



### 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>	27 Sept 2023
<b>Tariff Version Number</b>	2

### 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 P.Q.S.C, 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 Home Business Broadband ("**Home Business Broadband** ") 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 Business Broadband 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 Home Business Broadband 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 Business Broadband Plans include a fixed Landline number will be available on subscription with the Home Business Broadband 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 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. Clause 1 .6 – Added up to 20% discretionary discount. Clause 2 – Changed 100 to 300 Mbps Clause 3 – clarified to any number in Qatar
FS_BB 1.5	6 October 2019	Clause 2 – revised speed. Clause 3 – removed two para 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
2	27 Sept 2023	Deletion of title and changes in 3.