



General Tariff information

Service Provider Name	Vodafone Qatar Q.S.C
Tariff Number	CPP 1.1
Tariff Type	Consumer
Marketing Name of the Retail	Postpaid Standard Terms and Conditions
Customer Group	Consumer
Tariff Effective Date	22 October 2019
Tariff Version Number	CPP 1.1 – 1.69

Definitions

1. Tariff Terms and conditions

- 1.1 Vodafone's Postpaid general terms and conditions shall apply.
- 1.2 Where a product or service, which you use, has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- 1.3 Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 1.4 The Postpaid service will start and this terms and conditions will apply from when the Customer puts the SIM card into a mobile phone and use any of our Products and Services.
- 1.5 Vodafone may as per the Article 3.9 of the Retail Tariff instructions (**RTI**) offer up to 20% discount on the products or services from time to time on permanent or promotional basis.

2. Definitions

- **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.
- **Bill Cycle** - A regular billing cycle assigned to your account.
- **Customer** - Person subscribing to and using the Postpaid service for their reasonable personal use
- **Extras** - Value bundles that you can purchase in addition to your Postpaid Plan
- **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.
- **Postpaid** - Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle.
- **Rate card** - The list of all our prices for our products and services
- **Star Number** - is any number for which a customer pays a reservation fee online or at any Vodafone retail stores. The detailed terms and conditions are available at



<https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/star-numbers>

- **Plan** - Our pricing plans that are charged in line with our rate card.
- **Vodafone, We, Us** - Vodafone Qatar P.Q.S.C (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
- **Vodafone Retail Store** – Vodafone retail stores across Qatar and available at <http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations>

3. Service Features

- 3.1 There is a connection fee of QR50 to join Vodafone Postpaid.
- 3.2 Customers will be charged QR50 to migrate from Postpaid to Prepaid and Postpaid to Mobile Broadband Plans
- 3.3 A Customer can choose one of the Postpaid plans below. All customers can also purchase Extra(s) to their Postpaid account.
- 3.4 Should a Customer exceed the allowances in their chosen Plan, charges for all excess usage will be at standard Rate card prices set out in Article 10 below.

4. Postpaid Plans

4.1 New Unlimited Plans

- Customers who join our unlimited plans will get the following benefits:

Unlimited 300	Unlimited 450	Unlimited VIP
Unlimited Local	Unlimited Local	Unlimited Local
Unlimited Data ¹	Unlimited Data ²	Unlimited Data ³
20 GB of Roaming in 20 countries	40 GB Roaming in 120 countries	75GB Roaming in 120 countries
100 Intl minutes	100 Intl minutes	500 intl. minutes
-	-	200 Roaming Mins
-	- Valet Parking	VIP Valet Parking
50 Q Miles monthly	100 Q Miles monthly	200 Q Miles monthly
QR 300 Monthly rental	QR450 Monthly rental	QR750 Monthly rental

- The Unlimited Plans will work on any device whether 5G enabled or not. .

4.1.1 Speed and Fair Usage Policy

- **Unlimited 300:** you will get the first 20 GB at full 5G speed, then you will have unlimited data at the speed of two (2) Mbps. The fair usage policy for the two (2) Mbps data is one (1) Terabyte (TB).
- **Unlimited 450:** you will get the first 200 GB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 1TB.
- **Unlimited VIP:** you will have the first 1TB at full 5G speed, then you will have unlimited data at the speed of 15 Mbps. The fair usage policy for the 15 Mbps data is 1TB.

¹ Unlimited 300 – 20GB at full 5G speed then reduced to 2 Mbps until 1TB

² Unlimited 450 – 200GB at full 5G speed then reduced to 15 Mbps until 1TB

³ Unlimited VIP – 1TB at full 5G speed then reduced to 15 Mbps until 1TB



4.1.2 Roaming data

- Unlimited 300 plans is available in the following countries:

Albania	Hungary	Portugal
Australia	India	Romania
Czech Republic	Ireland	South Africa
Egypt	Italy	Spain
Germany	Malta	Turkey
Ghana	Netherlands	United Kingdom
Greece	New Zealand	

- Unlimited 450 and Unlimited VIP plans is available 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	Lebanon	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
Czech Republic				

- All plans has a Roaming Rate of QR1 per minute for incoming and outgoing calls 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

4.1.3 International Minutes

- All 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		

4.1.4 Speed Boosters for Unlimited Plans

Daily	Weekly	Monthly
QR 10 (Fair Usage policy of 5GB per day)	QR 50 (Fair Usage policy of 25GB per week)	QR 100 (Fair Usage policy of 100GB per month)



4.1.5 Passport Packs Add-ons for Unlimited Plans

Weekly Passport Pack	Monthly Passport Pack
QR100 for 1GB + 100 minutes valid for 1 week	QR320 for 4GB + 300 min valid for 1 month

This Add-on is valid in the same countries provided for the roaming countries for Unlimited 450 and Unlimited VIP plans.

