



General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
License	Public Fixed Telecommunications Networks and Services License
Tariff Number	FS 1.0
Marketing Name of the Retail	At Home Services
Tariff Type	Permanent
Customer Group	Consumer
Notification Date	26 March 2019
Tariff Effective Date	26 March 2019
Tariff Version Number	FS 1.2

Definitions

Bit	Means the lowest unit of data usage
CPE	Means the Customer premises equipment
KB	means Kilobyte
GB	means Gigabyte
Mbps	means Megabits per second
At Home Services	means the data and voice services which enables customers to access the internet and make calls through the Vodafone fixed network
You or Your	means the customer
Vodafone	Means Vodafone Qatar P.Q.S.C., commercial registration No. 39656, PO Box 27727 Doha Qatar

1. Tariff Terms and Conditions

- 1.1 Vodafone's At Home General Terms and Conditions shall apply.
- 1.2 Vodafone At Home Service is available only in those areas where Vodafone has fixed coverage.
- 1.3 Where a product or service, which a Customer uses has specific terms and conditions published on our website and/or other marketing material, those specific terms and conditions will also apply.
- 1.4 Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 1.5 The minimum contractual period shall be three (3) months ("Minimum Subscription") excluding any free promotional months. Cancellation of the Service prior to that time will result in applicable charges due and payable for the entire three (3) months Minimum Subscription period.
- 1.6 Vodafone may as per the Article 3.9 of the Retail Tariff instructions (RTI) offer up to 20% discount on the products or services from time to time on permanent or promotional basis.

2. Service Description

At Home Services such as Voice and Broadband enables customers to access the internet through the Vodafone's fixed network. The speed of the service achieved is dependent on the network coverage. Customers will be able to achieve speeds of up to 100Mbps.



3. At Home Broadband Plans

- All new and existing Customers will get the following upgraded speed at the same price as below:

Broadband	Monthly Price
20 Mbps	QR200
50 Mbps	QR300
100 Mbps	QR350
200 Mbps	QR450

- All customers currently on existing plans will get automatically the new speeds upgraded.
- All new customers will be automatically activated on the new speeds.

4. Rate Card

National Fixed calls	QR0.35
National Mobile calls	QR0.35
International GCC	QR0.65
All other international calls	QR0.65 or QR1.50 List of countries is available at www.vodafone.qa

5. Other Charges

Once-off connection	QR 499
Once-off CPE charge	QR299

- If a customer signs up to a 12-month service period (“**Fixed Period**”), the one-off connection charge and the one-off CPE charge will be waived.
- Customers may terminate the At Home Service before the end of the Fixed Period but the customer will be liable to repay any discounts applied at inception of the Service, and also the One-off connection and One-off CPE charges (“**Early Disconnection Charges**”) described above, if cancelling within 12 months as below:

Cancellation Date	Fees
Less than 3 months	3 months + Early Disconnection Charges
Between 3 -6 months	Remaining 1,2 or 3 Months + Early Disconnection Charges
Between 6 -12 months	Early Disconnection Charges
After 12 months anytime	N/A

Tariff Modification Version Control

Tariff Modification Version	Effective Date	Description of Change
FS1.0	25 October 2012	At Home Services
FS.1.1	10 October 2017	1. Article 1.5 – Added “Excluding any free promotional months” 2. Article 3 – increased speeds from 5 to 10 and 20 to 25 Mbps 3. Article 5 – One Off Charges increased from Qr399 to QR 499.
F.S.1.2	26 March 2019	1. Article 1.6 – Added generic discount up to 20% 2. Article 3 - New speeds for Home Broadband Plans.