



**General Tariff information**

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C02
<b>Marketing Name of the Retail Offer</b>	Prepaid Standard terms and Conditions
<b>Tariff Type</b>	Permanent
<b>Duration</b>	N/A
<b>Customer Group</b>	Consumer
<b>Tariff Effective Date</b>	29 December 2024
<b>Tariff Version Number</b>	71

**Contents**

1. Definitions ..... 3

2. Tariff Terms and Conditions..... 3

3. Prepaid SIM Pack..... 3

**3.1. Standard Welcome Pack** ..... 3

**3.2. Instant SIM** ..... 3

4. Vodafone Recharge Products..... 3

**4.1. Credit Only Products** ..... 4

**4.2. Data Only Products** ..... 4

**4.3. Combo Products**..... 5

**4.4. Flex Recharge Products**..... 6

**4.5. International Recharge Products (ICC Cards)**..... 7

5. Subscription Packs..... 8

**5.1. Local 25 Dhs** ..... 8

**5.2. International 65 Dhs**..... 8

**5.3. India Opt-in rates**..... 8

**5.4. India Combo Packs**..... 9

**5.5. Bangladesh Discount Rate** ..... 9

**5.6. Bangladesh Combo Packs**..... 9

**5.7. Egypt Discount Rate**..... 10

**5.8. Egypt Combo Packs**..... 10

**5.9. Philippines Discount Rate**..... 10

**5.10. Philippines Combo Packs** ..... 11

**5.11. Pakistan Discount Rate**..... 11

**5.12. Pakistan Combo Packs** ..... 11

**5.13. Sri Lanka Discount Rate** ..... 11

**5.14. Sri Lanka Combo Packs**..... 12

**5.15. Sudan Combo Pack**..... 12

6. Roaming ..... 12



- 6.1. **Vodafone Passport Pack** ..... 12
- 6.2. **Vodafone Passport Card** ..... 13
- 6.3. **Daily Passport Pack**..... 13
- 6.4. **Special Prepaid Roaming Pack QR 30**..... 13
- 6.5. **Roaming Rate Card**..... 14
- 7. Visitor Packs / Ahlan Packs ..... 14
- 8. Standard Rates..... 14
  - 8.1. **Local Rates**..... 14
  - 8.2. **International Rates** ..... 15
- 9. Other Services..... 18
  - 9.1. **Advance Credit**..... 18
  - 9.2. **Premium Services** ..... 19
  - 9.3. **Digital Bonus**..... 19
  - 9.4. **CBQ App Offer**..... 20
- 10. Service Provider Obligations..... 21
- 11. Customer Obligations..... 21
- 12. Tariff Modification Version Control..... 23



## 1. Definitions

1. **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.
2. **Customer** -means the person subscribing to and using Prepaid services.
3. **Products and Services** means the communication products and services, including, but not limited to, national and international calls and SMS (text messages), national and, mobile internet, roaming, and any other products and services we offer you.
4. **Vodafone bonuses** means the bonus minutes or MBs included in your Prepaid plan.
5. **Vodafone Retail Store** - Vodafone's retail stores across Qatar and available at <http://www.vodafone.qa/en/support/main-topics/other-topics/store-locations>
6. **We, Us, Vodafone** means Vodafone Qatar P.Q.S.C (Commercial Registration Number 39656, PO Box 27727, Doha Qatar).
7. **Unstructured Supplementary Service Data (USSD)** or "Quick Codes" or "Feature codes", is a communications protocol used to communicate with Vodafone's mobile network.

## 2. Tariff Terms and Conditions

1. Vodafone's Prepaid General terms and conditions shall apply which are available at <https://www.vodafone.qa/en/legal-and-regulatory>
2. Vodafone may from time to time offer and publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
3. The Prepaid service will start, and all terms and conditions will apply from when the Customer puts the SIM card into a mobile phone and uses any of our Products and Services.
4. Vodafone may offer 20% discounts on permanent or promotional offers as per Article 3.9 of the Retail Tariff Instructions.
5. Customers can only purchase Add Ons products which are less than QR100 from their primary balance.
6. If a customer recharges with multiple products that includes data only products, flex products and prepaid products which give endless/unlimited internet then the order of consumption of data will be as below:
  - 6.1 Priority 1- Highest speed data would be consumed first example data from flex or standard data.
  - 6.2 Priority 2 – Data from endless / unlimited products in decreasing order of speed

## 3. Prepaid SIM Pack

### 3.1. Standard Welcome Pack

1. The Welcome Pack is sold at QR25.00

### 3.2. Instant SIM

2. Vodafone Instant SIM allows customers to activate a Prepaid connection. The SIM Pack is available for QR 10 in selected outlets around Qatar. While certain non-telecom partners can give the Instant SIM for free at their discretion

## 4. Vodafone Recharge Products

1. Vodafone offers several types of recharge products
2. These benefits are available only on Eligible Recharge done through the My Vodafone App, Vodafone Website (Vodafone.qa), Vodafone Stores, and/or at any Vodafone authorised Retail outlets.
3. The benefits are added automatically upon recharge.



#### 4.1. Credit Only Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. The validity of each credit is as set out below. Every time a customer recharges with a Credit Only product, the specific validity period set out below will apply.
3. Day of recharge is considered as the 1<sup>st</sup> day of validity.
4. Credit recharge for Prepaid is as follows:

Price (QR)	Credit Balance <sup>1</sup>	Validity (days)
10	10	30
15	15	30
20	20	30
40	40	30
65	65	30
80	80	30
100	100	90
150	150	90
200	200	90
300	300	90
500	500	90

#### 4.2. Data Only Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. Data Allowance on Mobile Internet Packs are for local usage only.
3. Customers can use Mobile Internet whilst roaming; however, the data roaming charges will apply. The data roaming prices are available on Vodafone website [www.vodafone.com.qa](http://www.vodafone.com.qa)
4. Day of recharge is considered as the 1<sup>st</sup> day of validity unless otherwise mentioned.

Price (QR)	Data	Endless Internet Speed	Validity (Days)
5	5GB <sup>2</sup> (Only for TikTok)	-	1
10	1GB	-	3
15	1.5GB	-	5
20	2GB	-	7
25	12GB	-	3
40	6 GB	-	14
50	7.5GB	-	28
65	11 GB	-	28
80	12GB	-	28
100	20GB	-	28
125	100GB	-	7
150	25GB	-	28

<sup>1</sup> Balance can be used for local call, data, SMS or roaming usage.

