

Qtel Service Tariff No. C10-03

### General Tariff Information

<b>Service Provider Name</b>	<i>Qatar Telecom (QTel) Q.S.C.</i>
<b>License</b>	Public Mobile Telecommunications Networks and Services
<b>Tariff Number</b>	C10-03
<b>Service Name</b>	<i>Postpaid Control Mobile Services</i>
<b>Tariff Type</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>19 September 2010</i>
<b>Tariff Version Number</b>	<i>C10-03</i>

## 1. Definitions

- 1.1 Mobile Device means cellular telephone equipment (including a mobile handset, wireless modem and/or other ancillary equipment) suitable for connection to the mobile telecommunications network.
- 1.2 OLO means Other Licensed Operator.
- 1.3 Post Paid Mobile Service means a post-paid public mobile telecommunications service offered by Qtel pursuant to the terms of this tariff.
- 1.4 Qtel means Qatar Telecom (Qtel) (Q.S.C).
- 1.5 Roaming means utilizing Qtel-enable mobile device to access services on the mobile telecommunications network of an overseas mobile network operator.
- 1.6 Subscriber means the person or entity that enters into an agreement with Qtel to acquire the Post Paid Mobile Service.
- 1.7 Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber's identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post Paid Mobile Service.
- 1.8 Tariff means the current tariff document.
- 1.9 User means the natural person who actually uses the Post Paid Mobile Service.

**2. Tariff Terms and Conditions**

- 2.1 This Tariff is for a permanent standard service.
- 2.2 This Tariff contains rates and charges applicable to the provision of the Post Paid Mobile Service.
- 2.3 These terms and conditions are in addition to the terms and conditions specified in other tariffs and Qtel General Terms and Conditions where referenced.
- 2.4 From time to time Qtel may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.

### **3. Service Description**

The Post Paid Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options.

#### **3.1 Post-paid mechanism:**

- 3.1.1 Commencement of Post Paid Mobile Service:** The Post Paid Mobile Service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Qtel's mobile telecommunications network.
- 3.1.2 Service validity:** The Post Paid Mobile Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.
- 3.1.3 Service duration:** The minimum contractual period for the Post Paid Mobile Service is 3 months.
- 3.1.4 Post-paid timing:** The Post Paid Mobile Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to change or cancel their subscription.

#### 4. Service Features and Charge Rates

##### 4.1 Postpaid Control

**4.1.1 Description:** Post-paid Control is a Post-paid service option that provides customers a monthly rental and included call credit for a set monthly post-paid fee. Any additional usage beyond the included call credit must be pre-purchasing credit using standard Qtel prepaid recharge cards.

##### 4.1.2 Conditions:

**4.1.2.1** The included call credit cannot be used to pay for Blackberry, Mobile Email and Mobinet services.

**4.1.2.2** A maximum of five Control lines can be registered to any one Subscriber.

**4.1.2.3** Once included call credit is consumed, Users will still be able to receive incoming calls and messages and make outgoing voice calls to emergency services.

**4.1.2.4** If the monthly usage credit is not fully consumed within a month, any remaining credit will be carried over for use in subsequent months indefinitely unless the Subscriber opts out of the service.

**4.1.2.5** If the Subscriber opts out of the Control service, any remaining credit usage will either be transferred to their Qtel post-paid mobile account or refunded.

**4.1.2.6** Recharges can be applied using standard Qtel HALA Pay as You Talk scratch cards or direct Credit Transfer from other Qtel mobile services.

**4.1.2.7** Subscribers can upgrade or downgrade between the plans as they choose and at no additional charge.

**4.1.2.8** Control customer will also receive a monthly bonus credit with the following conditions:

**4.1.2.8.1** The bonus credits are to be consumed first, before the actual credit. The bonus credits can be utilized as per normal Control usage credits.

**4.1.2.8.2** In the event that the Bonus credits is underutilized or unused at all, only the main credits are carried over to the next calendar month, and not the bonus credits.

