Frequently Asked Questions:

1. **What is Giga TV (IPTV) 12 months free campaign offer?**

   New and existing customer who upgrade ("Eligible Customer") on the below plans shall get Giga TV for free for 12 months for free for 12 months.

   New customers subscribing to:

   - ✓ GigaHome Essential 250
   - ✓ GigaHome Essential First 199
   - ✓ GigaHome Classic 300
   - ✓ GigaHome Premium 450

   Existing customers upgrading to higher plans from below plans:

   - ✓ GigaHome Essential 250
   - ✓ GigaHome Essential First 199
   - ✓ GigaHome Classic 300 TB

2. **What is the offer validity?**

   Offer is valid for activation until 17 Oct 2021

3. **How can I avail the offer?**

   If you are an existing customer you can call centre 111, and request for Plan upgrade.

   If you are a new customer can request for call back by visiting https://www.vodafone.qa/en/services/home/gigahome#gigahomeform or can visit nearest store.

4. **Is there lock in for Giga TV Offer?**

   Yes, there is 12 months lock in period for Giga TV free. If you disconnect or downgrade before 12 months they will pay QR20 per month for the remainder of the 12 months.

5. **Is there upfront payment of QAR 50 for new activation or upgrade?**

   As part of the Offer there is no upfront fee for Giga TV.

6. **What if I want to disconnect Giga TV within Lock-IN period?**

   Since you are in the lock-In period, you have to pay disconnection fee as per below.

   - If disconnected before the Trial Period (1 month) expires, you will not pay any disconnection charges.
   - If disconnected before the Lock-in Period is over, you will pay a disconnection fee as per remaining months multiplied by QR 20. Disconnection fee applicable is as below.

Month	Disconnection fee
1st Month	QR 240
2nd Month	QR 220
3rd Month	QR 200
4th Month	QR 180

5th Month	QR 160
6th Month	QR 140
7th Month	QR 120
8th Month	QR 100
9th Month	QR 80
10th Month	QR 60
11th Month	QR 40
12th Month	QR 20

7. What if happens if I want to downgrade with Lock-IN period?

Since you are in lock-In period, you will have to pay downgrade fee as per below.

- If you downgrade before the Trial Period (1 month) expires, you will not pay any downgrade fee.
- If you downgrades to GigaHome QR 250 before the Device Lock-in Period is over, you will pay a downgrade fee as per remaining months multiplied by QR 20. Downgrade fee applicable is as below.

Month	**Downgrade fee**
1st Month	QR 240
2nd Month	QR 220
3rd Month	QR 200
4th Month	QR 180
5th Month	QR 160
6th Month	QR 140
7th Month	QR 120
8th Month	QR 100
9th Month	QR 80
10th Month	QR 60
11th Month	QR 40
12th Month	QR 20

OR

- Customer has to pay QAR 20 / month for Giga TV Add On.
- If customer agrees to pay QAR 20 / month, add paid Giga TV add-on and downgrade the plan.

8. **Can I request for 12 months free GigaTV (IPTV) offer?**

   Yes, you can but only if you upgrade to higher plan from below list to get 12 months free IPTV offer.

   - ✓ GigaHome Essential 250
   - ✓ GigaHome Essential First
   - ✓ GigaHome Classic 300

9. **How can I pay the disconnection fee?**

   You can make advance payment through digital channels and Vodafone will adjust after payment reflects in our system. Once adjustment is posted we will proceed with disconnection.

10. **How can I pay downgrade fee?**

    You can make advance payment through digital channels.

11. **What happens with box if I disconnect within the trial period (1 month)?**

    You have to return Set Up Box (STB) to any Vodafone store along with the Box, remote and power adaptor for return to be accepted. If you don't have the box; remote and power adapter then customer will have to pay penalty charges for QR 20 * 12 months = QR 240.

12. **What happens with box if customer disconnects after lock in period?**

    You do not have to return the STB. You can disconnect free of charge after lock in period is over.

13. **What happens after the Giga TV acquisition offer of 12 months is over?**

    You will be charged with normal rental QAR 20 / month for Giga TV.

14. **What will be expiry for 12 months free Giga TV add-on after upgrade or downgrade to eligible plan?**

    Add-on expiry won't change post upgrade or downgrade to eligible plan.

    E.g. if You upgrade after 3 months post availing the 12 month free Giga TV add-on, the expiry on upgraded plan will be remaining 9 months.

    E.g. if you downgrade after 3 months availing the 12 month free Giga TV add-on, the expiry on downgraded plan will be remaining 9 months.

C2 General