

## Frequently Asked Questions:

How to get a Giga TV?

- You need to sign up to any Giga Home Fibre plan & you get Giga TV free.
  - Online through <http://www.vodafone.qa/gigahome>

Where can I find Giga TV channel list on website?

- <http://www.vodafone.qa/gigatv>

Where can I find OSN add-on details on website?

- <http://www.vodafone.qa/gigatv>

<p style="text-align: center;"><b>QAR 249</b></p> <p style="text-align: center;"><i>1 month Free for all customers by default</i></p> <p style="text-align: center;"><b>Free channels + OSN Get Started + 45 additional channels</b></p>	<p style="text-align: center;"><b>QAR 123</b></p> <p style="text-align: center;"><b>Free channels + OSN Get Started + 30 additional channels</b></p>	<p style="text-align: center;"><b>QAR 164</b></p> <p style="text-align: center;"><b>Free channels + OSN Get Started + 47 additional channels</b></p>
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How can I activate OSN add-on?

- You can activate OSN add-ons directly from our simple Giga TV Screen by following simple steps.
  - Click guide button on TV remote
  - You will be prompted a subscribe option on TV screen
  - Click on subscribe button
  - Select the available package or add-on
  - Enter purchase pin set during installation
  - Confirm the purchase.

How can I remove or deactivate OSN add-on?

- Customer needs to call 111 or chat with agent to remove/unsubscribe add-on (Steps to unsubscribe are attached)

What is included in my GigaTV subscription?

- You can access to Live Channels and Video on Demand library of kids content. You also get access to exclusive TV shows as part of the subscription.

Where I can get my Giga TV login details and PIN number?

- You will receive your Giga TV login details and the present PIN number from Vodafone at the time of installation.

What is Video on Demand (VOD) channel?

- Your Giga TV Box enables you to view variety of movies and TV shows. In addition to the kid's library and exclusive TV shows as part of the subscription, you can also watch movies that you can rent from On Demand library available on the Giga TV Box.

How can I pay for VOD?

- You can rent VOD from the Giga TV box and you can pay the rent for per VOD via your bill.

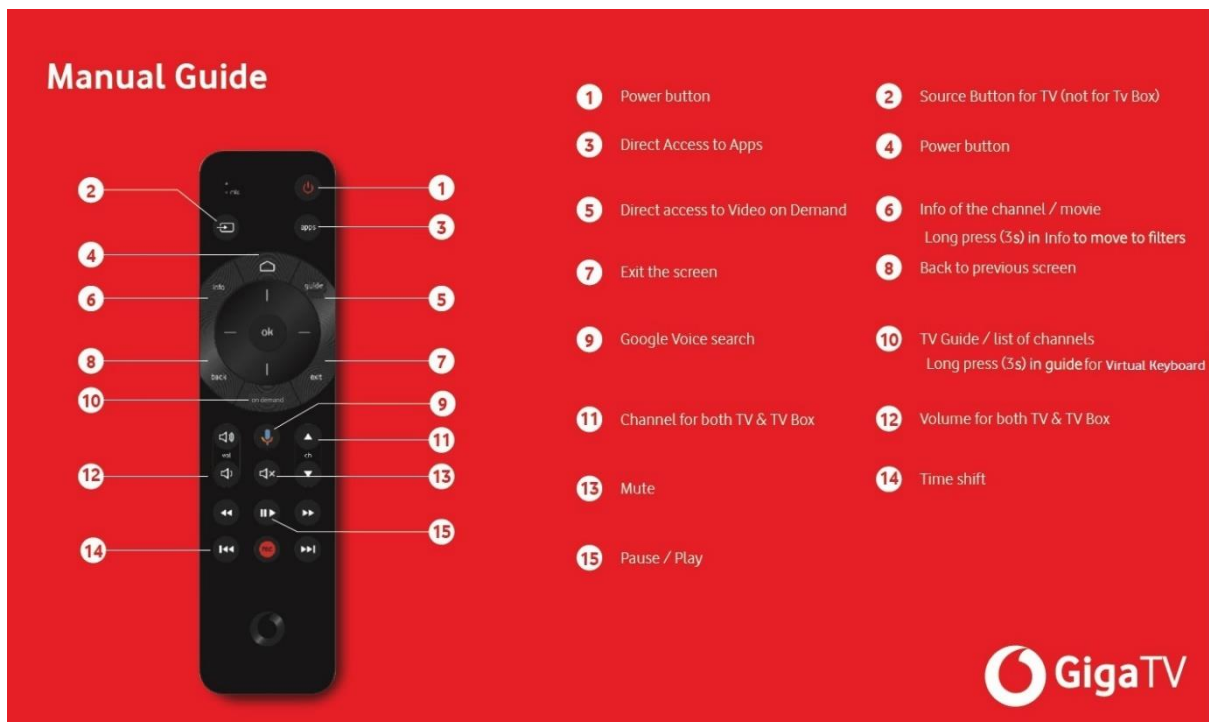
What is the duration of the rent for VOD?