**4.1.2.8.3** Bonus credits are also pro-rated upon the time subscription/migration.

**4.1.2.8.4** The bonus credits for Control plans are not transferable to other subscribers.

**4.1.3 Charging:** Basic services are charged to the Subscriber bill as follows:

Control Plans	Plan 50	Pan 100	Plan 200
Setup Fee (new mobile subscribers) (QAR)		50	

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Setup Fee (existing mobile subscribers)	No charge		
Monthly Fee (QAR) (with equivalent value of calling credit included)	50	100	200
Additional Bonus (QAR)	5	15	50
Change of Ownership (except to corporate)	50		
Change of Ownership to corporate	No charge		
SIM Replacement	50		
Migration to Prepaid	50		

**4.1.3.1** Early Termination charges are as follows:

Service	Refund Month 1 (QAR)	Refund Month 2 (QAR)	Refund Month 3 (QAR)	Refund Month 4 or Later (QAR)
Pay Monthly	-150 (Subscriber Pays Qtel)	-100 (Subscriber Pays Qtel)	-50 (Subscriber Pays Qtel)	0

**4.1.3.2 Recharging**

4.1.3.2.1 Recharging with card/e-vouchers is available with the following options:

Charge (QAR)	Additional Bonus	Validity Period (Days)
10	-	7
30	-	30
50	6%	50
100	10%	60
200	15%	75

4.1.3.2.2 Recharging with 'Direct top-up' is available with the following options:

Charge (QAR)	Additional Bonus	Validity Period (Days)
10 - 29	-	7
30 - 49	-	30
50 - 99	6%	50
100 - 199	10%	60
200 - 500	15%	75

**4.2 Mobile Calling**

**4.2.1 Local Calling**

**4.2.1.1 Description:** Mobile calling allows a User to call local fixed and mobile telephone numbers from their mobile handset.

**4.2.1.2 Charging:** Mobile calling is charged on a per-minute basis:

Service	Charge (QAR)/min	
	Peak (06:00 am-11:00 pm)	Off-peak (11:00 pm-06:00 am)
Voice calls to a Qtel Mobile or to a Qtel landline	0.35	0.35
Voice calls to OLO landline	0.35	0.35
Video calls to a Qtel mobile	0.45	0.45
Video calls to OLO mobile	0.45	0.45
Postpaid Audiotext	0 – 100 plus applicable airtime charges	0 – 100 plus applicable airtime charges

### 4.3 International Calling

**4.3.1 Description:** International calling allows subscribers to place international calls from Qatar to any international destination chosen by the subscriber.

#### 4.3.2 Conditions:

**4.3.2.1** The billing interval for international calls is 60 seconds.

**4.3.2.2** The peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and the off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday.

**4.3.2.3** Countries included within each charging zone are illustrated in the table below:

Zone	Country/platform destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest of World	Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe
Americas	Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti ( French Polynesia ), Trinidad & Tobago, Turks & Caicos Island, Uruguay, USA, Venezuela, Virgin Islands ( British ), Virgin Islands ( Us )
Asia	Afghanistan, Bangladesh, Bhutan, Burma ( Myanmar ), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hong Kong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (Azores / Madeira), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antarctica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti ( French Polynesia ), Tokelau, Tonga, Tuvalu,



	Vanuatu, Wallis & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

### 4.3.3 Charging:

**4.3.3.1** Calls and messages to Standard Destinations are available at following rates (including international call rate and airtime) during the applicable time frame:

Zone	All Inclusive Call (voice/video) Peak Rate (QAR/min.)	All Inclusive Call (voice/video) Off-Peak Rate (QAR/min.)	SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
GCC	1.80	1.30	0.6	1.35	1.8
M.E.N.A.	2.20	1.80	0.6	1.35	1.8
Americas	2.20	1.80	0.6	1.35	1.8
Europe	2.20	1.80	0.6	1.35	1.8
Oceania	2.20	1.80	0.6	1.35	1.8
Asia	2.20	1.80	0.6	1.35	1.8
Africa & Rest of World	2.20	1.80	0.6	1.35	1.8
Special & Satellite	30.00	30.00	0.6	N/A	N/A

**4.3.3.2** The following rates (including international call rate and airtime) during the applicable time frame apply to these destinations:

Exception	All Inclusive Call (voice/video) Peak Rate (QAR/min.)	All Inclusive Call (voice/video) Off-Peak Rate (QAR/min.)
Algeria	1.49	1.49
Antarctica	3.75	3.75
Ascension	4.75	4.75
Australian Ext. Terr.	3.25	3.25
Chile	2.00	2.00
Comoros	2.25	2.25
Cuba	3.50	3.50
Diego Garcia	2.99	2.99
Djibouti	1.99	1.99
Estonia	2.25	2.25
Falkland Islands Malvinas	2.25	2.25
Gibraltar	1.50	1.50
Greenland	2.25	2.25
Kiribati	2.25	2.25
Korea North	1.99	1.99
Libya	1.49	1.49
Maldives	1.99	1.99

Morocco	1.49	1.49
Norfolk Island	3.75	3.75
Papua New Guinea	2.25	2.25
Sao Tome Principe	3.75	3.75
Solomon Islands	3.75	3.75
Somalia	1.99	1.99
St. Helena	3.75	3.75
Tokelau	2.75	2.75
Tunisia	1.99	1.99
Vanuatu	2.25	2.25
Wallis & Futuna	2.25	2.25
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

#### 4.4 Three Favourite Numbers

**4.4.1 Description:** The Three Favourite Numbers service offers a 25 % discount to the International charge rates for calls made to a maximum of three pre-selected International numbers.