<sup>2</sup> Any leftover data will not be transferred to the next period, even if you recharge before your current recharge expires.



200	35GB	-	30
250	150GB	512 Kbps	30

### 4.3. Combo Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. Combo products offer data, local and international minutes with one recharge.
3. The following are combo products offered by Vodafone.

Name	Price (QR)	Local data	Local Minutes	Endless Internet Speed	International Minutes	Validity (Days)
Combo 10	10	100 MB	100 Minutes			3-days
Combo 15	15	1 GB	60 Minutes		5 Int'l + bonus minutes	10-days
Combo 40	40	3 GB	150 Minutes	128 Kbps	10 Int'l + bonus minutes	30-days
Combo 65	65	8 GB	240 Minutes	256 Kbps	20 Int'l + bonus minutes	30-days
Combo 100	100	16 GB	360 Minutes	256 Kbps		30-days
Combo 125	125	19 GB	500 Minutes	512 Kbps	20 Int'l + bonus minutes	30-days
Combo 150	150	24 GB	750 Minutes	512 Kbps		30-days
Combo 300	300	40 GB	1500 Minutes	512 Kbps	50 Int'l Mins	30-days

4. The international Minutes included in the Combos are limited to following countries:

Name	International Mins	List of Countries
Combo QR 15	5	
Combo QR 40	10	Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia, Nepal, and Sudan
Combo QR 65	20	
Combo QR 125	20	
Combo QR 300	50	<i>Valid for All countries except Estonia &amp; Syria</i>

5. The following are the bonus international minutes for each card:

Name	Bonus International Minutes
Combo 15	<ol style="list-style-type: none"> <li>1. India: 18 mins</li> <li>2. Pakistan: 10 mins</li> <li>3. Bangladesh: 10 mins</li> <li>4. Philippines: 10 mins to Philippines Globe</li> <li>5. Indonesia: 5 mins</li> </ol>
Combo 40	<ol style="list-style-type: none"> <li>1. India: 45 mins</li> <li>2. Pakistan: 25 mins</li> <li>3. Nepal: 15 mins</li> <li>4. Bangladesh: 25 mins</li> </ol>



	<ol style="list-style-type: none"> <li>5. Philippines: 25 mins to Philippines Globe</li> <li>6. Indonesia: 16 mins</li> </ol>
Combo 65	<ol style="list-style-type: none"> <li>1. India: 75 mins</li> <li>2. Pakistan: 75 mins</li> <li>3. Nepal: 30 mins</li> <li>4. Bangladesh: 250 mins</li> <li>5. Philippines: 250 mins to Philippines Globe</li> <li>6. Indonesia: 30 mins</li> <li>7. Sri Lanka: 25</li> </ol>
Combo 125	<ol style="list-style-type: none"> <li>1. India: 75 mins</li> <li>2. Pakistan: 75 mins</li> <li>3. Nepal: 55 mins</li> <li>4. Bangladesh: 250 mins</li> <li>5. Philippines: 250 mins to Philippines Globe</li> <li>6. Indonesia: 30 mins</li> <li>7. Sri Lanka: 25</li> </ol>

#### 4.4. Flex Recharge Products

1. These products are available as standalone recharges or as part of Vodafone choice recharge vouchers.
2. All unused Flex can be carried forward if the customer's recharge again with the same card before the expiry of the Flex except QR10 and 20. The customer can utilise the Flex Units for data, SMS or local and international usage as per Article 24.1 above.
3. Customers can dial \*130# to check their Flex balance or can visit MyVodafone app.

Recharge Amount	Flex	Validity
QR 10	70 Flex	3 days
QR15	110 Flex	Activation plus 5 Days
	400 MB	Activation plus 5 Days
QR20	150 Flex	7 days
	Extra 512 MB	8 days
QR 40	330 Flex	14 days
	750 MB	8 days
QR 50	430 Flex	30 days
	Extra 1.8 GB	8 days
QR 65	550 Flex	30 days
	Extra 2 GB	8 days
QR 80	700 Flex	30 days
	Extra 2 GB	8 days
QR 100	1,000 Flex	30 days
	Extra 2.2 GB	8 days
QR 120	1350 Flex	30 days
	Extra 2.2 GB	8 days
QR 150	2,100 Flex	30 days
	2.2 GB	7 days
QR 200	3100 Flex	30 days
	Extra 2.2 GB	8 days
QR 300	3750 Flex	30 days
QR 500	6250 Flex	30 days

4. Local usage of Flex has following rates:



1 Local Min	1 SMS/ Local or international	1GB Data
1 Flex	1 Flex	147 Flex

1. The international Flex rates for the different countries are below:

Flex Rate/Min	List of Countries
1	India
2	Bangladesh
4	Nepal, Pakistan and Philippines
5	Egypt, France, Indonesia, Kenya, Kuwait, Malaysia, Nigeria, Spain, Sri Lanka, Thailand, UK, USA
6	Bahrain, Saudi Arabia, Turkey, UAE
10	Afghanistan, Andorra, Anguilla, Australia, Austria, Bermuda, Bhutan, Bosnia, Brazil, Brunei, Cambodia, Canada, Cayman Islands, China, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, El Salvador, Equatorial Guinea, Estonia, Finland, French Guiana, Germany, Ghana, Greece, Grenada, Hong Kong, Hungary, Iran, Iraq, Ireland, Italy, Japan, Jordan, Kazakhstan, Kyrgyzstan, Lao P.D.R., Lebanon, Liechtenstein, Macao, Mariana Island, Martinique, Mauritius, Mexico, Mongolia, Montserrat, Namibia, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, North Korea, Norway, Oman, Palestine, Portugal, Puerto Rico, Romania, Russia, San Marino, Santa Lucia, Singapore, Slovakia, South Africa, South Korea, St Vincent Grenada, Sudan, Suriname, Sweden, Taiwan, Tajikistan, Trinidad & Tobago, Turkmenistan, Turks Caicos Islands, Uganda, US Virgin Islands, Uzbekistan, Vatican, Venezuela, Vietnam, Yemen
15	Albania, Angola, Antigua, Armenia, Argentina, Aruba, Belarus, Belgium, Benin, Belize, Bolivia, Botswana, Bulgaria, Burkina Faso, Cameroon, Cape Verde, Comoro Island, Congo, Congo Republic, Croatia, Djibouti, Ecuador, Eritrea, Ethiopia, Fiji, French Polynesia, Georgia, Gibraltar, Guadeloupe, Guatemala, Guernsey, Guyana, Haiti, Honduras, Iceland, Ivory Coast, Lesotho, Liberia, Luxembourg, Macedonia, Malawi, Malta, Micronesia, Moldova, Monaco, Montenegro, Morocco, Mozambique, Myanmar, Nicaragua, Niger, Palau, Panama, Paraguay, Peru, Poland, Reunion, Rwanda, Samoa, Senegal, Serbia, Somalia, South Sudan, Swaziland, Switzerland, Syria, Tanzania, Togo, Tonga, Ukraine, Uruguay, Virgin Islands and Zambia
30	Azerbaijan, Algeria Bahamas, Barbados, Burundi, Central African Republic, Chad, Chile, Cook Islands, Cuba, Dominica, Dominican Republic, East Timor, Faroe Island, Gabon, Gambia, Greenland, Guam, Guinea Bissau, Guinea Republic, Jamaica, Jersey, Kosovo, Latvia, Libya, Lithuania, Madagascar, Maldives, Mali, Marshall Islands, Mauritania, Mayotte, Nauru, Niue Island, Papua New Guinea, Sao Tome & Principe, Seychelles, Sierra Leone, Slovenia, Solomon Islands, St Kitts Nevis, St Pierre & Miquelon, Tunisia, Tuvalu, Vanuatu, Wallis & Futana Island and Zimbabwe

