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### 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>	8 March 2022
<b>Tariff Version Number</b>	11

### 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.
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 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

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	5 included
Additional benefits	Landline**	Landline**	Landline**	Landline**
Special Discount****	2 Months	3 Months	3 Months	-

\* 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. Fibre CPE Fee is included for Classic, Premium and VIP Plans.

\*\* 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.

\*\*\*The GigaTV service requires a QR 50 upfront payment for the GigaTV device. If customer disconnects the service within the first trial month (see special discount below) they need to return the GigaTV device in working conditions to any Vodafone store and the QR 50 upfront payment will be refunded. In case the returned GigaTV device is not working, the customer will have to pay a QR 400 damage fee.

\*\*\*\*Special discount includes:

- A first month trial period. Customers have the right to disconnect and not pay cancellation charges mentioned under Column 2 "Fiber" in Section 5 below. Cancellation must be before the first month's bill is generated. The Fibre CPE and the GigaTV device (if applicable) must be returned. Customer need to visit any VFQ store in order to disconnect the service.
- If the customer continues after the first month trial period, a second and/or third month (based on the customer's GigaHome Fibre Plan) is added. Normal cancellation charges as outlined in Section 5 ("Fiber", Months 1-3) apply.
- The customers pays the normal monthly fee as highlight in the table above starting from the third or fourth month (based on the customer's GigaHome Fibre Plan) of their 12-month plan.
- The 3-month Minimum Service Period (see Section 5 Below) applies after the end of the Special Discount Period.



### 3.2 GigaHome Plus Fibre Plans

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

Plan	GigaHome Essential Plus	GigaHome Classic Plus
Monthly Price	QR 250	QR 330
Speed Up to	100 Mbps	300 Mbps
Local Calls	Unlimited Calls to Local Landline Numbers	Unlimited Calls to Local Landline Numbers
Giga TV	Included	Included
Special Discount	2 Months	3 Months

- Minimum service period of three months shall apply.
- The Offer is available for Qatar Airways Staff living in the buildings that are connected with Vodafone Fibre.
- No installation fees.
- Vodafone's standard GigaHome terms and conditions apply.

### 3.3 GigaHome 5G Plans\*

Plan	GigaHome Classic with Indoor CPE	GigaHome Classic with Outdoor Fixed CPE	GigaHome Premium with indoor CPE	GigaHome Premium with outdoor Fixed CPE	GigaHome VIP
Service period	3 months	12 Months	3 months	12 Months	3 months
Speed up to	100 Mbps	100 Mbps	500 Mbps	500 Mbps	1 Gbps
Monthly fee **	QR 300	QR 300	QR 500	QR 500	QR 1500
Monthly 5G CPE fee	QR 75	Included***	QR 75	Included***	Included****
Giga Wi-Fi Hub	Available as Add On	1 Included	Available as Add-On	1 included	5 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	2 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	None.

\* To enable the 5G service the Customer's premises must be in a 5G enabled area<sup>1</sup>. If Customers relocate to 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 to return their 5G CPE in such case.

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

\*\*\* Customers on Gigahome Classic and Premium Plans with Outdoor CPE will get the 5G CPE included in the plan with following conditions:

- A first month trial period. Customers have the right to disconnect and not pay cancelation charges

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



mentioned under Column 4 “5G Outdoor” in Section 5 below. Cancellation must be before the first month’s bill is generated. The 5G outdoor CPE must be returned. The Customer needs to visit a VFQ store in order to disconnect the service.

- If the Customer disconnects after the first month and before 12 months, the Cancellation Charges set out in Section 5 applies.

\*\*\*\*Customers on the GigaHome VIP service will get the 5G CPE with no monthly fees.

- The first 2 Months are for 5G Classic Plan with indoor CPE; but the Customer must pay a non-refundable advance service charge of QR375.
- The first 2 Months are for 5G Classic Plan with Outdoor CPE; but Customers must pay a non-refundable advance service charge of QR300.

#### 4 Giga Wi-Fi Hub Unit

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

- Giga Wi-Fi Hub Unit can be used by Customers to obtain full Wi-Fi coverage inside their home. Customers can subscribe to the Giga Wi-Fi Hub Unit by visiting any Vodafone Qatar Stores.
- If Customers Purchases a Giga Wi-Fi Hub then they do not have to return at time of cancellation.

#### 5 Cancellation Charges

Cancellation Period (Months)	Fibre	5G Indoor	5G Outdoor	WiFi – Hub Unit
1 -3	Remainder of 3-month minimum service period Connection Charge (QR499) Return the Fibre CPE to Vodafone	Remainder of 3-month minimum service period No fees – No Refund return indoor CPE to Vodafone store.	Remainder of 3-month minimum service period Connection Charge (QR500) Return outdoor CPE to store	For essential plan: QR 25 per unit x remainder of 12 months
4-12	Connection Charge (QR499) Return the Fibre CPE to Vodafone	No fees – No Refund return indoor CPE to Vodafone store.	Connection Charge (QR500) Return outdoor CPE to Vodafone	• QR 25 per unit x remainder of 12 months
12-24	No Fees	No fees – No Refund return indoor CPE to Vodafone store.	No fees – No Refund return outdoor CPE to Vodafone store.	No fees
After 24	No Fees	No fees – No Refund return indoor CPE to Vodafone store.	No fees – No Refund -	No fees

- 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 fees of QR200 if they want to relocate their fibre connection.

- 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 remaining QR 10 x 14 months = QR 140 at the time of disconnection.
- 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, customer will need to pay remaining QR 20 x 2 months = QR 40 at the time of disconnection
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## 6. 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>

## 7. WiFi Guarantee

- WiFi 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 Customers 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 the Wi-Fi in every corner is not guaranteed.
- Customers who subscribe to GigaHome classic plan QR 300 but require additional coverage then will have the below two options:
  1. Buy 1 mesh for QR 10 per month
  2. Buy 1 mesh for QR 20 for 12 months
- Customers who subscribe to GigaHome Premium plan QR 450 can have up-to 2 free mesh (if required ) If customer needs additional coverage, they have the below options:
  1. Buy 1 mesh for QR 10 per month.
  2. Buy 1 mesh for QR 20 for 12 months.
- 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 remaining QR 10 x 14 months = QR 140 at the time of disconnection.
- 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, customer will need to pay remaining QR 20 x 2 months = QR 40 at the time of disconnection
- However, if the customer disconnects within the 30 days of try & buy period, the customer will bring back the mesh and no penalty shall be charged.
- 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.



### 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	8 March 2022	Adding 7