



General Tariff information

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|------------------------------|------------------------|
| Service Provider Name | Vodafone Qatar P.Q.S.C |
| Tariff Number | C03 |
| Duration | Permanent |
| Marketing Name of the Retail | Vodafone Home Services |
| Tariff Type | Permanent |
| Customer Group | Consumer |
| Notification Date | 14 May 2025 |
| Effective Date | 27 May 2025 |
| Tariff Version Number | 28 |

1. Definitions

- **Bit** means the lowest unit of data usage.
- **Billing cycle:** The period between the bills begins on a specific day each month, e.g., 1 or 15 of the month and continues until the same day of the following month.
- **GB** means Gigabyte.
- **TB** means Terabyte equivalent to 1,024 Gigabyte.
- **Mbps** means Megabits per second.
- **Supplementary Form:** If you buy a Home Product you agree to the supplementary terms and conditions stated in the Supplementary Form available For Fibre at <https://www.vodafone.qa/en/about-us/legal-and-regulatory/terms-and-conditions#othertnc> under Home CAF-Supplementary form section. For 5G home services physical supplementary form will be signed by the customer.
- **You or Your** means the Customer
- **Vodafone / Us** means Vodafone Qatar P.Q.S.C., commercial registration No. 39656, PO Box 27727 Doha Qatar
- **Vodafone Home 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.

2. Tariff Terms and Conditions

- Vodafone's Home General Terms and Conditions shall apply.
- Vodafone Home Service is available in the areas where Vodafone has 5G or fibre coverage.
- Vodafone may from time to time offer and publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
- 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*.

3. Service Description

The Vodafone Home Plans enable Customers to access the internet from home through Vodafone's network. The Vodafone Home Service offers fast access to the internet to surf the web, download and upload data as well as provide landline services and as an option IPTV entertainment with fibre plans.

4. Vodafone Home Plans

There are two types of Vodafone Home Plans – Vodafone Home Fibre and Vodafone Home 5G Plans based on customer house location and requirements. All new customers on Vodafone Home Fibre plans listed below will have billing in arrears. Customers can subscribe to Vodafone Home Plans by visiting our Retail stores or our website at <https://www.vodafone.qa/en/qigahome> by leaving their details. For online requests our agent will call back to explain the plans and help with the activation



4.1 New Vodafone Home Fibre Plans

4.1.1 Fibre Plans

Customers must live in a building or house connected to Vodafone Fibre to enable the Vodafone Home Fibre Plans. The Vodafone Home Plans described in the table below are the only plans available for new fibre activations. Existing Customers on old GigaHome Plans can upgrade to new Vodafone Home Plans. They will benefit from the new plans' features except the 100% discount benefit eligible on monthly plan rental. Once a customer changes his/her plan the fibre "lock-in period" is renewed.

- **New Vodafone Home Plans:**

| Plan | Vodafone Home Start | Vodafone Home Family | Vodafone Home Play | Vodafone Home Premium | Vodafone Home MAX |
|--------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Contract Period | 12 months (after discount) | 12 months (after discount) | 12 months (after discount) | 12 months (after discount) | 12 months (after discount) |
| Speed Up to | 500 Mbps | 1 Gbps | 2 Gbps | 2 Gbps | 3 Gbps |
| Monthly Plan rental | QR 350 | QR 380 | QR 450 | QR 520 | QR 1000 |
| CPE/Router | 1 Included | 1 Included | 1 Included | 1 Included | 1 Included |
| Giga Wi Fi Hub | Available as Add On | 1 included | 2 included | 2 included | Up to 5 included |
| Landline | Included | Included | Included | Included | Included |
| 100% Discount on monthly plan rental | 2 Months | 2 Months | 2 Months | 2 Months | 2 Months |
| OSNtv Service | OSNtv lite included | OSN tv lite Included | OSN tv lite Included | OSN tv Premium Included | OSN tv Premium Included |
| Gaming Add-on* | 100 QR | 100 QR | Included | 100 QR | Included |

- ***Gaming Add-on:**

- Gaming Add-on is part of the new Home Plans only for new customers on Home Play and Home Max Plans.
- Gaming Add-on features includes:
 - Dedicated 1 Gbps connection in 1 room
 - Dedicated Wi-Fi Extender in 1 Room
 - 1 Public Dynamic IP
 - 1 monthly Gaming voucher code equivalent value of 35 QR, to be redeemed within online gaming stores.

- **Vodafone Home specific Terms and Conditions**

1. A Vodafone supplied Customer Premise Equipment ("CPE" or "Router") is mandatory for a Vodafone Home Fiber Plan to be connected and used by the Customer.
2. A Vodafone Home Fibre Plan will get a predetermined fixed landline number on subscription. To enable the landline, the Customer must attach any landline handset device to the Router.

