



# Vodafone Qatar's Compensation Scheme

## INTRODUCTION

Vodafone Qatar P.Q.S.C (“**Vodafone**”) has prepared this document further to the requirement of Article 13 of CRA's QoS Regulation dated 27 March 2023 (effective 16 May 2023) (“**QoS Regulation**”) to submit for the CRA's approval a Compensation Scheme. The Compensation Scheme applies to Notifiable Faults and Notifiable Network Outage as defined in the QoS Regulation for affected customers (“**Affected Customer**”) with an active connection. Our Compensation Plan is necessarily principles-based in some respects as the actual compensation will be dependent on the actual Fault and Outage, including its duration, services affected (voice or data or both), or customer impact for example.

Vodafone Qatar's Compensation Plan (referred to as Appreciation Plan) for its customers is set out below:

## RESIDENTIAL CUSTOMERS / PLANS

### **Mobile Postpaid Consumers**

- A discount on plan rental prorated based on the duration of outage will be provided.
- Affected customers will receive the rental discount on their next bill which will be either on the 1<sup>st</sup> or 15<sup>th</sup> of the month depending on the customer's bill cycle.
- All Postpaid customers impacted and who were not barred on our system at the time of the fault or outage will be entitled to the discount.
- Customers will be notified and informed by SMS.

### **Mobile Prepaid Consumers**

- Complementary data will be offered.
- The data benefit / allowance will be based on the duration of the outage / fault.
- Extra data will be issued to Affected Customers in batches over a two-week period to ensure optimal ongoing network performance to all customers.
- Affected Customers will be notified in the morning when they receive their Data, and it will be valid for five (5) days from that date
- To qualify for compensation a Prepaid connection must have had a positive balance (credit or other resource type) at midnight on the day before the outage / fault or performed a recharge of any type in the preceding forty-five (45) days.
- Customers will be notified and informed by SMS.

### **Fixed Customers**

- A discount on plan rental prorated based on the duration of outage will be provided.
- Affected customers will receive the rental discount on their next bill which will be either on the 1<sup>st</sup> or 15<sup>th</sup> of the month depending on the customer's bill cycle.



- All fixed customers impacted and who were not barred on our system at the time of the fault or outage will be entitled to the discount.
- Customers will be notified and informed through the number provided by the Customer to Vodafone Qatar.

## **ENTERPRISE CUSTOMERS:**

### **Mobile Postpaid Customers (voice, MBB, M2M):**

- A discount on plan rental prorated based on the duration of outage will be provided.
- Affected customers will receive the rental discount on their next bill which will be either on the 1<sup>st</sup> or 15<sup>th</sup> of the month depending on the customer's bill cycle.
- All Postpaid customers impacted and who were not barred on our system at the time of the fault or outage will be entitled to the discount.
- Customers will be notified and informed by SMS and a one-to-one communication will be provided by the dedicated Account Manager.

### **Fixed Broadband Customers**

- A discount on plan rental prorated based on the duration of outage will be provided.
- Affected customers will receive the rental discount on their next bill which will be either on the 1<sup>st</sup> or 15<sup>th</sup> of the month depending on the customer's bill cycle.
- All fixed customers impacted and who were not barred on our system at the time of the fault or outage will be entitled to the discount.
- Customers will be notified and informed by SMS and a one-to-one communication will be provided by the dedicated Account Manager.

### **Fixed Dedicated Services Customers**

- As per the Services Level Agreement signed by the customer.

### **Tenders / Bids / RFP**

- As per the Agreement signed by the customer.