4.1.6 Bill Manager

- All existing and new Customers on Vodafone's Unlimited 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	5.25 GB
QR110	Internet Pack 110	4 GB
QR150	Internet Pack 150	4 GB
QR200	Internet Pack 200	6 GB
QR300	Internet Pack 300	15 GB
QR500	Internet pack 500	965 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.

4.1.7 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:
- The Eligible Customer will 50% discount on all Unlimited Plans The Eligible Customer will also be entitled to a 10% discount on a mobile phone handset (“Handset Discount”) as long as no other discount is being received for the same handset. The Handset Discount can be redeemed at any Vodafone store subject to availability and shall not apply to handsets that are already discounted under any promotion.
- If the Eligible Customer cannot physically attend the Vodafone store to purchase the Plan he 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 his behalf.
- Services not listed in the table above will not be included in any Plan.
- Plan is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.
- Supplier standard warranty provisions shall apply to all Handset Discounts.
- Vodafone standard refund and exchange policies shall apply.
- If a customer runs out of their data allowance while roaming they will be charged the standard roaming rates
- Customer will receive an SMS notification when their data is consumed and customer can also dial *129# to know the remaining data allowance.

4.2 Lifestyle Packs

1. Wavo & Anghami

- Unlimited customer can also subscribe to a lifestyle pack Add-on for Wavo and Anghami together at the price of QR15 per month.
- Once they active the Add-on, they will be able to activate their subscriptions to Wavo and Anghami through My Vodafone App.

2. Valet Parking fair Usage Policy

- As a Vodafone Unlimited customer, you’ll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Lagoona Mall, Dar El Salam Mall and Ezdan Mall.
- Valet Parking Cards are available in 17 Vodafone Retail Stores including Villagio, City Centre, Landmark etc.
- There is a fair usage policy of 50 usages per year.
- Vodafone may disable the Valet Parking Privilege at its own discretion. In addition, the cardholder must only use each card, which means that each Valet service will be provided once per hour, and cannot be shared amongst other users/cars.



3. Qatar Airways Q-miles (Qmiles)

- All Unlimited Plan customers will get QMiles on all Unlimited Plans (“**Eligible Customer**”).
- Eligible Customers will be able to get fixed monthly QMiles 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 QMiles 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>
- QMiles 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 QMiles 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.
- QMiles are generated once a month up to 30 days after payment of the bill. To get more information about QMiles 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% are excluded from this Programme except Vodafone for All (50%) customers.
- You can sign up and register for your Qatar Airways Privilege Club account by clicking here <https://www.qatarairways.com/en/Privilege-Club/join-now.html>

4. 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 customers. Upon switching to a non-eligible plan, the VIP Management Team Service will no longer be available.

5 Flex Plans

- With Flex plans, Customers have a given a set of Flex which you can use to make local or international calls, local or International SMS's or for data.
- Customers can check their Flex balance before and after using their phone by dialing *130# or by checking the My Vodafone App.
- All new Customers who join the Flex Plans will receive the following benefits called flex which they can use as per the Flex Rating below based on the customer’s usage and requirements:

Plan Name	Flex 60	Flex 100	Flex 150	Flex 200
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Price per month	QR 60	QR 100	QR 150	QR 200
Flex	300	1000	2,050	3,100

5.1 Flex Rating

- Customer can use their Flex as below:

Flex	Rating
1 Flex	1 Local Min/SMS/MMS
1 Flex	7MB
1 Flex	1 International Min to India
5 Flex	1 International Min to Egypt/Nepal
4 Flex	1 International Min to Pakistan
5 Flex or more*	1 International minute to other destinations ⁴