- **Months, 100% Discount on Monthly Rental:**



1. For the first 60 days from the activation date, Customers will get a free trial period of 60 days with the right to disconnect and not pay cancelation charges mentioned under Column 2 “Fibre” in Section 6 below.
2. If disconnection occurs within the first 60 days, OSNtv must be returned in working condition. Customers need to visit any Vodafone store to disconnect the service and return OSNtv device.
3. If disconnection does not occur within the first 60 days, Customers pay the normal monthly fee in the table above starting from the 61st day for a period of 12 months.

- **Disconnection**

1. If the Customer disconnects their Vodafone Home Fibre Plan before the first 12 months has expired a “lock-in period charge” applies (see Section 6 below).

- **Fair Usage Policy**

1. The Vodafone Home Fibre Plans are offered for reasonable personal use only. The Fair Usage Policy for the GigaHome Fibre Plans are:
 - (a) Excessive use of the Vodafone Home Service beyond that its normal and reasonable usage (in our discretion) and which results in negatively impacting the quality of service available to other subscribers may result in suspension or throttling of the Service, which may impact the desired or expected speed.
 - (b) Landline includes unlimited local calls to any landline in Qatar with a fair usage of 44,640 minutes per month.
 - (c) The Vodafone Home Service is provided solely for a single unit (apartment/house) use only and cannot be extended or shared with other units. In case of misuse or illegal resale of the Vodafone Home Service, we have the right to disconnect and take appropriate action under the law.

- **OSNtv for Vodafone Home Fibre Plans**

1. OSNtv lite pack is included for the new Activations on 1 Gbps Plan. OSNtv Premium is included for the new Activations on 2, 5, 10 and 25 Gbps plans. More information on the channels available on OSNtv can be found at <https://www.vodafone.qa/en/osntv>.
2. There is lock in period of 12 months for the OSNtv service. In case of disconnection of OSNtv within 12 months, the Customer will need to pay 30 QR x remainder of the 12 Months for OSNtv lite and 60 QR x remainder of 12 months for OSNtv Premium service.
3. OSNtv comes with one OSNtv device per subscription. Customers can obtain additional OSNtv devices priced at: 25 QR per month per device for OSNtv Lite and 60 QR per device per month for OSNtv Premium. In case of disconnection of OSNtv within 12 months, the Customer will need to pay 30 QR x remainder of the 12 Months for OSNtv lite and 60 QR x remainder of 12 months for OSNtv Premium
4. Existing Customers on Home Fibre plans, with or without TV can subscribe to OSNtv Packs, following below:

| | OSNtv lite | OSNtv Premium |
|------------------------------|------------|---------------|
| Existing Customer with TV | 20 QR | 60 QR |
| Existing Customer without TV | 25 QR | 60 R |

4.6 Vodafone Home 5G Plans with an Indoor or outdoor CPE

| Plan Name | Vodafone Home Classic with Outdoor or indoor CPE | Vodafone Home Premium with outdoor or indoor CPE |
|----------------------|--|--|
| Service period | 12 Months | 12 Months |
| Speed up to | 100 Mbps | 500 Mbps |
| Installation charges | Nil | Nil |
| Monthly fee with | QR 300 | QR 450 |



| | | |
|--------------------------------------|---|---|
| 5G CPE fee* | | |
| 100% Discount on monthly plan rental | 2 Months | 2 Months |
| Giga Wi-Fi Hub | 1 Included | Up to 3 included |
| FUP | 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 |

- The Home 5G Plans are only available as billing in advance.
- If the Customer disconnects their Vodafone Home 5G Plans with an indoor or outdoor CPE before the first twelve (12) months has expired a “lock-in period charge” applies (see Section 6 below).
- If the Customer disconnects their Vodafone Home 5G Plans with an indoor or outdoor CPE before the first twelve (12) months has expired and then fails to return 5G CPE (Indoor or Outdoor) to the store, a penalty charges of 75 QR x remainder of 12 months will apply.

