



### 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>	1 November 2020
<b>Tariff Version Number</b>	3

### 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
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 your details. Our agent will call you back to explain the plans and to fix an appointment for installation at your 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	8 included
Additional benefits	Landline**	Landline**	Landline**	Landline**

\* 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.

\*\* 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.

#### 3.2 GigaHome 5G Plans\*

Plan	GigaHome Classic**	GigaHome Premium**	GigaHome VIP
Service period	3 months	3 months	3 months
Speed up to	100 Mbps	500 Mbps	1 Gbps
Monthly fee****	QR 300	QR 500	QR 1500
5G CPE	QR 75	QR 75	Included***
Giga Wi-Fi Hub	Available as Add On	Available as Add On	8 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	None.

\*To enable the 5G service the Customer's premises must be in a 5G enabled area<sup>1</sup>

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

\*\*\*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; but Customers must pay a non-refundable advance service charge of QR375.

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



#### 4 Giga Wi-Fi Hub Unit

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

- Giga Wi-Fi Hub Unit can be used by Customers to obtain full WiFi coverage inside their home. Customers can subscribe to the Giga Wi-Fi Hub Unit by visiting any Vodafone Qatar Stores.

#### 5 Cancellation Charges

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

- If the customer disconnects the 5G service, then the customer must return the CPE upon disconnection as the 5G CPE is Vodafone property.
- If the customer disconnects the Fibre or the 5G service, then the customer must return the WiFi Hub unit upon disconnection as the Hub Unit is Vodafone property.
- The customer will be charged a relocation fees of QR200 if they want to relocate their fibre connection.

#### 6. Rate Card

National Fixed calls	QR0.35
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 November2020	Change in 5
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