#### 4.5. International Recharge Products (ICC Cards)

1. The following are the current available ICC products that customers can recharge.

Price (QR)	Name	International Minutes*	Validity (days)	Bonus International Minutes	Bonus Intl Mins Validity (days)
10	International Calling Card 10	18 Minutes	7	1. India: 92 mins 2. Pakistan: 47 mins 3. Bangladesh: 47 mins 4. Philippines: 47 mins to Philippines Globe 5. Indonesia: 32 mins 6. Sudan: 10 mins	7
15	International Calling Card 15	28 Minutes	14	1. India: 140 mins 2. Pakistan: 70 mins 3. Bangladesh: 70 mins 4. Philippines: 70 mins to Philippines Globe 5. Indonesia: 45 mins 6. Sudan: 15 mins	14
20	International Calling Card 20	38 Minutes^ and	30	1. India: 350 mins 2. Pakistan: 150 mins	14



		20 minutes to Sudan only		3. Nepal: 30 mins 4. Bangladesh: 500 mins	
25	International Calling Card 25	48 Minutes^ and 25 minutes to Sudan only	30	5. Philippines: 600 mins to Philippines Globe 6. Indonesia: 60 mins 7. Sri Lanka (Dialog): 50 mins 8. Kenya: 30 mins 9. Ghana: 30 mins	
30	International Calling Card 30	57 Minutes^ and 30 minutes to Sudan only	30	10. Eritrea: 30 mins 11. Ethiopia: 30 mins	

1. Applicable Countries: Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, Saudi Arabia, U.A.E., Bangladesh, Bahrain, Turkey, Indonesia, \*\*Nepal (not available with QR 20/25/30)
2. The customer can choose between international minutes or bonus minutes. To receive the bonus minutes, the customer must first have an international minutes balance from the international calling card. Then, dial \*120# to activate the country bonus^

## 5. Subscription Packs

### 5.1. Local 25 Dhs

1. All Customers can make local calls in Qatar on any network for just 25 Dhs per minute by paying a subscription of 50 Dhs per week.
2. To activate the Pack, Customer can dial \*200\*10# from their mobile and it will automatically renew every week.
3. Customer will receive an SMS from Vodafone confirming that the Pack has been activated and that 50 Dhs has been debited from the balance.
4. If the Customer doesn't have enough balance for the renewal, the pack will go into Sleep Period for 30 days. If the Customer recharges during the Sleep Period, the renewal will automatically happen and 50 Dhs will be debited from the Customers balance.
5. Priority of usage of the Pack shall be after the Customer utilises any included minutes which it already subscribes to and before standard rate apply.
6. A Customer can deactivate the Pack at any given time by dialling \*250\*10# after which the Pack will not automatically renew, however the Customer can still activate the Pack by dialling 200\*10#.

### 5.2. International 65 Dhs

7. Customers can call 117 countries for 65 Dhs per minute by opting into the offer.
8. Visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for the list of countries.
9. Activate the rate by dialling \*200\*260#, with 50 Dhs deducted weekly. If the balance is insufficient at renewal, the rate will be on hold for 7 days. Calls will be charged at standard rates during this period. If no recharge occurs within 7 days, the offer will be removed.
10. To opt out, dial \*250\*260#. Standard rates will apply upon cancellation.
11. To reactivate the 65 Dhs offer, dial \*200\*260#, and a 50 Dhs fee will be charged weekly.

### 5.3. India Opt-in rates

1. To activate the pack for 50Dhs per week customer can dial \*200\* 202#. On subscription, the customers will get the following discounted rate.

Destination	Discounted Rate
India	18Dhs per minute

2. 50Dhs will be deducted from the prepaid balance every 7 Days.
3. The Opt in rate to India will be valid for 7 days from the day of activation. The 50Dhs will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
4. If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 day period the India opt in rate will be





removed and the standard India rate will apply.

5. The customer can opt out of the offer by dialling \*250\*9911#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
6. The customer can activate the India opt in rate again by dialling \*200\*202# at any time. Customers will be charged 50Dhs for another 7 days of the opt in rate on reactivation.
7. To activate the pack for QR2 per week customer can dial \*200\* 203#. On subscription, the customers will get the following discounted rate.