5. Wi-Fi Hub

- Customers who require additional coverage can get a Wi-Fi hub as an add-on on as below.

| Add-On | Price |
|--|---------------------------------------|
| Wi-Fi Hub Unit* | QR 20 per unit per month x 12 months |
| Wi-Fi Hub Unit for Legacy Essential plan | QR 25 per unit per month for lifetime |

- If the Customer does not want to use an add-on the Customer can purchase the Wi-Fi Hub as per the rate below

| Unit price | Price |
|------------------------|--------|
| Wi-Fi Hub Unit | QR 340 |
| Wi-Fi Hub premium Unit | QR 500 |

- If a Customer purchases a Wi-Fi Hub with their Vodafone Home Plans, then they do not have to return it at the time of cancellation.
- If the Customer subscribes to the Wifi Hub @ QR 20 per month but disconnects before 12 months, they will pay the prorated remaining price e.g., if the Customer leaves after 10 months, the Customer will need to pay remaining QR 20 x 2 months = QR 40 at the time of disconnection. The device does not need to be returned.
- If the Customer subscribes to the Wifi Hub @ QR 25 per month disconnects before 24 months, they will pay the prorated price (for 24 months).
- For the Wi-Fi Hub included with the Vodafone Home Plans, in case of disconnection before 12 months, customers need to return the Giga Hub to Vodafone, otherwise they will need to pay QR 400 per Wifi Hub. After 12 months, there is no need to return the Wifi Hub.

6 Park Your Number (for All Home Fibre and 5G plans)

- For customers going on temporary vacations, they can park the Vodafone Home Fibre line. To do so, they will need to pay 100QR up front at any of our Vodafone stores. The Vodafone Home Connection will be charged then for 35 QR per month only, and internet will not be working. Once back from vacations, Customers can contact Vodafone or visit any store to reactivate your line back to your original plan.

| Park Your Number Service | Price |
|--------------------------|--------|
| Upfront payment | QR 100 |



| | |
|-------------|-------|
| Monthly fee | QR 35 |
|-------------|-------|

- Customers who have paid at least 3 bills are eligible for this service.
- The QR 100 paid at the time of Parking the number will be posted as advance payment, to compensate for the QR 35 per month plan rental.
- If the customer does not switch back to the regular Vodafone Home plans within 4 months, they will be barred.
- Customers who have any active discount will lose the discount on return.
- The customer must clear any pending bills before parking the number.
- The customer will continue to be charged for any paid add-ons (if availed).
- The 5G customer can keep the device and resume services once they return. If a customer has lost device within lock-in period, he will pay the penalty as per section 4.6/4.7.
- A new router will not be issued on unparking the number, customer must use previously issued device or pay penalty.
- Customers can use Park Your Number service twice a year only.
- Customers with Billing in Arrears will have their monthly fee billed in arrears as well.

4.7 Relocation of Vodafone Home Connection

- For all Vodafone Home Fibre and 5G plans, each Customer will have one relocation for free every 12 months. In case of a second relocation within the 12 months, the Customer will be charged a relocation fee of QR 200.

5.

6. Summary of Cancellation Charges

| Cancellation Period | Fibre | 5G Indoor or 5G outdoor |
|---------------------|---|--|
| 1 -3 Months | <ul style="list-style-type: none"> • The First 2 months - No cancellations fees. From the third month onwards a 3-month minimum service period shall apply. • Fibre Lock in period Charge After the first 2 months: QR 80 x remainder of 12 months • Return, OSNtv device and Wi-Fi Hub (if applicable) to Vodafone store. • OSNtv Lock in charge applies after the first 2 months: OSNtv lite : 30QR x remainder of 12 months OSNtv Premium : 60 QR x remainder of 12 months | <ul style="list-style-type: none"> • 3-month minimum service period • Lock in period charge (QR 500) • Return 5G CPE (indoor or outdoor) to Vodafone store. |
| 4-12 Months | <ul style="list-style-type: none"> • Remainder of the three (3) months minimum service period. • Fibre Lock in period Charge QR 80 x remainder of 12 months | <ul style="list-style-type: none"> • Lock in period Charge (QR500) • Return of 5G CPE (indoor or outdoor) to Vodafone store |



| | | |
|------------------------|--|---|
| | <ul style="list-style-type: none"> Return, and Wi-Fi Hub (if applicable) to Vodafone store. OSNtv Lock in charge : OSNtv lite : 30QR x remainder of 12 months OSNtv Premium : 60 QR x remainder of 12 months | |
| After 12 months | <ul style="list-style-type: none"> No Fees | <ul style="list-style-type: none"> No Fees |
| Device Upgrade | Any customers who request a device upgrade, will be subject to 1 year of new device lock-in period. If the customer disconnects before 12 months the customer will need to pay a penalty of QR 42 X remaining months for the device. | |

Any customers who request a device upgrade, will be subject to 1 year of new device lock-in period. If the customer disconnects before 12 months the customer will need to pay a penalty of QR 42 X remaining months for the device.