5.2 Flex Grow

- All Flex Postpaid customers will be entitled to the “Flex grow” feature available on Flex 100, Flex 150 & Flex 200 plans (“**Eligible Customer**”) as below:
 - New Eligible Customers will automatically subscribe from 27 December 2018.
 - Existing Flex Postpaid customers will need to subscribe by dialing *248# or through My Vodafone App.
- The Eligible Customers will be notified through SMS about the extra flex they receive in a month.
- The extra flex will be added in the total flex balance for the month on each bill cycle automatically.
- In addition, Customers who have been with Vodafone for more than four (4) months will also receive one-time bonus (“One Time Bonus”) at the time of subscription. The bonus value will depend on their stay with Vodafone and will be communicated via SMS. The benefit will be given as per the following schedule:

Bonus Flex for Base	Tenure of Customers as per Age on Network on Vodafone					
	Month1 - M3	M4 - M6	M7 - M12	M13 - M18	M19 - M24	M24+
Flex 100	-	100	150	200	250	300
Flex 150	-	200	250	300	350	400
Flex 200	-	300	350	400	450	500

- The One Time Bonus will be added to the Eligible Customer’s balance at the time of the first plan renewal after the subscription to Flex Grow

⁴ For a list of pricing per country visit www.vodafone.qa/connect



- Once subscribed Eligible Customers will start receiving extra flex as an ongoing benefit from the second bill run after the subscription date. The extra flex will be added in the balance at the time of monthly plan renewal.

	Plan Renewal month since subscription to Flex grow		
Flex Plan	Month 2 - Month 3	Month 4 – Month 6	Every 3 months till Month 22
Flex 100	25	25	25
Flex 150	25	75	50
Flex 200	50	100	50

- Eligible Customers who subscribe to Flex grow will not accumulate Vodafone Points.
- Eligible Customers will lose their Flex including bonus flex if they migrate to other Postpaid or Prepaid, transfer their number, terminate their number or port out.
- The Eligible Customers will be notified through SMS about the extra flex they receive in a month and the extra flex will be added in the total flex balance for the month on each bill cycle.

6. Add-Ons and Extras (Flex Plans and Unlimited Plans)

6.1 Flex Specific Paid Add-Ons

- Customer can add the following Add on to enhance their Flex plans as per their usage and requirement:

Add On	Flex Booster 10*	Flex Booster 20*	Flex Booster 50*
Price	QR 10	QR 20	QR 50
Flex	70	150	500
Validity	7 days	7 days	7 days

**All the Flex Boosters are non-Recurring and are valid for 7 days from the date of subscription*

6.2 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 Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited Plans.
- The minutes include in this pack are only available for calls originated in Qatar



6.3 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 Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.4 Nepal international 35 Add-on

- Postpaid customers can subscribe to the Nepal Telecom International 35 Add on which is a monthly recurring pack.
- Customer can call 80 mins to NTC in Nepal for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.5 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 475 mins to any network in Bangladesh for 35 QR only.
- To get the offer dial *100#
- The Pack is available for Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.6 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 Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.7 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 Flex 60, Flex 100, Flex 150 and Flex 200 and Unlimited plans.
- The minutes include in this pack are only available for calls originated in Qatar

6.9 Passport Pack

Add On	Price
Vodafone Passport Pack	QR 100



- All Flex customers can check their available balance using the direct short code*130# to receive a balance check SMS notification.
- The Flex Postpaid plan customers who have unused Flex on their account can carry forward the unused Flex from the previous month for the next month and these Flex will have a validity of 1 bill cycle
- Smart Data Rate is added by default on Flex postpaid plans

6.10 Internet Extras

- Customer can opt in for the Internet Extras by contacting Vodafone Customer Care on 122 or visiting any Vodafone Retail store.

Extra Name	Monthly Fee	Value	Validity	Recurring
2GB Data Booster	QR25	2 GB	7 days	No
Internet Pack 70	QR 70	6 GB	30 days	Yes
Internet Pack 110	QR 110	10 GB	30 days	Yes
Internet Pack 150	QR 150	14 GB	30 days	Yes
Internet Pack 200	QR 200	20 GB	30 days	Yes
Internet Pack 300	QR 300	35 GB	30 days	Yes
Internet Pack 500	QR 500	Unlimited	30 days	Yes

- All 'Unlimited' data Plans/Add Ons (Products) are subject to a 'Fair Usage Policy'. Customers subscribing to the Unlimited Data Products will have a reduced maximum speed of 1Mbps on reaching data usage of 400GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.

