at least 3 paid bills to be eligible for this PYN service. If the Customer receives a notification that a new Plan has been activated that you have not initiated, then You will immediately inform Vodafone Qatar to take appropriate action.

**4. Consumer Postpaid Plans**

**4.1 New Unlimited+ Plans**

- All new Customers who subscribe to our New Unlimited + plans below through any of the available channels, such as Retail Stores, Online or My Vodafone App (“MVA”) will get the following benefits as part of their monthly plan.

New Unlimited Plans	New Unlimited+	New Premium Unlimited+	New Platinum Unlimited+	New Unlimited+ VIP
<b>Monthly Rental (MR)</b>	300	450	750	1000
<b>MR through Retail (6 months)<sup>1</sup></b>	250	400	750	1000
<b>MR through Online / MVA (6 months)<sup>2</sup></b>	225	350	650	1000
<b>Local Mins and SMS</b>	Unlimited (In Qatar)	Unlimited (In Qatar)	Unlimited (In Qatar, GCC & 30 countries <sup>3</sup> )	Unlimited (In Qatar, GCC & 30 countries)
<b>International Minutes<sup>4</sup></b>	200	300	400	1000
<b>GCC Roaming Min.</b>	-	1000 Min.	Roam Like Home <sup>5</sup>	Roam Like Home <sup>6</sup>

1 Discount available for 6 months initially after which standard MR will apply.  
 2 Discount available for 6 months initially after which standard MR will apply.  
 3 30 countries mentioned below in clause 4.1.2  
 4 The list of countries is available at [insert link]  
 5 Roam like home T&C as per clause X1.2  
 6 Roam like home T&C as per clause X1.2



<b>Global Roaming Min &amp; SMS</b>	-	100	300	700
<b>Data</b>	Unlimited <sup>7</sup> Local	Unlimited Local <sup>8</sup>	Unlimited <sup>9</sup>	Unlimited <sup>10</sup>
<b>Endless Data</b>	10 Mbps (450 GB)	15 Mbps (500 GB)	15 Mbps (500 GB)	15 Mbps (500 GB)
<b>GCC Roaming Data</b>	-	50 GB	Roam Like Home <sup>11</sup>	Roam Like Home <sup>12</sup>
<b>Global Roaming Data</b>	15 GB	20 GB	50 GB	100 GB
<b>CALL+*</b>	Free	Free	Free	Free
<b>Multi Sim</b>	QR 50 for 1 local SIM	QR 25 for 1 local SIM	1 Free Local SIM	2 Free SIMs (1 Free local + 1 Free GCC)
<b>International Call Block</b>	QR 10 per month (6 months Free)	QR 10 per month (6 months Free)	Free	Free
<b>Mute service</b>	QR 10 per month (6 months Free)	QR 10 per month (6 months Free)	Free	Free
<b>Lifestyle Benefits included</b>				
<b>Valet Parking<sup>13</sup></b>	-	Regular Valet	VIP Valet	VIP Valet
<b>Free Vodafone My Book subscription<sup>14</sup></b>	Included	Included	Included	Included
<b>Vodafone World (VW)<sup>15</sup></b>	VW 30 Up to QR30 worth of benefit	VW 50 Up to QR50 worth of benefit	VW 100 Up to QR100 worth of benefit	VW 150 Up to QR150 worth of benefit
	App Store Discount	App Store Discount	App Store Discount	App Store Discount
	Free 1-month YouTube Premium for 1 user	Free 1-month YouTube Premium for 1 user	Free 1-month YouTube Premium for 1 user	Free 1-month YouTube Premium for 1 user
	Snoonu Voucher	Snoonu Voucher	Snoonu Voucher	Snoonu Voucher
	Uber Voucher	Uber Voucher	Uber Voucher	Uber Voucher
	Karti Store Discount	Karti Store Discount	Karti Store Discount	Karti Store Discount
<b>Star Number (QR) included worth</b>	5,000	10,000	20,000	25,000
<b>Bill Limit</b>	300	450	750	1000

\*Refer to Clause 4 1.6 below for details.

#### 4.1.1 Speed and Fair Usage Policy (FUP)

- **New Unlimited+**: First 125 GB at full 5G speed and then unlimited data at the speed of 10 Mbps. The FUP for the 10 Mbps data is 450 GB and for the 100 GB it is @ 128 kbps.
- **New Unlimited+ Premium**: First 350 GB at full 5G speed and unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB for local use only and for the 100 GB it is @ 128 kbps.
- **New Unlimited+ Platinum**: First 750 GB at full 5G speed and then unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB for local use only and for the 100 GB it is @ 128 kbps.
- **New Unlimited+ VIP**: First 1000 GB at full 5G speed and then unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB for local use only and for the 100 GB it is @ 128 kbps.
- **Multi-SIM** FUP is 50 GB / month per SIM

7 FUP of 125 GB, see clause x.1.1

8 FUP of 350 GB, see clause x.1.1

9 FUP of 750 GB in Qatar, GCC & 30 countries, see clause x.1.1

10 FUP of 1000 GB in Qatar, GCC & 30 countries, see clause x.1.1

11 Roam like home T&C as per clause X.1.2

12 Roam like home T&C as per clause X.1.2

13 Valet parking T&C are below in clause XX

14 My Book T&C are below in clause XX

15 Please refer to clause XX for details about VW.



#### 4.1.2 Roaming Data and Minutes (FUP)

- **Roaming Data:**

1. **GCC & 30 Countries:**

- **New Unlimited+ Premium:** 50 GB in GCC per month
- **New Unlimited+ Platinum:** 750 GB local data available in GCC & 30 countries per month
- **New Unlimited+ VIP:** 1000 GB local data available in GCC & 30 countries per month

2. **Global Data:**

- **New Unlimited+:** 15 GB
- **New Unlimited+ Premium:** 20 GB
- **New Unlimited + Platinum:** 50 GB
- **New Unlimited+ VIP:** 100 GB

3. **Roaming Min:**

- **New Unlimited+ Premium:** 1000 GCC Roaming Minutes per month (FUP) per month
- **New Unlimited+ Platinum:** Roam Like Home - Unlimited Minutes in GCC + 30 countries per month
- **New Unlimited VIP+:** Roam Like Home – Unlimited Minutes in GCC + 30 countries per month

**The 35 countries (30 countries + GCC) are as below:**



#### 4.1.3 Multi SIM

- Multi-SIM is an additional SIM linked with the same Number as the primary SIM, allowing Customers to stay connected using one number across all their devices, such as smartphones, tablets, or laptops.
- Customers on Unlimited Platinum+ and Unlimited VIP+ will get up to 4 free Multi-SIMs included in their Plans, and customers on other New Unlimited+ plans can purchase Multi-SIM.
- Customer can activate and deactivate the Multi-SIMs by visiting any of the Vodafone Retail stores.
- The primary SIM is the SIM associated with the Customer’s initial voice or data price plan and specified in the Customer account.
- Customers are allowed to use local data only in the additional Multi SIM, and this Multi SIM is not enabled for mobile telephones, like making calls or sending SMS.
- Multi-SIM Data usage will be consumed from the primary Data allowance. Customers can check the usage from the MVA. However, no separate usage per SIM will be shown, and only the primary number’s call details will be captured in the bill.
- Fair usage policy per Multi SIM is 50GB per SIM.



- Customers can purchase a maximum of four (4) Multi SIMs (1 Main SIM and 4 additional Multi SIMs) depending on their Plan.
- If the primary SIM was barred, deactivated, ported out, or terminated, all Multi SIMs connected to that primary SIM will also be barred, deactivated or terminated.
- Customer's Plans allowances are strictly intended for own personal use only and must not be shared with or used by any other person. Customer cannot resell or allow any third party to use the service for remuneration or otherwise commercially exploit the service. Usage will be monitored, in the event of any fraudulent use or misuse of the Multi Sim service, determined at Vodafone Qatar's sole discretion, we reserve the right to terminate this Multi Sim service with notice to you.

#### 4 1.4 International Call Block

- International Call Block (“**ICB**”) is a service that allows customers to block all international incoming calls regardless of the location of the customer.
- Customers can enable and disable ICB through the MVA or USSD code; enable 369, disable 360
- When the ICB is enabled, customers will receive calls from Qatar local numbers only (starting with +974).
- When ICB is enabled, customers still can initiate a call to any international number. The ICB does not block any outgoing calls
- ICB is free of charge for New Unlimited+ Platinum and New Unlimited+ VIP customers who opt in for this ICB service through the MVA or USSD code; enable 369, disable 360
- The ICB is free of charge for the first 6 months for New Unlimited+ and New Unlimited+ Premium customers. After 6 months, unless customers deactivate this service, they will be charged QR 10 per month.
- The ICB service fee is QR 10 per month for Postpaid+ customers.

#### 4 1.5 Mute - T&C

- “Mute” service allows Customers to block any incoming calls.
- Customers can enable and disable Mute service through the MVA.
- Customers can still receive notifications of who is trying to contact them when the “Mute” service is enabled.
- “Mute” is free of charge for New Unlimited+ Platinum and New Unlimited+ VIP customers.
- “Mute” is free of charge for the first 6 months for New Unlimited+ and New Unlimited+ Premium customers. After 6 months, unless customers deactivate this service, they will be charged QR 10 per month.
- “Mute” is QR 10 per month for Postpaid+ customers.

#### 4 1.6 Call+ -

- Call+ allows Customers subscribing to the New Unlimited+ Plans and Postpaid+ Plans to make calls back to Qatar and anywhere in world while roaming only through the My Vodafone App and cannot be accessed independently.
- Unlimited +plans will benefit from the Call+ service free of charge.
- Postpaid + plans customers can benefit from this service by subscribing to the Call+ addon for 100 QR per month
- Customers must use the MVA to activate and utilize the Call+ feature for calls while roaming
- Call+ uses your data connection and the minutes for Call+ are included in your plan's allowance (New Unlimited+ Plan).
- Paid Add On has 1 GB roaming data inside just to enable the outgoing calls through the MVA while roaming.
- The service is accessible through the My Vodafone App (MVA) only. On reaching the FUP of 1000 calls Customer will not be able to make a call.
- This service is not accessible in Qatar, it's accessible while roaming only.
- Customers must be connected to the internet (either through roaming data or Wi-Fi) to use Call+. If a customer has consumed all roaming data and is not connected to Wi-Fi, they will not be able to use Call+, even if they still have the allocated minutes.
- If there's VPN connection detected, Call+ will not work and should be disabled.
- Customers are not charged separately for the minutes used through Call+ as it is covered under your Plan's allowance.



