



### General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C03
<b>Duration</b>	Permanent
<b>Marketing Name of the Retail</b>	GigaHome Services
<b>Tariff Type</b>	Permanent
<b>Customer Group</b>	Consumer
<b>Notification Date</b>	05 June 2023
<b>Tariff Version Number</b>	17

### 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.
GB	means GigaByte
TB	means Terabyte equivalent to 1,024 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 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

#### 3.1.1 Customers must live in a Building connected to Vodafone Fibre to enable the GigaHome Fibre Plans below.

Plan	GigaHome 1Gbps	GigaHome 2Gbps	GigaHome 5Gbps	GigaHome 10Gbps	GigaHome 25Gbps
Min. Service Period	12 months	12 months	12 months	12 months	12 months
Speed Up to	1 Gbps	2 Gbps	5 Gbps	10 Gbps	25 Gbps
Monthly fee	QR 350	QR 500	QR 3,500	QR 6,500	QR 19,500
Fibre CPE fee	Included	Included	Included	Included	Included
GigaTV	QR 20	QR 20	QR 20	Included	Included
Giga Wifi Hub	Available as Add On	Up to 2 included	Up to 5 included	Up to 5 included	Up to 5 included
Landline	Included	Included	Included	Included	Included
Special Discount	2 Months	2 Months	-	-	-
Upfront Fee	-	-	3,500	6,500	19,500
FUP	1 TB per month after which speed will be up to 20 Mbps till next billing cycle	2 TB per month after which speed will be up to 20 Mbps till next billing cycle	5 TB per month after which speed will be up to 20 Mbps till next billing cycle	10 TB per month after which speed will be up to 20 Mbps till next billing cycle	25 TB per month after which speed will be up to 20 Mbps till next billing cycle

- Customer Premise Equipment (CPE/Wi-Fi Router) is mandatory for the GigaHome Fiber plans to be connected and used by the Customer. Therefore, monthly charges for the GigaHome Fiber plan includes a Monthly fee plus the Fiber CPE fee. The Fibre CPE fee is included for free for all plans.
- The GigaHome Fibre plans above include a predetermined fixed landline number and it will be available on subscription with the GigaHome Fibre Plans. To enable the landline, the Customer must 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.
- GigaHome Plans described on the above table are the only plans available for new Fibre Activations. Existing Customers on old GigaHome Plans can upgrade for the new plans without any fees. They will benefit from the new plans features except the Special Discount benefit.
- If the Customer disconnects the GigaHome Fibre Plan before the minimum service period of 12 months has expired, then they will need to return the GigaTV device and the Fibre CPE in working



conditions to any Vodafone store. In case the returned GigaTV device is not working, the Customer will have to pay a QR 450 damage fee. Detailed condition for GigaTV disconnection are described in the Section 5 below.

- Customers can ask for a second GigaTV device in their house. The service is priced at 50QR per month for the second GigaTV device.
- The Special Discount includes:
  - a. Customers will get a free first trial period with the right to disconnect and not pay cancellation charges mentioned under Column 2 “Fibre” in Section 5 below within 60 days from the activation date. However, the Fibre CPE and the GigaTV device (if applicable) must be returned. Customers need to visit any Vodafone store to disconnect the service and return the Fibre CPE and the GigaTV device.
  - b. The Customers pays the normal monthly fee in the table above starting from the third month for 1Gbps and 2Gbps Plans of their 12-month plan
  - c. The 3-month Minimum Service Period (see Section 5 Below) applies after the end of the Special Discount Period.
- GigaHome 25G Plan is currently only available in Msheireb Downtown Doha Buildings, due to specific infrastructure requirements and equipment availability.

### 3.1.2 GigaHome Fibre Legacy Plans

- The below plans will remain available in the areas where Fibre Network is not upgraded to the Gigabits speed or where customers decide to remain on these plans:

Plan	GigaHome Essential	GigaHome Classic
Monthly fee	QR 250	QR 350
Speed Up to	20 Mbps	100 Mbps
Local Calls	Unlimited Calls to Local Landline Numbers	Unlimited Calls to Local Landline Numbers
Fibre CPE	Included	Included

- Minimum service period of three (3) months shall apply
- No installation fees or special discounts shall apply.