7. Landline 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 www.vodafone.qa |

10. Legacy GigaHome Fibre Plans

- 10.1 The below plans will remain available to new and existing subscribers (upgrades) in the areas where Fibre Network is not upgraded to the Gigabits speed or where customers decide to remain on these plans:

| Plan | GigaHome Essential | GigaHome Classic |
|-------------|---|---|
| Monthly fee | QR 250 | QR 350 |
| Speed Up to | 20 Mbps | 100 Mbps |
| Local Calls | Unlimited Calls to Local Landline Numbers | Unlimited Calls to Local Landline Numbers |
| Fibre CPE | Included | Included |

- A minimum service period of three (3) months shall apply for new customers in that if the customer disconnects within the first 3 months, they must pay the remaining monthly rental of the 3 months.

- 10.2 The below GigaHome plans are no longer available for customers starting from 27 May 2025. Existing customers can continue to be on these Legacy Plans.

| Plan | GigaHome 1Gbps | GigaHome 2Gbps | GigaHome 5Gbps | GigaHome 10Gbps | GigaHome 25Gbps |
|---------------------|----------------------------|----------------------------|----------------|-----------------|-----------------|
| Contract Period | 12 months (after discount) | 12 months (after discount) | 12 months | 12 months | 12 months |
| Speed Up to | 1 Gbps | 2 Gbps | 5 Gbps | 10 Gbps | 25 Gbps |
| Monthly Plan rental | QR 350 | QR 500 | QR 3,500 | QR 6,500 | QR 19,500 |



| | | | | | |
|--------------------------------------|---------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| CPE/Router | 1 Included | 1 Included | 1 Included | 1 Included | 1 Included |
| Giga Wi Fi Hub | Available as Add On | Up to 2 included | Up to 5 included | Up to 5 included | Up to 5 included |
| Landline | Included | Included | Included | Included | Included |
| 100% Discount on monthly plan rental | 2 Months | 2 Months | - | - | - |
| Upfront Fee ¹ | - | - | QR 3,500 | QR 6,500 | QR 19,500 |
| OSNtv Service | OSNtv lite included | OSN tv Premium Included | OSN tv Premium Included | OSN tv Premium Included | OSN tv Premium Included |

10.3 Plus GigaHome Fibre Plans

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

| Plan | GigaHome Essential Plus | GigaHome Classic Plus |
|------------------|---|---|
| Monthly fee | QR 250 | QR 330 |
| Speed Up to | 100 Mbps | 1 Gbps |
| Local Calls | Unlimited Calls to Local Landline Numbers | Unlimited Calls to Local Landline Numbers |
| Fiber CPE | Included | Included |
| OSNtv | QR20 per month | Included |
| Special Discount | 2 Months included | 3 Months included |

- After the Special Discount has finished, a minimum service period of three (3) months shall apply in that if the customer disconnects within the next 3 months, they must pay the remaining monthly rental of the 3 months.
- The offer is available for Qatar Airways staff living in Qatar Airways buildings/accommodation that are connected with Vodafone Fibre.
- If the Customer is no longer working for Qatar Airways, they will not be able to receive the above offer.

¹Upfront fees that select customer on 5, 10 to 25 Gbps must pay for the bespoke dedicated infrastructure and network element like a dedicated OLT port and high-end CPE will cover.



8. Tariff Modification Version Control

| Tariff Modification Version Number | Effective Date | Description of Change |
|------------------------------------|------------------|--|
| GH 1.2 | 1 May 2019 | Changes in 3.1; 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 | 17 March 2022 | Changes in 3.1, 3.3 4 and 5 |
| 12 | 30 March 2022 | Changes in 3, 4 and 5 |
| 13 | 7 April 2022 | Change in 5 |
| 14 | 26 Sept 2022 | Change in 5 |
| 15 | 20 Oct 2022 | Change in 3.2 |
| 16 | 22 March 2023 | Change in 3.1 |
| 17 | 05 June 2023 | Changes in Definitions, 3.1.1, 3.1.2, 3.2, 4.4 and 5 |
| 18 | 29/08/2023 | Changes in 3.1.1 |
| 19 | 24/09/2023 | Changes in 5 |
| 20 | 30/11/2023 | Revised tariff with changes in all clauses. |
| 21 | 03/01/2024 | Change in 6 and change in numbering. |
| 22 | 15/01/2024 | Changes in 4.1, 4.4, 4.6, 4.7, 4.8 and 4.9 |
| 23 | 01/02/2024 | Changes in 4.6, 4.7 and 6 |
| 24 | 30/05/2024 | Change in 4.4 |
| 25 | 26/11/2024 | Changes in 4.2, 4.7 and 6 Removal in 4.6 and 4.8 |
| 26 | 17/12/2024 | Changes in 4.1, 4.3, 4.5, 4.7, 5 and 6 |
| 27 | 11/05/2025 | Changes in 1,4, 4.4, 4.6 and 6. |
| 28 | 14/05/2025 | Changes in all sections. |