**4.4.2 Conditions:**

**4.4.2.1** This service is available for calls made to any international location.

**4.4.2.2** The subscriber is not charged the Number Change fee to establish the first three pre-selected numbers. The number change fee is applied to change an existing number.

**4.4.3 Charging:** Three Favourite Numbers is charged as a monthly fee.

Fee	Charge (QAR)
Set-Up fee (one-off fee)	10
Monthly fee per user	10
Number change (up to three numbers per month)	5

#### 4.5 Optional International Packs

**4.5.1 Description:** Optional International Packs enable a Subscriber to pre-pay for a bundle of call minutes and messaging services that can be used for any international destination at lower than standard international rates.

**4.5.2 Validity:** International Packs are valid for a period of 1 month.

**4.5.3 Conditions:**

**4.5.3.1** International Value Pack credit is not valid for calls or messages made while Roaming or for premium-rated numbers.

**4.5.3.2** International Value Pack credit may not be transferred to another user or carried over to subsequent months.

**4.5.4 Charging:**

**4.5.4.1** International pack service is charged at the rates set out below:

<b>International Pack Price (QAR)</b>	<b>50</b>	<b>100</b>	<b>130</b>	<b>200</b>	<b>300</b>	<b>500</b>	<b>575</b>
Included International call minutes	50	120	135	220	350	650	720
Included International SMS	N/A	N/A	25	50	100	N/A	200

**4.5.4.2** The subscriber will continue to be charged the applicable monthly fee for the relevant International Pack until their selection is revoked, upgraded or downgraded.

**4.5.4.3** Once a subscriber has consumed their usage allowance in any given month, all subsequent international service usage is charged at standard international service charges as set out in this tariff as noted in section 4.4.3.2 The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

## 4.6 Data Services

### 4.6.1 Mobile Internet:

**4.6.1.1 Description:** This service feature that allows Users to browse the Internet.

#### 4.6.1.2 Conditions:

4.6.1.2.1 The service feature is available only when a data enabled device is within the covered service area. An updated 3G network coverage map can be found at: <http://www.qtel.com.qa/documents/Coverage-map.pdf>.

4.6.1.2.2 Certain factors may interfere with actual service quality and availability and connection may be interrupted, dropped, refused or limited.

4.6.1.2.3 Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory and licence obligations and requirements.

4.6.1.2.4 Both download and upload data usage are accounted for and contribute towards a subscriber's relevant usage

**4.6.1.3 Charging:** Mobile Internet is charged on a per 10 KB basis

Tariff Plan	Monthly Charge	Bundle Limit	Out of Bundle Cost
Included Mobile Internet	N/A	N/A	QAR 10/MB

### 4.6.2 BlackBerry™ Services:

**4.6.2.1 Description:** Blackberry Internet Service is a mobile "push" email solution provided by Qtel in a special arrangement with Research in Motion, Limited.

#### 4.6.2.2 Conditions:

4.6.2.2.1 Blackberry Internet Service allows the Subscriber to receive and send emails from up to 10 POP3 email accounts, engage in instant messaging or browse the Internet.

4.6.2.2.2 Initial and subsequent periods of service provision are for one week (7 days) measured from service activation or recharge.

4.6.2.2.3 Subscribers must be prepaid mobile subscribers with an active account with sufficient prepaid account credit to meet the initial and ongoing charges for the service feature.

4.6.2.2.4 Subscriber usage is subject to a theoretical maximum inclusive allowance of 10MB per month. In the event that charging is invoked for excess usage above the Subscriber maximum inclusive allowance, the Subscriber will be notified by SMS when reaching 80% of their inclusive allowance.

**4.6.2.3 Charging:** Blackberry Internet Service is charged for initial service feature activation and subsequently on a weekly basis for ongoing use

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Blackberry Internet Service	150	125	Including fair usage 10MB/if exceeded then GPRS standard rates apply: QR 10/MB
Blackberry Global Package  (Existing subscribers of the Blackberry Internet Service can upgrade to the Global Package at no charge other than the increased monthly fee)		275	Fair usage limit: Local: 10MB Roaming: 8MB Excess usage: Local: QR 10/MB Roaming: Standard Roaming rates apply

## 4.7 Messaging

### 4.7.1 Short Message Service (SMS)

**4.7.1.1 Description:** A service feature that allows a User to send and receive a text message to another Mobile Device through a Short Message Service (also referred to as text messaging).