Destination	Discounted Rate
India	11Dhs per minute

8. 2QR will be deducted from the prepaid balance every 7 Days.
9. The opt in rate to India will be valid for 7 days from the day of activation. The 2QR will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
10. If a customer does not have sufficient balance at time of renewal, the India opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30-day period, the India opt in rate will be removed and the standard India rate will apply.
11. The customer can opt out of the offer by dialling \*250\*203#. Once the customer has cancelled the offer the standard India calling rate will apply immediately and the promotional rate will no longer renew.
12. The customer can activate the India opt in rate again by dialling \*200\*203# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

#### 5.4. India Combo Packs

1. All new and existing customers can subscribe to India Combo Packs to receive the following benefits:

Price (QR)	International Mins to India	Bonus Data	Bonus Local Mins	Pack Validity (days)	Bonus Validity (days)	Activation Code
10	100	100MB	10	30	7	*200*9002#
20	160	200MB	20	30	7	*200*204#
50	600	500MB	50	14	7	*200*502#

2. Customers can activate the combo packs through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to India and are not available for roaming calls.
4. An out of pack rate of just 9Dhs per minute will be applicable after the expiry of the pack minutes.
5. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

#### 5.5. Bangladesh Discount Rate

1. Customers can make calls to Bangladesh for 25Dhs per minute if they opt in for the offer.
2. Customers can activate the Bangladesh rate of 25Dhs per minute by dialling \*200\*288# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Bangladesh will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
3. If a customer does not have sufficient balance at time of renewal, the Bangladesh opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Bangladesh discount rate will be removed and the standard Bangladesh rate will apply.
4. The customer can opt out of the offer by dialling \*250\*288#. Once the customer has cancelled the offer the standard Bangladesh calling rate will apply immediately and the promotional rate will no longer renew.
5. The customer can activate the Bangladesh discount rate again by dialling \*200\*288# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

#### 5.6. Bangladesh Combo Packs

1. All new and existing customers can subscribe to Bangladesh Combo Packs to receive the following benefits:



Price (QR)	International Mins to Bangladesh	Bonus Data	Bonus Local Mins	Pack Validity (days)	Bonus Validity (days)	Activation Code
10	60	100MB	10	30	7	*200*9004#
20	130	200MB	20	30	7	*200*236#
50	400	500MB	50	14	7	*200*504#

- Customers can activate the combo packs through USSD and My Vodafone App.
- The international minutes are applicable only for calls made to Bangladesh and are not available for roaming calls.
- An out of pack rate of just 15Dhs per minute will be applicable after the expiry of the pack minutes. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

### 5.7. Egypt Discount Rate

- Customers can make calls to Egypt for 45Dhs per minute if they opt in for the offer.
- Customers can activate the Egypt rate of 45Dhs per minute by dialling \*200\*220# and QR2 will be deducted from the prepaid balance every 7 Days.
- The opt in rate to Egypt will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Egypt opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Egypt discount rate will be removed and the standard Egypt rate will apply.
- The customer can opt out of the offer by dialling \*250\*220#. Once the customer has cancelled the offer the standard Egypt calling rate will apply immediately and the promotional rate will no longer renew.
- The customer can activate the Egypt discount rate again by dialling \*200\*220# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

### 5.8. Egypt Combo Packs

- All new and existing customers can subscribe to Egypt Combo Packs to receive the following benefits:

Price QR	International Mins to Egypt	Bonus Data	Bonus Local Mins	Pack Validity (days)	Bonus Validity(days)	Activation Code
10	13	100MB	10	30	7	*200*9006#
20	50	200MB	20	30	7	*200*224#
50	110	500MB	50	14	7	*200*506#

- Customers can activate the combo packs through USSD and My Vodafone App. The international minutes are applicable only for calls made to Egypt and are not available for roaming calls.
- An out of pack rate of just 30Dhs per minute will be applicable after the expiry of the pack minutes. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

### 5.9. Philippines Discount Rate

- Customers can make calls to Philippines for 9Dhs per minute if the opt in for the offer.
- Customers can activate the Philippines rate of 9Dhs per minute by dialling \*200\*2002# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Philippine will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
- If a customer does not have sufficient balance at time of renewal, the Philippine opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Philippine discount rate will be removed



and the standard Philippine rate will apply.

4. The customer can opt out of the offer by dialling \*250\*2002#. Once the customer has cancelled the offer the standard Philippine calling rate will apply immediately and the promotional rate will no longer renew.
5. The customer can activate the Philippine discount rate again by dialling \*200\*2002# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

### 5.10. Philippines Combo Packs

1. All new and existing customers can subscribe to Philippines Combo Packs to receive the following benefits:

Price (QR)	International Mins to Philippines	Bonus Data	Bonus Local Mins	Pack Validity(days)	Bonus Validity (days)	Activation Code	Deactivation Code
10	15	100MB	10	30	7	*200*9005#	*200*9005#
15	250	250MB	0	7	Same day midnight	*200*121#	*250*121#
50	850	500MB	50	28	7	*200*505#	*250*505#

2. Customers can activate the combo packs through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to Philippines and are not available for roaming calls.
4. An out of pack rate of just 9Dhs per minute will be applicable after the expiry of the pack minutes.
5. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

### 5.11. Pakistan Discount Rate

1. Customers can make calls to Pakistan for 20Dhs per minute if the opt in for the offer.
2. Customers can activate the Pakistan rate of 20Dhs per minute by dialling \*200\*300# and QR2 will be deducted from the prepaid balance every 7 Days. The opt in rate to Pakistan will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.
3. If a customer does not have sufficient balance at time of renewal, the Pakistan opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Pakistan discount rate will be removed and the standard Pakistan rate will apply.
4. The customer can opt out of the offer by dialling \*250\*300#. Once the customer has cancelled the offer the standard Pakistan calling rate will apply immediately and the promotional rate will no longer renew.
5. The customer can activate the Pakistan discount rate again by dialling \*200\*300# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

### 5.12. Pakistan Combo Packs

1. All new and existing customers can subscribe to Pakistan Combo Packs to receive the following benefits:

Price (QR)	International Mins to Pakistan	Bonus Data	Bonus Local Mins	Pack Validity (days)	Bonus Validity (days)	Activation Code
10	20	100	10	30	7	*200*9008#
20	120	200MB	20	30	7	*200*2020#
50	300	500MB	50	14	7	*200*508#

2. Customers can activate the combo packs through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to Pakistan and are not available for roaming calls.
4. An out of pack rate of just 20Dhs per minute will be applicable after the expiry of the pack minutes.
5. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

### 5.13. Sri Lanka Discount Rate

6. Customers can make calls to Sri Lanka for 50Dhs per minute if the opt in for the offer.
7. Customers can activate the Sri Lanka rate of 50Dhs per minute by dialling \*200\*2003# and QR2 will be deducted from the prepaid



balance every 7 Days. The opt in rate to Sri Lanka will be valid for 7 days from the day of activation. The QR2 will continue to be deducted from the customer's prepaid balance every 7 days until the customer opts out of the offer.