- There is no additional charge for using Call+ while roaming, provided customers are within their plan's data roaming allowances.
- Standard roaming data charges may apply if data limits are exceeded.
- Standard roaming minutes charges may apply if a FUP of 1000 minutes per month is reached.
- If a customer on an eligible plan or passport pack exhausts their Call+ minutes allocation: Postpaid customers will be charged 35 Dhs per minute for calls back to Qatar while roaming.
- The service can only be activated if the Customer has access to the internet.
- The service availability is dependent on VoIP service availability in the country where the customer is roaming.
- New Unlimited+ Plans Customers receive 1000 Call+ minutes to anywhere in the world while roaming which is valid for 1 Month free of charge.
- Postpaid+ Plans Customers receive 1000 Call+ minutes to Qatar while roaming which is valid for 1 Month for QR 100.
- These minutes will be used for calls while roaming only. Calls can last for intervals of 120 minutes.
- Call+ is automatically available to eligible customers on New Unlimited+ Plans, while roaming.
- Call+ is available to Postpaid+ customers upon subscription to the App-call add-on for a monthly fee
- Customers are advised to review their plan details and use them regularly to avoid unexpected charges.
- This service does not support calls to emergency services. Users should not rely on this service as a primary means of communication in emergencies.

#### 4.1.7 Vodafone World

- Vodafone World is a program designed to bring added lifestyle value to Vodafone Postpaid customers through exclusive monthly vouchers redeemable with well-known partner brands. To become a member of Vodafone World, Postpaid customers must qualify for **Vodafone World Membership** by subscribing to the eligible New Vodafone New Unlimited+ plans. After subscribing to the New Vodafone New Unlimited+ plans, Customers on the plans below can select and subscribe to the eligible **Vodafone World voucher** through the My Vodafone App to be redeemed on select partners.

1. **New Unlimited+**: customers are eligible for a voucher worth **up to QR 30** per month
2. **New Unlimited+ Premium**: customers are eligible for a voucher worth **up to QR 50** per month
3. **New Unlimited+ Platinum**: customers are eligible for a voucher worth **up to QR 100** per month
4. **New Unlimited+ VIP**: customers are eligible for a voucher of a value of **up to QR 150** per month

- Together, the above is called an Eligible Customer.
- Eligible Customers can choose to redeem their voucher only on 1 single benefit for each bill period.
- Once a benefit is subscribed to, Eligible Customers can use the benefit until the bill renewal date.
- If Eligible Customers want to switch to another Vodafone World benefit, they have to unsubscribe from the existing benefit and subscribe to another benefit before the bill renewal date.
- Eligible Customers will be able to use the newly subscribed benefit only after the bill renewal date.
- Unless the benefit is unsubscribed, it will be renewed automatically after the bill renewal date.
- Vodafone can change the list and number of available Vodafone World benefits without any further notice.
- Vodafone can terminate an already-redeemed benefit after 30 days' notice in case of fraud or expiry.
- To explore more and redeem your desired voucher, visit the Vodafone World section in the MVA and know more about Vodafone World, or visit our webpage at the link - <https://www.vodafone.qa/Vodafoneworld>

#### 4.7.2 Selected Partners:

- An Eligible Customer can choose to redeem their voucher only on 1 single benefit for each bill period.

##### 1. App credit:

- An Eligible Customer will receive cashback on their next bill, applicable to purchases made at any Direct Operator Billing (“DOB”) store.
- The cashback value is non-transferable and will not be carried over if not fully utilized.
- Customers must select the payment method on the main App stores as their mobile number.
- Allocated credit to be used in the main App store: Apple App Store, Google Play Store or Huawei App Gallery



**1. Premium entertainment**

- Monthly YouTube Premium access for 1 user.
- Eligible Customers will receive a discount equivalent to the YouTube Premium subscription value on their bill.
- To continue receiving the discount, the customer must select YouTube Premium each month from the Vodafone World benefits list; otherwise, the standard subscription fee will apply.
- Customers must select the payment method as their mobile number for their YouTube Premium purchase

**3. Uber:**

- The Eligible Customer must get the Promo code through MVA under the Vodafone World section by subscribing to the Uber benefit.
- The Eligible Customer must then redeem the Promo code through the Uber App, by adding the promo code under Wallet in the Account section
- Cap per ride applied based on the below values:

Value	Uber offer	Cap per ride	T&C
QR 30	100% off on 1 black ride per month	QR 30	The customer must select this benefit from the Vodafone World list every month. If a customer exceeds the cap per ride Customer will need to pay the extra.
QR 50	50% off on 3 Black trips per month	QR 20	Only on the Black trip and 3 rides. Discount of 50% with a maximum amount of QR 20. (Ex: a ride of QR 30, the customer will get a QR 15 discount, and a ride of QR 50, the customer will get QR 20 discount)
QR 100	50% off on 3 Black trips per month	QR 40	Only on the Black trip and 3 rides. Discount of 50% with a maximum amount of QR 40. (Ex: a ride of QR 70, the customer will get a QR 35 discount, and a ride of QR 100, the customer will get a QR 40 discount)
QR 150	100% off on 3 airport trips on Uber XL per month	QR 70	Only on Uber XL rides and only 3 rides. If a customer exceeds the cap per ride Customer will need to pay the extra.

**4. Snoonu:**

- The Eligible Customer must redeem the voucher code through the Snoonu App.
- If the Eligible Customer uses less than the value of the Snoonu voucher, they will lose the rest of the voucher benefit
- If the Eligible Customer uses more than the value of the Snoonu voucher, they will need to make payment for the difference between the voucher value and the purchases total value on the Snoonu App.
- The Snoonu voucher is not applicable at the following outlets:
  1. Pizza Hut
  2. Hardee's
  3. KFC

**5. Karti Store Purchases**

- The Eligible Customers will receive cashback on their next bill, applicable to purchases made on Karti store
- The credited value is non-transferable and will not carry over if not fully utilized.
- The Eligible Customer must use their Vodafone mobile number as a payment method when he is purchasing on Karti store.
- The cashback value is non-transferable and will not be carried over if not fully utilized.
- The Eligible Customer will only get the cashback amount based on Karti store purchases and within the limit assigned to the plan.
- Gaming cards are subject to vendor availability at Karti store
- Merchant example PlayStation store & XBOX store & Steam game store etc.



#### 4.1.8 Valet Parking - T&C

- As a Vodafone New Unlimited+ Customer you'll get free valet parking in major malls and entertainment venues in Qatar, including The Pearl (Porto Arabia and Medina Centrale) and Place Vendome Mall.
- To enjoy the complimentary valet parking benefits, customers must download the MVA and use the Digital Valet Parking service
- Digital Valet eligibility is for Customers who are on the following Plans:
  - New Unlimited+ Premium customers:** Regular Valet parking service with 4 usages of Regular parking per month
  - New Unlimited+ Platinum & VIP customers:** VIP Valet parking service with 4 usages of VIP parking per month
- Vodafone may disable the Valet Parking Privilege at its own discretion. In addition, the Eligible Customer only use the Bar Code provided once per hour and cannot be shared amongst other users/cars.

#### 4.2 New Postpaid+ Plans

- Customers who subscribe or upgrade to new Postpaid + Essential and Postpaid + Extra Plans below through any of the available channels, such as Retail Stores, Online, or through the MVA, will get the following benefits as part of their plan.

New Postpaid+ Plans	Postpaid+ Essential	Postpaid+ Extra	Postpaid+ Max
Monthly Rental (QR)	130	180	230
Local Minutes & SMS	500	Unlimited (With FUP of 10,000 min & 300 SMS)	Unlimited (With FUP of 10,000 min & 300 SMS)
Full Speed Local Data (GB)	15 GB	40 GB	60 GB
International minutes <sup>16</sup>	Up to 300	Up to 300	Up to 300
Free Vodafone My Book subscription	Included	Included	Included
Star Number (QR) free worth	1,500	2,500	3,500

- Speed and Fair Usage Policy for Postpaid + Plans (FUP)**

- New Postpaid+ Essential: The first 15 GB is at full 5G speed, and then unlimited data at the speed of 128 Kbps.
- New Postpaid+ Extra: First 40 GB at full 5G speed and then unlimited data at the speed of 512 Kbps
- New Postpaid+ Max: First 60 GB at full 5G speed and then unlimited data at the speed of 1Mbps
- Unlimited local calls and SMS in Postpaid+ Extra and Max have a FUP of 10,000 calls per month.

- International Minutes**

Postpaid+ Essential, Extra and Max customers can benefit up to 300 international minutes per month for select countries as follows:

Nationality	International Minutes
India	300
Philippines	150
Pakistan	150

<sup>16</sup> Please refer to XX to know more



Bangladesh	300
International <sup>17</sup>	50

### 4.3 Vodafone Employee (B2B2C) Offer

- Reimbursement Customers (“**Customer**”) who are employed at one of the companies or its subsidiaries (“Eligible Companies”) listed below shall receive the following discounts, additional data and minutes benefits (“Offer”) when they subscribe to the following plans:

Employee (B2B2C) Plans	Unlimited+	Unlimited+ Premium	Unlimited+ Platinum	Unlimited+ VIP
<b>Employee Monthly Rental</b>	<b>225</b>	<b>350</b>	<b>650</b>	<b>900</b>
<b>Local Minutes &amp; SMS</b>	Unlimited (With FUP of 10,000 min & 2000 SMS)	Unlimited With FUP of 10,000 min & 2000 SMS)	Unlimited With FUP of 10,000 min & 2000 SMS)	Unlimited With FUP of 10,000 min & 2000 SMS)
<b>Full Speed Data (GB) <sup>18</sup></b>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Social Media Data</b>	Unlimited	Unlimited	Unlimited	Unlimited
<b>International minutes</b>	200	300	400	1,000
<b>Extra International Minutes</b>	-	100	100	-
<b>Roaming data</b>	5GB	20 GB	Unlimited	Unlimited
<b>GCC roaming Data</b>	-	Unlimited	-	-
<b>GCC Roaming mins</b>	-	Unlimited	Unlimited	Unlimited
<b>Roaming Minutes</b>	-	100	300	700
<b>Star Number (QR)<sup>19</sup></b>	5,000	10,000	20,000	25,000
<b>Valet Parking</b>		Valet	VIP Valet	VIP Valet
<b>Vodafone My book</b>	Included	Included	Included	Included
<b>iPass Included</b>	1 Pass	2 passes	3 passes + Black Pass	4 passes + Black Pass
<b>Multi Sim</b>	QR 50/SIM	QR 25/SIM	1 free SIM included	1 Free Local SIM & 1 Free Local data & GCC data SIMs Included
<b>International Call Block</b>	QR10 (6 months Free)	QR10 (6 months Free)	Included	Included
<b>Mute service</b>	QR10 (6 months Free)	QR10 (6 months Free)	Included	Included
<b>Employee (B2B2C) Discount and Extra benefit validity</b>	9 months	9 months	9 months	9 months

<sup>17</sup> Countries are available at XX

<sup>18</sup> See 4.2.1 for details.