### 3.2 GigaHome Plus Fibre Plans

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

Plan	GigaHome Essential Plus	GigaHome Classic Plus
Monthly fee	QR 250	QR 330
Speed Up to	100 Mbps	1 Gbps
Local Calls	Unlimited Calls to Local Landline Numbers	Unlimited Calls to Local Landline Numbers
Fiber CPE	Included	Included
Giga TV	QR20 per month	QR 20 per month
Special Discount	2 Months included	3 Months included

- Minimum service period of three (3) months shall apply after the Special Discount.
- The Offer is available for Qatar Airways staff living in the buildings that are connected with Vodafone Fibre.
- No installation fees shall apply.



### 3.3 GigaHome 5G Plans

The Customer's premises must be in a 5G enabled area<sup>1</sup> to enable the 5G GigaHome Plans below. If the Customers relocates to a 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 must return their 5G CPE in such case.

#### 3.3.1 GigaHome 5G Plans with an indoor CPE

Plan Name	GigaHome Classic with Indoor CPE	GigaHome Premium with indoor CPE
Min. Service period	3 months	3 months
Speed up to	100 Mbps	500 Mbps
Monthly fee	QR 300	QR 500
Monthly 5G CPE fee	QR 75	QR 75
Giga Wi-Fi Hub	1 included	2 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

- Charges for the GigaHome 5G Classic and Premium plans with indoor CPE consist of a monthly fee and a 5G CPE fee i.e., the total monthly fee for the GigaHome 5G Classic Plan with indoor CPE is QR 375 per month (QR 300 for the monthly plan rental and QR 75 for the 5G CPE).
- A non-refundable advanced installation charge of QR 375 shall apply for the GigaHome Classic with Indoor CPE
- Customers on the GigaHome Classic with Indoor CPE will get two (2) months rental included (total savings QAR750).

#### 3.3.2 GigaHome 5G Plans with an outdoor CPE

Plan Name	GigaHome Classic with Outdoor CPE	GigaHome Premium with outdoor CPE
Service period	12 Months	12 Months
Speed up to	100 Mbps	500 Mbps
Monthly fee *	QR 300	QR 450
Monthly 5G CPE fee**	Included	Included
Giga Wi-Fi Hub	1 Included	3 included
FUP	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

- A non-refundable advanced installation charge of QR 300 shall apply for the GigaHome Classic with Outdoor CPE.
- Customers on the GigaHome Classic with Outdoor CPE will get the first two (2) months rental included (total savings QAR600).
- Customers on GigaHome Classic and Premium Plans with Outdoor CPE will get the 5G CPE included in the plan with following conditions:
  - Customers can disconnect and not pay any charges in the first month's free trial period mentioned under Column 4 "5G Outdoor" in Section 5 below. Cancellation must be within 30 days from the activation date. The Customer needs to visit a Vodafone store to disconnect the service and return the 5G outdoor CPE.
  - If the Customer disconnects after the first month and before 12 months, the Cancellation

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



Charges set out in Section 5 applies.

### 3.3.3 GigaHome VIP 5G Plan

Plan	GigaHome VIP
Min. Service period	3 months
Speed up to	1 Gbps
Monthly Fee	QR 1500
Monthly 5G CPE fee	Included
Giga Wi-Fi Hub	5 included
FUP	10 TB per month after which speed will be up to 1 Mbps till next billing cycle

- Customers on the GigaHome VIP 5G Plan will get the 5G indoor or outdoor CPE with no monthly fees.
- For GigaHome 5G VIP plan disconnections, business rules described in table 5 below apply.

## 4 Wi-Fi Guarantee and Giga Wi-Fi Hub Unit

4.1 Wi-Fi Guarantee service is Vodafone Qatar's promise to Customers that they will have Wi-Fi coverage in every corner. It is supported by Giga Hub and is powered by Wi-Fi 6 technology. To achieve the Wi-Fi in every corner promise, the Customer must allow Vodafone Qatar to evaluate the Customer's house/apartment and then recommend the number of Giga Hubs needed based on the Customer's home layout. Vodafone Qatar's technical team will then provide the customized requirement to the Customer at the time of installation. If the Customer does not want to take this recommendation, then Wi-Fi in every corner is not guaranteed<sup>2</sup>.

4.2 Customers who require additional coverage will need to either get the Giga Wi-Fi hub as an add-on on following terms.