8. If a customer does not have sufficient balance at time of renewal, the Sri Lanka opt in rate will remain on the account 'on hold' for 30 days and will renew as soon as the customer recharges with sufficient credit. The customer will be charged the standard rate for calls while the promotion is 'on hold'. If there is no recharge during this 30 days' period, the Sri Lanka discount rate will be removed and the standard Sri Lanka rate will apply.
9. The customer can opt out of the offer by dialling \*250\*2003#. Once the customer has cancelled the offer the standard Sri Lanka calling rate will apply immediately and the promotional rate will no longer renew.
10. The customer can activate the Sri Lanka discount rate again by dialling \*200\*2003# at any time. Customers will be charged QR2 for another 7 days of the opt in rate on reactivation.

#### 5.14. Sri Lanka Combo Packs

1. All new and existing customers can subscribe to Sri Lanka Combo Packs to receive the following benefits:

Price (QR)	International Mins to Sri Lanka	Bonus Data	Bonus Local Mins	Pack Validity (days)	Bonus Validity (days)	Activation Code
10	15	100MB	10	30	7	*200*9009#
20	50	200MB	20	30	7	*200*2050#
50	130	500MB	50	14	7	*200*509#

2. Customers can activate the combo packs through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to Sri Lanka and are not available for roaming calls.
4. An out of pack rate of just 50Dhs per minute will be applicable after the expiry of the pack minutes.
5. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

#### 5.15. Sudan Combo Pack

1. All new and existing customers can subscribe to Sudan Combo Pack to receive the following benefit:

Price (QR)	International Mins to Sudan	Bonus Data	Bonus Local Mins	Pack Validity (days)	Bonus Validity (days)	Activation Code
10	15	100MB	10	30	7	*200*9001#

2. Customers can activate this combo pack through USSD and My Vodafone App.
3. The international minutes are applicable only for calls made to Sudan and are not available for roaming calls.
4. The pack does not auto renew, and the customer can opt-in again after the expiry through USSD or My Vodafone App.

## 6. Roaming

1. The following are the current available roaming products that customers can recharge and use while roaming.

#### 6.1. Vodafone Passport Pack

2. All Customers who subscribe to the Passport Pack ("Passport Pack") by paying QR100 per week shall receive the benefits below:

Roaming Data	Roaming Minutes	Validity
1 GB	100 outgoing and incoming	7 days

1. The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
2. Customers can subscribe while in Qatar or abroad through the My Vodafone App or by dialling the activation code \*110\*110#.
3. 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 in Article 18 below will apply.



4. 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.
5. Any remaining data/voice in the passport Pack if not consumed within 7 days from the activation date will expire.

## 6.2. Vodafone Passport Card

1. 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
1GB	100 outgoing and incoming

2. The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
3. Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website [www.vodafone.qa](http://www.vodafone.qa)
4. Activation is valid for seven (7) days and Customers can active several cards at the same time.
5. If the Customer consumes more than the total data/voice allowance before the expiry, then standard roaming rates below will apply.
6. Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
7. Customer can also dial \*129# or check the My Vodafone App. To know the remaining data allowance in the Offer.
8. Any remaining data/voice in the Passport Card if not consumed within 7 days from the activation date will expire.
9. Customers can use the Passport Card along with Vodafone Passport Pack.

## 6.3. Daily Passport Pack

1. All Customers who subscribe to the Daily Passport Pack (“Daily Passport Pack”) by paying QR35 per Day shall receive the benefits below:

Roaming Data	Roaming Minutes
500 MB	30 outgoing and incoming

2. The benefits are only applicable in the passport pack countries available at [www.vodafone.qa/passportpack](http://www.vodafone.qa/passportpack)
3. Customer can subscribe while in Qatar or abroad through My Vodafone App, E-top up or by dialling the activation code \*200\*35# for Prepaid customers.
4. Activated is valid for one day and Customers can reactivate the Passport Pack after expiry.
5. 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 day period expires and thereafter the standard roaming rates below will apply.
6. Customer will receive an SMS notification when their data/voice is consumed or when the validity period has expired.
7. Customer can also dial \*129# or check the My Vodafone App. to know the remaining data allowance in the Offer.
8. Any remaining data/voice in the Daily passport Pack if not consumed within the same day from the activation date will expire.

## 6.4. Special Prepaid Roaming Pack QR 30

1. All Customers who purchase the Prepaid roaming pack 30 (“Prepaid roaming pack”) by paying QR30 shall receive the benefits below with 30 days validity:

Product	Roaming Pack 30
Price	QR 30
Roaming Data	500MB
Incoming roaming Minutes	150 Mins
Outgoing minutes to Qatar	20 Mins
Validity	30 days

2. The benefits are only applicable in the countries available at [www.vf.qa/QR30Roaming](http://www.vf.qa/QR30Roaming)
3. Customers can purchase while in Qatar through retail outlets or abroad through the Vodafone website [www.vodafone.qa](http://www.vodafone.qa)



4. Activation is valid for thirty (30) days and Customers can activate several packs at the same time.
5. If the Customer consumes more than the total minutes / data allowance before the expiry, then standard roaming rates below will apply.
6. Customer will receive an SMS notification when their minutes / data is consumed or when the validity period has expired.

## 6.5. Roaming Rate Card

1. The latest List of Prepaid Roaming Countries is available at VQ's website [www.vodafone.com.qa/roaming](http://www.vodafone.com.qa/roaming)

Countries / Regions	Local Calls	Calls back to Qatar	GCC Calls	International Calls	Receiving calls	SMS	Data
	QR/min	QR/min	QR/min	QR/min	QR/min	QR/SM S	QR/MB
GCC	0.88	2.00	2.00	17.00	0.80	0.22	1.53
Vodafone Countries	3.00	8.00	17.00	17.00	2.25	1.50	15.00
Middle East and North Africa	5.00	3.00	17.00	17.00	17.00	2.00	55.00
Americas & Europe	5.00	3.00	17.00	17.00	17.00	2.00	55.00
Asia & Oceania	5.00	3.00	17.00	17.00	17.00	2.00	55.00
Africa & Rest of the World	5.00	3.00	17.00	17.00	17.00	2.00	55.00
Satellite & In-flight Services	30.00	30.00	30.00	30.00	30.00	2.00	75

## 7. Visitor Packs / Ahlan Packs

1. Ahlan Packs are available through all channels of recharge from the My Vodafone App, Vodafone Website, E-Voucher, and E-top up outlets.
2. This Pack is only available to Customers without a QID but excludes Customer's with a cancelled visa. These Customers will use their valid Passports at the time of subscription such as visitors on business visa or attending events etc.
3. The benefits are added automatically on recharge:

Price (QR)	Name	Local Data	Local Mins	Local SMS	International Minutes	Validity (days)
65	Ahlan Pack 65	5 GB	25	-	-	7
100	Ahlan Pack 100	10 GB	100	-	25	14
150	Ahlan Pack 150	25 GB + Endless @ 512Kbps	400	100	75	30

## 8. Standard Rates

### 8.1. Local Rates

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

Service	Cost	Unit
National Voice <sup>3</sup>	QR 0.75	Per minute

<sup>3</sup> Calls to a mobile or to a fixed line.



