General Tariff information

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	15 November 2026
Tariff Version Number	34

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.
- **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.
- **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

2. Tariff Terms and Conditions

- Vodafone's Vodafone 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 promotiona*l 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/Vodafone Home 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

- **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 Vodafone Home 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.

Plan	Vodafone Home 1Gbps	Vodafone Home 2Gbps	Vodafone Home 5Gbps	Vodafone Home 10Gbps	Vodafone Home 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
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
OSNtv device	OSNtv App*	OSNtv Box	OSNtv Box	OSNtv Box	OSNtv Box

*OSNtv Box is available for Vodafone Home 1Gbps customers for a monthly add-on of 10 QR / month for 12 months.

- **Specific Terms and Conditions**

- 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.
- OSNtv Box is available for Vodafone Home 1Gbps customers for a monthly add-on of 10 QR / month for 12 months.
- 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.
- Vodafone Home 25Gbps Plan is currently only available in Msheireb Downtown Doha Buildings, due to specific infrastructure requirements and equipment availability.
- All customers who are registered and hold a valid special needs or retirement card ("**Card**") from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority ("**Eligible Customer**") are entitled to the following benefits:
  - Under the "Vodafone for All" program, eligible customers (retired or customers with special needs) can benefit from a lifetime 50% discount on any one of the 1 Gbps and 2 Gbps plan rental. Lifetime discount is subject to timely and full payment of all monthly rentals and other dues on paid on time. The 2-month free offer does not apply to customers \\eligible for the "Vodafone for All" program.

[1]Upfront 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.

- The Vodafone for All Plan discount is non-transferrable and cannot be combined with any other Vodafone discounts or exchanged for cash.

- **Months, 100% Discount on Monthly Rental of 1Gbps and 2 Gbps Plans**

- 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.
- 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.
- If disconnection does not occur within the first 60 days, Customers pays the normal monthly fee in the table above starting from the 61st day for a period of 12 months.

- **Disconnection**

- 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**

- The Vodafone Home Fibre Plans are offered for reasonable personal use only. The Fair Usage Policy for the Vodafone Home 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 to 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.

4.2 Legacy Vodafone Home Fibre Plans

- 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	Vodafone Home Essential	Vodafone Home 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.
- The following legacy fibre plan speeds have been upgraded to 1 Gbps for existing customers for the same monthly rental, these plans are not available for new customers:

Legacy Fibre Plan Name	Old Plan Speed	New Plan Speed
Vodafone Home Classic 300 TB -F	Up to 100 Mbps	Up to 1 Gbps
Vodafone Home Classic 300 Double -F	Up to 100 Mbps	Up to 1 Gbps

Vodafone Home Classic Plus 300 F	Up to 100 Mbps	Up to 1 Gbps
Broadband SF 50Mbps -F	Up to 50 Mbps	Up to 1 Gbps
Broadband SF 100Mbps -F	Up to 100 Mbps	Up to 1 Gbps
Broadband SF 200Mbps -F	Up to 200 Mbps	Up to 1 Gbps
Vodafone home classic plus	Up to 500 Mbps	Up to 1 Gbps

- The speed that the customers get on these plans depends on the customer's Router. In case of an old router device, the customers speed will be limited to the router capacity. For customers who want to enjoy higher speeds, they may request a device upgrade, which is subject to 1 year 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.

4.3 Plus Vodafone Home Fibre Plans

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

Plan	Vodafone Home Essential Plus	
Monthly fee	QR 250	
Speed Up to	500 Mbps	
Local Calls	Unlimited Calls to Local Landline Numbers	
Fiber CPE	Included	
OSNtv	QR20 per month	
Special Discount	2 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.

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

- For customers going on temporary vacations, they can park the Vodafone Home Fibre line. ("**PYN**")
- Customers will need to pay 100QR up front at any Vodafone stores to avail the PYN service.
- On subscribing to PYN, the Vodafone Home Connection will only be charged 35 QR per month, and the Customer's internet will not work during PYN period. Once back from vacations, Customers can contact Vodafone call centre or visit any Retail Store to reactivate their line back to their original plan.

Park Your Number Service	Price
Upfront payment	QR 100
Monthly fee	QR 35

- Customers must have completed at least 3 paid bills to be eligible for this service.
- The QR 100 paid at the time of PYN will be posted as advance payment, to compensate for the QR 35 per monthly plan rental.
- The duration for which a customer's service is parked will not be counted as part of the contract period.
- Customer tenure will exclude the parked months.
- Customers can avail Park My number twice within any 12-month period. After the 4-month limit is reached, the customer will be automatically moved back to the regular home plan (original plan the customer was on).

- Customers with active discounts can also avail PYN. However, these Customers will lose the discount on their return. But if customer wants to resume the discounts, then upon unparking, the original discount will be reinstated, and the plan lock-in period will restart from month 1.
- Customers without active discounts can avail PYN without any plan re-lock.
- The Customer must clear up any pending bills before PYN
- 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, Customer must use previously issued device or pay penalty.
- Customers with Billing in Arrears will have their monthly fee billed in arrears as well.

4.5 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

- 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	QR400
Wi-Fi Hub premium Unit	QR 565

- 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 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.
- For the Wi-Fi Hub included with the Vodafone Home Plans, in case of disconnection before 12 months, customers need to return the WIFI Hub to Vodafone, otherwise they will need to pay QR 565 per Wifi Hub. After 12 months, there is no need to return the WIFI Hub.

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 5G CPE fee*	QR 350	QR 500
100% Discount on monthly plan rental	2 Months	2 Months
Wi-Fi Hub	Up to 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.

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. OSNtv for Vodafone Home Fibre Plans

- OSNtv lite pack is included for the new Activations on 1 Gbps Plan. The service is provided through OSNtv App. The OSNtv Box is available upon request for an additional monthly add-on of 10QR/ month for 12 months.
- OSNtv Premium is included for the new Activations on 2, 5, 10 and 25 Gbps plans. The service is provided through OSNtv Box. More information on the channels available on OSNtv can be found at https://www.vodafone.qa/en/osntv .
- 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.
- For customers that already have one OSNtv box, they 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
- Existing Customers on Vodafone Home Fibre plans, with or without GigaTV can subscribe to OSNtv Packs, following below:

Type	OSNtv lite	OSNtv Premium
Existing Customer with TV	20 QR	60 QR
Existing Customer without TV	25 QR	60 QR

6. Summary of Cancellation Charges

Cancellation Period	Fibre	5G Indoor or 5G outdoor
1 -3 Months	• 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 2months: OSNtv lite: 30QR x remainder of 12 months OSNtv Premium: 60 QR x remainder of 12 months.	• 3-month minimum service period • Lock in period charge (QR 500) • Return 5G CPE (indoor or outdoor) to Vodafone store.

4-12 Months	• Remainder of the three (3) months minimum service period. • Fibre Lock in period Charge QR 80 x remainder of 12 months • 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	• Lock in period Charge (QR500) Return of 5G CPE (indoor or outdoor) to Vodafone store
After 12 months	• No Fees .	• No Fees

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.

Call type	Rates
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

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	07/07/2025	Changes in 4.3
29	28/08/2025	Changes in 4.4
30	02/09/2025	Changes in 4.5 and 6
31	20/11/2025	Changes in 4.4
32	28/12/2025	Changes in 4.1
33	12/10/2026	Changes in Marketing Name from GigaHome to Vodafone Home and in section 4.3
34	15/11/2026	Changes in 4.1, 4.6 and 5