



General Tariff information

| | |
|-------------------------------------|------------------------|
| Service Provider Name | Vodafone Qatar P.Q.S.C |
| Tariff Number | C03 |
| Duration | Permanent |
| Marketing Name of the Retail | GigaHome Services |
| Tariff Type | Permanent |
| Customer Group | Consumer |
| Notification Date | 06 October 2021 |
| Tariff Version Number | 9 |

Definitions

| | |
|-------------------|--|
| Bit | means the lowest unit of data usage |
| CPE | means the Customer premises equipment. CPE can be Indoor or Outdoor. Indoor CPE is an equipment meant to be used within the customer's registered premises. Outdoor fixed CPE is an equipment permanently installed in the outdoor area of the customer's premises such as the balcony or window and connected indoor to a unit using a cable. |
| 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

- The GigaHome Plans enable customers to access the internet through 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 their details. Our agent will call back to explain the plans and to fix an appointment for installation at their home. The benefits included in the Plans are:

3.1 GigaHome Fibre Plans

| Plan | GigaHome Essential | GigaHome Classic | GigaHome Premium | GigaHome VIP |
|----------------------|---------------------|---------------------|---------------------|--------------|
| Service period | 12 months | 12 months | 12 months | 12 months |
| Speed Up to | 20 Mbps | 100 Mbps | 500 Mbps | 1 Gbps |
| Monthly fee | QR 220 | QR 300 | QR 450 | QR 1500 |
| Fiber CPE* | QR 30 | QR 30 | QR 30 | QR 30 |
| GigaTV*** | QR 20 | QR 20 | QR 20 | Included |
| Giga Wifi Hub | Available as Add On | Available as Add On | Available as Add-on | 5 included |
| Additional benefits | Landline** | Landline** | Landline** | Landline** |
| Special Discount**** | 2 Months Free | 3 Months Free | 3 Months Free | - |

* Customer Premise Equipment (WiFi Router) is mandatory as part of the GigaHome Fiber plan. So Monthly charges for the GigaHome Fiber customer is minimum monthly Fee + Fiber CPE fee. Fibre CPE Fee is included for Classic, Premium and VIP Plans.

** 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.

***The GigaTV service requires a QR 50 upfront payment for the GigaTV device. If customer disconnects the service within the first free trial month (see special discount below) they need to return the GigaTV device in working conditions to any Vodafone store and the QR 50 upfront payment will be refunded. In case the returned GigaTV device is not working, the customer will have to pay a QR 400 damage fee.

****Special discount includes:

- A free first month trial period. Customers have the right to disconnect and not pay cancellation charges mentioned under Column 2 "Fiber" in Section 5 below. Cancellation must be before the first month's bill is generated. The Fibre CPE and the GigaTV device (if applicable) must be returned. Customer need to visit any VFQ store in order to disconnect the service.
- If the customer continues after the free first month trial period, a free second and/or third month (based on the customer's GigaHome Fibre Plan) is added. Normal cancellation charges as outlined in Section 5 apply.
- The customers pays the normal monthly fee as highlight in the table above starting from the third or fourth month (based on the customer's GigaHome Fibre Plan) of their 12 month plan.
- The 3-month Minimum Service Period (see Section 5 Below) applies after the end of the Special Discount Period.



3.2 GigaHome Plus Fibre Plans

- All Qatar Airways employees who subscribe to the below GigaHome Wi-Fi Fibre plans for their individual internet connection at their home, will get the following benefits:

| Plan | GigaHome Essential Plus | GigaHome Classic Plus |
|------------------|---|---|
| Monthly Price | QR 250 | QR 330 |
| Speed Up to | 100 Mbps | 300 Mbps |
| Local Calls | Unlimited Calls to Local Landline Numbers | Unlimited Calls to Local Landline Numbers |
| Giga TV | Included | Included |
| Special Discount | 2 Months Free | 3 Months Free |

- Minimum service period of three months shall apply after the free period.
- The Offer is available for Qatar Airways Staff living in the buildings that are connected with Vodafone Fibre.
- No installation fees.
- Vodafone's standard GigaHome terms and conditions apply.

3.3 GigaHome 5G Plans*

| Plan | GigaHome Classic with Indoor CPE | GigaHome Classic with Outdoor Fixed CPE | GigaHome Premium with indoor CPE | GigaHome Premium with outdoor Fixed CPE | GigaHome VIP |
|--------------------|---|---|---|---|--------------|
| Service period | 3 months | 12 Months | 3 months | 12 Months | 3 months |
| Speed up to | 100 Mbps | 100 Mbps | 500 Mbps | 500 Mbps | 1 Gbps |
| Monthly fee ** | QR 300 | QR 300 | QR 500 | QR 500 | QR 1500 |
| Monthly 5G CPE fee | QR 75 | Included*** | QR 75 | Included*** | Included**** |
| Giga Wi-Fi Hub | Available as Add On | 1 Included | Available as Add-On | 1 included | 5 included |
| FUP | 1 TB per month after which speed will be up to 1 Mbps till next billing cycle | 1 TB per month after which speed will be up to 1 Mbps till next billing cycle | 2 TB per month after which speed will be up to 1 Mbps till next billing cycle | 2 TB per month after which speed will be up to 1 Mbps till next billing cycle | None. |

* To enable the 5G service the Customer's premises must be in a 5G enabled area¹. If Customers relocate to non 5G areas or are found not be using the 5G network then Vodafone will downgrade the customers to 4G plans or other appropriate plans based on the Customers usage and requirements. Customer to return their 5G CPE in such case.

