



General Tariff information

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|---------------------------------|--------------------------|
| Service Provider Name | Vodafone Qatar P.Q.S.C |
| Tariff Number | B01 |
| Generic Name | Mobile Postpaid Business |
| Tariff Type | Permanent |
| Customer Group | Business |
| Duration | N/A |
| Tariff Notification Date | 12 December 2021 |
| Tariff Version Number | 13 |

1. Definitions

| | |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bill Cycle | The period of time between billings. A Bill Cycle will begin on a set day each month and will last until that day of the next month. |
| Closed User Group | Local calling within the Customer's account (i.e. calls made between End Users when both parties are in the State of Qatar). |
| Customer (You) | The Business subscribing to and using the Postpaid service |
| End User | A person using Equipment or a Service, who is an employee or contractor of the Customer. |
| Extras / Add-ons | Value bundles that you can purchase in addition to your Postpaid Plan. |
| Plan | Our pricing plans that are charged in line with our enterprise rate card. |
| Postpaid | Our monthly post payment option in which you are billed for your account charges at the end of each bill cycle. |
| 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. |
| Rate card | The list of all our prices for our products and services. |
| Vodafone, We, us | Vodafone Qatar P.Q.S.C (commercial registration number 39656, PO Box 27727, Doha Qatar). |

2. Tariff Terms and conditions

- Vodafone's General Business Terms and Conditions shall apply. Where a product or service, which a Customer uses, has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time. The Postpaid service will start and these terms and conditions will apply from the date set out on the General Business Terms and Conditions.
- End User can recharge Plans with a consumer Prepaid card. When recharging with a Prepaid card on an enterprise line, customers will only get the standard credit and not the free Vodafone minutes and data. End User may also recharge with the Prepaid International Calling Card and Internet one off and in that case, they will get the full plan value added to their enterprise number.
- Vodafone may as per the Article 3.9 of the Retail Tariff instructions (RTI) offer up to 20% discount on the products or services from time to time on a permanent or promotional basis.

3. Service Plans & Add-ons

- Customers are charged a connection fee to join Vodafone Enterprise Postpaid, which is the first month's Postpaid Plan charge paid in advance. A Customer can choose from any of the Postpaid Plans and should a Customer exceed the allowances in their chosen plan, charges for all excess usage will be at standard Rate Card prices set out below.



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

3.1 Vodafone Sharek Plans

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

| Plan Name | Sharek Silver | Sharek Gold | Sharek Platinum |
|-------------------------------------------------------|-------------------------|-------------------------|------------------------------------------------|
| Monthly Fee | QR 725 | QR 1,125 | QR 1,725 |
| Users | 3 | 6 | 8 |
| Closed User Group Minutes | Unlimited | Unlimited | Unlimited |
| Key user Benefits | | | |
| Number of Key Users | 1 | 1 | 2 |
| National Minutes & SMS | Unlimited | Unlimited | Unlimited |
| Voice Minutes- International Outgoing ¹ | Country Key or Lite Key | Country Key or Lite Key | Country Key or Lite Key (For Each Key user) |
| Star Number Value (QR) | 3000 | 5500 | 5500 |
| Lifestyle Benefits | | | |
| Valet Parking ² | Yes | Yes | Yes |
| Vodafone My Book Qatar ³ | Yes | Yes | Yes |
| Vodafone Entertainer ⁴ | Yes | Yes | Yes |

¹ Country and Lite key as per the Clause 2.5.6 (E and H)

² Valet Parking terms and FUP as per the Clause 2.5.6 applies.

³ Customer needs to install the app and accept the Terms and Conditions

⁴ Customer needs to install the app and accept the Terms and Conditions



| User Benefit Pool | | | |
|----------------------------------------|-------|-------|--------|
| National Minutes | 3000 | 6000 | 9000 |
| National SMSs | 1000 | 1500 | 2000 |
| National Data Traffic | 50 GB | 85 GB | 110 GB |
| Voice Minutes - International outgoing | 250 | 350 | 550 |
| Special Number (QR) | 1000 | 1000 | 1000 |