<sup>19</sup> Included value of Star Number



#### 4.3.1 Speed and Fair usage Policy for Unlimited + Plans (FUP):

- Unlimited+: The first 75 GB is at full 5G speed and then unlimited data is at 10 Mbps. The FUP for the 10 Mbps data is 450 GB.
- Unlimited+ Premium: The first 250 GB is at full 5G speed and unlimited data is at 15 Mbps. The FUP for the 15 Mbps data is 500 GB
- Unlimited+ Platinum: First 500 GB at full 5G speed and then unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB
- Unlimited+ VIP: First 750 GB at full 5G speed and then unlimited data at the speed of 15 Mbps. The FUP for the 15 Mbps data is 500 GB
- Multi SIM FUP is 50 GB per month per SIM
- Unlimited+ - The Social Media FUP is 50 GB.
- Unlimited+ Premium Social Media FUP is 100 GB
- Unlimited+ Platinum and VIP social media FUP is 250 GB
- Unlimited+ Platinum and VIP Unlimited roaming data FUP is 100 GB per month or 10 GB per day, and after that 10 GB @1Mbps  
Unlimited GCC Roaming Data FUP is 50 GB per month
- Unlimited+ Premium and Platinum GCC Roaming Minutes FUP -the unlimited roaming minutes is 1000 Minutes (incoming and outgoing) per month.
- Unlimited VIP+ GCC Roaming Minutes FUP - the unlimited roaming minutes is 2000 Minutes (incoming and outgoing) per month

**4.4 Postpaid + plans – Reimbursement Customers (“Customer”) who are employed at one of the companies or its subsidiaries (“Eligible Companies”) listed below shall receive the following discounts, additional data and minutes benefits (“Offer”) when they subscribe to the following plans:**

Employee (B2B2C) Plans	Postpaid+ Essential 10GB	Postpaid+ Essential 15GB	Postpaid+ Extra	Postpaid+ Max
Monthly Rental	130	130	180	230
Employee (B2B2C) Offer	115	115	155	175
Local Minutes & SMS	Unlimited (With FUP of 10,000 min & 300 SMS)	500	Unlimited (With FUP of 10,000 min & 300 SMS)	Unlimited (With FUP of 10,000 min & 300 SMS)
Full Speed Data (GB)	10 GB	15 GB	30 GB	40 GB
Extra Local Data	5 GB	20 GB	15 GB	
Social Media Data	N/A	N/A	15 GB	25 GB
International minutes	Up to 300	Up to 300	Up to 300	Up to 300
Extra International Minutes	25	25	50	50
Star Number (QR)	1,500	1,500	2,500	3,500
Vodafone My Book	Included	Included	Included	Included
Employee (B2B2C) Discount and Extra benefit validity	9 months <sup>20</sup>	9 months	9 months	9 months

#### 4.4.1 Speed and Fair Usage Policy for Postpaid + Plans (FUP)

- Postpaid+ Essential 10 GB data option: The first 10 GB is at full 5G speed and then unlimited data at the speed of 128 Kbps.
- Postpaid+ Essential 15 GB data option: The first 15 GB is at full 5G speed and then unlimited data at the speed of 128 Kbps.

<sup>20</sup> Starting 31 Dec 2025



- Postpaid+ Extra: First 30 GB at full 5G speed and then unlimited data at the speed of 512 Kbps
- Postpaid+ Max: First 40 GB at full 5G speed and then unlimited data at the speed of 1Mbps
- Unlimited local calls in Postpaid+ Extra and Max have a FUP of 10,000 calls per month.
- Customers subscribing to a Postpaid+ Essential plan (10GB or 15GB) will be able to change their plan once a month (i.e. if on 10GB can change to 15GB, if on 15GB can change to 10GB) by calling the call center or visiting one of Vodafone Retail stores and the changes will be effective starting from the next bill cycle.

#### 4.4.2 Social Media Apps - T&C

- All Vodafone Customers who subscribe to a new Postpaid + plan (except Postpaid+ Essential 10GB and Postpaid+ Essential 15GB plans) or a new Unlimited+ plan will get a Social Media Data allowance (“**Social Media Data**”) to use on certain social media applications (“**Social Media Apps**”). This means whilst the Customer is accessing a Social Media App (listed below) as long as they have a remaining Social Media Data allocation, data is not consumed from the Customer’s Full Speed Data allocation (“**Main Bucket**”).
- Social Media Data is given automatically based on the customer’s plan and no further action is required from the customer.
- The Social Media Apps included are:
  - TikTok
  - Snap chat
  - WhatsApp
  - Instagram
  - Facebook
- Social Media Data allowances are renewed automatically with your main plan provided your number is active and you have no pending bills.
- When customers use any of the above Social Media Apps the Social Media Data allowances will be consumed first. In case a customer uses all Social Media Data then they will consume data from the Main Bucket.
- The Social Media Data allowances are restricted to **local use only**. Any Social Media Apps used outside Qatar which is included in the pack while roaming will consume the available roaming data allowance or be charged as out-of-bundle.
- The Social Media Data allowance accessed via a VPN will not be considered as part of Social Media Data and will be consumed from the Main Bucket.
- Any activity including sending and receiving pictures, video, sharing texts, viewing and sharing other content and accessing and sharing location data on the Social Media Apps will use the Social Media Data.
- Social Media Data is only valid when using the official apps of the Social Media Apps.
- The Social Media Data does not apply to third-party content (such as advertisement, video and content hosted from other featured sites that can be played in the Social Media App etc.).
- Customers must not do any tethering or create hotspots and use Social Media Data only for their own personal use.
- Social Media Apps subject to a Social Media Data allowance can change without notice, for an up-to-date list of Social Media Apps subject to a Social Media Data allowance please visit Vodafone.qa.
- The Social Media Data allowance FUP is mentioned in clause 4.2.1

#### 4.4.3 Multi SIM:

- Multi Sim is an additional SIM linked with the same Number of the primary SIM allowing Customers to stay connected using one number across all their devices such as smartphone, tablet, or laptop.
- Customers on Unlimited VIP+ will get up to 2 free Multi Sims, customers on Unlimited Platinum+ will get up to 1 free Multi Sims included in their Plans and customers on other Unlimited+ plans can purchase a Multi SIM for QR 25 (Unlimited Premium+) and QR 50 (Unlimited+).
- Customer can activate and deactivate the Multi-SIMs, by visiting any of Vodafone [Retail stores](#).
- The primary SIM is the SIM associated with the Customer’s initial voice or data price plan and specified in customer account.
- Customers are allowed to use local data only in the additional Multi SIM and this Multi SIM is not enabled for mobile telephones like making calls or sending SMS.
- Only Unlimited+ VIP customers can have 2 Free Multi SIM including 1 for local data and 1 for local and GCC data.



- Multi-SIM Data usage will be consumed from the primary Data allowance. Customers can check the usage from My Vodafone App. However, no separate usage per SIM will be shown and only the primary number's call details will be captured in the bill.
- Fair usage policy per Multi SIM is 50GB / SIM.
- Customers can purchase a max of four (4) Multi SIMs (1 Main SIM and 4 additional Multi SIMs).
- If the primary SIM was barred, deactivated, ported out or terminated, all Multi SIMs connected to that primary SIM will also be barred, deactivated or terminated.
- Customer's Plans allowances are strictly Intended for own personal use only and must not be shared with or used by any other person. You will not resell or allow any third party to use the service for remuneration or otherwise commercially exploit the service. Usage will be monitored, in the event of any fraudulent use or misuse of the Multi Sim service determined at Vodafone Qatar's sole discretion, we reserve the right to terminate this Multi Sim service without prior notice to you.

#### 4.4.4 International Call Block:

- International Call Block (“**ICB**”) is a service that allows customers to block all international incoming calls regardless of the location of the customer.
- When the International call block is enabled, customers will receive calls from Qatar Local Numbers Only (starting with +974).
- When ICB is enabled, customers can still initiate a call to any international number. The international call block does not block any outgoing calls.
- International call block is free of charge for Unlimited+ Platinum and Unlimited+ VIP customers who opt in for this ICB service.
- International call block is free of charge for the first 6 months for Unlimited+ and Unlimited+ Premium customers. After 6 months, unless customers deactivate this service, they will be charged QR 10 per month.
- The international call block service fee is QR 10 per month for Postpaid+ customers.
- Customers can enable and disable ICB via My Vodafone App (MVA) or USSD code.

#### 4.4.5 Mute

- Mute is a service that allows customers to block any incoming calls.
- Customers can still receive notifications of who is trying to contact them when the “Mute” service is enabled.
- Mute is Free of charge for Unlimited+ Platinum and Unlimited+ VIP customers.
- Mute is Free of charge for the first 6 months for Unlimited+ and Unlimited+ Premium customers. After 6 months, unless customers deactivate this service, they will be charged QR 10 per month.
- Mute is QR 10 per month for Postpaid+ customers.

#### 4.4.6 iPass

- New Unlimited+ Plan customers can subscribe to Vodafone's iPass membership and unlock exclusive privileges (“**iPass Program**”) which includes the following passes:
  - **Kids & Family Fun Pass** - for members who love family dining, outings, and entertainment activities, with fantastic deals, unbeatable offers, and unforgettable experiences tailored just for families!
  - **Fitness Pass** –members seeking fitness-based activities, unbeatable offers, and unforgettable experiences tailored for fitness enthusiasts!
  - **Ladies Pass** - members craving exceptional activities, exclusive offers, and unforgettable experiences designed just for ladies!
  - **Wellness Pass** - members seeking ultimate wellness, with rejuvenating activities, exclusive offers, & transformative experiences focused on health & well-being!
  - **Black Pass** –This Pass includes premium benefits in wellness, fitness, dining, and family entertainment.
- To become a member of the iPass Program Postpaid customers must qualify for the iPass Membership as below:



- New Vodafone Unlimited+ customers can select and subscribe to the eligible Passes through the My Vodafone App.
- Pass Eligibility:
  1. Unlimited+ customers can opt for 1 Pass (from 4 available)
  2. Unlimited+ Premium customers can opt for 2 Passes (from 4 available)
  3. Unlimited+ Platinum customers can opt for 3 Passes, including Black Pass (from 5 available)
  4. Unlimited+ VIP customers can opt for 4 Passes, including Black Pass (from 5 available)
- Together the above are called **Eligible Customer**.
- Eligible Customers can opt for one or more of the exciting Passes on the My Vodafone App as below.
- To explore more and subscribe to your desired iPass, visit the iPass Membership section in the My Vodafone App and know more about iPass please visit our webpage in the link below:
  - For English version: <https://www.vodafone.qa/ipass>
  - For Arabic version: <https://www.vodafone.qa/ipass/ar>

#### 4.5 International Minutes

- Postpaid+ Essential, Extra and Max customers can benefit up to 300 international minutes per month for select countries as follows:

Nationality	International Minutes
India	300
Philippines	150
Pakistan	150
Bangladesh	300
International	50

#### 4.6 Reimbursement (Employee) Plans T&C

- This Offer cannot be combined with any other offer or promotion.
- The offer is valid for new and for existing customers in case of upgrading their plans or migrating from Prepaid to Postpaid.
- Discount (offer) and Extra benefits will be valid for 9 months from the date of activation for new customers joining from 31 December 2025.
- When a Customer ceases to work for the Eligible Company, eligibility will be reassessed either every 12 months or upon receiving earlier termination information from the company.
- Extra benefits in the offer will be terminated if the customer changes their plan, downgrades their plan, terminates their service and/ or if the number is suspended due to non-payment.
- To avail the Offer, customers must present a valid Employee's Job ID as proof that he is working in one of the eligible companies placed on the list.
- The benefits are included on top of the standard plan allowances, including non-telco benefits, and international calling countries are as per the standard tariff.
- The Customer is responsible for all bill payments, and there is no liability in the company.
- The Offer is available only if the plan is paid for directly by the customer, not the company/entity's employment.
- The extra benefits in the offer will be terminated if the customer changes their plan, downgrades their plan, terminates their service, and/ or if the number is suspended due to non-payment.