Add-On	Price
Giga Wi-Fi Hub Unit*	QR10 per unit per month Or QR 20 per unit per month x 12 months
Giga Wi-Fi Hub Unit for Essential plan	QR 25 per unit per month

4.3 If the Customer does not want to use an add-on the Customer can purchase the Giga Wi-Fi Hub as per the rate below

Unit price	Price
Giga Wi-Fi Hub Unit	QR 340

### 4.4 Cancellation of Giga Wi-Fi Hub Unit

- If a Customer purchases a Giga Wi-Fi Hub, then they do not have to return it at the time of cancellation.
- If the Customer subscribes to the Giga Hub @ QR 10 per month but disconnects before 24 months, they will pay the prorated price (for 24 months). e.g., if the Customer leaves after 10 months, Customer will need to pay the remaining QR 10 x 14 months = QR 140 at the time of disconnection. The device does not need to be returned.

<sup>2</sup> Wi-Fi guarantee service means that there is a guarantee for the coverage around the house, but it does not mean that each corner of the house will get the same full speed the Customer subscribed to, as the signal tends to drop as you move away from the CPE. However, the signal coverage will ensure basic usage of devices.



- If the Customer subscribes to the Giga Hub QR 20 for 12 months but disconnects before 12 months, they will pay the prorated remaining price e.g., if the Customer leaves after 10 months, the Customer will need to pay remaining QR 20 x 2 months = QR 40 at the time of disconnection. The device does not need to be returned.
- If the Customer disconnects within the first month trial period described above, the Customer may at the time of disconnection return the Giga Wi-Fi Hub Unit to a VFQ store and no penalty shall be charged.
- For the Free Mesh included with the GigaHome 2 Gbps plan and above, in case of disconnection before 12 months, customer need to return the Mesh to Vodafone, otherwise he will need to pay for 400QR/ Mesh. After 12 months, no need to return the Mesh or pay for it.

## 5 Cancellation Charges

Cancellation Period (Months)	Fibre	5G Indoor	5G Outdoor
<b>1-3</b>	<ul style="list-style-type: none"> <li>• 1-2 Months - No Fees</li> <li>• 3<sup>rd</sup> Month: Remainder of the 3 months minimum service period</li> <li>• Return the Fibre CPE to Vodafone</li> </ul>	<ul style="list-style-type: none"> <li>• Remainder of 3-month minimum service period</li> <li>• No fees – No Refund return indoor CPE to Vodafone store.</li> </ul>	<ul style="list-style-type: none"> <li>• Remainder of 3-month minimum service period</li> <li>• Connection Charge (QR500)</li> <li>• Return outdoor CPE to Vodafone</li> </ul>
<b>4-12</b>	<ul style="list-style-type: none"> <li>• Remainder of 3<sup>rd</sup> month's minimum service charge (if applies)</li> <li>• Connection Charge (QR 798)</li> </ul>	<ul style="list-style-type: none"> <li>• No fees – No Refund return indoor CPE to Vodafone store.</li> </ul>	<ul style="list-style-type: none"> <li>• Connection Charge (QR500)</li> <li>• Return outdoor CPE to Vodafone</li> </ul>
<b>12-24</b>	No Fees	<ul style="list-style-type: none"> <li>• No fees</li> <li>• No refund just return indoor CPE to Vodafone store.</li> </ul>	<ul style="list-style-type: none"> <li>• No fees</li> <li>• No Refund just return outdoor CPE to Vodafone store.</li> </ul>
<b>After 24</b>	No Fees	<ul style="list-style-type: none"> <li>• No fees</li> <li>• No Refund</li> </ul>	<ul style="list-style-type: none"> <li>• No fees</li> <li>• No Refund</li> </ul>

- A connection charge for Fibre applies in case of disconnection between 4 to 12 months.
- 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 fee of QR200 if they want to relocate their GigaHome connection.
- If a Customer fails to return 5G CPE to the store for disconnection before 24 months, penalty charges will apply:
  - For 5G Indoor CPE: 75 QR x remainder of 24 Months
  - For 5G Outdoor CPE: one Fixed Fee of 1200 QR
- For GigaTV Customers, in case of disconnection within 36 months, Customer will need to return TV STB and remote control to the store. If not returned, Customer need to pay 20QR x remainder of 36



Months.

## 6. Landline 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 <a href="http://www.vodafone.qa">www.vodafone.qa</a>

## 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
10	13 December 2021	Changes in 3.1, 3.2 and 3.3
11	17 March 2022	Changes in 3.1, 3.3, 4, 5
12	30 March 2022	Changes in 3, 4 and 5
13	7 April 2022	Change in 5
14	26 Sept 2022	Change in 5
15	20 Oct 2022	Change in 3.2
16	22 March 2023	Change in 3.1
17	05 June 2023	Changes in Definitions, 3.1.1, 3.1.2, 3.2, 4.4 and 5