



Tariff Document: Business

General Tariff information

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| Service Provider Name | Vodafone Qatar P.Q.S.C |
| Tariff Number | B20 |
| Marketing Name of the Retail Offer | Vodafone Office Fixed Voice and Broadband bundle |
| Tariff Type | Permanent |
| Customer Group | Business |
| Duration | N/A |
| Tariff Effective Date | 16 March 2021 |
| Tariff Version Number | 5 |

Definitions

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| 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 |
| STB | Set top box |
| Vodafone | means Vodafone Qatar, commercial registration No. 39656, PO Box 27727 Doha Qatar |

1. Tariff Terms and Conditions

- 1.1 Vodafone's Business General Terms and Conditions and General Fixed Services Schedule of the Master Service Agreement ("MSA") shall apply.
- 1.2 Vodafone Office Fixed Voice & Broadband bundle ("Business Broadband Service") is available only in those areas where Vodafone has fixed coverage.
- 1.3 Where a product or service that 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 remaining months of the 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

Business Broadband Service enables customers to access the internet through the Vodafone fixed network. Customers will be able to achieve speeds up to 1 Gbps.

3. Vodafone Office ServicePlans

| Broadband Plans | Monthly Price |
|-----------------|---------------|
| 15Mbps | QR 400 |
| 50 Mbps | QR 600 |
| 200 Mbps | QR 1100 |
| 500 Mbps | QR 1750 |
| 1 Gbps | QR 1900 |

- 3.1 All these plans will have only internet and no landline voice service. Customers who wish to subscribe for landline voice service will have to pay QAR 150 per month in addition to the plan charges.
- 3.2 Customers with landline subscription will receive unlimited free local minutes to any landline in Qatar, and 200 minutes to any mobile in Qatar.
- 3.3 Social Wi-Fi enables customers to connect to guest Wi-Fi network using their social media credentials (Facebook, Instagram, Twitter, Email & Mobile number), ensuring a quick and simple login. The Social Wi-Fi service period starts from the activation date of Social Wi-Fi service. The minimum commitment period is 12 months. For termination within the commitment period, the customer will have to pay the remainder as pro-rated for the balance months of the minimum term. Social Wi-Fi service is available through Vodafone Account Managers. The following Add On services can be purchased by customer as part of the Business Broadband plans.

| Add-On Services | Offering | Description | Package | Monthly Rental |
|-----------------|---|---|--|-----------------------------|
| 1 | Voice Lines | Customer can obtain up to two additional voice lines to primary connection. | Maximum 2 additional voice lines. | QAR 130 per each voice line |
| 2 | Domain, Web Hosting & Public Dynamic IP | Customers are eligible to register their preferred domain name (based on availability) and get hosting space to upload their websites. | 1 domain name and host 2GB web space. Option for one public dynamic IP (Not available for BBB 15Mbps plan) | Free of Charge |
| 3 | Giga TV | Vodafone offers free to air and premium channel content to be screened in their business premises (1 Screen per Broadband connected via a STB). | Giga TV FTA | Free of charge |
| | | | Giga TV Entertainment | QAR 100 |
| | | | Giga TV Arabic | QAR 150 |
| | | | Giga TV News | QAR 80 |
| | | | Giga TV Pinoy | QAR 100 |
| 4 | Social Wi-Fi | Non-Vodafone Customer can subscribe to the Social Wi-Fi service by buying a CPE integrated with a Social Wi-Fi Service. | Basic Package | QAR 500 |
| | | Vodafone Customer subscribing to: Business Broadband 15 Mbps; or Business Broadband 50 Mbps can subscribe to the Social Wi-Fi service and customer will get CPE integrated with a Social Wi-Fi Service. | Standard Package | QAR 400 |