- The Sharek key user (“**Key User**”) allocates the applicable sub user’s (“**Sub Users**”), benefits from the User Benefit Pool based on their specific needs.
- Sub Users member plan’s monthly rental is included in the Sharek monthly rental.
- Each Sub User including the Key User will get a separate mobile number.
- Benefits for the Sub Users will be allocated by the Key User from the User Benefit Pool. Sub Users do not have any dedicated benefits. However the Key User can transfer or reallocate benefits from the Benefit Pool to the Sub Users using the My Vodafone App.
- Unlimited benefits and country key or Lite key benefits are not transferable and can only be used by the Key User.
- Nepal, Egypt and Sri Lanka country keys are not available to be chosen as free by Key User.
- Customers can purchase more benefits through adding Extras by contacting their Account Manager.
- When deactivating or upgrading a Sharek plan, the customer shall forfeit the remaining value within the current Postpaid plan.
- Key User can initiate a one-time transfer of benefits at any point of time within the month.
- Key User can do a recurring or one-time benefit allocation to the Sub Users through the My Vodafone App. Any recurring transfer of benefits will be effective from next bill cycle.
- If the Key User’s number is suspended due to non-payment the remaining Sub Users will also not receive the monthly benefits.
- All Lifestyle Benefits are valid for a period of 12 months from subscription (Including Valet Parking).
- Each Sharek member is eligible to receive 1000QR worth Special number.

3.2 Go Business Plans

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

| Postpaid Plans | Go Business 35 | Go Business 65 | Go Business 100 | Go Business 100 India | Go Business 150 | Go Business 150 India | Go Business Local 100 | Go Business Local 150 |
|----------------|----------------|----------------|-----------------|-----------------------|-----------------|-----------------------|-----------------------|-----------------------|
| Monthly Fees | 35 | QR 65 | QR 100 | QR100 | QR150 | QR150 | QR100 | QR150 |
| Local Minutes | 200 | 330 | 500 | 500 | 1300 | 1300 | 1000 | 1800 |
| SMS | - | 100 | 100 | 100 | 100 | 100 | 100 | 100 |



| | | | | | | | | |
|---------------------------------------------------------|-----------|-----------|-----------|-------------------|-----------|-------------------|------------------|-------------------|
| Local Data | 0.5 GB | 2 GB | 4 GB | 4 GB | 8 GB | 8 GB | 8GB ⁵ | 16GB ⁶ |
| International Minutes⁷ | - | - | 30 | 450 to India only | 50 | 600 to India only | - | - |
| International Bonus Minutes (For Received Calls) | - | - | 6 | 30 | - | - | - | - |
| International Bonus Minutes Fair Use Policy | - | - | 60 | 300 | - | - | - | - |
| Closed User Group (CUG) | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Business Ring Back Tone (BRBT) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Lifestyle Benefits | | | | | | | | |
| Vodafone My Book Qatar | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Vodafone Entertainer | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |

3.2.1 Go Business Plan Services

- Go Business India plans minutes can be used to call India only.
- International Bonus Minutes will be added within seventy-two hours (72) hours from bill cycle. Customers will receive an SMS notification once bonus international minutes have been added. All unused minutes will expire at the end of each billing period and cannot be carried forward to the following month. Customer will lose BRBT and International Bonus minutes if they migrate to any other Plan.
- International Bonus Minutes: Benefits are provided for every completed 60 minutes of Incoming calls.
- Go Business Local Plans are provided exclusively for companies in Transport & Logistics, Manufacturing, Construction, Retail, Hospitality & Facilities Management sectors.
- All Lifestyle Benefits are valid for a period of 12 months from subscription.

3.2.2 Business Ring Back Tone Service

- All existing and new Business Customers who subscribe to Business Postpaid Plans will receive the Business Ring Back Tone service (“**BRBT**”) (a personalized business ring back tone to inform Customers about their business) and free International calls as below.
Customer send their recorded BRBT message to their account manager to upload. However, Vodafone may withdraw this service anytime. Customer can activate the BRBT service and upload their recorded message for free for the first time. Thereafter the Customer will be charged five (5QR) Qatari Riyals for any change of their BRBT message. Customer can activate and deactivate their BRBT message through their Account Manager.
- The Customer agrees and acknowledges that Vodafone is not responsible of the content of their BRBT and shall ensure that the content of the BRBT complies with any applicable laws or any local regulation governing the content of messages. Further, the Customer shall indemnify and release and discharge Vodafone its agents, employees, successors and affiliates, from any and all claims, demands, damages, actions, causes of action or suits of any kind or nature whatsoever, arising out of or in any way relating to the content of the BRBT.

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

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

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



- Customer acknowledges that Vodafone has the right to remove the BRBT message in case of receipt of any complaint regarding the content not being appropriate or if directed by the public authorities. The Go Business India minutes are only valid for calls to India.

