



### General Tariff information

<b>Service Provider Name</b>	Vodafone Qatar P.Q.S.C
<b>Tariff Number</b>	C03
<b>Duration</b>	Permanent
<b>Marketing Name of the Retail</b>	GigaHome Services
<b>Tariff Type</b>	Permanent
<b>Customer Group</b>	Consumer
<b>Notification Date</b>	26 November 2024
<b>Tariff Version Number</b>	25

## 1. Definitions

- Bit means the lowest unit of data usage.
- GB means Gigabyte.
- TB means Terabyte equivalent to 1,024 Gigabyte.
- Mbps means Megabits per second.
- GigaHome 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.
- 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 GigaHome General Terms and Conditions shall apply.
- Vodafone GigaHome 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 GigaHome Plans enable Customers to access the internet from home through Vodafone's network. The GigaHome 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. GigaHome Plans

There are two types of GigaHome Plans – GigaHome Fibre and GigaHome 5G Plans based on customer house location and requirements. Customers can subscribe to GigaHome Plans by visiting our Retail stores or our website at <https://www.vodafone.qa/en/gigahome> by leaving their details. For online requests our agent will call back to explain the plans and help with the activation.



#### 4.1 New GigaHome Fibre Plans

##### 1. Fibre Plans

Customers must live in a building or house connected to Vodafone Fibre to enable the GigaHome Fibre Plans. The GigaHome 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 GigaHome Plans. They will benefit from the new plans' features except the 100% discount benefit eligible on monthly plan rental.

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 <sup>1</sup>	-	-	QR 3,500	QR 6,500	QR 19,500
GigaTV Service (QR 20/month)	Available as Add On	Available as Add On	Included	Included	Included

##### 2. Specific Terms and Conditions

- A Vodafone supplied Customer Premise Equipment (“CPE” or “Router”) is mandatory for a GigaHome Fiber Plan to be connected and used by the Customer.
- A GigaHome 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.
- GigaHome 25Gbps Plan is currently only available in Msheireb Downtown Doha Buildings, due to specific infrastructure requirements and equipment availability.

##### 3. 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 cancellation charges mentioned under Column 2 “Fibre” in Section 6 below.
- If disconnection occurs within the first 60 days, the Fibre CPE and the GigaTV device (if applicable) must be returned in working condition. Customers need to visit any Vodafone store to disconnect the service and return the Fibre CPE and the GigaTV 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.

##### 4. Disconnection

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

<sup>1</sup>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.



- If the Customer disconnects their GigaHome Fibre Plan before the first 12 months has expired, they will need to return the Fibre CPE in working conditions to any Vodafone Store at the time of disconnection.

5. Fair Usage Policy

- The GigaHome Fibre Plans are offered for reasonable personal use only. The Fair Usage Policy for the GigaHome Fibre Plans are:
  - (a) Excessive use of the GigaHome 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 GigaHome 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 GigaHome Service, we have the right to disconnect and take appropriate action under the law.

**4.2 Legacy GigaHome 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	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.
- 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
GigaHome Classic 300 TB -F	Up to 100 Mbps	Up to 1 Gbps
GigaHome Classic 300 Double -F	Up to 100 Mbps	Up to 1 Gbps
GigaHome 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

- 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 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
Giga TV (Optional)	QR20 per month	QR 20 per month
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.

#### 4.4 Park Your Number (for All GigaHome Fibre and 5G plans)

- For customers going on temporary vacations, they can park the GigaHome Fibre line. To do so, they will need to pay 100QR upfront at any of our Vodafone stores. The GigaHome 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 GigaHome 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 available).
- 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.

#### 4.5 Giga Wi-Fi Hub

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

Add-On	Price
Giga Wi-Fi Hub Unit*	QR 20 per unit per month x 12 months
Giga 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 Giga Wi-Fi Hub as per the rate below



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

- If a Customer purchases a Giga Wi-Fi Hub with their GigaHome Plans, then they do not have to return it at the time of cancellation.
- If the Customer subscribes to the Giga Hub @ QR 10 per month but disconnects before 24 months, they will pay the prorated price (for 24 months). e.g., if the Customer leaves after 10 months, Customer will need to pay the remaining QR 10 x 14 months = QR 140 at the time of disconnection. The device does not need to be returned.
- If the Customer subscribes to the Giga 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 Giga Hub @ QR 25 per month disconnects before 24 months, they will pay the prorated price (for 24 months).
- For the Giga Wi-Fi Hub included with the GigaHome 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 Giga Hub. After 12 months, there is no need to return the Giga Hub.

