

Vodafone Qatar FAQs

Q: What is My Vodafone App?

My Vodafone App is a mobile application launched by Vodafone Qatar. It is available for Android and iOS (Apple) smartphones bringing great features and giving more control to customers to check their balance, usage, offers, pay and recharge, network information and chat with customer care! With the My Vodafone App, managing your Mobile account is just a few taps away!

Q: How do I install My Vodafone App?

If you have an Android or iOS device just visit the following link to install My Vodafone App: [/app](#) for free.

Q: What can I do with My Vodafone App?

You can do a lot of exciting things with the My Vodafone App such as:

- Check and control your balance
- Check your data, calls and SMS features
- Pay your bill (mobile and fixed lines)
- Pay your friends and familys bill (mobile and fixed lines)
- Recharge with data and credit (available for all Prepaid customers)
- Get Exclusive offers
- Review Help and FAQ
- Obtain Network information
- Live chat with our customer care specialists 24/7

Q: Who can use My Vodafone App?

Anyone who has an Android or iOS device can download and use the My Vodafone App. You dont have to be a Vodafone customer, however, you will be able to see additional functionality and access additional functions only if used through your Vodafone number such as knowing your account details if you plug in Vodafone Qatar SIM.

Q: Im an Enterprise Vodafone customer. Can I use the My Vodafone App?

Yes, you can use My Vodafone App but based on your plan and access level set by your Company.

Q: Is My Vodafone App free of charge?

Standard Data charges apply while downloading and using My Vodafone App.

Q: Can I use My Vodafone App outside of Qatar?

Yes, you can. If you dont have Vodafone Qatar SIM or youre connected with WiFi, you can still use the basic functions. Standard roaming data charge will apply if the My Vodafone App is being used with a Vodafone Qatar SIM.

Q: Im a non-Vodafone customer. Can I use My Vodafone app?

Yes you can! You can access a lot of features even without being a Vodafone Qatar customer such as Paying a Bill, Recharging a Vodafone number, viewing offers and chatting with our teams.

Q: Do I need a username and password to access My Vodafone App?

My Vodafone App has a hassle free innovative login system. You dont have to memorize login user

name and password anymore. Your Vodafone Qatar SIM is your Login credentials! If you are using the My Vodafone App on WiFi, once in a while you will be prompted to disconnect WiFi and connect to Vodafone Qatar network in order to re-authenticate.

Q: How will I understand that I have logged in My Vodafone App?

You can see your line type (Prepaid or Postpaid) along with your number!

Q: Which Credit Cards are supported?

We accept majority of all the credit cards such as MasterCard and Visa. However, for security purpose we dont accept some credit cards issued by certain countries.

Q: Can I use my Debit card to pay a bill or recharge a number?

No, we currently only accept credit cards but we are still working on accepting debit card payments.

Q: Can I use the My Vodafone App on WiFi?

Yes, you can. If you are a Vodafone customer you will be prompted to disconnect WiFi during the first use login in order to authenticate your credentials. After the first authentication you

can continue using the My Vodafone App under WiFi for a specific time period. A re-authentication will be required if you exceed a specific time period of using the My Vodafone App on WiFi.

In case you are not a Vodafone customer or if you are using the app only on WiFi, you will still be able to access specific functions of the app such as bill payments, recharge and much more.

However, you wont be able to see your Vodafone account information and active products .