3.2.3 New Go Business Plan Monthly Add-ons

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

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

3.2.4 Go Business Dynamic Add-ons

| Add-on Name | Benefits | Monthly Fee | Plan Eligibility |
|-------------------------|------------------|-------------|----------------------------------|
| Combo 1 Go Business 35 | 100 Min + 250 MB | 25 QAR | Go Business 35 |
| Combo 2 Go Business 35 | 200 Min + 500 MB | 45 QAR | |
| 500 MB Go Business 35 | 500 MB | 25 QAR | |
| 250 MB Go Business 35 | 250 MB | 15 QAR | |
| 200 Min Go Business 35 | 200 Min | 25 QAR | |
| 100 Min Go Business 35 | 100 Min | 15 QAR | |
| Combo 2 Go Business 65 | 330 Min + 2 GB | 45 QAR | Go Business 65 |
| 2 GB Go Business 65 | 2 GB | 25 QAR | |
| 1 GB Go Business 65 | 1 GB | 15 QAR | |
| 330 Min Go Business 65 | 330 Min | 25 QAR | |
| 165 Min Go Business 65 | 165 Min | 15 QAR | |
| Combo 1 Go Business 100 | 2 GB + 250 Min | 25 QAR | Go Business 100/India/Local |
| Combo 2 Go Business 100 | 4 GB + 500 Min | 45 QAR | |
| 4 GB Go Business 100 | 4 GB | 25 QAR | |
| 2 GB Go Business 100 | 2 GB | 15 QAR | |
| 500 Min Go Business 100 | 500 Min | 25 QAR | |
| 250 Min Go Business 100 | 250 Min | 15 QAR | |
| Combo 1 Go Business 150 | 650 Min + 4 GB | 25 QAR | Go Business 150 Plus/India/Local |
| Combo 2 Go Business 150 | 1300 Min + 8 GB | 45 QAR | |
| 8 GB Go Business 150 | 8 GB | 25 QAR | |

⁸ FUP per month is 44,000 local minutes & 2,000 local SMS



| | | | |
|---------------------------------|----------|--------|--|
| 4 GB Go Business 150 | 4 GB | 15 QAR | |
| 1300 Min Go Business 150 | 1300 Min | 25 QAR | |
| 650 Min Go Business 150 | 650 Min | 15 QAR | |

3.2.5 Go Business Standard Add-ons*

| | | |
|------------------------------------------------------|----------|--------|
| 300 Local Minutes | 300 Min | 12 QAR |
| 500 Minutes Local Voice Minutes Monthly Pack | 500 Min | 20 QAR |
| 1000 Minutes Local Voice Minutes Monthly Pack | 1000 Min | 40 QAR |
| 1500 Local Minutes | 1500 Min | 60 QAR |

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

3.3 Vodafone Local Plans⁹

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

| Plan Name | Local Plan 1 | Local Plan 3 |
|--------------------------------------|--------------|--------------|
| Monthly Fees | QR15 | QR25 |
| Local Minutes To Any Operator | 50 | - |
| Closed User Group (CUG) | Unlimited | - |
| Local Data | 100MB | 2.5GB |

3.4 Business Unlimited Plans

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

| Plan Name | Business Unlimited 300 | Business Unlimited 450 | Business Unlimited VIP |
|--------------------------------------------------------|------------------------|------------------------|------------------------|
| Monthly Fee | 300 QR | 450 QR | 750 QR |
| Local Minutes to Any Operator | Unlimited Local | Unlimited Local | Unlimited Local |
| Local Data | Unlimited Data | Unlimited Data | Unlimited Data |
| International Minutes (Outgoing & Incoming) | 100 Intl Minutes | 100 Intl Minutes | 500 Intl Minutes |

⁹ Only available for exiting customers, not for new customers.



| | | | |
|--------------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------|---------------------------------------------------|
| Roaming Data | Roaming in 20 Countries ¹⁰ (20 GB) | Roaming in 145 Countries ¹¹ (40 GB) | Roaming in 145 Countries ¹² (75 GB) |
| Roaming Minutes (Incoming & Outgoing in Passport Countries) | Not Included | Not Included | 200 Minutes |
| Lifestyle Benefits | | | |
| Q-Miles | 50 | 100 | 200 |
| Valet Parking | No | Yes | Yes |
| Vodafone My Book Qatar | Yes | Yes | Yes |
| Vodafone Entertainer | Yes | Yes | Yes |

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

3.4.1 Speed and Fair Usage Policy

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

3.4.2 Roaming data

- **Business Unlimited 300:** Plans is available in the following link: <https://www.vodafone.qa/en/help/faqs/global-data>
- **Business Unlimited 450 & Business Unlimited VIP:** Plans are available in the following link: <https://www.vodafone.qa/en/services/roaming?#5groaming>
- All Business Unlimited plans has a Roaming Rate of QR1 per minute for incoming and outgoing calls in the following countries in the link: <https://www.vodafone.qa/en/services/roaming?#passportpack>