#### 4.6

#### 4.7 GigaHome 5G Plans with an Indoor or outdoor CPE

Plan Name	GigaHome Classic with Outdoor CPE	GigaHome Premium with outdoor 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 300	QR 450
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

- If the Customer disconnects their GigaHome 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 GigaHome 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.

#### 4.9 Relocation of GigaHome Connection

- For all GigaHome 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. GigaTV for all Plans

- GigaTV is optional for the 1 Gbps and 2 Gbps Plans at QAR 20/month. Giga TV is included for the 5 Gbps, 10Gbps and 25 Gbps Plans. More information on the channels available on Giga TV can be found at <https://www.vodafone.qa/en/gigatv>.
- If the Customer has taken the GigaTV Service (either additionally on the 1 Gbps and 2 Gbps Plans or included on the 5 Gbps, 10Gbps and 25 Gbps Plans) there is lock in period of 24 months for the Giga TV service. In



case of disconnection of GigaTV within 24 months, the Customer will need to return the GigaTV device (and remote control) to the Vodafone store in working order. If the device is not returned at the time of disconnection, the Customer will need to pay 25QR x remainder of the 24 Months<sup>2</sup>.

- GigaTV comes with one GigaTV device per subscription. Customers can obtain additional GigaTV devices priced at 50 QR per month per device for a period of 24 months. In case of disconnection of GigaTV within 24 months, the Customer will need to return the GigaTV device (and remote control) to the Vodafone store in working order. If the device is not returned at the time of disconnection, the Customer will need to pay 25QR x remainder of the 24 Months<sup>3</sup>
- In all instances, if a GigaTV device is returned but not in working order, then the Customer will have to pay a QR 450 damage fee.

## 6. Summary of Cancellation Charges

Cancellation Period	Fibre	5G Indoor or 5G outdoor	
<b>1-3 Months</b>	<ul style="list-style-type: none"> <li>• The First 2 months - No cancellations fees. From the third month onwards a 3-month minimum service period shall apply.</li> <li>• Lock in period Charge (QR 798).</li> <li>• Return the Fibre CPE, Giga TV device (if applicable) and Giga Wi-Fi Hub (if applicable) to Vodafone store.</li> </ul>	<ul style="list-style-type: none"> <li>• 3-month minimum service period</li> <li>• Lock in period charge (QR 500)</li> <li>• Return 5G CPE (indoor or outdoor) to Vodafone store.</li> </ul>	•
<b>4-12 Months</b>	<ul style="list-style-type: none"> <li>• Remainder of the three (3) months minimum service period.</li> <li>• Lock in period Charge (QR 798).</li> <li>• Return the Fibre CPE, Giga TV device (if applicable) and Giga Wi-Fi Hub (if applicable) to Vodafone store.</li> </ul>	<ul style="list-style-type: none"> <li>• Lock in period Charge (QR500)</li> <li>• Return of 5G CPE (indoor or outdoor) to Vodafone store</li> </ul>	•
<b>12-24 Months</b>	<ul style="list-style-type: none"> <li>• Return the Giga TV device (if applicable) to Vodafone store. 1 Gbps and 2 Gbps Plans only.</li> </ul>		•

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.

<sup>2</sup> The 24-month lock in period applies after the completion of the first 2-month discount period for the 1 Gbps and 2 Gbps Plans and from the date of activation for the 5 Gbps, 10Gbps and 25 Gbps Plans.

<sup>3</sup> The 24-month lock in period applies after the completion of the first 2-month discount period for the 1 Gbps and 2 Gbps Plans



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 <a href="http://www.vodafone.qa">www.vodafone.qa</a>



## 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