- The minimum service period of three (3) months applies.
- The employee Offer applies only to employees of the following list of companies (or entities).
- The List of Eligible Companies for Vodafone Employee (B2B2C) Offer is below:

1.	Abdallah Abdelghani & Partners	37.	Mawani Qatar
2.	Abu Issa Group	38.	Mekdam Holding
3.	Administrative Control and Transparency	39.	Milaha
4.	Al Fardan Group	40.	Ministry of Awqaf
5.	Al Jazeera media network	41.	Ministry of Communications and Information Technology
6.	Al Mana Group	42.	Ministry of Culture
7.	Al Rayan Bank	43.	Ministry of Development Planning and Statistics
8.	Al Salam Group	44.	Ministry Of Economy and Commerce
9.	Al Saraiya Group	45.	Ministry of Education
10.	Ali Bin Ali	46.	Ministry of Environment & Climate Change
11.	Al-Kass Channel	47.	Ministry of Finance
12.	Amiri Diwan	48.	Ministry of Foreign Affairs
13.	Amiri Guard	49.	Ministry of Interior
14.	Ashghal	50.	Ministry of Justice
15.	Aspire Zone	51.	Ministry of Labour
16.	Barwa Real Estate	52.	Ministry of Municipality
17.	Civil Service and Government Development Bureau	53.	Ministry of Public Health
18.	Commercial Bank of Qatar	54.	Ministry of Social Development and Family
19.	Doha Bank	55.	Ministry of Sports & Youth
20.	Dolphin Energy	56.	Ministry of Transport
21.	Dukhan Bank	57.	Mowasalat
22.	Elan Publishing Media	58.	Nakilat
23.	Ernest and Young	59.	Nasser Bin Khaled Althani & Sons Holding Company
24.	Ezdan Holding	60.	National Human Rights Committee
25.	Fadaat Media Group	61.	Newton International Schools
26.	General Authority of Customs	62.	Parsons International
27.	General Tax Authority	63.	Power International Holding
28.	Halliburton	64.	Primary Health Care Corporation
29.	Hamad Medical Corporation	65.	Private Engineering Office
30.	HBK Contracting	66.	Public Prosecution
31.	Huawei	67.	PWC
32.	Jaidah Group	68.	Qatar Airways Group
33.	Jusour	69.	Qatar Armed Forces
34.	Kahramaa	70.	Qatar Business Incubation Centre
35.	Lekhwiya	71.	Qatar Central Bank
36.	Malomatia		



72.	Qatar Charity	92.	Qatar Post
73.	Qatar Chemical Company	93.	Qatar Rail
74.	Qatar Development Bank	94.	Qatar Steel
75.	Qatar Energy Group	95.	Qatar Tourism Authority
76.	Qatar Engineering and Construction Co.	96.	Qatar University
77.	Qatar Exchange	97.	Qatari Diar
78.	Qatar Financial Centre Authority	98.	Qatari Investors Group
79.	Qatar football association	99.	QD-SBG
80.	Qatar Foundation	100.	QIC
81.	Qatar Free Zones Authority	101.	QLM
82.	Qatar General Insurance	102.	Sidra Hospital
83.	Qatar International Islamic Bank	103.	State Audit Bureau
84.	Qatar Investment Authority	104.	Supreme Committee for Delivery and Legacy
85.	Qatar Islamic Bank	105.	Supreme Judicial Council
86.	Qatar Media City	106.	Teyseer Group
87.	Qatar Media Corporation	107.	United Development Company
88.	Qatar Museum	108.	University of Doha for Science and Technology
89.	Qatar National Bank	109.	Waseef Assets Management
90.	Qatar News Agency	110.	WOQOD
91.	Qatar Olympic Committee		

#### 4.7 Vodafone Testaahel Special Offer

- Eligible Testaahel card holders Customers (“**Customer**”) shall receive extra discounts and benefits mentioned in following table, in addition to the plan benefits mentioned in tables 4.1 and 4.2 when they subscribe to the mentioned plans.
- Bonus iPoints will be available for only new subscriptions including port-in. Bonus iPoints will be credited for one time only within the first week of the month following the subscription, to the customers’ unique Loyalty IDs, for those registered in the Vodafone iPoints program [www.vodafone.qa/en/ipoints](http://www.vodafone.qa/en/ipoints).
- Extra discounts and benefits will be removed if plan is migrated to prepaid or line is deactivated.

Postpaid Offer	New Postpaid + Essential	New Postpaid+ Extra	New Postpaid+ Max	New Unlimited +	New Unlimited+ Premium	New Unlimited+ Platinum	New Unlimited+ VIP
Discount from Monthly Rental	-15	-25	-55	-75	-100	-150	-200
Extra Local Data	5 GB	25 GB	20 GB	-	-	-	-
Extra Int. Minutes	25	50	50	-	100	100	-
Valet Parking	-	-	-	-	VIP Valet	-	-
iPoints Welcome Bonus	10,000	10,000	10,000	20,000	20,000	20,000	20,000
Offer Validity	12 months	12 months	12 months	12 months	12 months	12 months	12 months



#### 4.8 Roaming data

- Roaming Data and roaming minutes for Unlimited Premium and Unlimited VIP are available in the following countries:

Afghanistan	Argentina	Azerbaijan
Albania	Algeria	Andorra
Anguilla	Antigua	Armenia
Aruba	Australia	Austria
Bahrain	Bangladesh	Barbados
Belarus	Belgium	Benin
Bermuda	Bonaire	Bolivia
Bosnia & Herzegovina	Brazil	British Virgin Islands
Bulgaria	Canada	Cape Verde
Cayman Islands	China	Chile
Chad	Colombia	Curacao
Congo	Croatia	Cyprus
Czech Republic	Cote D'Ivoire	Denmark
Dominica	Egypt	El Salvador
Estonia	Fiji	Finland
France	French Guiana	Germany
Gibraltar	Georgia	Ghana
Greece	Greenland	Grenada
Guadeloupe	Guatemala	Guernsey
Guinea-Bissau	Guyana	Haiti
Hong Kong	Hungary	Iceland
India	Indonesia	Inflight – On Air
Inflight – Aero Mobile	Iraq*	Ireland
Italy	Jamaica	Japan
Jersey	Jordan	Kazakhstan
Kenya	Kuwait	Laos
Latvia	Lebanon	Lesotho
Lichtenstein	Lithuania	Luxembourg
Macau*	Macedonia	Mauritius *
Malaysia	Malta	Martinique
Mexico	Moldova	Montenegro
Morocco	Montserrat	Mozambique
Myanmar	Nauru	Nepal
Netherlands	Zealand	Nigeria
Norway	Oman	Paraguay*
Pakistan	Palestine	Panama



Papua Guinea	Peru*	Philippines
Poland	Portugal	Republic of Congo
Romania	Russia	Rwanda
Samoa	Saudi Arabia	Senegal
Seychelles	Serbia	Singapore
Sierra Leon*	Slovakia	Slovenia
South Africa	South Korea	Spain
Sri Lanka	St. Kitts & Nevis	St. Lucia
St. Vincent & The Grenadines	Suriname	Sudan
Sweden	Switzerland	Taiwan
Tajikistan	Tanzania	Thailand
Tonga	Trinidad & Tobago	Tunisia
Turkey	Turks and Caicos Islands	UAE
Ukraine	USA	Uzbekistan
Uruguay	Uganda	UK
Vanuatu	Vietnam	Zambia
Burkina Faso	Botswana	Cameroon
Costa Rica	Dominican Republic	Ecuador
Faroe Islands	Isle of Man	Guinea
Honduras	Kyrgyzstan	Cambodia
Liberia	Mali	Malawi
Nicaragua	Puerto Rico	Swaziland
Brunei	Ethiopia	Bahamas
French Polynesia	Madagascar	Mongolia
South Sudan		

#### 4.9 Speed Boosters for Unlimited Data and Calls Plans

Daily	Weekly (7 day)	Monthly
QR 100 (FUP of 5GB per day)	QR 50 (FUP of 25GB per week)	QR 100 (FUP of 100GB per month)

- To activate these speed booster's the Customers can activate the My Vodafone App.
- Weekly packs are now called 7-Day 25GB Data Booster Pack.
- Only the monthly pack is recurring; daily and weekly pack are one-time Add Ons.



#### 4.10 Bill Manager

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

Spend Threshold	Product	Extra Value Given
>QR 20	Standard rate of 99Dhs/MB	-
QR 20	Smart Data Rate	250 MB
QR40	Smart Data Rate	250 MB
QR60	Smart Data Rate	250 MB
QR70	Internet Pack 70	6 GB
QR110	Internet Pack 110	10 GB
QR150	Internet Pack 150	14 GB
QR200	Internet Pack 200	20 GB
QR300	Internet Pack 300	35 GB
QR500	Internet pack 500	500 GB

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

#### 4.11 Lifestyle (non-Telco)

##### 4.11.1 Valet Parking fair Usage Policy

- As a Vodafone Unlimited, you'll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Vendome Mall.
- To enjoy the complimentary valet parking benefits, customers must download the My Vodafone app and subscribe to the Digital Valet Parking service.
- Digital Valet Pass eligibility is for Customers who are on the following Plans: Unlimited+ Premium customers: Valet parking service
- Unlimited+ Platinum customers: VIP valet parking service
- Unlimited+ VIP customers: VIP valet parking service
- Unlimited+ Premium, Platinum & VIP customers can use the service up to 4 times a month
- 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.



#### 4.11.2 Qatar Airways Avios

- Unlimited Plans shall automatically get 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 Q-Miles 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 Q-Miles for the month of February 2019.
- If Eligible Customer cancels their Vodafone number, they will still keep their existing Q-Miles but will not accumulate any more Q-Miles.
- 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 Customer with any existing discount over 10% is excluded from this Programme except Vodafone for All (50%) customers.
- You can sign up and register for your Qatar Airways Privilege Club account by clicking here <https://www.qatarairways.com/en/Privilege-Club/join-now.html>

#### 4.11.3 VIP Care Team

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

#### 4.11.4. Vodafone for All - Power to people with disabilities

- All customers who are registered and hold a valid special needs or retirement card (“**Card**”) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (“**Eligible Customer**”) are entitled to the following benefits, limited to one (1) mobile line.

