

GigaHome Subscription Acceptance Form Terms and Conditions

By subscribing for the GigaHome Fiber Plans I accept and confirm that I understand the T&C and the current offers in the market. I am fully aware of the following terms and conditions:

1. This is a Postpaid plan, and my monthly bill is to be paid in advance. The first bill contains Prorated charges plus next month's monthly rental bill.

2. I understand the Plan lock-in period is 3 months, excluding any promotional months.

3. Device lock-in period is for 12 months :

- If I disconnect before the Trial Period expires (for Try & Buy Plans only), I will not pay any disconnection charges, but I still need to return the Router to any Vodafone store.
- If I disconnect before the Plan Lock-in Period is over, I will pay the remainder of 3 months plus QR 798 Early Termination Fee and return the router to any Vodafone store.
- If I disconnect before the Device Lock-in Period is over, I will pay QR 798 Early Termination Fee and return the router to any Vodafone store.
- If I disconnect after the Device Lock-in Period, there is no disconnection fee.
- Upon termination of GigaTV Service, I will return the Set Top Box (STB) with Remote Control Unit to any Vodafone Store in working condition or pay a penalty charge if disconnection happens within 36 months. The penalty charge is equivalent to remainder of 36 months multiplied to QR 20.
- Upon disconnection, applicable charges from other promotions availed shall apply as per T&Cs.

3. Installing a Wi-Fi Mesh device may be needed to receive the full coverage in my house. This was explained and advised by the installation team during my fibre connection installation.

4. Home Move Fee is free once every 12 months cycle. If I relocate to another area where fibre is not available then I will be offered alternate Broadband Plans or pay the Disconnection Fees, if any. Home Move must be requested 10 days before I shift to the new location.

5 Transfer of Number (TON) facility can be availed to waive the disconnection fees if I disconnect before the Device Lock-in period is over.

6 Vodafone reserves the right to disconnect my broadband services in case I relocate / leave my premises ("Premises") without due notice. Further, if there is a new tenant in my Premises, Vodafone will use the same Kahramaa ID of my Premises for the subscription of the new customer /tenant.

7 The connection is for my home and reasonable personal use only, not for any Office or Commercial use or to be shared by anyone except my family. In case it is not being used for any personal use of myself and my family then Vodafone Qatar has the right to terminate the service.

8 I can benefit from the one-time Free months offer under my current Kahramaa ID at my current Premises. In case I move to a new location with a new Kahramaa ID I will not be able to get the free months offer again. And, If I disconnect and reconnect under the same or different QID then I will not be entitled to the free months offer and my account may be suspended/blacklisted for such behaviour." Router Upgrade:

9 I need to return the Router to any Vodafone store if I disconnect within 12 months from the date of Router upgrade.