



General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
Tariff Number	GH 1.0
Duration	Permanent
Marketing Name of the Retail	GigaHome Services
Tariff Type	Permanent
Customer Group	Consumer
Notification Date	03 October 2019
Tariff Version Number	GH 1.4

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
GigaHome Services	means the data and voice services which enables customers to access the internet and make calls through the Vodafone fixed or fixed wireless 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

- Vodafone's GigaHome General Terms and Conditions shall apply.
- Vodafone GigaHome Service is available in the areas where Vodafone has 5G or fibre coverage.
- 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
- Vodafone may from time to time offer and publish promotions that modify this tariff document, and such modifications will apply for the stipulated time.
- 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 remaining months of the three (3) months Minimum Subscription period.
- 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

- GigaHome Services such as Voice and Broadband enables customers to access the internet through the Vodafone's network. The speed of the service achieved is dependent on the network coverage.



3. New GigaHome Plans

- Customers can subscribe to the new GigaHome Plans by visiting our website at <https://www.vodafone.qa/en/gigahome> and leaving your details. Our agent will call back to explain the plans and fix an appointment for the installation at your home. The benefits included in the Plans are:

3.1 GigaHome Fibre Plans

Plan	GigaHome Essential	GigaHome Classic	GigaHome Premium	GigaHome VIP
Fibre	Available	Available	Available	Available
Speed Up to	20 Mbps	100 Mbps	500 Mbps	1 Gbps
Monthly fee	QR 250	QR 350	QR 500	QR 1500
Wifi Hub Add-on (25QR each)	Available as Add On (see below)	Available as Add On (see below)	4 included	8 included
Additional benefits	Landline WAVO by OSN ¹	Landline WAVO by OSN VQ Entertainer	Landline WAVO by OSN VQ Entertainer	Landline WAVO by OSN VQ Entertainer

- GigaHome Fibre Plans include a fixed Landline number and it will be available on subscription with the GigaHome Fibre Plans. To enable it, Customer can attach any landline handset device to the router. Landline service includes unlimited local calls to any landline in Qatar with a fair usage policy of 44,640 minutes per month for personal and reasonable use.
- New customers joining the “GigaHome Classic – 4G plan” will be entitled to get the QR 350 waiver in their first bill. It will be marked as “first Month Waiver” in the customer’s bill.
- At the time of disconnection, this waiver will be reversed in the last bill and customer will have to pay the amount back. GigaHome Classic – 4G is designed to work as a Home solution and cannot be used as a mobility product. Customer usage will be automatically locked to his home location, after which data usage in other areas on the same line will be disabled.
- New Customers on GigaHome Classic – 4G plan must pay their bill within 21 days of the issuance of their bill.

Other GigaHome Fibre Charges

Once-off connection charge for Fibre Plans	QR 499
Once-off CPE charge for Fibre Plans	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.

3.2 GigaHome 5G Plans

Plan	GigaHome Classic	GigaHome Premium	GigaHome VIP
5G	Available	Available	Available
Speed up to	100 Mbps	500 Mbps	1 Gbps

¹ <https://www.vodafone.qa/en/wavo>



Monthly fee	QR 350	QR 500	QR 1500
GigaNet 5G CPE	Included ²	Included ³	included
Wifi Hub Add-on (25QR each)	Available as Add On (see below)	4 included	8 included
Additional non-telco benefits	WAVO by OSN ⁴ VQ Entertainer ⁵	WAVO by OSN VQ Entertainer	WAVO by OSN VQ Entertainer

- To enable the 5G service the Customer's premises must be in a 5G enabled area⁶
- Customers on the GigaHome VIP service will get the 5G Router with no monthly fees.

4 Wi-Fi Hub Unit

Add On	Price
Wi-Fi Hub Unit	QR25 per unit per month

- Wi-Fi Hub Unit can be used by Customers to obtain full Wi Fi coverage inside their home. Customers can subscribe to Wi-Fi Hub Add on by visiting any Vodafone Qatar Stores.

5 Cancellation Charges

Cancellation Date	Fees
Less than 3 months	Remaining of the 3 months + Early Disconnection Charges
Between 4 -12 months	Early Disconnection Charges
After 12 months	No Early Disconnection Charges

- When the customer disconnects the services the Customer can return the CPE to any Vodafone Store with no fees. If the customer disconnects before 24 months but does not return the CPE then the customer must pay a prorated amount of 24 months (i.e. 75 QR monthly X the remaining of 24 months); and if the customer disconnects after 24 months the customer may keep the CPE with no fees.
- If a customer has subscribed to the Giga Wifi Hub unit and terminates within 12 months of subscription, the customer will have to pay 25 QR per month per Giga Wifi Hub unit for the remainder of the 12 months. No charges are applicable if cancellation is after 12 months.
- If a customer has subscribed to the GigaHome Fibre Service for a Fixed Period and terminates before the end of the Fixed Period the customer will be liable to repay the One-off connection and One-off CPE charges. No charges are applicable if cancellation is after 12 months.
- If a customer has subscribed to the GigaHome 5G Service and terminates within 12 months of subscription they will be liable to pay the total cost of the 5G router (1800 QR) on a pro-rated basis. No charges are applicable if cancellation is after 12 months.
- There are no relocation fees.
- Further information on Early Disconnection Charges can be found in FAQs at <https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/fixed-services>

6. Rate Card

² Included for free unless terminated as per Clause 5 below

³ Included for free unless terminated as per Clause 5 below

⁴ <https://www.vodafone.qa/en/wavo>

⁵ <https://www.vodafone.qa/en/legal-and-regulatory/terms-and-conditions/entertainer>

⁶ 5G enabled areas can be confirmed by Customer Care at 111 or by visiting our stores.



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

Tariff Modification Version Control

Tariff Modification Version Number	Effective Date	Description of Change
GH 1.2	1 May 2019	3.1 and 3.2 changed GigaHome Premium price to 600QR Added 5 – Added Cancellation Charges
GH 1.3	16 June 2019	Changes in 3.1 and 3.2 and 5.
GH 1.4	2 Sept. 2019	Changes in 3.2 and 5
GH 1.4	3 Oct 2019	Changes in 3.1