Vodafone Special Offers	Postpaid+ Special	Unlimited+ Special	Unlimited+ Premium Special	Unlimited+ Platinum Special
Price	<b>100</b>	<b>185</b>	<b>265</b>	<b>450</b>
Local Mins and SMS	UNL in Qatar	UNL in Qatar	UNL (in Qatar & GCC)	UNL (in Qatar, GCC & 30 countries)
Total Data	40 GB	UNL in Qatar (125 GB in Qatar)	UNL (350 GB) in Qatar & GCC	UNL (500GB) in Qatar, GCC & 30 countries
Endless Data	500 GB @ 512 KBPS	500 GB @ 10Mbps	500 GB @ 15Mbps	500 GB @ 15Mbps
		100 GB @ 128 kbps	100 GB @ 128 kbps	100 GB @ 128 kbps
International Minutes	up to 300	200	300	500
Global Roaming Data	-	15 GB	20 GB	100 GB



GCC Roaming Min.	-	-	1000	Unlimited
Global Roaming Min	-	-	100	200
Call+	-	Extra 1000 Roaming Minutes via MVA	Extra 1000 Roaming Minutes via MVA	Extra 1000 Roaming Minutes via MVA
Multi Sim	-	QR50/SIM - Up to 4	QR25/SIM - Up to 4	1 free local SIM
International Call Block	-	QR 10 (6 months Free)	QR 10 (6 months Free)	Free
Mute service	-	QR 10 (6 months Free)	QR 10 (6 months Free)	Free
Discount Application	Vodafone Mybook	Vodafone Mybook	Vodafone Mybook	Vodafone Mybook
Lifestyle Benefits	-	<b>VW 30</b>	<b>VW 50</b>	<b>VW 100</b>
		<b>Up to QR30 benefit</b>	<b>Up to QR50 benefit</b>	<b>Up to QR100 benefit</b>
		App Purchase Discount	App Purchase Discount	App Purchase Discount
		Free YouTube Premium	Free YouTube Premium	Free YouTube Premium
		Snoonu Voucher	Snoonu Voucher	Snoonu Voucher
		Uber Voucher	Uber Voucher	Uber Voucher
Discount at Karti Store	Discount at Karti Store	Discount at Karti Store	Discount at Karti Store	
Star Number Discount	QR 2.500	QR 5.000	QR 10.000	QR 25.000

- If the Eligible Customer is a minor or cannot physically attend the Vodafone store to purchase the Plan, they can authorise a family member (by completing a Vodafone letter of authorisation available at Vodafone stores, and upon presentation of the nominated person's Qatari ID) to act on their behalf.
- Eligible customers will also be entitled to a 10% discount on the recommended retail price of selected handsets which offer special accessibility features. Eligible customers will only be able to get the discount on one handset every six (6) months. This discount cannot be used in conjunction with any other handset offer.
- Services not listed above will not be included in any Plan. Plan with Vodafone Qatar for all discount is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.
- If You run out of Your data allowance while roaming, you will be charged the Standard Roaming Rates.
- You will receive an SMS notification when Your data is consumed, and You can also dial \*129# to know Your remaining data allowance.

## 5 Roaming and international Rates

- 5.1 All Postpaid Plans will have the following roaming and international rates below. The roaming rate of QR1 per minute for incoming and outgoing calls shall apply in the following countries:

Albania	Guinea-Bissau	Papua New Guinea	Denmark	Palestine
Algeria	Guyana	Philippines	Dominica	Panama
Anguilla	Haiti	Poland	Egypt	Tanzania
Antigua	Hong Kong	Portugal	El Salvador	Thailand
Armenia	Hungary	Republic of Congo	Estonia	Tonga
Aruba	India	Romania	Fiji	Trinidad & Tobago
Australia	Indonesia	Russia	France	Tunisia
Austria	Ireland	Rwanda	French Guiana	Turkey
Bahrain	Italy	Samoa	Germany	Turks and Caicos Islands
Bangladesh	Jamaica	Saudi Arabia	Ghana	*UAE
Barbados	Japan	Seychelles	Greece	UK
Belarus	Jersey	Serbia	Grenada	Ukraine
Belgium	Jordan	Singapore	Guadeloupe	USA



Bermuda	Kazakhstan	Slovenia	Guernsey	Uzbekistan
Bonaire	Kenya	South Africa	Zambia	Vanuatu
Brazil	*Kuwait	South Korea	Mexico	Vietnam
British Virgin Islands	Laos	Spain	Montserrat	Pakistan
Bulgaria	Latvia	Sri Lanka	Morocco	Norway
Canada	Czech Republic	St. Kitts & Nevis	Mozambique	*Oman
Cayman Islands	Lichtenstein	St. Lucia	Myanmar	Taiwan
China	Lithuania	St. Vincent & The Grenadines	Nauru	Tajikistan
Congo	Luxembourg	Surinam	Netherlands	Malta
Croatia	Macedonia	Sweden	New Zealand	Martinique
Curacao	Malaysia	Switzerland	Nigeria	Cote D'Ivoire

- All Postpaid Plans can use their international minutes to call the following countries:

Afghanistan	Denmark	Kyrgyzstan	San Marino
Algeria	Ecuador	Laos	Saint Lucia
Andorra	Egypt	Lebanon	Saudi Arabia
Angola	El Salvador	Lesotho	Serbia
Anguilla	Estonia	Liechtenstein	Singapore
Antigua	Ethiopia	Luxembourg	Slovakia
Argentina	Faroe Islands	Macau	South Africa
Armenia	Fiji	Malawi	Spain
Aruba	Finland	Malaysia	Sri Lanka
Australia	France	Malta	Sudan
Austria	French Guiana	Martinique	Surinam
Bahrain	French Polynesia	Mauritius	Swaziland
Bangladesh	Georgia	Mexico	Sweden
Belarus	Germany	Moldova	Switzerland
Belgium	Ghana	Monaco	Syria
Belize	Gibraltar	Mongolia	Taiwan
Benin	Greece	Mozambique	Tajikistan
Bermuda	Grenada	Namibia	Tanzania
Bhutan	Guadeloupe	Nepal	Thailand
Bolivia	Guatemala	Netherlands	Trinidad and Tobago
Bosnia	Guernsey	New Caledonia	Turkey
Botswana	Guyana	New Zealand	Turkmenistan
Brazil	Haiti	Nicaragua	Uganda
Virgin Islands	Honduras	Niger	Ukraine
Brunei	Hong Kong	Nigeria	UAE
Bulgaria	Hungary	Norway	United Kingdom
Burkina Faso	Iceland	Oman	Uruguay
Cambodia	India	Pakistan	USA
Cameroon	Indonesia	Palau	Uzbekistan



Canada	Iran	Panama	Venezuela
Cape Verde	Iraq	Paraguay	Vietnam
Cayman Islands	Ireland	Peru	Yemen
China	Myanmar	Philippines	Zambia
Colombia	Italy	Poland	Micronesia
Republic of the Congo	Ivory Coast	Portugal	Comoro
Congo	Japan	Puerto Rico	South Sudan
Costa Rica	Jordan	Reunion	Montserrat
Croatia	Kazakhstan	Romania	North Korea
Samoa	Kenya	Russia	Palestine
Cyprus	South Korea	Rwanda	
Czech Republic	Kuwait		

## 6 Add-Ons and Extras

### 6.1 10 hours to Globe Philippines Extra

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

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

- The Pack is available for Post-Paid Essential and Extra and Unlimited Plans
- The minutes include in this pack are only available for calls originated in Qatar.

### 6.2 Pakistan international 35 Add-on

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



### 6.3 Bangladesh international 35 Add-on

- Postpaid customers can subscribe to the Bangladesh International 35 Add on which is a monthly recurring pack.
- Customer can call 700 mins to any network in Bangladesh for 35 QR only.
- To get the offer dial \*100#
- The Pack is available for Post-Paid Essential and Extra and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar.

### 6.4 Sri Lanka international 35 Add-on

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

### 6.5 Egypt international 35 Add-on

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

### 6.6 India International 35 Add-on

- Postpaid customers can subscribe to the India QR 35 Add on which is a monthly recurring pack.
- Customer can call 900 mins to any network in India from Qatar, this add-on is for 35 QR only.
- The Pack is available for all Postpaid voice consumers on Flex or Unlimited plans.
- The 900 minutes included in this pack are only available for calls originated in Qatar.

### 6.7 QR 10 International Add-on

- QR 10 International Add-on for Postpaid & Unlimited Plans Customers are eligible to subscribe to QR 10 monthly recurring international add-on for following countries:

International minutes for QR 10 per month	Postpaid Plans
India	400
Philippines	100
Pakistan	100
Bangladesh	200
Other countries <sup>21</sup>	20

<sup>21</sup>Other countries include: Afghanistan; Andorra; Angola; Argentina; Armenia; Aruba; Australia; Austria; Bahrain; Bangladesh; Belgium; Bhutan; Bolivia; Botswana; Brazil; Brunei; Bulgaria; Cambodia; Canada; China; Colombia; Costa Rica; Cyprus; Czech Republic; Denmark; Ecuador; Egypt; El Salvador; Estonia; Finland; France; French Guiana; Georgia; Germany; Ghana; Gibraltar; Greece; Guadeloupe; Guatemala; Honduras; Hong Kong; Hungary; Iceland; India; Indonesia; Iran; Iraq; Ireland; Italy; Japan; Jordan; Kazakhstan; Kenya; Korea (South); Kuwait; Kyrgyzstan; Lebanon; Liechtenstein; Lithuania; Luxembourg; Macau; Malawi; Malaysia; Malta; Mauritius; Mexico; Mongolia; Mozambique; Namibia; Nepal; Netherlands; New Caledonia; New Zealand; Nigeria; Norway; Bermuda; Chile; Dominican Republic; Faeroe Islands; Greenland; Guam; Inmarsat; Laos; Mariana Island; Monaco; Puerto Rico; Reunion Island; United States; Uruguay; US Virgin Islands; Oman; Pakistan; Palestine; Panama; Paraguay; Peru; Philippines; Poland; Portugal; Romania; Russia; Saudi Arabia; Singapore; Slovakia; Slovenia; South Africa; Spain; Sri Lanka; Sudan; Suriname; Swaziland; Sweden; Switzerland; Syria; Taiwan; Tajikistan; Thailand; Turkey; Turkmenistan; Ukraine; United Arab Emirates; United Kingdom; Uzbekistan;



- The minutes included in this pack are only available for calls originating in Qatar.

### 6.8 Data Add-Ons

- Data Add-ons for Postpaid Essential, Extra and Unlimited Plans

Data add-ons	Essential	Extra	Unlimited
QR 20	2 GB	5 GB	8 GB

### 6.9 Local Add-ons for Post-Paid Essential and Extra

- Local minutes Add-on for Postpaid Essential and Extra Plans

Local minutes Add-on	Essential	Extra
QR 20	200	300

### 6.10 7 days Booster Packs

- Customer can opt in for the 7 days Booster Packs through My Vodafone App or by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

Pack name	Description
<b>7-day Data booster pack</b>	2.5GB local data valid 7days for just QR20 only
<b>7-day India booster pack</b>	200 India international outgoing minutes valid 7days for just QR20 only
<b>7-day Pakistan booster pack</b>	50 Pakistan international outgoing minutes valid 7 days for just QR20 only
<b>7-day Philippine's booster pack</b>	50 Philippines international outgoing minutes to GLOBE telecom valid 7days for just QR20 only
<b>7-day Bangladesh booster pack</b>	80 Bangladesh international outgoing minutes valid 7 days for just QR20 only
<b>7-day international booster pack</b>	40 international outgoing minutes to call other countries <sup>22</sup> valid 7 days for just QR20 only.
<b>7-day Local booster pack</b>	150 local minutes valid 7 days for just QR 20 only.
<b>7-day 25GB data booster pack</b>	25GB local data valid 7days for just QR50 only

Venezuela; Vietnam; Yemen Arab Republic and Zambia.