3.4.3 International Minutes

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

3.4.4 Speed Boosters for Business Unlimited Plans

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

¹⁰ Roaming data can be used in (Vodafone Global Data) VGD countries. Refer to link: <https://www.vodafone.qa/en/help/faqs/global-data>

¹¹ Roaming data can be used in 145 countries. Refer to link: <https://www.vodafone.qa/en/services/roaming?#passportpack>

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



3.4.5 International Add-ons for Business Unlimited Plans

| Add-on Name | Benefits | Monthly Fee |
|-------------------------|--------------------------------------------------------------|-------------|
| International 50 | 400 International minutes (selected countries) ¹³ | 50 QR |

4 General Add-ons and Extras

- Customers can purchase any of the Extras below. Each Extra and its value is valid up until the end of each bill cycle and any unused value will be forfeited at the end of the bill cycle.
- General add-ons are applicable for all Enterprise Mobile Voice plans.
- When deactivating any Extra, the customer forfeits the Extra value. Customers can add as many Extras on the same plan as they desire. Customers cannot add the same Extra more than once on the same plan in the same month.
- All Extras recur automatically each month and recurrence will only be stopped when requested by the customer by calling customer care on 110 from a mobile phone in Qatar or 974 800 110 from overseas or by sending an email to business.care@vodafone.com. All included value in Extras are for local use only, except for Vodafone Passport and International Key. Any usage in excess of the included value will be charged at standard prices.
- Customers can activate International Key by calling 122 from a Vodafone line or 8007122 from any other line in Qatar. International Key cannot be used for SMS or Data in Qatar or while roaming or to make outgoing calls while roaming. Once activated the International Key will be recurring monthly charge until cancelled by the Customer by calling 122 from a Vodafone line or 8007122 from the any other line in Qatar.
- All general add-ons and extras can be activated with any enterprise post-paid plan.

4.1 International Add-Ons

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

- For only QR 35 per month Customer can add a pre-set number of minutes to make international calls to Egypt, Nepal, Sri Lanka, Philippines, Pakistan, Bangladesh, India or Turkey.
- To apply this Add-on, the Customer (Chooser of the account) should call the Customer care by dialling 111 from their Vodafone Number.

4.2 New Smart Key 500

¹³ List of countries applicable for International 50 key(Add-ons> International Minutes) : <https://www.vodafone.qa/en/business/businessunlimited5G?#businessunlimited5g>



| Add-on Name | Benefits | Monthly Fee |
|-------------------|------------------------------------------------|-------------|
| New Smart Key 500 | 500 International Minutes (selected countries) | 75 QR |

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

4.3 Lite Key

| | Benefits | Monthly Fee |
|----------|-------------------------------------------------|-------------|
| Lite Key | 2000 International Minutes (selected countries) | 35 QR |

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

4.4 Roaming Packs

4.4.1 Passport Pack

Customers can benefit from the following daily, weekly and monthly packs for a cost-effective voice and data roaming service when travelling to any of the Vodafone Passport countries below:

| Pack | Price | Benefits | Activation Code | Validity |
|-------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------|
| Passport Daily Pack | QR 30 | Get 60 minutes to receive calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 150 MB | To activate: Dial *110*50#. No automatic renewal. | 1 day |
| Passport Weekly Pack | QR 100 | Get 100 Minutes to receive calls and make calls to all numbers. Excluding Premium and Satellite Numbers. 1GB *1GB Extra for GCC Countries No automatic renewal. | To activate: Dial *110*110# | 1 week |
| Passport Bi-Weekly Pack | QR 180 | Get Unlimited minutes to receive calls and 160 minutes to make calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 2GB | To activate: Dial *110*140# No automatic renewal | 2 weeks |
| Passport Monthly | QR320 | Get unlimited receiving and 300 minutes to make calls from any country or make calls to any country while roaming within any of the Vodafone Passport countries. 4GB | To activate: Dial *110*30# No automatic renewal | 30 days |



- Customers can subscribe to Vodafone Roaming Packs while you are in Qatar or abroad by dialing the activation code above or through the My Vodafone App.
- Vodafone Passport Pack has a specific validity period from activation. Customers can re-subscribe only after their current Roaming Packs subscription has expired. After the validity any remaining voice/data allowance will expire.
- Customers will receive an SMS when their data benefits are consumed or when the validity period has expired. If additional data is consumed before the expiry date, standard rates will apply available at vodafone.qa/roaming.