Video Calling	QR0.55	Per minute
National SMS	QR0.39	Per SMS
Mobile Internet	QR0.20	Per MB

## 8.2. International Rates

5. The International Calling Rate Card are as below:

Service	Cost	Unit
International Call (for over 145 countries)	QR0.99	Per Minute
International SMS	QR0.60	Per SMS

Please visit [www.vodafone.qa/international](http://www.vodafone.qa/international) for a full list of countries and rates

6. The International Standard Rates per country are as below:

The standard rack rates for international calls are as per below and are available at

<https://www.vodafone.qa/en/services/international-calls?>

Country	Call Rates (Dhs)	Country	Call Rates (Dhs)
Afghanistan	119	Lebanon	119
Albania	166	Lesotho	150
Algeria	299	Liberia	166
Andorra	99	Libya	250
Angola	150	Liechtenstein	99
Anguilla	99	Lithuania	250
Antarctica	2800	Luxembourg	150
Antigua	150	Macau	99
Argentina	150	Macedonia	166
Armenia	150	Madagascar	350
Aruba	150	Malawi	150
Ascension	600	Malaysia	119
Australia	199	Maldives Island	250
Austria	99	Mali	250
Azerbaijan	250	Malta	150
Bahamas	350	Mariana Island	99
Bahrain	129	Marshall Island	350
Bangladesh	119	Martinique	99
Barbados	350	Mauritania	250
Belarus	150	Mauritius	99
Belgium	150	Mayotte	250
Belize	150	Mexico	99
Benin	150	Micronesia	150
Bermuda	99	Moldova	150



Bhutan	99	Monaco	150
Bolivia	150	Mongolia	99
Bosnia Herz	99	Montenegro	166
Botswana	150	Montserrat	99
Brazil	99	Morocco	250
Brunei	99	Mozambique	150
Bt Virgin Islands	150	Myanmar	150
Bulgaria	150	Namibia	99
Burkina Faso	150	Nauru	350
Burundi	250	Nepal	119
Cambodia	99	Netherlands	199
Cameroon	150	Netherlands Ant	99
Canada	99	New Caledonia	99
Cape Verde	150	New Zealand	199
Cayman Islands	99	Nicaragua	150
Central Africa	250	Niger	150
Chad	250	Nigeria	119
Chile	250	Niue Island	250
China	119	Norfolk Island	600
Colombia	99	Norway	99
Comoro Island	150	Oman	129
Congo	150	Pakistan	119
Congo Rep	150	Palau	150
Cook Island	250	Palestine Auth	119
Costa Rica	99	Panama	150
Croatia	150	Papua New Guinea	250
Cruise Ships	150	Paraguay	150
Cuba	350	Peru	150
Cyprus	199	Philippines	119
Czech Rep	99	Poland	150
Denmark	99	Portugal	99
Diego Garcia	600	Puerto Rico	99
Djibouti	166	Reunion	150
Dominican Rep	350	Romania	199
East Timor	350	Russia	199
Ecuador	150	Rwanda	150
Egypt	119	Samoa	150





El Salvador	99	San Marino	99
Equatorial Gui	150	Santa Lucia	99
Eritrea	150	Sao Tome Prin	250
Estonia	250	Satellite	2800
Ethiopia	150	Saudi Arabia	129
Faeroe Island	99	Senegal	166
Falkland Island	2800	Serbia Mont	150
Ferry Cruise	150	Seychelles	250
Fiji	150	Sierra Leone	250
Finland	99	Singapore	119
France	199	Slovak Rep	99
French Guiana	99	Slovenia	250
French Polynesia	150	Solomon Island	350
Gabon	250	Somalia	250
Gambia	350	South Africa	119
Georgia	150	South Sudan	150
Germany	199	Spain	199
Ghana	119	Sri Lanka	119
Gibraltar	150	St Helena	2800
Greece	99	St Kitts Nevis	250
Greenland	250	St Pierre Miq	250
Grenada	99	St. Vincent Gren	99
Guadeloupe	150	Sudan	119
Guam	350	Surinam	99
Guatemala	150	Swaziland	150
Guernsey	150	Sweden	199
Guinea Bissau	250	Switzerland	299
Guinea Rep	250	Switzerland Con	99
Guyana	150	Syria	200
Haiti	150	Taiwan	99
Honduras	150	Tajikistan	99
Hong Kong	119	Tanzania	150
Hungary	99	Thailand	119
Iceland	150	Thuraya	600
India	150	Togo	166
Indonesia	119	Tokelau	600
In-Flight	2800	Tonga	166



Iran	119	Trinidad & Tobago	99
Iraq	119	Tunisia	250
Ireland	199	Turkey	119
Israel	99	Turkmenistan	99
Italy	199	Turks Caicos Island	99
Ivory Coast	150	Tuvalu	350
Jamaica	350	Uganda	150
Japan	99	Ukraine	150
Jersey	250	UAE	129
Jordan	119	UK	199
Kazakhstan	99	Uruguay	150
Kenya	119	USA	199
Kiribati	2800	Uzbekistan	99
North Korea	99	Vanuatu	250
South Korea	119	Venezuela	99
Kosovo	250	Vietnam	119
Kuwait	129	Virgin Island USA	99
Kyrgyz	99	Wallis Fun Island	250
Laos	99	Yemen	119
Latvia	250	Zambia	150
		Zimbabwe	250

## 9. Other Services

### 9.1. Advance Credit

1. Advance Credit is a new Value-Added Service that allows customers with a balance below QR1 to get QR5 Advance Credit.
2. Advance Credit is available for Vodafone Prepaid customers with the following criteria:
3. Customers need to have been on the Vodafone network for 60 days or more.
4. Customers must have a balance of less than QR1.
5. Any Prepaid customers that do not fulfil the above criteria aren't able to use Advance Credit.
6. To get advance credit, you need to send an SMS with the number '5' to 97555 and QR5 of credit will be added to your Prepaid balance.
7. The SMS to activate Advance Credit costs QR1. Since you will have less than QR1 when you send the SMS then the cost of the SMS will get deducted from the QR5 that Vodafone adds to your balance. For example, if you have 50Dhs balance and send the number '5' to 97555 to get Advance Credit. Q 5 will be added to your balance and QR1 will immediately be deducted for the cost of the SMS for this service. After these two transactions you will have QR4.50 balance remaining.
8. The amount of QR5 Advance Credit will then be deducted from your next recharge. For example, if you recharge with QR35 after you have used Advance Credit then you will receive QR30 on your next recharge.
9. Advance Credit is available only twice in between recharges.
10. The validity of Advance Credit is the same as your current credit balance and Advance Credit does not extend the validity of your existing credit or bonuses in the way a regular recharge would.
11. Advance Credit can be used on any of the standard Vodafone services. You can make international, local use mobile internet, and send local or international SMS until the advance credit is used up or expired.