<sup>22</sup> Other countries include: Afghanistan; Andorra; Angola; Argentina; Armenia; Aruba; Australia; Austria; Bahrain; Bangladesh; Belgium; Bhutan; Bolivia; Botswana; Brazil; Brunei; Bulgaria; Cambodia; Canada; China; Colombia; Costa Rica; Cyprus; Czech Republic; Denmark; Ecuador; Egypt; El Salvador; Estonia; Finland; France; French Guiana; Georgia; Germany; Ghana; Gibraltar; Greece; Guadeloupe; Guatemala; Honduras; Hong Kong; Hungary; Iceland; India; Indonesia; Iran; Iraq; Ireland; Italy; Japan; Jordan; Kazakhstan; Kenya; Korea (South); Kuwait; Kyrgyzstan; Lebanon; Liechtenstein; Lithuania; Luxembourg; Macau; Malawi; Malaysia; Malta; Mauritius; Mexico; Mongolia; Mozambique; Namibia; Nepal; Netherlands; New Caledonia; New Zealand; Nigeria; Norway; Bermuda; Chile; Dominican Republic; Faeroe Islands; Greenland; Guam; Inmarsat; Laos; Mariana Island; Monaco; Puerto Rico; Reunion Island; United States; Uruguay; US Virgin Islands; Oman; Pakistan; Palestine; Panama; Paraguay; Peru; Philippines; Poland; Portugal; Romania; Russia; Saudi Arabia; Singapore; Slovakia; Slovenia; South Africa; Spain; Sri Lanka; Sudan; Suriname; Swaziland; Sweden; Switzerland; Syria; Taiwan; Tajikistan; Thailand; Turkey; Turkmenistan; Ukraine; United Arab Emirates; United Kingdom; Uzbekistan; Venezuela; Vietnam; Yemen Arab Republic and Zambia



- All Add-ons are valid for seven (7) days only. These are one-time Add-On's and will automatically expire after 7 days.
- All data, local minutes or international minutes can be used only within Qatar and not while roaming.

### 6.11 Roam Like home Pack

- Customers on the following Postpaid Plans below ("**Eligible Plans**") can activate the new Roam Like home Pack ("**RLHP**") Add On:

U Start Legacy	U Plus Legacy	U Plus India Legacy
Unlimited 300 Legacy	Unlimited 375 Legacy	Unlimited 450 Legacy
Unlimited VIP Legacy	Vodafone First Legacy	Vodafone First Plus Legacy
Vodafone First Family Legacy	Postpaid Essential Legacy	Postpaid Extra Legacy
Unlimited Legacy	Unlimited Premium Legacy	Unlimited+ VIP
Unlimited+	Unlimited+ Premium	Unlimited+ Platinum
Postpaid+ Essential	Postpaid+ Extra	Postpaid+ MAX

- RLHP once activated on the Eligible Plans above enables the Customer to use their Local Units (voice calls, SMS), Local Data allowances, current Add-ons allowance and out of bundle services while roaming in the following RLHP countries ("**RLHP Countries**"):

Saudi Arabia	Oman	Kuwait
UAE	Bahrain	Turkey
UK	Germany	France
Spain	Switzerland	Italy
USA	Egypt	Australia
Austria	Bangladesh	Greece
Jordan	Malaysia	Netherlands
Norway	Pakistan	Philippines
Sri Lanka	Thailand	Tunisia
China	Poland	Czechia
Portugal	Indonesia	Singapore
South Korea	South Africa	

- Once the in-plan allowance of the Customer current Postpaid Plan is exhausted, the in-plan roaming allowance in RLHP Countries will automatically activate and the Customer, can continue using the benefits while abroad.
- The benefits are only applicable in the RLHP Countries mentioned above.
- Customer can use their Eligible Plan, Add-On, and promotional allowances while roaming in RLHP Countries. Incoming calls in the specified RLHP Countries are free for customers subscribed to the RLHP Add-On. Standard roaming rates will apply if You roam in countries not included in the RLHP Country list or if You make calls to countries outside the RLHP countries.
- Customer can make international calls while roaming except if the destination wasn't eligible for calls as per your current Postpaid Plan benefits while in Qatar. In such cases standard international call rates will apply. For example, local allowance not eligible for roaming use such as Data at lower (throttled) speed, which is used after the main Data allowance from your current Postpaid Plan.



- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the plan.
- Any remaining data/voice in the RLHP if not consumed in 30 Days from the activation date will convert back to local.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.

#### 6.11.1 Daily Add-On

- Daily Roam Like Home Pack (“**RLHP**”) is an Add-On that transforms the customers local benefits into roaming privileges. It allows customers use their current postpaid plan allowances and Add-ons while traveling in certain countries for (1 day) on activation by paying QR 50.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*55# provided they are on the plan’s Eligible plans for RLHP.
- Activation is valid for one (1) day and customers can do multiple activations as long as it for personal use and not leading to Artificially Inflated Traffic.
- Any remaining data/voice in the RLHP if not consumed in one (1) Day from the activation date, will convert back to local benefits.
- RLHP cannot do permanent roaming which means that customer can only subscribe to this Add On for a maximum of twelve (12) times consecutively.

#### 6.11.2 Weekly Add-on

- Weekly Roam Like Home Pack (“**RLHP**”) is an Add-On that transforms the customers local benefits into roaming privileges. It allows customers use their current postpaid plan allowances and Add-ons while traveling in certain countries for (7 days) on activation by paying QR 150.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*120# provided they are on the plan’s Eligible plans for RLHP.
- Activation is valid for seven (7) days and customers can do multiple activations as long as it for personal use and not leading to Artificially Inflated Traffic.
- Any remaining data/voice in the RLHP if not consumed in seven (7) Days from the activation date, will convert back to local benefits.
- RLHP cannot do permanent roaming which means that customer can only subscribe to this Add On for a maximum of twelve (12) times consecutively.

#### 6.11.3 Monthly Add-on

- RLHP is an add-on that transforms customers local benefits into roaming privileges. It allows customers to use current Plan allowances and Add-Ons while traveling in RLHP Countries for thirty (30) days by paying QR 500 provided they are on the Eligible Plans.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*500#
- Activation is valid for thirty (30) days and customers can do multiple activation as long as it for personal use and not leading to Artificially Inflated Traffic.
- Any remaining data/voice in the RLHP if not consumed in 30 Days from the activation date will convert back to local RLHP cannot be used for permanent roaming which means that customer can only subscribe to this Add On for a maximum of three (3) times consecutively.

#### 6.11.4 GCC Roam Like Home Weekly Pack



- The Weekly Roam Like Home Pack – GCC (“**GCC RLHP**”) is an Add-On that allows eligible postpaid customers to use their local plan allowances (data, minutes, SMS, and add-ons) while roaming in GCC countries for 7 days at a price of QR 125.
- Customers on the following Postpaid Plans (“**Eligible Plans**”) can activate the new Roam Like Home Weekly Pack – GCC (“GCC RLHP”) Add-On:

U Start Legacy	U Plus Legacy	U Plus India Legacy
Unlimited 300 Legacy	Unlimited 375 Legacy	Unlimited 450 Legacy
Unlimited VIP Legacy	Vodafone First Legacy	Vodafone First Plus Legacy
Vodafone First Family Legacy	Postpaid Essential Legacy	Postpaid Extra Legacy
Unlimited Legacy	Unlimited Premium Legacy	Unlimited VIP Legacy
Postpaid+ Essential	Postpaid+ Extra	Postpaid+ MAX
Unlimited+	Unlimited+ Premium	Unlimited+ Platinum
Unlimited+ VIP		

- Once activated, GCC RLHP allows customers to use their local plan allowances (data, minutes, SMS, add-ons, and out-of-bundle services) while roaming in the following GCC countries (“GCC RLHP Countries”):

Saudi Arabia	United Arab Emirates (UAE)	Kuwait
Oman	Bahrain	

- Customers can subscribe to the pack while in Qatar or abroad, through the My Vodafone App or by dialing the activation code \*110\*130#, provided they are on one of the eligible postpaid plans.
- The pack is valid for seven (7) days from the time of activation. Customers may activate the pack multiple times, as long as the usage is for personal use and does not lead to Artificially Inflated Traffic.
- The GCC RLHP Add-On is intended for short-term roaming use and does not support permanent roaming. Customers may only activate the pack a maximum of twelve (12) consecutive times.

## 7. Mobile Wi Fi / Data Plans

- 7.1 The Mobile Wi-Fi / Data plans are designed to be used with a 4G or 5G Mobile Mi-Fi Device. Customer can choose one of the available 4G or 5G devices in Vodafone Stores or use it with any personal device. List of devices available at Vodafone are listed below

Plan Name	Monthly Fee	Roaming Data	Data (Monthly)	Fair Usage Policy
<b>Mobile Wi-Fi 150 Plan</b>	QR150	-	35GB	35GB @ full speed then 128kbps
<b>Mobile Wi-Fi 199 Plan</b>	QR 199	-	60 GB	60 GB @ full speed then 128 kbps
<b>Data SIM Unlimited</b>	QR 299	-	Unlimited	300 GB @ full speed followed by unlimited data @1 Mbps.
<b>Data SIM Unlimited premium</b>	QR 399	Unlimited GCC & Vodafone countries (below) roaming with FUP 100 GB	Unlimited	300 GB @ full speed then 200 GB @ 20 Mbps followed by unlimited data @1 Mbps.

- 7.2. Unlimited GCC & Vodafone countries Data roaming has a Fair Usage Policy of 100 GB. Countries included are Bahrain, Kuwait, Oman, Saudi Arabia, United Arab Emirates, Albania, Egypt, Greece, Ireland, Netherlands, Romania, Turkey, Australia, Germany, Hungary, Italy, New Zealand, South Africa, United Kingdom, Czech Republic, Ghana, India, Malta, Portugal, and Spain.
- 7.3. A one-month advance rental payment is required for Data SIM Unlimited and Data SIM Unlimited premium plans on subscription.



- 7.4. Customers may downgrade their plan after three (3) months of activation. The customer will need a device available at any Vodafone Store or insert the MBB Sim in their phone to utilise this service. Customers can learn more by visiting <https://www.vodafone.qa/en/services/data-plans/internet-on-Postpaid>.
- 7.5. The value of each MBB plan will be valid up until the end of each Bill Cycle, and any unused value will be forfeited at the end of the Bill Cycle Date.
- 7.6. The included Data value is for local use only, except for Data SIM unlimited premium, which includes Unlimited Roaming Data in GCC & Vodafone countries (FUP 100 GB).
- 7.7. The reduced speed i.e. throttling, will be removed once the subscriber reaches the renewal date or bill cycle.
- 7.8. Postpaid (Mobile Wi-Fi) plans. Customers who downgrade their current Postpaid (Mobile Wi-Fi ) Plans will have their promotional offers removed.

