



### General Tariff information

|                                 |  |
|---------------------------------|--|
| <b>Service Provider Name</b>    | Vodafone Qatar P.Q.S.C                   |
| <b>Tariff Number</b>            | B08                                      |
| <b>Generic Name</b>             | Home Business Broadband with Fixed Voice |
| <b>Tariff Type</b>              | Permanent                                |
| <b>Customer Group</b>           | Business                                 |
| <b>Duration</b>                 | N/A                                      |
| <b>Tariff Notification Date</b> | 19 July 2023                             |
| <b>Tariff Version Number</b>    | 1  |

### Vodafone Office Fixed Voice & Broadband Bundle

#### 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  |
| 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 ("Vodafone Office 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"). Cancellation of the Service prior to that time will result in applicable charges due and payable for the remaining period of the Minimum Subscription period for example if the Customer decides to terminate at the second month of the Service then they will be liable to pay for one (1) remaining month only. For the 1Gbps & 2 Gbps Plans If the Customer terminates before 12 months of activating the service they will have to pay QR 798 as connection fees.
- 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

Vodafone Office Service enables customers to access the internet through the Vodafone fixed network. Customers will be able to achieve speeds up to 2 Gbps



### 3. Vodafone Office Service Plans

| Plan names                 | Home Business BB 20 Mbps  | Home Business BB 100 Mbps  | Home Business B 1 Gbps   | Home Business BB 2 Gbps  |
|----------------------------|---|--|--|--|
| <b>Min. Service Period</b> | 12 months   | 12 months  | 12 months  | 12 months  |
| <b>Speed Up to</b>         | 20 Mbps   | 100 Mbps   | 1 Gbps   | 2 Gbps   |
| <b>Monthly fee</b>         | QR 250  | QR 350   | QR 350   | QR 500   |
| <b>Trial Period</b>        | N/A   | N/A  | 2 Months*  | 2 Months*  |
| <b>Fibre CPE fee</b>       | Included  | Included   | Included   | Included   |
| <b>GigaTV</b>              | QR 20   | QR 20  | QR 20  | QR 20  |
| <b>Giga Wifi Hub</b>       | N/A   | N/A  | QR 20 Available as Add On  | QR 20 Available as Add On  |
| <b>Landline</b>            | Included  | Included   | Included   | Included   |
| <b>FUP</b>                 | 500 GB per month after which speed will be up to 5 Mbps till next billing cycle | 1 TB per month after which speed will be up to 20 Mbps till next billing cycle | 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 |

\*2 Months free trial can be made available only if the customer opts-in through Account Manager.

- Home Broadband Fibre Plans include a fixed Landline number will be available on subscription with the Business Home 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.

### 4. Rate Card

| Service                       | Price per minute   |
|-------------------------------|--|
| National Fixed calls          | QR0  |
| National Mobile calls         | QR0.35   |
| International GCC             | QR0.65   |
| All other international calls | QR0.65 or QR1.50<br>List of countries is available at <a href="http://www.vodafone.qa">www.vodafone.qa</a> |

### 5. Plans Cancellation Charges

| Plans                          | Months 1-12                                | Period                        | Penalty Fee   |
|--------------------------------|--|-------------------------------|---|
| Home Business BB 20 Mbps       | Months 1, 2 & 3                            | Minimum period (Plan Lock-in) | Remainder of the 3 months Monthly Rental                              |
| Home Business BB 100 Mbps      | Months 1, 2 & 3                            | Minimum period (Plan Lock-in) | Remainder of the 3 months Monthly Rental                              |
| Home Business Broadband 1 Gbps | Months 1, 2 & 3                            | Minimum period (Plan Lock-in) | Remainder of the 3 months Monthly Rental + Connection charge (QR 798) |
| Home Business Broadband 2 Gbps | 4 <sup>th</sup> to 12 <sup>th</sup> Months | Connection Charge             | Connection charge (QR 798)  |

### 6. Devices Cancellation

| Device                       | Period          | Penalty   |
|------------------------------|-----------------|---|
| <b>Giga Wi-Fi Hub (Mesh)</b> | 1-12 Months     | Prorated (QR 20 X number of months remaining from the 12 month) |
|                              | After 12 months | No penalties  |
| <b>GigaTV set top box</b>    | 1-12 Months     | Prorated (QR 20 X number of months remaining from the 12 month) |
|                              | After 12 months | No penalty  |



### Tariff Modification Version Control

| Tariff Version Number | Effective Date   | Tariff Modifications   |
|-----------------------|------------------|--|
| FS_BB 1.4             | 17 February 2019 | Clause 1.5 – Amended to clarify pro-rated lock-in.<br>Clause 1 .6 – Added up to 20% discretionary discount.<br>Clause 2 – Changed 100 to 300 Mbps<br>Clause 3 – clarified to any number in Qatar |
| FS_BB 1.5             | 6 October 2019   | Clause 2 – revised speed.<br>Clause 3 – removed two para<br>Clause 4 – Changed rate  |
| FS_BB 1.6             | 22 October 2019  | Clause 1.5 – Amended to clarify payment of QR199 in case customer terminates during minimum subscription period.   |
| 1                     | 19 July 2023     | New Format; New tariff version and changes in 1, 3, 5 and new clause 6   |