12. You can also buy other products from Vodafone with Advance Credit, as long as the product or service you are purchasing is less than the amount of Advance Credit on your balance. For example, the Daily Internet Pack 2.
13. You cannot transfer Advance Credit to other Customers.
14. You can activate Advance Credit whilst roaming in countries where charges can be applied in real time. For a full list of countries where you can use Advance Credit whilst roaming, please visit [www.vodafone.qa/roaming](http://www.vodafone.qa/roaming)

## 9.2. Premium Services

1. Customers making voice calls to the number range in Bahrain will be at the following rate below:

Number Range	Standard Rate	Premium Call Rate
Bahrain	Prepaid	Prepaid
+97371110000 till +97371119999	99 Dhs per min	2.50 QR per min

## 9.3. Digital Bonus

1. Customers recharging with QR65 and above (excluding credit) through Vodafone Website or My Vodafone App will get the extra benefits equivalent to 15% of value on Combo, Data & Flex (“**Digital Bonus**”) as per below table:

Recharge Type	Digital bonus Offer	
Data	15% Extra Benefit (Data)	Validity (days)
QR 65	1.7 GB	28
QR 80	1.8 GB	28
QR 100	3.0 GB	28
QR 150	3.8 GB	28
QR 200	5.3 GB	28
QR 125	15.0 GB	7
QR 250	22.5 GB	30
Combo	15% Extra Benefit (Data)	Validity (days)
QR 65	1.2 GB	30
QR 100	2.4 GB	30
QR 125	2.9 GB	30
QR 150	3.6 GB	30
QR 300	6.0 GB	30
Combo	15% Extra Benefit (Local Mins)	Validity (days)
QR 65	36 Mins	30
QR 100	54 Mins	30
QR 125	75 Mins	30
QR 150	113 Mins	30
QR 300	225 Mins	30
Combo	15% Extra Benefit (Intl' Mins)	Validity (days)
QR 65	3 Intl Mins	30
QR 125	3 Intl Mins	30
QR 300	8 Intl Mins	30
Flex	15% Extra Benefit (Flex)	Validity (days)
QR 65	83 Flex	30
QR 80	105 Flex	30
QR 100	150 Flex	30
QR 120	203 Flex	30
QR 150	315 Flex	30



QR 200	465 Flex	30
QR 300	563 Flex	30
QR 500	938 Flex	30
<b>Flex</b>	<b>15% Extra Benefit (Data)</b>	<b>Validity (days)</b>
QR 65	300 MB	7
QR 80	300 MB	7
QR 100	330 MB	7
QR 120	330 MB	7
QR 150	330 MB	7
QR 200	330 MB	7

2. To avail the digital Benefits, Customers should recharge only through Vodafone website or My Vodafone App.
3. All other channels like physical recharge cards, E-top and E-voucher will not receive the Hadaya Benefits.
4. Hadaya Benefits are not applicable on Visitor / Ahlan packs , Roaming packs, or on Unlimited products.

#### 9.4. CBQ App Offer

5. All Customers who recharge through the Commercial Bank of Qatar (CBQ) Paycard App, will get the extra benefits equivalent to 8% of value as per below table:

Recharge Type	Offer	
Credit QR	Extra Benefit	Validity (days)
Credit 10	1 QR	30
Credit 20	2 QR	30
Credit 40	3 QR	30
Credit 50	4 QR	30
Credit 65	5 QR	30
Credit 80	7 QR	30
Credit 100	8 QR	90
Credit 150	12 QR	90
Credit 200	16 QR	90
Credit 300	24 QR	90
Credit 500	40 QR	90
International QR	Extra Benefit	Validity (days)
International card 10	2 INTL mins	7
International card 20	4 INTL mins	30
International card 30	5 INTL mins	30
Flex QR	Extra Benefit	Validity (days)
10	10 Flex	3
20	20 Flex	7
40	30 Flex	14
50	60 Flex	30
65	65 Flex	30
80	80 Flex	30
100	110 Flex	30
120	140 Flex	30
150	200 Flex	30
200	280 Flex	30
300	300 Flex	30
500	500 Flex	30
Data QR	Extra Benefit	Validity (days)



10	85 MB	3
20	165 MB	7
40	500 MB	14
50	750 MB	28
65	850 MB	28
80	1GB	28
100	1.6 GB	28
150	2 GB	28
200	2.8 GB	28
250	12 GB	30
<b>Combo QR</b>	<b>Extra Benefit</b>	<b>Validity (days)</b>
Combo 40	400 MB	30
Combo 65	900 MB	30
Combo 125	2.1 GB	30
Combo 150	2.5 GB	30
Combo 300	4 GB	30

- To avail this Offer, Customers should recharge only through CBQ Pay card App. Recharges through other channels like E-top, recharge card and E-voucher will not get this extra 8% value.
- This is not applicable for Roaming recharge of Passport 100 or Unlimited products.

## 10. 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.

## 11. Customer Obligations

- Prepaid Service is for the use of the registered Customer only. The Customer may not transfer the registered Prepaid 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 Prepaid 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: The Customer can port their Prepaid Number but only after all invoiced charges outstanding at the time of port out request is 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. 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/, access data services and any other outgoing services using the ported mobile number. 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. 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.





