



General Tariff information

Service Provider Name	Vodafone Qatar P.Q.S.C
Tariff Number	B06
Marketing Name of the Retail	GigaBusiness Services
Tariff Type	Permanent
Duration	Permanent
Customer Group	Business
Notification Date	7 July 2022
Tariff Version Number	4

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
GigaBusiness	means the data service which enables customers to access the internet through the Vodafone fixed or fixed wireless network
Reimbursement customers	Business customers who pay for their lines themselves while subscribing to Business Plans as bona fide employees of
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 GigaBusiness General Terms and Conditions shall apply.
- Vodafone GigaBusiness Service is available in the areas where Vodafone has 5G 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. Additional cancellation charges are detailed in Section 5, below.
- 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

- 2.1 GigaBusiness Service enables customers to access the internet through Vodafone's network. The speed of the service achieved is dependent on the network coverage.

3. New GigaBusiness Plans

- 3.1 Customers can subscribe to the new GigaBusiness Plans by visiting our website at <https://www.vodafone.qa/en/business/home> and leaving their details or directly contacting their Account Manager who will call you back to explain the plans and fix an appointment for the installation at your premises. The benefits included in the Plans are:

Plan Name	GigaBusiness 100Mbps	GigaBusiness 1Gbps
Price	600 QAR	1600 QAR
Speed	up to 100 Mbps	up to 1Gbps Mbps
5 G Router	5G Router included *	5G Router included *
Fair Usage Policy	2TB per month**	2TB per month**
One-off installation charge for outdoor CPE****	400 QAR	400 QAR

*5G Router will remain under the ownership of Vodafone Qatar. If the customer disconnects before 24 months has been completed the customer is obliged to return the 5G Router to a Vodafone Qatar retail store in a good working condition. A customer failing to return the 5G Router in a good working condition will attract a penalty of QR 75 per month for each of the remaining months of the first 24 months.

**Customer must use the Plan in a reasonable and fair manner.

***To enable the 5G service the Customer's premises must be in a 5G enabled area. 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 indoor CPE in such case.

****One-off installation charge is applicable only for outdoor CPEs.

4. Wi-Fi Extender Unit

Add On	Price
Wi-Fi Extender Unit	QR25 per unit per month

- 4.1 Wi-Fi Hub Unit can be used by customers to obtain full Wi-Fi coverage inside their premises. Customers can subscribe to Wi-Fi Hub Add on by visiting any Vodafone Qatar Stores or calling their Account Managers.
- 4.2 In the event the customer who orders a Wi-Fi Extender device terminates their Service before the expiry of twelve (12) billable months (from the day the Wi-Fi Extender is made available to the customer), the customer will be liable to pay Vodafone Three Hundred (300) QAR per Wi-Fi Extender device. The twelve (12) month period will not include any period of service during which the Services were suspended for any reason, including non-payment.

5. Summary of Cancellation Charges

Cancellation Date	Fees
Less than 3 months	<ul style="list-style-type: none"> Remaining of the 3 months rental; 5G Router rental @QAR 75 for the remaining period of 24 months (if not returned to Vodafone in a good working condition); Wi-Fi Extender device @ QAR 300 per device.
4 months - 12 months	<ul style="list-style-type: none"> 5G Router rental @QAR 75 for the remaining period of 24 months (if not returned to Vodafone in a good working condition); Wi-Fi Extender device @ QAR 300 per device.
13 months -24 months	<ul style="list-style-type: none"> 5G Router rental @QAR 75 for the remaining period of 24 months (if



	not returned to Vodafone in a good working condition).
+24 Months	<ul style="list-style-type: none"> No Cancellation Charges.

There are no relocation fees

6. Vodafone for All - Power to people with disabilities

All Reimbursement customers who are registered and hold a valid special needs card ("Card") from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) are entitled to avail 50% discount on below listed plans:

GigaBusiness 100Mbps	GigaBusiness 1Gbps
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- Discount can be availed only on one Giga Business plan per Card.
- Discount cannot be combined with any other promotion or discount and can be availed on existing plans if the existing plan is eligible. Otherwise, customer can upgrade/migrate to avail the Discount.
- Existing customers can avail the offer from Vodafone Chat Support Team online or by visiting a Vodafone store.

Tariff Modification Version Control

Tariff Modification Version Number	Effective Date	Description of Change
GB 1.2	10 September 2019	Clarified the Free 5G Router.
1	06 February 2020	New format and Changes in 3.1 and 5
2	10 February 2020	Changes in 3 , 4 and 5
3	10 May 2021	Change in 3
4	07 July 2022	New clause 6