



General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
Tariff Number	C02
Duration	25 April 2020
Marketing Name of the Retail Offer	GigaHome Try and Buy Offer
Tariff Type	Promotion
Customer Group	Consumer
Notification Date	26 January 2020
Tariff Version Number	N/A

- All new Vodafone customers (“**Customer**”) can subscribe to the Try and Buy offer on all Vodafone’s Fiber and 5G Plans without the three (3) months’ lock in (“**Try and Buy**”) available at any Vodafone store or through Vodafone sales agents.
- To subscribe to Try and Buy, the Customer must pay a refundable upfront fee as stated below and has one (1) month to decide whether to continue using the GigaNet Fibre or GigaHome 5G Service. On completion of one (1) month’s billing period the upfront fee will become non-refundable but the Customer can still enjoy two months’ free rental.
- The upfront fees shall be as following:
 1. **GigaNet Fibre** – Customer will pay a one (1) month’s plan rental in advance (“**Fibre Upfront Fees**”) such as 250, 350 or 500 QR based on the plan selected. In addition, if the Customer also wants the Vodafone Giga TV then they will pay an additional 100 QR to the Fibre Upfront Fees for the Set Top Box (“**STB**”). After the first month if the Customer decides to continue using the Service then the Fibre Upfront Fees will become non-refundable and the Customer will get the next two (2) months plan rental free in addition to the first trial month. After completing the three (3) months Try and Buy period, the Customer will continue to pay the normal monthly Plan charges including the three (3) months minimum service period. If the Customer decides to discontinue the Try and Buy Offer, they have to visit the Vodafone store before the first month’s bill is generated to get the Fibre Upfront Fees refund and return the STB in good working condition. In case the STB is lost or not in working condition the Customer will be liable to pay 450 QR.
 2. **GigaHome 5G Classic Plan** - The Customer will pay 750 QR as upfront fees (“**5G Upfront Fees**”). If after the first month the Customer decides to continue using the 5G Classic Plan then the 5G Upfront Fees will become non-refundable and Customer will get two (2) months free in addition to the first trial month. After completing the three (3) months, you will continue to pay the normal monthly rentals including the three (3) months minimum service period of three months. If Customer decides to discontinue, they have to visit any Vodafone Store before the first month’s bill is generated to discontinue the service and return the 5G CPE Router in a good condition to get back the 5G Upfront Fees. If the CPE is lost or damaged the customer must pay the full amount of 1800 QR, which is the cost of the CPE.
- Customers can inquire about the GigaHome promotion by scanning the QR code or by visiting the link on our flyers; brochures; in store and outdoor advertisement where available to connect with the Vodafone WhatsApp chat service. However, the Vodafone WhatsApp chat is only available to customers who send a message to Vodafone WhatsApp numbers (31597016, 31597017, 31597018, 31597019 and 31597020). Customers should not respond to messages on WhatsApp from people claiming to represent Vodafone, as Vodafone will never initiate contact with you directly through WhatsApp without your consent as stated above.
- Vodafone’s GigaHome General Terms and Conditions shall apply.