**4.7.1.2 Charging:** SMS messages are charged on a per message basis. Multi-message SMS are charged for each message part:

Service	Charges (QAR)/ SMS	
	Peak	Off-peak
SMS to Qtel mobile	0.30	0.30
SMS to other mobile	0.30	0.30
SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759)	0 – 100	
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00

### 4.7.2 Multimedia Messaging (MMS)

**4.7.2.1 Description:** A service feature that allows a User to send and receive a multimedia message to and from another Mobile Device through a Multimedia Message Service.

**4.7.2.2 Charging:** MMS service is charged on a per-message basis:

Service	Charges (QAR)/ MMS	
	Peak	Off-peak
MMS to Qtel or other mobile – picture	0.90	0.90
MMS to Qtel or other mobile – video	0.90	0.90
International MMS - picture	1.35	1.35
International MMS - video	1.80	1.80

## 4.8 International Roaming

**4.8.1 Description:** Qtel offers Roaming to its Subscribers, which includes the ability to make and receive voice calls and SMS messages and use data services in certain countries outside Qatar.

### 4.8.2 Conditions:

**4.8.2.1** Roaming is offered by Qtel's international roaming partners. Qtel is not responsible for quality of service or coverage made available to Users while Roaming.

**4.8.2.2** Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.

**4.8.2.3** Roaming service is only available in areas that are covered by Qtel roaming partners. Qtel is not responsible for those networks and some services may not be available

while roaming. Qtel does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

- 4.8.2.4** 'Special case' charge rates are applied to calls made while roaming on services supported by satellite. This includes the Qtel In-Flight Service.
- 4.8.2.5** Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Qtel may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.
- 4.8.2.6** Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.
- 4.8.2.7** The list of roaming countries available to Subscribers as listed below:

GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Djibouti, Egypt, Iran, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan
Asia & Oceania	Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam
Africa & Rest of World	Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda
Satellite, Thuraya & 'Special Cases'	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

#### 4.8.3 Charging:

- 4.8.3.1** All Roaming calls are charged each 60 seconds.
- 4.8.3.2** All Roaming SMS messages are charged for each message or message part sent.
- 4.8.3.3** All Roaming Wireless Data usage is charged in 10KB increments.
- 4.8.3.4** MMS messages are charged using the applicable Wireless Data Roaming rate.

**4.8.3.5** Where available, the following Standard Rates for Outbound roaming apply:

Zone	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Qtel Zone (QAR/min.)	Roaming International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)
<b>GCC</b>	2	2.25	4	6	17	1.5	55
<b>M.E.N.A.</b>	3	2.25	8	17	17	1.5	55
<b>Americas</b>	3	2.25	10	17	17	1.5	55
<b>Europe</b>	3	2.25	10	17	17	1.5	55
<b>Asia &amp; Oceania</b>	3	2.25	12	17	17	1.5	55
<b>Africa &amp; Rest of World</b>	5	2.25	12	17	17	1.5	55
<b>Satellite, Thuraya &amp; 'Special Cases'</b>	30	30	30	30	30	2	75

**4.8.3.6** Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates:

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Qtel Zone (QAR/min.)	Roaming International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)
Australia	-	-	-	-	-	-	<b>80</b>
Cuba	<b>8</b>	-	<b>15</b>	-	-	-	-
Morocco	<b>6</b>	-	<b>13</b>	-	-	-	-
Canada	-	<b>5</b>	-	-	-	-	-
USA	-	<b>5</b>	-	-	-	-	-
Seychelles	-	<b>5</b>	-	-	-	-	-
India	-	<b>7</b>	-	-	-	-	-
Sri Lanka	-	-	<b>17</b>	-	-	-	-
Czech Republic	-	-	<b>15</b>	-	-	-	-
Malta	-	-	<b>15</b>	-	-	-	-
Italy	-	-	<b>15</b>	-	-	-	-
Russia	-	-	<b>15</b>	-	-	-	-
Senegal	-	-	-	-	-	-	<b>80</b>
Serbia & Montenegro	-	-	<b>15</b>	-	-	-	-
Switzerland	-	-	<b>15</b>	-	-	-	-
Tajikistan	-	-	-	-	-	-	<b>80</b>
Uzbekistan	-	-	<b>15</b>	-	-	-	-



#### 4.9 Call Back Roaming

**4.9.1 Description:** The 'Prepaid Call Back Roaming' Service allows prepaid subscribers to originate outgoing voice calls with operators with which Qtel does not have a roaming agreement.

