



## Call+ FAQs

### 1. What is Call+?

Call+ is an Over the Top (OTT) feature available via the My Vodafone App (MVA) that lets eligible Vodafone customers make voice calls over data while roaming. It allows calling back to Qatar and international destinations using your plan's data.

### 2. Who is eligible to use Call+?

- New Unlimited+ Plans customers get Call+ free of charge.
- Postpaid+ Plans customers can access Call+ by subscribing to the Call+ Add-on for QR 100/month.

### 3. How do I activate Call+?

- Call+ is only accessible through My Vodafone App (MVA).
- New Unlimited+ customers get automatic access while roaming.
- Postpaid+ customers must subscribe via MyVodafone App to activate the add-on.

### 4. Do I need an internet connection to use Call+?

Yes, you need to be connected to the internet (via roaming data or Wi-Fi). If you don't have access to the internet, Call+ will not work even if you still have minutes available.

### 5. Are there any charges for using Call+?

- New Unlimited+ Plans: Free Call+ service with 1000 minutes per month to any destination while roaming.
- Postpaid+ Plans: QR 100/month gives you 1000 minutes per month to call Qatar while roaming. This paid add-on includes 1 GB roaming data to enable outgoing calls via My Vodafone app (MVA) while roaming.
- No separate charge applies as long as you stay within your data roaming allowance.
- Excess roaming data usage may result in standard roaming data charges.

### 6. Is there any chance that I can expire this 1 GB roaming data in paid add-on for any other reason?

Yes, 1 GB roaming data is not dedicated for enabling Call+. So, please ensure this roaming data is NOT used for any other reason, otherwise, you will not be able to make the call unless you are connected to Wi-Fi.

### 7. What happens if I exceed my Call+ minutes?

You will be charged 35 Dirhams/minute for calls back to Qatar once your 1000 minutes are used.

### 8. What happens if I don't have enough roaming data remaining to make a Call+?

You will be charged OOB for roaming mobile data usage to make the Call+ if you still have available Call+ minutes

**9. Where can I use Call+?**

Call+ can be used while roaming abroad, if you have internet access and are using the My Vodafone App.

**10. Can I use Call+ without the My Vodafone App?**

No. The service is only available within the My Vodafone App and cannot be used independently.

**11. Does Call+ support emergency numbers?**

No. Call+ does not support emergency calls. Always use traditional phone services for emergencies.

**12. Will Call+ work everywhere while roaming?**

Call quality depends on network conditions like bandwidth, latency, and internet stability. The experience may vary based on the country, network, and device used.

**13. What happens if I switch between networks during a call?**

There is no guaranteed continuity. Calls may drop or be interrupted if you move between different networks (e.g., from 4G to Wi-Fi).

**14. Is the service guaranteed to work at all times?**

Call+ is delivered on a best-effort basis. As it runs over third-party networks, Vodafone cannot guarantee consistent performance or call quality. Besides, service availability is dependent on the country's rules which allow VoIP service.

**15. Does Call+ work on all phones?**

- Functionality may vary depending on:
  - Device type
  - Operating system version
  - Background apps or activities

**16. Can I hold or merge VoIP Calls?**

No, it's not available.

**17. Can I still receive mobile voice calls while a VoIP call is in progress?**

Yes, you can still receive mobile voice calls.

**18. If I am on a normal call, can I start a VoIP Call?**

Yes, but with one condition that the data connection should remain

**19. Can I use my phone if I am on VoIP Call?**

Yes, you can