7. Mobile Broadband (MBB) Data Plans

- All new and existing Customers can subscribe to the Data Plans below:

Name	Monthly Fee	Value per
Data Plan 90	QR 90	8 GB
Data Plan 110	QR 110	10 GB
Data Plan 150	QR 150	14 GB
Data Plan 200	QR 200	20 GB
Data Plan 250	QR 250	30 GB
Unlimited Home Internet 250	QR 250	Unlimited
Unlimited Home Internet 350	QR 350	Unlimited
Data Plan 500	QR 500	Unlimited

- 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.
- The included value is for local use only.
- If Customer exceeds the data allowance, then the standard Data rate of QR0.99/MB as per the Rate Card above shall apply. All ‘Unlimited’ data Plans/Add Ons (Products) are subject to a ‘Fair Usage Policy’.
- Customers subscribing to the QR500 Unlimited Data Plan will have a reduced maximum speed of 1Mbps on reaching data usage of 400GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- Unlimited Home Internet 250 - Customers subscribing to the Unlimited Home Internet 250 plan will have a maximum speed of 3Mbps. The product is designed for a single user or small household and in case of abusive usage, which is set as 200 GBs, the speed is reduced to 1Mbps till the end of the bill cycle.
- Unlimited Home Internet 350 - Customers subscribing to the Home Internet 350 plan will have a maximum speed of 15Mbps. The product has a fair usage policy, where the speed is reduced to 1Mbps once the customer has used 400 GBs in a month. The speed is reset to 15 Mbps at start of billing cycle. Customers can only get this plan with a Home Router, the price of which is QR 350. Customer will get the value back of the Wireless Router as QR 50 monthly discount applied on the plan for seven (7) months. Customers can also buy a WiFi extender for QR 150 and will get this value back as QR 50 monthly discount applied on the plan for extra 3 months. Customers will also get free subscription to OSN Wavo TV application as part of the plan. Customers can also connect a standard TV set with the home router and can make unlimited free calls to any landline number in Qatar. Standard call rates to local mobile and all international destinations apply.

8 Smart Data Rate

- Customer can get an extra data in 250 MB bundles for only QR 20, without any additional monthly fee by subscribing to Smart Data Rate.
- Existing customers can subscribe to Smart Data Rate by choosing <<Smart Data Rate>> from USSD Menu by dialing <<*100#>> or dial *110*533#. New customers can ask Vodafone store staff activating their line to activate Smart Data free of cost.
- Customer is notified before the start of Smart Data Rate, that when the bundled data has finished QR 20 will be charged for next 250 MBs until 1 GB is consumed after this data usage is charged at the reduced rate of QR 0.1/MB. The 250 MB bundle is valid till the upcoming plan renewal date.
- Smart Data Rate comes into effect only when data is consumed after all the bundled data in the plan, bonus and mobile internet pack is finished.
- Smart Data Extra is available for new customers on below Postpaid plans:
 - Flex 100, Flex 150 & Flex 200
- If a Customer unsubscribes from Smart Data Rate, they will be charged the standard rate of QR 0.99/MB for any out of bundle data usage.
- Smart Data rate is only available for local use in Qatar and is not available for use while roaming.

9 Vodafone Passport Pack

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

Per	Roaming Minutes
1 GB	100 outgoing and



- The benefits are only applicable in the passport pack countries available at www.vodafone.qa/passportpack
- Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialing 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.
- Customers can use the Passport Pack along with 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 per MB increments.

	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 - International calls are QR0.99 per minute for over 145 countries. Please visit 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

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

10.3 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>.



	Making calls in the country you're in (QR per Min)	Calls Back to Qatar (QR per Min)	Calls to GCC (QR per Min)	Internat. Calls (QR per Min)	Receive Calls (QR per Min)	Send SMS (QR per SMS)	Data Roaming (QR per MB)	Send MMS (QR per MMS)
Zone 1	0.88	2.00	2.00	17.00	0.80	0.22	1.82	3
Zone 2	5.00	17.00	17.00	17.00	3.00	2	55.00	5
Zone 3	5.00	17.00	17.00	17.00	3.00	2	15.00	5
Zone 4	5.00	17.00	17.00	17.00	3.00	2	55.00	7
Zone 5	5.00	17.00	17.00	17.00	3.00	2	55.00	7
Zone 6	5.00	17.00	17.00	17.00	3.00	2	55.00	9
Zone 7	30.00	30.00	30.00	30.00	30.00	2	75.00	10