## 12. Tariff Modification Version Control

Tariff Modification Version Number	Effective Date	Description of Change
3.58	18/06/2017	Changes in 14; 14A; 14B; 14C.
3.59	3/8/2017	Changes in 21
3.6	16/08/2017	Changes in 7.1
3.61	24/08/2017	Changes in 22
3.62	15/10/2017	Changes in 6; 14; 16.1; 21; 23
3.63	1/11/2017	Changes in 8A
3.64	5/2/2018	Changes in 21
3.65	15/03/2018	Changes in 3.1, 12.2 12.3
3.66	27/03/2018	Changes in 16
3.67	1/4/2018	Changes in 19
3.68	29/04/2018	Changes in 8; 12.1; 13; 14; 14A; 15; 18 & 18A; 21 22;
3.69	8/5/2018	Changes in 8 and 8A
3.7	16/08/2018	Changes in 8A
3.71	28/08/2018	Changes in 22
3.72	13/09/2018	Changes in 21 and 23
3.73	25/11/2018	Changes in 2.1 20 and 22 – New Flex Choice Option.
3.74	18/12/2018	Changes in 1, 4
3.75	8/1/2019	Changes in 6, 20 and 12.2
3.76	14/03/19	Changes in 4 – new MI Packs
3.77	27/03/19	Changes in 5; 16.1
3.78	1/4/2019	Changes in 19 – GCC rates revised.
3.79	30/05/2019	Changes in 4 – new Internet Pack – Unlimited QR 30 Pack.
3.8	22/09/2019	Changes in 2; 21and24
3.81	23/09/2019	Changes in 4
3.82	3/10/2019	Changes in 11
3.83	27/11/2019	Changes in 5
1	6/2/2020	New tariff format, changes in 23.
2	7/2/2020	Changes in 23.2.
3	4/3/2020	Promotion offers from September 2019 onwards are made permanent going forward from March 2020. Changes in 4; 23 and 26.
4	9/3/2020	Removed Note, Formatting changes.
5	26/03/2020	Change in 22.1
6	13/09/2020	Change in 4.4, 11.7, 18.3 and 26.1
7	25/10/2020	Change in 4.4 and 26
8	2/11/2020	
9	12/11/2020	Changes in 6.2, 6.3 and 7.1
10	25/11/2020	Changes in 16,17 and 18
11	03/12/2020	Changes in 13, 14, 16, 18-23.
12	20/6/2021	Clause 34 New Prepay VIP Add On
13	22/08/2021	Changes in 36
14	30/08/2021	Changes in 24.3



15	12/09/2021	New clause 36
16	21/09/2021	Changes in Clause 32
17	1/11/2021	Changes in 24, new Ahlan Pack and in Clause 38
18	4/01/2022	Changes in 25.4
19	14/04/2022	Change in 25.4
20	20/07/2022	Change in 24
21	11/08/22	Change in 33 and 37
22	23/08/2022	Change in 33 and 34
23	29/09/2022	Change in 25.4
24	03/10/2022	Change in 37
25	09/11/2022	Change in 25.4 and 33 new combo 120 and new Flex 120
26	06/12/2022	Change in Clause 1 and 25.4 new combo 30/60/120/150
27	20/12/2022	Change in Clause 1.
28	26/12/2022	Change in Clause 2.1 and revised numbering in Clause 11.
29	19/02/2023	Change in Clause 37 Digital Bonus combo benefit and new Flex 120 Change in Clause 38 New Flex 120, Changed Combo to Combo + and addition of New Combo 30/60/120/150
30	26/06/2023	Changes to Clause 4, Mobile Internet
31	24/07/2023	Change in 25.3 25.3A, 37 and 38
32	23/08/2023	New Clause 25.5 and 25.6
33	07/09/2023	Changes in 30, 33 and 34. Deleted 35.
34	21/09/2023	Clause 10
35	29/09/2023	Changes in 5, 10 and 35.
36	03/10/2023	Change in 10, 11 and 25.4
37	12/10/2023	Change in 2
38	25/10/2023	Changes in 1 and 25.4
39	26/10/2023	Changes in 1 and 4
40	30/10/2023	Changes in 36 and 37
41	07/11/2023	New clause 25.5
42	23/11/2023	Change in Clause 1, 25.6 and 25.7
43	06/12/2023	Change in 25.6 Page 15
44	11/12/2023	Changes in 2.1, 6, 7, 11.2, 11.3, 11.4, 11.5, 11.6, 25.4, 25.5, 25.6, 25.7, 32, 36, 37
45	20/12/2023	Changes in 2.1 and 32 and deletion of 6 and 7.
46	01/01/2024	Changes in 4, 10.1, 24.6, 29 and 36
47	11/01/2024	Changes 24.3
48	01/02/2024	Changes in section 3, 5, 14.4, 15 & 16. Launch of new QR35 and QR 65 products and notice for disconnection of QR 30 and QR 65 on 30 <sup>th</sup> April 2024
49	20/2/2024	Change in 10.5 and reformatted document /tables.
50	28/2/2024	Typo corrected in 9.3, footnote in 9.8 and change in 10.5 and deletion of footnote in 9.5.





51	20/3/2024	Deletion of 9.6 and 10.5
52	27/3/2024	Changes in 11.2,11.3, 16 and 17.1
53	04/04/2024	New Clause 13.3
54	09/04/2024	Change in 5.4
55	21/04/2024	Changes in 3.4, 5.4, 14.4, 16.1 and 17.1 and deletion of 10.1. New Clause 10.5 and 16.2
56	01/05/2024	Changes in 3.4, 5.4, 14.2, 14.4, 14.5, 16.1 and 17.1 and deletion of 16.2
57	07/05/2024	Changes in 3.4, 5.4 and 14.4. New clause 9.3 and 10.6
58	19/05/2024	Change in 10.7
59	30/05/2024	Change in 15.1
60	05/06/2024	Changes in 9.9, 9.11, 9.13, 9.15, 9.17 and 9.19. New clause 9.20 and 13.4
61	14/07/2024	Change in 15.1
62	21/07/2024	Change in 11.1 and 11.2
63	31/07/2024	Change in 8.1 and removal of MMS and video calling from Tariff.
64	28/08/2024	Complete change in the formatting – previous sections numbers no longer apply. New Clause 3.2
65	09/09/2024	Changes in 4.2 and 9.3
66	23/09/2024	Changes in 4.3
67	30/09/2024	Deletion of 4.6 and Changes in 4.2, 4.3, 9.3 & 9.4
68	15/10/2024	Changes in 4.1, 4.2, 4.3, 4.4, 4.5,9.3 and 9.4
69	05/11/2024	Changes in 4.4 and 7
70	14/11/2024	Changes in 9.3
71	29/12/2024	Changes in 4.2; Number Formatting.