

Frequently Asked Questions (FAQs)

1. Who can participate in the promotion?

Any **Vodafone Qatar consumer customer** (Prepaid, Postpaid or Home) who joins iPoints via the **My Vodafone App** during the promotion period.

2. How much does it cost to join iPoints or enter the draw?

It's **completely free** — no payment, subscription, or commitment is required.

3. How do I join iPoints?

Open the **My Vodafone App**, go to the side menu bar, **iPoints** section, and tap **Register Now**.

4. What can I do with my iPoints?

You can redeem them for:

- Telcom benefits
 - Partner deals and vouchers
 - Convert to Avios
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5. How do I earn iPoints?

Earn points automatically every time you:

- Recharge your prepaid line
 - Pay your postpaid or Home bill
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6. Do iPoints expire?

Yes, points expire **12 months** after the date they are earned.

7. What happens if I disconnect my Vodafone number?

If your Vodafone connection is **disconnected**, all your unused iPoints will be **lost and cannot be recovered or transferred**.

8. How is the winner selected?

A random draw will be conducted after the promotion ends on 26th of June 2025. One customer will win **1,000,000 iPoints**.

9. What if the winner didn't answer the call from Vodafone?

In case the customer didn't answer the call from Vodafone 3 times then Vodafone will randomly select and contact another winner.

10. How will I know if I've won?

Vodafone will contact the winner through the registered mobile number.