Roaming Countries

Zone	Area	Countries
Zone 1	GCC	Bahrain; Kuwait; Oman; Saudi Arabia and United Arab Emirates
Zone 2	MENA	Algeria; Iran; Iraq; Jordan; Palestine; South Sudan; Lebanon; Morocco; Sudan; Syria and Tunisia
Zone 3	Vodafone	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
Zone 4	Asia & Oceania	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
Zone 5	Americas & Europe	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
Zone 6	Africa & ROW	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;



Zone 7	Air Flight Services; Maritime Services and Satellite Services
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11. Premium Service

- 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	66Dhs per min	2.50QR 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 dialing ***200*25#**.
- There is no charge for opting in for the 25Dhs rate.
- The Customer can opt out of the rate by dialing ***250*25#**. Once the Customer has cancelled the offer the standard national voice rate of 35Dhs will apply immediately.

13. Smartphone Offer

13.1 Non-Vodafone Branded Devices local data offer

- All existing and new Vodafone (“**Eligible Customers**”) who purchase a non-Vodafone branded smartphone e.g. iPhone, Samsung etc. (“**Handset**”) shall be entitled to the following offer (“**Offer**”):
 - Eligible Customers who have purchased the Handset will benefit from free local data per month for 1 (one) month upon successful collection and payment of your Handset.
 - After 1 (1) month the free local data shall automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
 - Postpaid Customers disconnecting, transferring or migrating to Prepaid will automatically lose the free data Offer.
 - 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 www.vodafone.qa/en/support/main-topics/other-topics/store-locations, or online at www.vodafone.qa
 - 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.
 - 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 <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

13.2 Vodafone Branded Devices local data Offer

- All existing and new Vodafone Postpaid customers who purchase a Vodafone Branded Devices e.g.



Vodafone Smart platinum 7 or Vodafone Smart Ultra (“**Vodafone Branded Devices Handset**”) (“**Eligible Customer**”) shall be entitled to the following offers (“**Offer**”):

- After three (3) months the extra local data will automatically expire and in case the Eligible Customers exceeds the free data allowance then Standard data rates apply.
- Postpaid Customers disconnecting, transferring or migrating to Prepaid within the first three (3) months will automatically lose the free data Offer.
- 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 www.vodafone.qa/en/support/main-topics/other-topics/store-locations, or online at www.vodafone.qa
- 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.
- 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 <http://www.vodafone.qa/en/legal-and-regulatory/online-returns-and-warranty-policy>

14. Service Provider Obligations

- Vodafone shall use best endeavours to provide Customer with the Services however, due to the nature of this technology; Vodafone cannot guarantee a fault-free service.
- Vodafone may suspend the Services: (i) in order 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.
- 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.

15. Customer Obligations

- 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. Unauthorized transfer of a Postpaid SIM card may result in service cancellation.
- 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.
- Porting Out:
 - (i) 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.
 - (ii) 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.

- (iii) 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.
- (iv) 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

Tariff Modification	Effective Date	Description of Change
1.43	15/06/2017	3.1 - Removed Postpaid 250 Plan; changes in Star Number and Family Discount; Red Team, VIP Service; Parking and Valet service. 3.1.1 Red Extra – added USSD Menu 3.1.3 – Added Red Key Extra as permanent product 3.1.4 – Added Internet pack 150 3.2 – Vodafone for All – Added Red 350, Red Unlimited and Red VIP Plans and benefits. 3.2.3 – Removal of International Plus 3.2.4 – Internet Extra – value of Internet Pack 300 and 500 changed 3.3 – Super Saver 100 – 1 GB of data for Anghami removed 3.4 - Super Saver 150 – Free Star Number worth 500QR added 3.5 - Super Saver India 120 – monthly subscription fee of QR120 specified. 3.6 - Super Saver India 65 – 200 Local minutes and 600 international minutes to India added. 3.8 – Falla Club – Eligible Add Ons – removal of Anghami and OSN 4 – Revision to MBB Plans – Data Plan 70 removed and Data Plan 100 and 200 changed to 110 and 150. USB stick reference removed and Data Plan 200 30% saving discount discontinued. 7.2 – Country List updated 3.7 – Roaming Rate Card – country zones amended 11 – 4G Extra – removed
1.44	08/08/2017	3.1 - 100 International minutes to Red 250 Plan
1.45	10/08/2017	3.7 – Connect 100 now gets 1000 Flex and Connect has been renamed Flex.
1.46	24/10/2017	3.3 – 3.6 Deleted as Supersaver Plans will no longer be available for new customers.
1.47	15/10/2017	30 days' advance price increase notification as below: Article 3.3 – Data benefit decreased from 8 MBs to 5 MBs for 1 Flex. Article 9.3 – India 10 promotion was more than 3 months therefore deemed permanent but now has been withdrawn from the market. Article 7.2 - Call rates increased for Algeria to 2.5 QR; Morocco from to 2.5 QR and Tunisia to 2.5 QR and Estonia for 3.5 QR added.
1.48	01/11/2017	Article 3.1 - Removed Valet Parking for Red 350 customers.
1.49	08/11/2017	Article 3.2.3- Removal of RAF and Eid Charity from charity list.
1.50	31/12/2018	Article 3.3 – Added the Pakistan International 35 Add-on. Article 4 – Added new internet extra - 2GB Data Booster