4.4.1 Roaming Monthly Pack

Customers can subscribe to Vodafone Business Roaming Monthly Pack while in Qatar or abroad by dialling the activation code as below:

| Pack | Price | Benefits | Activation Code | Validity |
|------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----------|
| Passport Monthly Pack | QR 500 | 200 minutes to receive calls from any country or make calls to any country while roaming in any country worldwide (except below) and 2GB for Internet. | To activate: Dial *110*222# No automatic renewal | 30 days |

4.4.2 Vodafone Passport Card

All Customers who purchase the Passport Card (“**Passport Card**”) by paying QR100 shall receive the benefits below with 7 days’ validity:

| Roaming Offer | Roaming Minutes |
|-------------------------------------|----------------------------------------|
| 1 GB | 100 outgoing and incoming |
| 1 GB extra for GCC Countries | Excludes Premium and Satellite Numbers |

- All countries worldwide are included in the Roaming Monthly Pack excluding- American Samoa, Andorra, , Belize, Bhutan, , Brunei Darussalam, Bermuda Cameroon, Cambodia, Comoros Islands, Cote d Ivoire, Central African Republic, Djibouti, Ecuador, Equatorial Guinea, Falkland Islands, Iceland, Lebanon, Lesotho, Macau, Mongolia, Mauritania, Mali, Niger, Philippines, Palau, Russian federation, Saint Pierre and Miquelon, Sao Tome and Principe, Singapore, Somalia, Seychelles, Vietnam and Zimbabwe.
- Vodafone Passport Pack is valid for 30 days from activation. Customers can re-subscribe only after their current Vodafone Business Roaming Monthly Pack subscription has expired. After the validity any remaining data allowance will expire.
- Customers will receive an SMS when their data benefits are consumed or when the validity period has expired. If additional data is consumed before the expiry date, standard rates will apply available at vodafone.qa/roaming.
- The benefits are only applicable in the passport pack countries available at <https://www.vodafone.qa/passportpack>. Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website www.vodafone.qa. Activation is valid for seven (7) days and Customers can active several cards at the same time.
- If the Customer consumes more than the total data/voice allowance before the expiry then standard rates below will apply. Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
- Customer can also dial *129# or check the My Vodafone App. to know the remaining data allowance in the Offer. Any remaining data/voice in the Passport Card if not consumed within 7 days from the activation date will expire. Customers can use the Passport Card along with Vodafone Passport Pack.
- List of Passport Countries are available at www.vodafone.qa/en/business/services/mobile/roaming?#roaming

5 Lifestyle Benefits



5.1 Valet Parking fair Usage Policy

- Customers who have subscribed for Vodafone Business Unlimited 450, Business Unlimited VIP and Sharek plans are eligible to avail this facility.
- You'll get free valet parking in major malls and entertainment venues in Qatar including the Pearl (Porto Arabia and Medina Centrale), Lagoona Mall, and Ezdan Mall. Valet Parking Cards are available in 17 Vodafone Retail Stores including Villagio, City Centre and Landmark etc.
- There is a fair usage policy of 50 usages per year.
- Vodafone may disable the Valet Parking Privilege at its own discretion. In addition, the cardholder must only use each card, which means that each Valet service will be provided once per hour, and cannot be shared amongst other users/cars.

5.2 Qatar Airways Q-miles (QMiles)

- All Business 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>

5.3 Park My Number Plus

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

| Plan Name | Charges | Benefits | Benefits for India Travellers | Activation Rule |
|-----------|---------|----------|-------------------------------|-----------------|
|-----------|---------|----------|-------------------------------|-----------------|



| | | | | |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| Park My Number Plus (Business Postpaid 25) | <ul style="list-style-type: none"> QR 25 one-time fee for 4 months Post the 4th Month, customers will be charged QR 25 every month | <ul style="list-style-type: none"> 10 outgoing local minutes Spend limit is set as 0.01 by default Unlimited incoming roaming SMS exclude VAS message | <ul style="list-style-type: none"> 200 Incoming Roaming minutes while roaming in India 1GB of data while roaming in India | Customers can activate the service by calling Business Care or by contacting respective Vodafone Account Manager |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|