#### 4.9.2 Conditions:

**4.9.2.1** Home Zone rate applies when calling from abroad to Qatar

**4.9.2.2** International Zone rate applies when calling from abroad to 'local' numbers within that country, or to international destinations excluding Qatar.

**4.9.3 Charging:** For countries with direct outbound roaming call capability, the standard charge rates will apply irrespective of whether the calls are initiated directly or using the 'Call Back Roaming' methodology.

Zone	Charge (QAR) per minute
Home Zone	QAR 5.00
International Zone	QAR 15.00

#### 4.10 Optional Features

##### 4.10.1 Itemized Billing for International, Mobile and Value Added Services

**4.10.1.1 Description:** A monthly billing statement will itemize subscriber charges separately namely, for calls made to a mobile phone, value added services, and/or to international calls.

**4.10.1.2 Conditions:** The Subscriber may elect to receive a non-itemized or censored bill by informing Qtel.

##### 4.10.2 Additional Services

**4.10.2.1 Description:** Subscribers can activate additional services to their service that have the ability to change their service and/or provide additional functionality.

**4.10.2.2 Conditions:** Optional value added services are offered to enhance or alter the underlying service. Information on the Additional Services is made available to subscribers upon their request and/or time of subscription.

**4.10.2.3 Charging:** Additional Services are charged:

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Call Forward	-	-	Standard call rate
Call Waiting	-	-	No charge
Call Barring	-	15	-
Calling Line Identification	-	-	-
Conference Calling	-	-	Standard call rate
Missed Call Alerts	-	-	-
Number Change	50	-	-
Voicemail: The subscriber will be charged for the time used while listening to the messages in his mailbox.	Peak	-	No charge
	Off-Peak	-	No charge
SIMCam	100	30	-
Credit Transfer to prepaid account	-	-	0.50 per transfer (Min QAR10)

##### 4.10.3 Easy-to-Remember Numbers

**4.10.3.1 Description:** Easy-to-Remember numbers are specially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

**4.10.3.2 Examples:** The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of permutations available, an exhaustive list is not shown.

Platinum	Gold	Silver	Bronze	Mercury
XXXXXXX	XYYYYYX	XYYYYYY	XYZZZYX	XYZZYXX
	XYYYYYX	XYYYYXX	XYZZZXY	XYZZXYZ
	XXYYYYY	XYXYXXX	XYZYZYZ	XYZYXYZ

	XXYYYYX	YXXYXX	XYZZXX	XYZXYZZ
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**4.10.3.3 Regulation:** Easy-to-Remember numbers remain under the administrative jurisdiction of ictQATAR, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Qtel guarantee the right to use any easy to remember number for more than one year following the date of assignment.

**Charging:** Easy to remember numbers are subject to a one-time charge:

Number Classification	Applicable one-time charge (QAR)
Mercury	500
Bronze	2,000
Silver	5,000
Gold	10,000
Platinum	20,000

## **5. Service Provider Obligations**

**5.1 Commencement of Service:** The Post Paid Mobile Service shall commence from the date of service connection activation by Qtel.

### **5.2 Service Availability and Limits:**

**5.2.1** Certain factors, such as network changes, traffic volume, transmission limits, service outages, technical limitations, signal strength, customer device, terrain, structures, weather, or other conditions that may arise from time to time, may interfere with actual service quality and availability.

**5.2.2** Calls may be interrupted, dropped, refused or limited. Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.

**6. Subscriber obligations**

**6.1.1 Equipment:**

**6.1.1.1** The Subscriber shall comply with any reasonable request by Qtel concerning the configuration of their Mobile Device or the use of the Post Paid Mobile Service.

**6.1.1.2** The Post Paid Mobile Service is for the use of the registered Subscriber and authorized Users only. The Subscriber undertakes to remain responsible for the Post Paid Mobile Service use it for his private interest and shall not transfer the service or assign it to a separate unrelated third party without obtaining Qtel's prior written consent.

**6.1.2 SIM Card:**

**6.1.2.1** The Subscriber must promptly notify Qtel if the SIM Card is damaged.

**6.1.2.2** In the event of loss or theft of SIM Card, the Subscriber must notify Qtel within forty-eight (48) hours of becoming aware of such loss or theft.

\* \* \* END OF TARIFF \* \* \*