** Charges for the GigaHome 5G Classic and Premium plans with indoor CPE consist of a monthly fee + a 5G CPE fee i.e. The total monthly fee for the GigaHome 5G Classic Plan with indoor CPE is QR 375 /month which is as QR 300 for the plan rental and QR 75 for the 5G CPE.

*** Customers on Gigahome Classic and Premium Plans with Outdoor CPE will get the 5G CPE included in the plan with following conditions:

- A free first month trial period. Customers have the right to disconnect and not pay cancellation charges mentioned under Column 4 "5G Outdoor" in Section 5 below. Cancellation must be

¹ 5G enabled areas can be confirmed by Customer Care at 111 or by visiting our stores.



before the first month's bill is generated. The 5G outdoor CPE must be returned. The Customer needs to visit a VFQ store in order to disconnect the service.

- If the Customer disconnects after the first month and before 12 months, the Cancellation Charges set out in Section 5 applies.

****Customers on the GigaHome VIP service will get the 5G CPE with no monthly fees.

- The first 2 Months are free for 5G Classic Plan with indoor CPE; but the Customer must pay a non-refundable advance service charge of QR375.
- The first 2 Months are free for 5G Classic Plan with Outdoor CPE; but Customers must pay a non-refundable advance service charge of QR300.

4 Giga Wi-Fi Hub Unit

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

| Cash Payment | Price |
|---------------------|--------|
| Giga Wi-Fi Hub Unit | 240 QR |

- Giga Wi-Fi Hub Unit can be used by Customers to obtain full Wi-Fi coverage inside their home. Customers can subscribe to the Giga Wi-Fi Hub Unit by visiting any Vodafone Qatar Stores.
- If Customers Purchases a Giga Wi-Fi Hub then they do not have to return at time of cancellation.

5 Cancellation Charges

| Cancellation Period (Months) | Fibre | 5G Indoor | 5G Outdoor | WiFi – Hub Unit |
|------------------------------|--|---|---|---|
| 1 -3 | <ul style="list-style-type: none"> • Remainder of 3-month minimum service period • Connection Charge (QR499) • Return the Fibre CPE to Vodafone | <ul style="list-style-type: none"> • Remainder of 3-month minimum service period • No fees – No Refund return indoor CPE to Vodafone store. | <ul style="list-style-type: none"> • Remainder of 3-month minimum service period • Connection Charge (QR500) • Return outdoor CPE to store | <ul style="list-style-type: none"> • QR 25 per unit x remainder of 12 months |
| 4-12 | <ul style="list-style-type: none"> • Connection Charge (QR499) • Return the Fibre CPE to Vodafone | <ul style="list-style-type: none"> • No fees – No Refund return indoor CPE to Vodafone store. | <ul style="list-style-type: none"> • Connection Charge (QR500) • Return outdoor CPE to Vodafone | <ul style="list-style-type: none"> • QR 25 per unit x remainder of 12 months |
| 12-24 | No Fees | <ul style="list-style-type: none"> • No fees – No Refund return indoor CPE to Vodafone store. | <ul style="list-style-type: none"> • No fees – No Refund return outdoor CPE to Vodafone store. | No fees |
| After 24 | No Fees | <ul style="list-style-type: none"> • No fees – No Refund return indoor CPE to Vodafone store. | <ul style="list-style-type: none"> • No fees – No Refund - | No fees |

- If the customer disconnects the Indoor 5G Plans, then the customer must return the indoor CPE upon disconnection as the 5G Indoor CPE is Vodafone property.
- If the customer disconnects the outdoor 5G Plans, before 12 months then the customer must pay



the discounted installation fee of 500 QAR as Connection charge and must return the 5G CPE to Vodafone. The customer will be charged a relocation fees of QR200 if they want to relocate their fibre connection.

6. Rate Card

- The billing interval for national calls is 60 seconds.

| | |
|--------------------------------|---|
| National Fixed calls | QR0.00 |
| Calls to 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 | Changes in 3.1 and 3.2 and 5 |
| GH 1.3 | 16 June 2019 | Changes in 3.1; 3.2 and 5. |
| GH 1.4 | 2 Sept. 2019 | Changes in 3.2 and 5 |
| GH 1.5 | 24 Sept 2019 | Amended Article 5. |
| GH 1.6 | 3 Oct 2019 | Changes in 3.1 |
| GH 1.7 | 12 Dec 2019 | Changes in 3.1, 3.2 and 5 |
| GH 1.8 | 31 Dec 2019 | Changes in 3.2 |
| C03.1 | 5 Feb 2020 | Changes in 3.1, 3.2 and 3.3 |
| C03.2 | 15 Feb 2020 | Change in 3.2 |
| 3 | 1 November 2020 | Change in 5 |
| 4 | 31 Dec 2020 | Change in 3.1, 3.2, 3.3, 4, 5 and 6. |
| 5 | 24 Jan 2021 | Change in 3.3 and 5 |
| 6 | 2 Feb 2021 | Change in CPE definition and 3.3 |
| 7 | 18 Feb 2021 | Change in 3.1 and 3.3 |
| 8 | 28 March 2021 | Changes in 3.1, 3.3 and 5 |
| 9 | 06 October 2021 | Changes in 3.3 and 5 |