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

6 Mobile Broadband Plans

- The Customer can opt in for the Mobile Broadband Plans by contacting Vodafone Customer Care on 110 or visiting any Vodafone Retail store.
- The included value is for local use only (for Roaming Data use charges please check the rates on www.vodafone.qa/roaming)

| Plan Name | Value | Price |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------|
| Business MBB 50 | 5GB at full speed 5GB till 100GB at 64 Kbps speed | QR50 |
| Business MBB 100 | 10GB at full speed 10GB till 1TB at 64 Kbps speed | QR100 |
| Business MBB 150 | 25GB at full speed 25GB till 50GB at 1Mbps speed 50GB till 1TB at 64Kbps | QR150 |
| Business MBB 275 | 100 GB at full speed 100GB till 200GB at 3Mbps 200GB till 300GB at 1Mbps | QR275 |
| Mobile Broadband 350 | 100GB at full speed 100GB till 500GB at 15 Mbps speed 400GB till 600 GB at 1 Mbps speed 500GB till 1TB at 1Mbps speed | QR350 |
| Business MBB 500 | 500GB at full speed 500GB till 1TB at 1Mbps speed | QR500 |
| Business MBB 750 | 1TB at full speed 1TB till 10TB at 15Mbps speed | QR750 |
| Business MBB 1500 | 2TB at full speed 2TB till 10TB at 20Mbps speed | QR1500 |

- The value of each plan will be valid until the end of each Bill Cycle, and any unused value will be expired at the end of the Bill Cycle Date.
- Once you consume the Internet value included in your Mobile Broadband plan you will be charged for additional Data Access as per the Rate Card below.
- Mobile Broadband Unlimited data Plans/Add-ons (Products) are subject to a 'Fair Usage Policy'. Customers subscribing to the Unlimited Data Products will have a reduced maximum speed of 1Mbps on reaching data usage of 500GB within their bill cycle. The reduced speed i.e. throttling will be removed once the subscriber reaches the renewal date or bill cycle.
- Mobile Broadband 275 plan is subject to a 'Fair Usage Policy'. Customers subscribing to the Mobile Broadband 275 will have 100 GB at full speed and then maximum speed will be reduced to 3Mbps for the



next 100 GB, and after reaching of 200 GB in total within their bill cycle. The speed will be reduced again to 1 Mbps for 100 GB. The Total FUP for Mobile Broadband 275 is 300 GB within the bill cycle.

- Mobile Broadband Unlimited 350 plan is subject to a 'Fair Usage Policy. Customers subscribing to the Mobile Broadband 350 will have 100 GB at full speed and then maximum speed will be reduced to 15Mbps for the next 300 GB within their bill cycle. The speed will be reduced to 1Mbps once the customer has used 400 GBs in a month. The customer will have an option to buy an additional device at a price of 350 QAR. Customer will get the value back of the device as QR 50 monthly discount applied on the plan for seven (7) months.

7 Vodafone Push-to-Talk Plus

- Customers can now avail the PPT Service which instantly provides one-to-many or one-to-one mobile voice communication on Vodafone's mobile network (3G, LTE and Wi-Fi) without protracted dialling, ringing, and answering steps required in a regular phone call.
- The Customer can opt in for the PTT solution as virtual two-way radio using a "two-way radio app" installed on a smartphone and using available connections connecting multiple users via a server. The server can also be connected to a conventional two-way radio system to provide PTT group calls between smartphones and two-way radios. The PTT solution has a website platform through which the customers can manage the service.
- The terms used in the table below are defined as:

- Access to Calls (national fixed/mobile):** Enables PTT users to initiate calls to a local network.
 - Access to national fixed/mobile network:** Enables PTT users to initiate calls to a local network.
 - Groups:** PTT users can be organized into groups and a user can be in multiple groups. Each customer can organise their groups and a user of a group can only P2P and Group Call other members of that group.
 - Group Call:** This is the basic voice service in PTT using a simple "Push To Talk" operation to provide group communications with a fast call set-up.
 - High Priority:** If the network is busy, this feature allows access to network resources in the order of the call priority status of each user terminal.
 - Emergency Call:** A caller has the ability to interrupt all calls and pre-empt calls in an emergency situation. The emergency call drops all active calls and activates the emergency call automatically alerting the affiliated control room dispatcher and other terminal users in that users talk group.
 - Peer to Peer (P2P):** A one-to-one call which is a 'telephone' call between two PTT terminals.
 - PTT Calls:** basic voice service in PTT using a simple "Push To Talk" operation
 - PTT Text:** basic text service in PTT using a simple "Push To Talk" operation
- PTT Solution:** includes Postpaid Sim Card; PTT Application; Supported Terminal and Web based portal.
- PTT Video Communication:** basic voice communication using "Push To Talk" operation