## 8 Consumer IOT (Internet of Things) Plans

- 8.1. Customers can locate and track their important belongings by subscribing to the below IOT plans. The Customer will need to purchase the Vodafone Smart Tracker device, which includes 50 MB local data and roaming in Vodafone Passport countries<sup>23</sup>.

### 8.1.1 Smart Tracker Monthly - QR 19 monthly.

<b>Plan Name</b>	Smart Tracker Plan	5 QR	3 months lock in
<b>Add on</b>	Smart Tracker Monthly Service	14 QR	12 Months lock in

### 8.1.2 Smart Tracker Yearly - QR 149 paid in advance in the first month but covers the service for 12 months.

<b>Add on</b>	Smart Tracker Yearly Service	149 QR
<b>Plan Name</b>	Smart Tracker Plan – 12 Months	19 QR
<b>Discount</b>	Smart Tracker Plan Discount – 12 Months	19QR

- Customers will need to download the Vodafone Smart Tracker application (“App”) to track their belongings which has the Vodafone Smart Tracker.
- The Vodafone Smart Tracker is only meant to track your personal Asset or an Asset belonging to your family with their knowledge and consent. If the Customer is found be using the Smart Tracker service illegally or without consent, then the customer will be directly liable for this and Vodafone Qatar will not be held liable or responsible directly or indirectly.
- Smart Tracker devices have a one (1) year warranty. To avail the warranty, there should not be any physical or visible damage and the device should be in good condition.

## 9 Vodafone Passport Packs

### 9.1 Daily 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
1GB	30 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customer can subscribe while in Qatar or abroad through My Vodafone App, E-top up or by dialling the activation codes, \*110\*35# for Postpaid.
- 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.

<sup>23</sup> See Section 11 below.



- 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.

### 9.2 Weekly Pack

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

Permanent	Roaming Minutes & SMS
3GB	100 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://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#
- Activated is valid for one (1) week and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per passport activation per flight.

### 9.3 Weekly 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:

Permanent	Roaming Minutes
6GB	N/A

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://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#
- Activation is valid for 1 week, and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data allowance before the expiry, then the rate will be QR 1 per 1MB until the 7-day period expires, and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data in the passport Pack if not consumed within 7 days from the activation date, will expire.



**9.4 GCC Passport – Data only**

- All Customers who subscribe to the GCC Passport Data Pack by paying QR 150 per **week** shall receive the benefits below:

Permanent	Roaming Minutes
10GB	N/A

- The benefits are only applicable in the GCC countries: KSA, UAE, Kuwait, Bahrain, and Oman.
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*70#.
- Activation is valid for 1 week, and customers can only reactivate the GCC Passport Data Pack after expiry.
- If the customer consumes more than the total data allowance before the expiry, then the rate will be QR 1 per MB until the 7-day period expires. After that, standard roaming rates will apply.
- Customers will receive SMS notifications when their data is consumed or when the validity period has expired.
- Customers can also dial \*129# or check the My Vodafone App to know the remaining data allowance in the pack.
- Any remaining data in the GCC Passport Data Pack will expire after 7 days from the activation date if not consumed.

**9.5 Monthly Pack**

- All Customers who subscribe to the Passport Pack (“Passport Pack”) by paying QR 320 per month shall receive the benefits below:

Permanent	Roaming Minutes & SMS
12 GB	300 outgoing and incoming

- The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://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#
- Activation is valid for one (1) month and Customers can only reactivate the Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 1-month period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 1 moth from the activation date will expire.
- Inflight roaming is free with every passport activation with a FUP of 40 GB per passport activation.



## 9.6 Vodafone GCC Passport Pack

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

Permanent	Roaming Minutes
5 GB	100 outgoing and incoming

- The benefits are only applicable in the GCC passport pack in countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*150#
- Activation is valid for one (1) week, and Customers can only reactivate the GCC Passport Pack after expiry.
- If the Customer consumes more than the total data/voice allowance before the expiry, then the rate will be QR 1 per 1MB/Minute until the 7-day period expires and thereafter the standard roaming rates below will apply.
- Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
- Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date, will expire.
- Customers can use the GCC Passport Pack along with the Vodafone Passport Rate. However, any roaming usage beyond the Passport Pack allowance will be charged only at 75Dhs per minute, per SMS, or per MB when Customer travel in the countries covered.

## 10 Standard Rate card

- 10.1 National Rate Card** - All calling prices are charged per minute, and Mobile internet usage is charged on a per MB increment.

	Cost	Unit
National Voice	QR0.35	Per minute
Video Calling	QR0.45	Per minute
National SMS	QR0.30	Per SMS
National MMS	QR0.90	Per MMS
Mobile Internet	QR0.99	Per MB

- 10.2 International Rate Card** - Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for a full list of countries and rates.

	Cost	Unit
International SMS	QR0.60	Per minute
International MMS	QR1.35	Per MMS
International Video Calling	QR1.80	Per minute
Satellite	QR 28.00	Per minute



### 10.3 Country List

Rate		Country List
QR	0.99	Bosnia and Herzegovina, Faroe Islands, Ghana, Macau, Mariana Islands, Netherlands Antilles, New Zealand, Palestine, Saint Lucia, Saint Vincent and the Grenadines, South Korea, St Vincent, Suriname, Taiwan, Trinidad and Tobago, Turks Caicos Islands, United States.
QR	0.66	Saipan
QR	1.5	Albania, Angola, Antigua and Barbuda, Armenia, Azores, Belarus, Belgium, Benin, Botswana, British Virgin Islands, Cameroon, Cape Verde, Christmas Islands, Cocos Islands, Comoros, Congo (Brazzaville), Croatia, Djibouti, Equatorial Guinea, French Polynesia, French West Indies, Ivory Coast, Liberia, Macedonia, Montenegro, Mozambique, Rwanda, Samoa US, Senegal, Serbia, Sweden, Switzerland, Tanzania, Togo, Tonga, Uganda, Ukraine, United Kingdom, Zaire.
QR	1.55	Bahrain, Kuwait, Oman, Saudi Arabia, and UAE
QR	2	Afghanistan, Andorra, Anguilla, Argentina, Aruba, Australia, Austria, Azerbaijan, Bangladesh, Belize, Bermuda, Bhutan, Bolivia, Brazil, Brunei, Bulgaria, Burkina Faso, Burundi, Cambodia, Canada, Cayman Islands, Chad, Chile, China, Colombia, Congo, Costa Rica, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, El Salvador, Eritrea, Ethiopia, Fiji, Finland, France, French Guiana, Gabon, Georgia, Germany, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guatemala, Guernsey, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Italy, Japan, Jersey, Jordan, Kazakhstan, Kenya, Kosovo, Kyrgyzstan, Laos, Latvia, Lebanon, Lesotho, Libya, Liechtenstein, Lithuania, Luxembourg, Malawi, Malaysia, Mali, Malta, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montserrat, Morocco, Myanmar, Namibia, Nepal, Netherlands, New Caledonia, Nicaragua, Niger, Nigeria, Niue Island, North Korea, Norway, Pakistan, Palau, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Reunion, Romania, Russia, Samoa, San Marino, Seychelles, Sierra Leone, Singapore, Slovakia, Slovenia, Somalia, South Africa, Spain, Sri Lanka, St Kitts Nevis, St Pierre Miq, Sudan, Swaziland, Syria, Tajikistan, Thailand, Turkey, Turkmenistan, Uruguay, Uzbekistan, Vanuatu, Venezuela, Virgin Islands, Yemen, Zambia, Zimbabwe.
QR	2.5	Algeria, Central African Republic, Cook Islands, Estonia, Guinea, Guinea-Bissau, Maldives, Papua New Guinea, Saint Kitts and Nevis, Sao Tome, Tunisia, Vietnam, Wallis and Futuna Islands.
QR	2.99	Bahamas, Barbados, Cuba, Dominica, Gambia, Guam, Jamaica, Madagascar, Nauru, Tuvalu.
QR	3.5	Dominican Republic, East Timor, Marshall Islands, Solomon Islands
QR	28	Antarctica, Ascension, Diego Garcia, Falkland Islands, Kiribati, Norfolk Island, Satellite, St Helena, Tokelau.

### 10.4 Roaming Rate Card

- Customer can now get roaming in over 180 countries. However, roaming in a small portion of these countries (less than 1% of total) may have delayed charges of up to 31 days.
- To activate full roaming in certain countries list available at <http://www.vodafone.qa/en/support/faqs/plans/roaming> , Please note that Customer will need to provide a valid credit card as a security guarantee or pay a deposit of QR 2,000 at any Vodafone Store.
- To learn more and find out which other countries are included, please contact 122 or visit our nearest Vodafone store or <http://www.vodafone.qa/en/plans-and-numbers/other-services/roaming>.



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

### 10.5 Roaming Countries

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



## 11 Premium Service

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

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

## 12 Opt in Rate

### 12.1 Local 25Dhs Calling Opt in

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

## 13 Spend Limit

13.1 Spend Limit is a unique service offered by Vodafone Qatar to its Customer by which they can set their maximum monthly bill, keeping in control of out-of-bundle costs.

## 14 Bill Limit

- 14.1 The Bill Limit feature helps Customers control all their Postpaid expenses on their number outside of their plan rental (“Bill Limit”). It is available for all Postpaid mobility customers for both voice and MBB customers.
- 14.2 Bill Limit will be set by default for all Customers by Vodafone based on their current billing patterns of the customers. Customers can, however, change it later on directly by using the My Vodafone App or by dialling \*161#. Alternatively, Customers can also call the call centre to change their Bill Limit setting.
- 14.3 Customers who are currently being charged QR3 for the smart limit will continue to get charged QR3 for the new Bill Limit. For the others, the service will be free, including new customers. You can change Your Bill Limit setting any number of times during the month.
- 14.4 All customers whose purchases fail due to insufficient Bill Limit will get a notification via SMS notifying them to change their Bill Limit values and the way to do so.
- 14.5 Customers who do not want any Bill control are free to unsubscribe to the service by calling the call centre.
- 14.6 The minimum Bill Limit which can be set by the customer is 0.01QR. The max Bill Limit a customer can subscribe to is equal to their credit limit.