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| | | Vodafone Customer subscribing to: Business Broadband 200 Mbps; or Business Broadband 500 Mbps; or Business Broadband 1 Gbps can subscribe to the Social Wi-Fi service and customer will get CPE integrated with a Social Wi-Fi Service. | Premium Package | QAR 300 |
| 4 | Microsoft 365 | Customers will get 50% discount on Microsoft 365 license on selected Business Broadband packages. | Business Broadband 15 Mbps: No offer. | 50% Discount on List Price |
| | | | Business Broadband 50 Mbps: 50% discount up to a maximum of five (5) Microsoft 365 license | |
| | | | Business Broadband 200 Mbps: 50% discount up to a maximum of ten (10) Microsoft 365 license. | |
| | | | Business Broadband 500 Mbps: 50% discount up to a maximum of fifteen (15) Microsoft 365 license. | |
| | | | Business Broadband 1Gbps: 50% discount up to a maximum of twenty (20) Microsoft 365 license. | |

Social Wi-Fi

- Social Wi-Fi subscription for existing customers on the old plans:
 - a) If the Customer is on the below old plans, Customer will be eligible for the below social Wi-Fi package:
 - i. Business Broadband 25 – Standard package
 - ii. Business Broadband 150 – Premium Package
 - iii. Business Broadband 500 – Premium Package
 - b) All customers on other legacy plans, have two options:
 - i. Move to the new plans and avail the “customer” pricing for social Wi-Fi (Standard package or Premium package depending on the plan)
 - ii. Remain on the legacy plan and avail the “non-customer” pricing for Social-Wi-Fi (Basic Package)

Microsoft 365 License Offering

- Microsoft 365 bundle plan with Vodafone Business Broadband is offered only on selected Microsoft 365 plans – Microsoft 365 Business Basic, Microsoft 365 Business Standard and Microsoft 365 Business Premium

- List Price of Microsoft 365 plans are listed below.

| Microsoft 365 Plans | Monthly Rental (List Price) (Per user/ Per Month) | 50% Discount for BBB Bundle Offer (Per user/ Per Month) |
|---------------------------------|--|--|
| Microsoft 365 Business Basic | QAR 30.00 | QAR 15.00 |
| Microsoft 365 Business Standard | QAR 40.00 | QAR 20.00 |
| Microsoft 365 Business Premium | QAR 70.00 | QAR 35.00 |

- A single license user can install Microsoft 365 office applications to a maximum of 5 devices.
- Microsoft 365 Services will be offered at a 50% discount on the list price to customers on selected Business Broadband plans purchased considering Customer does not disconnect the Business Broadband Services for a minimum of 12 months.
- If the Customer disconnects the Business Broadband services prior to the minimum 12 months contract period, a penalty charge will be applied, or Customer can continue using as a stand-alone product based on the list price. Penalty for the Microsoft 365 license will be charged on a pro-rate basis (Eg: If the Customer purchases the discount offer on 1st January and disconnects the Business Broadband services on 31st March. A penalty will be charged as per the list price for the remaining 9 months (April to December) out of the 12 months contract period.
- Customer also can migrate Business Broadband bundle offer to stand-alone license service if they wish to discontinue the broadband services. At this time a new order form for Microsoft 365 services should be signed, and the price will change according to the Vodafone Pricelist.

3. Rate Card

| Service | Price per minute |
|---|--|
| National Fixed calls | 0 |
| National Mobile calls from fixed number | QR 0.42 |
| International GCC | QR0.65 |
| All other international calls | QR0.65 or QR1.50 or 2.50 List of countries is available at www.vodafone.qa |

Other Charges

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|----------------------------|-------|
| Once-off connection charge | QR199 |
| Once-off CPE charge | QR199 |

Tariff Modification Version Control

| Tariff Version Number | Effective Date | Tariff Modifications |
|-----------------------|--------------------------------|--|
| FS_BB 1.4 | 17 th February 2019 | Clause 1.5 – Amended to clarify pro-rated lock-in. Clause 1.6 – Added up to 20% discretionary discount. |
| FS BB 1.5 | 28th April 2019 | Clause 1.5 – Amended wording. Clause 2 – Changed max speed up to 500 Mbps. Clause 3 – Revised BB Plans; grandfathered old plans and added Domain name/additional line. |
| 1 | 21/07/2020 | Tariff number revised. |
| 2 | 21/07/2020 | Changes in 3. |

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| 3 | 27/07/20 20 | Change in 3 and 4. |
| 4 | 19/08/2020 | Change in 3 (added the value-added services). |
| 5 | 16/10/2020 | Change in 3 (added the value-added services). |