| Plan Name | Vodafone Professional | Vodafone Premium |
|-------------------------------|-------------------------------------------------|-------------------------------------------------|
| Monthly Subscription | QR 80 | QR 150 |
| PTT Calls | Unlimited | Unlimited |
| PTT Text | Unlimited | Unlimited |
| Group fee per month | 3 Groups included and 50 QR for any new Group | 5 Groups included and 50 QR for any new Group |
| High Priority Calls per month | 1 MSISDN Included and QR100 for each new MSISDN | 3 MSISDN Included and QR100 for each new MSISDN |



| | | |
|--------------------------------------------------------------------|---------------------------|---------------------------------------------------|
| Emergency Calls | Included | Included |
| P2P Solution | Included | Included |
| Unlimited access to national (fixed/mobile) Calls per month | 200 QR per MSISDN | 150 QR per MSISDN |
| Set up Fees (one off) | 50 QR per MSISDN | 50 QR per MSISDN |
| PTT Video Communication | N/A | Unlimited |
| PTT Handset (Optional) | Option 1 – Hytera | QR 900 one off payment or QR 75 Monthly payment |
| | Option 2 – Samsung | QR 1600 one off payment or QR 134 Monthly payment |

8 National Rate Card

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

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



9 International Rate Card

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

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

10 Roaming Rate Card

- Customer can now get roaming in over 180 countries. However, roaming in a small portion of these countries (less than 1% of total) may have delayed charges of up to 31 days. 25.2 To activate full roaming in certain countries list available at <http://www.vodafone.qa/en/support/faqs/plans/roaming>, please note that Customer will need to provide a valid credit card as a security guarantee or pay a deposit of QR 2,000 at any Vodafone Store
- To learn more and find out which other countries are included, please contact 122 or visit our nearest Vodafone store or <http://www.vodafone.qa/en/plans-and-numbers/other-services/roaming>.

| | Local Calls | Calls back to Qatar | GCC | International Calls | Receiving calls | SMS | Data | MMS |
|-------------------------------------------|-------------|---------------------|--------|---------------------|-----------------|--------|-------|--------|
| | QR/min | QR/min | QR/min | QR/min | QR/min | QR/SMS | QR/MB | QR/MMS |
| GCC | 0.88 | 2.00 | 2.00 | 17.00 | 0.80 | 0.22 | 1.82 | 3.00 |
| Vodafone Countries | 2.00 | 4.00 | 10.00 | 17.00 | 1.50 | 1.50 | 15.00 | 5.00 |
| Middle East and North Africa | 3.00 | 8.00 | 17.00 | 17.00 | 2.25 | 1.50 | 55.00 | 5.00 |
| Americas and Europe | 3.00 | 10.00 | 17.00 | 17.00 | 2.25 | 1.50 | 55.00 | 7.00 |
| Asia & Oceania | 3.00 | 10.00 | 17.00 | 17.00 | 2.25 | 1.50 | 55.00 | 7.00 |
| Africa & Rest of the World | 5.00 | 12.00 | 17.00 | 17.00 | 2.25 | 1.50 | 55.00 | 9.00 |
| Satellite & In-flight Services | 30.00 | 30.00 | 30.00 | 30.00 | 30.00 | 2.00 | 75.00 | 10.00 |

10.1 Roaming Countries

| Zone | Countries |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GCC | United Arab Emirates; Saudi Arabia; Bahrain; Kuwait and Oman |
| Middle East and North Africa | Lebanon; Iran; Syria; Morocco; Tunisia; Iraq; Jordan; Algeria; Yemen; Palestine (including Gaza & West Bank) and Sudan |
| Asia and Oceania | Nepal; Thailand; French Polynesia; Philippines; Vietnam; Guam; Sri Lanka Japan; Nauru; Pakistan; Cambodia; Norfolk Island; Bangladesh; Hong Kong Northern Mariana Islands; China; Brunei; Papua New Guinea; Indonesia; Taiwan; Samoa; Singapore; East Timor; Solomon Islands; Malaysia; Fiji; Tonga; Macau, New Caledonia, Vanuatu; South Korea; Kyrgyzstan and Cook Islands |