## 15 Apple Watch

- 15.1 In addition to your Mobile Plan charges, Customer will incur a monthly recurring fee of 30 QAR for each Apple Watch (“**Apple Watch Service**”) that is paired to the Customers Mobile Plan.
- 15.2 If a customer activates the watch after the 1st of the month (i.e., has not paid the month’s bill) the customers will pay subscription charges for the full month (QAR 30) in the following month’s bill;
- 15.3 If a customer activates the watch after the 1st of the month (i.e., has not paid the month’s bill) but cancels during the month the customers will pay the whole month (QAR 30)
- 15.4 If a customer cancels the watch after paying the 1st of the month bill (QAR 30) the customer will not get any refund on the following months bill.
- 15.5 All new Customer wanting to get the Apple Watch Service can get it for free with a waiver of QR30 per month for first six (6) months (“Apple Watch Service Offer”) till 22 November 2024 (“Apple Watch Offer Period”). This Apple Watch Service Offer can be availed only once by the Customer during the Apple Watch Offer Period.
- 15.6 To get the Apple Watch Service, the Customer must have an eligible device (iPhone 6s or later models), an eligible



- cellular Apple Watch (cellular Apple Watch Series 3 or later models) and an eligible Vodafone Postpaid voice plan.
- 15.7** Mobile Plan allowances (Local & International Calls and Local Mobile Data) will be shared between the Apple Watch and iPhone.
- 15.8** Standard out-of-bundle charges will apply as per the Customers Mobile Plan if allowances are consumed. Currently, roaming services are not available on Apple Watch.

## **16 Smartphone Offer**

- 16.1** All existing and new Vodafone (“**Eligible Customers**”) who purchase a smartphone e.g. iPhone, Samsung etc. (“**Handset**”) shall be entitled to the following offer (“**Offer**”):
- 16.2** Eligible Customers who have purchased the Handset will benefit from 8 GB of free local data every month for 3 months (the “**Smartphone Data Offer**”) upon successful collection and payment of your Handset.
- 16.3** After three (3) months the free local data shall automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- 16.4** Postpaid Customers disconnecting, transferring or migrating to Prepaid will automatically lose the free data Offer.
- 16.5** To receive the benefits of this Offer, Eligible Customers must purchase the Handset from any Vodafone store, a list of which can be found at <https://www.vodafone.qa/en/help/find-a-store?#findastore#findastore> , or online at [www.vodafone.qa](http://www.vodafone.qa)
- 16.6** Existing Postpaid customers that want to benefit from this Offer must pay all their Postpaid charges on or before the due date, in accordance with the Postpaid Terms and Conditions, to receive the benefit of this Offer.
- 16.7** Vodafone reserves the right to terminate the Offer at any time in the event of outstanding charges. Vodafone online and retail stores return and warranty policy apply which can be found at <https://www.vodafone.qa/en/about-us/legal-and-regulatory/terms-and-conditions> .

## **17 Legacy (Old) Flex Plans**

- 17.1** Customers who are already on the legacy\old flex plans including Old Flex 150, Legacy Flex 100, Legacy Flex 150, Legacy Flex 200, Legacy Flex 110, Legacy Flex 60, Legacy Flex 125 and Legacy Flex 120 (“**Legacy Flex Plans**”) before they were retired will have a FUP for international usage of no more than 50% of the Customers Flex Plan allowance.

## **18 Service Provider Obligations**

- 18.1** Vodafone shall use its best endeavours to provide the Customer with the Services; however, due to the nature of this technology, Vodafone cannot guarantee a fault-free service.
- 18.2** Vodafone may suspend the Services: (i) to carry out maintenance or testing of the Vodafone Network; (ii) during any technical failure of the Vodafone Network; (iii) when it is necessary to safeguard the security and integrity of the Vodafone Network or to reduce the incidence of fraud; (iv) where it is necessary for reasons of Force Majeure; (v) where it identifies an Artificially Inflated Traffic due to fraud. Vodafone shall endeavour to keep all such suspensions to a minimum and shall give Customer notice of such suspensions where reasonably practicable.
- 18.3** 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.

## **19 Customer Obligations**

- 19.1** Postpaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Postpaid SIM card to another person without a valid transfer of number (“**TON**”) using the TON form at any Vodafone Retail Stores. Unauthorised transfer of a Postpaid SIM card may result in service cancellation.
- 19.2** 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.
- 19.3** Porting Out:
- The Customer can port their Postpaid Number, but only after all invoiced charges outstanding at the time of port-out request are fully paid. If charges are outstanding at the time of porting, Vodafone will inform the Customer of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Customer’s port request.
  - The Customer must pay all charges that have been incurred by the Customer, but which have not been invoiced by Vodafone as at the date of the port, including any early contract termination fees. Vodafone will issue the Customer with a final invoice in respect of those charges. If the final invoice is not paid within 30 days of the invoice date, Vodafone may direct the other service provider to bar the ability of the Customer to make outgoing



calls (except for calls to emergency service numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number.

- 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.



### Tariff Modification Version Control

Version Number	Effective Date	Description of Change
1.43	15/06/2017	Changes in 3.1, 3.1.1, 3.1.3, 3.2, 3.2.3, 3.2.4, 3.3, 3.4, 3.5, 3.6, 3.8, 4, 7.2, 3.7
1.44	08/08/2017	Change in 3.1
1.45	10/08/2017	Change in 3.7
1.46	24/10/2017	Change in 3.3 – 3.6 and 5
1.47	15/10/2017	Change in 3.3, 9.3, 7.2,
1.48	01/11/2017	Change in 3.1
1.49	08/11/2017	Change in 3.2.3-
1.50	31/12/2018	Change in 3.3 and 4
1.51	05/02/2018	Change in 3.1.2 & 3.1.3, 3.2.2, 3.3 and 3.9
1.52	06/03/2018	Change in 3.1
1.53	01/04/2018	Change in 7.3
1.54	29/04/2018	Change in 3.3
1.55	13/05/2018	Change in 3.3
1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4, 4.5, 4.6, 4.7,5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
1.56	13/09/2018	Change in 7.2
1.57	13/11/2018	Change in 3.1, 3.2.1, 3.9, 10, 3.1 and 3.10,
1.58	13/12/2018	Change in 1.5, 2, 4.4, 4.5, 4.6, 4.7,5, 6.1, 4, 3.3, 3.4, 3.9.2, 7 and 8,
1.59	31/12/2018	Change in 5.2
1.60	08/01/2019	Change in 5.1 and 6.4 -
1.61	23/01/2019	Change in 7
16.2	18/02/2019	Change in 4; 4.3 and 4.6
16.3	28/02/2019	Change in 4.1
16.4	28/03/2019	Change in 14 and 15
16.5	01/04/2019	Change in 10.3
16.6	23/07/2019	Change in 4.1
1.67	24/09/2019	Change in 4.1
1.68	30/09/2019	Change in 4.1
1.69	22/10/2019	Change in 4.1
1.70	17/11/2019	Change in 12A
1.71	12/12/2019	Change in 6.1
1.72	17/12/19	Change in 4.1.1, 4.1.2 and 4.1.5
1	09/12/2020	Change in 5 and 5.2
2	26/03/2020	Change in 7
3	19/04/2020	Changes in 4.1.1; 4.1.6; 6.10 and 7.



4	26/04/20 20	Change in 10.3
5	15/06/20	Change in 7
6	18/06/20	Changes in 14
7	1/07/20	Changes in 14
8	9/07/20	Changes in 7
9	13/09/2020	Changes in 6.8, 6.9 and 10.2
10	21/09/2020	Change in 4.1.5
11	1/10/2020	Change in 5 and 6
12	08/02/2021	Changes in 5,7 and 15
13	7/04/2022	Addition of clause 18
14	22/04/2021	Change in 4.1 and 4.2
15	28/06/2021	Change in 3.2.
16	28/07/2021	Addition of clause 19
17	08/09/2021	Addition of clause 7.1
18	28/09/21	Clause 3.5, 5, 7 and 7.1
19	30/9/2021	Clause 7
20	14/10/2021	New U Plus India
21	19/10/2021	Changes in 6.8
22	17/11/2021	Changes in 4.1 and 4.1.2
23	22/11/2021	Changes in 4.1, 4.1.2, 6.4 and 6.5
24	3/01/2022	Changes in 7
25	13/02/2022	Changes in 3 and 4.1
26	24/04/2022	Changes in 4.2, 4.3, 4.4, 4.7, 4.9, 4.10 (2,3 and 4) and 7
27	24/05/2022	Changes 4.1
28	09/06/2022	Addition of Clause 9
29	07/07/2022	Addition in Clause 7.9
30	11/08/2022	New clause 5A
31	13/10/2022	Change in 7.9
32	22/11/2022	Change in 4.5 and 7.9
33	18/04/2023	Addition of Clause 8
34	28/05/2023	Changes in 4.1, 4.2 and 4.4
35	08/06/2023	Revamp of all Plans and grandfathering old plans.
36	25/06/2023	New Clause 4.6 (2) and 10
37	10/08/2023	Changes in 7
38	25/09/23	Change in 4.1 and 4.2 and new clause 9
39	08/10/2023	Changes in 7
40	30/10/2023	Changes in 9 (1) and 9 (2)
41	07/11/2023	New Clause 4.3 and change in 7
42	08/11/2023	Change 7
43	09/11/2023	Changes in 7
44	27/11/2023	Change in 1 and 15
45	11/12/2023	Deletion of 6.3 and change in 6.7
46	27/12/2023	Reformatting of entire document and Changes in 3, 4 and 6.11
47	01/01/2024	Deletion of 3.5 and 3.7



48	11/01/2024	Deletion of 4.1 and 4.2
49	28/1/2024	Deletion of 7.1 and 7.8
50	01/02/2024	New clause 6A
51	08/02/2024	Changes in 6A
52	11/03/2024	Change in 6A
53	06/05/2024	New clause in 9.1
54	12/05/2024	Changes in 10.2 and 10.3
55	10/06/2024	Change in 4.5
56	07/07/2024	Change in 6A
57	08/07/2024	Change in 7.1
58	16/09/2024	Change in 3.4 and 6A
59	29/09/2024	New clauses in 4.2, 4.4, and 4.5 Changes in 4.12 and 6.11 Deletion of 4.3
60	29/10/2024	Deletion of 6A
61	10/11/2024	New clause in 1.2 and 3.6
62	24/11/2024	New clause in 4.4.1
63	01/12/2024	Changes in 4.2 and 4.4
64	03/12/2024	Changes in 6.11
65	07/01/2025	Changes in 7
66	19/01/2025	Changes in 4.2
67	28/01/2025	Changes in 3.6
68	04/02/2025	Changes in 4.2 and 4.4.3
69	26/03/2025	Changes in 9.2 and 9.3
70	11/05/2025	Changes in 1
71	09/07/2025	Changes in 4.2,4.4, 4.9.1 and 9.3
72	17/07/2025	Changes in 6.11,6.11.3 and 9.4
73	29/07/2025	New clause 6A
74	12/08/2025	Changes in clause 4.9.4
75	28/08/2025	Changes in 4
76	04/09/2025	Changes in 4.1.1 and 4.1.6
77	02/10/2025	Changes in 4.1.6
78	16/10/2025	Changes in 4.7
79	30/10/2025	Changes in 9
80	03/11/2025	Changes in 4.1
81	11/11/2025	Changes in 4.1, 9.2 and 9.5
82	20/11/2025	Changes in 3
83	28/12/2025	Changes in 4.3, 4.4 and 4.6
84	05/01/2026	Change in 4.11.1
85	30/03/2026	Change in 4.7.2
86	07/04/2026	Changes in 4.11.4 and 6.11.1
87	14/05/2026	Changes in 4.1.2 and 4.11.4