1.51	05/02/2018	Article 3.1.2 & 3.1.3 – Red Extras removed Article 3.2.2 – International Discount Extra removed Article 3.3 – Flex Data allowance increase and the following have been removed: <ul style="list-style-type: none"> • Flex Unlimited • India 400 minutes • Flex Add On • Global Philippines Unlimited The following have been added: <ul style="list-style-type: none"> • Nepal International 35 Add On • Bangladesh International 35 Add On • Sri Lanka International 35 Add On • Egypt International 35 Add On
1.52	06/03/2018	Article 3.1 - Added new Red 500 plan
1.53	01/04/2018	Article 7.3 – GCC rates revised.
1.54	29/04/2018	Article 3.3 - Flex Plans – Flex to Egypt from 3 to 5 Flex and Article 6 – 1GB extra data for GCC removed
1.55	13/05/2018	Article 3.3 – Ncell changed to NTC
1.56	13/09/2018	Article 7.2 - Price increase of International rates of Tunisia and Algeria.
1.57	13/11/2018	Removed – Article 3.1 - 14 GB in Vodafone Global Data; Article 3.2.1 - My Car; Article 3.9 Non-telco benefits for Falla club; Article 9.2 India 20 Dhs, Article 10 - 6GB offer for 30 days and removed “7GB” from Smartphone Offers. Amended/Added – Article 3.1 –Red 500 from 100 to 120 GB; Article 3.8 -Go Red and Get QMiles Article 3.10 – Added Data Plan 250 (3MBPS); Added Flex plans to Smart Data rates i.e. Flex 100, 150 and 200
1.58	13/12/2018	Added: Article 1.5 – 20% discount; Article 2- definition of Star Number; Article 4.4 – Vodafone Account Manager; Article 4.5 –Vodafone Global Data; Add 4.6 – Go Red and Get QMiles; Article 4.7 – Add T&C link for My Network Name; Article 5 – Flex Plans – changed the Flex 150 and 200 Plans; Article 6.1 – Flex Specific Paid Add Ons; Article 6.10 – Internet Extra Removed - Article 4 – Roaming and added “Global Data”; Deleted Red Team and VIP Services; Article 3.3 - Vodafone Passport Extra; Article 3.4 – Charity Donation Add on; Article 3.9.2 – Flex Specific Paid Add Ons; Article 7 – MBB Data Plans added; Article 8 - Smart Data Rate – removed Legacy Plans such as Falla; Bronze. Silver, Gold and London Edition.
1.59	31/12/2018	Added Article 5.2 – Flex Grow
1.60	08/01/2019	Amended 5.1 and 6.4 - Nepal rates
1.61	23/01/2019	Amended Article 7 – Added Unlimited Home Internet 250 and Unlimited Home Internet 350
16.2	18/02/2019	Article 4; 4.3 and 4.6 - Added new Red Plans
16.3	28/02/2019	Added 4.1 – clarification on Add ons.
16.4	28/03/2019	Added definition of Artificially Inflated Traffic and amended “customer”; Added Article 14 and 15 regarding Customer Obligations and SP Obligations.
16.5	01/04/2019	Article 10.3 – GCC rates revised.
16.6	23/07/2019	Article 4.1– Red QNB no longer available for new customers and Red Yalla Plan added
1.67	24/09/2019	Article 4.1 – Add FUP and Star Number value.
1.68	30/09/2019	Article 4.1 – Added new Unlimited Plans and removed Red Plans from the tariff.
1.69	22/10/2019	Article 4.1 – Amended 450 unlimited Plan and expanded on the FUP.