- The movie is available for 48 hours from when you confirm the purchase.

Can I download any apps on the Giga TV Box?

- Yes, you can download all the apps available in Android TV Play store to your Giga TV Box. To download the apps from the Android TV Play Store, you need to sign in with your Google account.
  - Giga TV on play store:
    - [https://play.google.com/store/apps/details?id=qa.vodafone.tv.proda&hl=en\\_US](https://play.google.com/store/apps/details?id=qa.vodafone.tv.proda&hl=en_US)
  - Giga TV on appstore:
    - <https://apps.apple.com/us/app/gigatv/id1450376770>

What are the key on the remote?



Can I use the remote control with my TV?

- Yes, you can use Giga TV box remote control for your TV and Giga TV box at the same time.

Why do we need profile on the Giga TV Box?

- Profile will help to provide the personalized recommendation for channels and movies.

Is there a parental lock available?

- Yes, you can go to the settings on Giga TV and enable parental lock based on your requirement.

Are catch up, restart and pause TV features available on Giga TV Box?

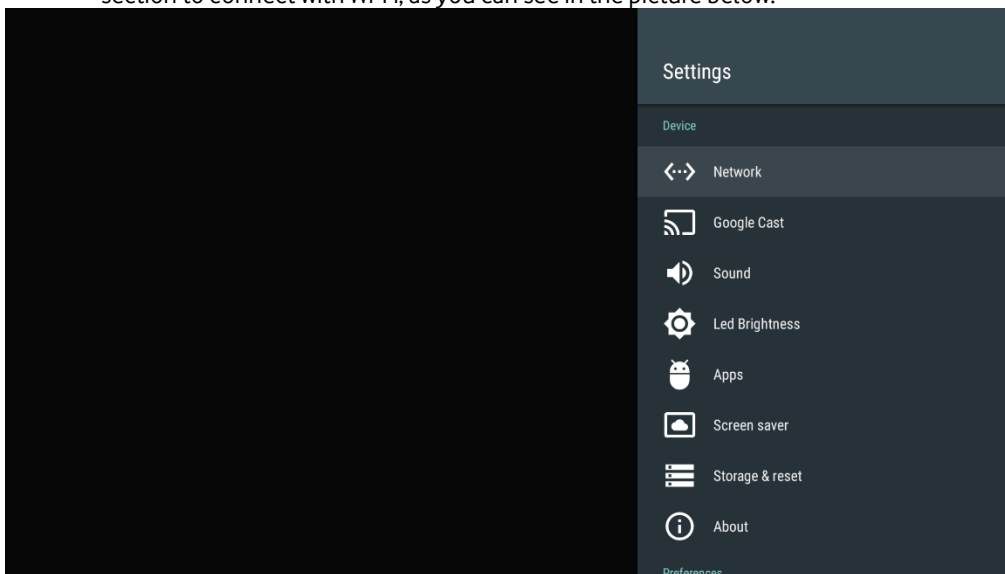
- Yes, these features are available for channels on Giga TV Box, if the channel has extended these features.

What is catch up, restart and pause features on Giga TV?

- Catch up is a feature where you can watch previously aired programs;
- Restart TV is a feature where you can restart the live program; and
- Pause TV is a feature where you can pause the live TV and play after a short break.

Can I use the Giga TV box with Wi-Fi?

- Yes, the Giga TV box will work with Wi-Fi. You just need to go to the setting on Giga TV and then to network section to connect with Wi-Fi, as you can see in the picture below:



Can I watch the TV content on my phone and tablet?

- Yes, you can download the Giga TV app from Google and Apple store, and watch from your phone and tablets without any additional charges.

How can I access to Giga TV App?

- You can access to Giga TV App on your phone or tablet by using your login details of Giga TV box.

Is there any minimum term?

- Yes, the minimum term of the subscription for the GigaTV Service is twelve (12) months from when we set up your connection to our GigaTV Services to be available for your use.

Is there any early termination fee?

- Yes, if you terminate the GigaTV Service for any reason whatsoever during the minimum term, you shall be liable to pay Vodafone the remaining pro-rated amount for the Giga TV Set Top Boxes.