| Zone | Countries |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Africa and Rest of the World | Russia; Aruba; Falkland Islands; Croatia; Guatemala French Antilles; Brazil Peru; Grenada; Bosnia & Herzegovina; Lithuania Guyana; Mexico; Luxembourg; Haiti; Belarus; Liechtenstein; Honduras; Colombia; Jamaica; Kosovo; Serbia; Anguilla; Montserrat; Argentina; Antigua & Barbuda; Netherlands; Antilles; Venezuela; Bahamas; Nicaragua; Iceland, Ukraine; Barbados; Panama; Montenegro; Belize; Puerto Rico; Georgia; Bolivia; St Barth; Greenland ; British Virgin Islands; St Kitts & Nevis ; Dominican Republic; Cayman Islands; St Lucia; Bermuda; Chile; St Martin; Moldova; Costa Rica; St Vincent & The Grenadines; Paraguay; Cuba; Trinidad & Tobago; El Salvador; Ecuador; Turks & Caicos Islands; Uruguay; Senegal; Rwanda; Virgin Islands (USA); Botswana; Gabon; Latvia; Ivory Coast; Mali; Afghanistan; Mozambique; Niger; Azerbaijan; Togo; Réunion; Kazakhstan; Uganda; Comoros; Maldives; Chad; Antarctica; Mongolia ;Mauritius ;Burkina Faso; Kyrgyzstan; Gambia; Burundi; Armenia; Mauritania; Cameroon; Laos Seychelles; Congo; Palau; Benin; Guinea Bissau; Tajikistan; Equatorial Guinea; Lesotho; Turkmenistan; Libya ; Madagascar; Uzbekistan; Namibia; Malawi; Ethiopia; Sierra Leone; Mayotte; Kenya; Angola; Sao Tome & Principe; Djibouti; Central African Republic; Swaziland; Nigeria; Guinea; Cape Verde; Tanzania; Liberia and Congo (DRC). |

Tariff Modification Version Control

| Tariff Modification Number | Version | Effective Date | Description of Change |
|----------------------------|---------|-------------------|-------------------------------------------------------------------------|
| EPP 1.27 | | 5 December 2017 | Additional Data of 1 GB has been removed from the Business value plans. |
| EPP 1.28 | | 23 January 2018 | Changes in 2.1, 2.3, 3, 4.12, 4 and 6. |
| EPP 1.29 | | 6 February 2018 | Changes in 2.1 |
| EPP 1.30 | | 1 April 2018 | Changes in 11 |
| EPP 1.31 | | 15 April 2018 | Changes in 2.3 |
| EPP 1.32 | | 23 April 2018 | Changes in 2.1 |
| EPP 1.33 | | 08 August 2018 | Changes in 2.1, 2.3, 3, and 6.3 |
| EPP 1.34 | | 3 September 2018 | Changes in 6.2 |
| EPP 1.35 | | 4 December 2018 | Changes in 2.1, 2.2, 2.3, 4.12, 6, 8, 2.3 |
| EPP 1.36 | | 20 February 2019 | Changes in 1 |
| EPP 1.37 | | 24 February 2019 | Changes in 2.3 |
| EPP 1.38 | | 1 April 2019 | Changes in 10 |
| EPP 1.39 | | 21 May 2019 | Changes in 3A |
| EPP 1.40 | | 23 May 2019 | Changes in 2.1 |
| EPP 1.41 | | 29 May 2019 | Changes in 6 |
| EPP 1.42 | | 11 June 2019 | Changes in 3A |
| EPP 1.43 | | 18 June 2019 | Changes in 4 |
| EPP 1.44 | | 30 September 2019 | Changes in 2.4 |
| EPP 1.45 | | 3 October 2019 | Changes in 2.1.3 and 4B |
| EPP 1.46 | | 22 October 2019 | Changes in 2.4, 2.1.3, 3 |
| 1 | | 1 January 2020 | Tariff No. changed and changes in 2.1, 2.2 and 2.2.2 |
| 2 | | 19 March 2020 | Changes in 1.5 and 2.4.6. (H), |
| 3 | | 19 March 2020 | Changes in 4.2 |
| 4 | | 20 April 2020 | Changes in 2.4.1; 3.4 and 4.5 |
| 5 | | 14 July 2020 | Change in 2.2.2 |



| | | |
|----|------------------|------------------------------------------------------------------------|
| 6 | 02 November 2020 | Change in 2.2 and 4.6 |
| 7 | 03 November 2020 | Change in 4.7 |
| 8 | 03 December 2020 | Change in 4.7 |
| 9 | 28 December 2020 | Changes in 2.5.6 |
| 10 | 11 Jan 2021 | Changes in 2, 3 and 4 |
| 11 | 28 June 2021 | Tarff Clean up; restructuring with changes to almost all the sections. |
| 12 | 09 August 2021 | Change in 6 |
| 13 | 12 December 2021 | Change in 3.2.5 |