

**General Tariff Information**

<b>Service Provider Name</b>	Qatar Telecom (QTel) Q.S.C.
<b>License</b>	Public Mobile Telecommunications Networks and Services
<b>Tariff Number</b>	C11-01
<b>Service Name</b>	Prepaid Mobile Services (“HALA Pay As You Talk”)
<b>Tariff Type</b>	Consumer
<b>Tariff Effective Date</b>	<b>1 June 2010</b>
<b>Tariff Version Number</b>	<b>C11-01-005</b>

**Tariff Version Control**

Approved Number	Approval Date	Effective Date	Tariff Modifications
001	<i>Pending</i>	17 Feb 2010	<i>New revamped tariff document and permanent international rate changes</i>
004	<i>20 May 2010</i>	23 May 2010	<i>Permanent service tariff amendments in respect of Prepaid ‘HALA’ international rates</i>
005	<i>5 May 2010</i>	1 June 2010	<i>Permanent service tariff amendments in respect of Prepaid ‘HALA’ optional bundles</i>

## 1. Definitions

- 1.1 Qtel means Qatar Telecom (Qtel) (Q.S.C)
- 1.2 Roaming means utilizing Qtel-enable mobile device to access services on the mobile network of a service provider other than Qtel.
- 1.3 Service means Public Mobile Telecommunications Services, including voice calls, messaging and other services identified herein.
- 1.4 Short Message Service (SMS) means a service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).
- 1.5 Subscriber means the person or entity that enters into an agreement with Qtel to receive and pay for service.
- 1.6 Subscriber Identity Module Card (SIM Card) means an electronic card that contains the subscriber's identity information for use with a mobile handset on a mobile network.
- 1.7 Unstructured Supplementary Service Data (USSD) means a capability built into the mobile standard for support of transmitting information over the signaling channels of the mobile network
- 1.8 User means the natural person who actually uses the service.

**2. Tariff Terms and Conditions**

- 2.1 This tariff is for a permanent standard service.
- 2.2 This tariff contains charges and conditions applicable to the provision of Consumer Prepaid Mobile services.
- 2.3 These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for Consumer Services where referenced.

### 3. Service Description

3.1 Prepaid Mobile Service provides users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options for predefined sets of usage credit and service validity duration.

#### 3.2 Prepayment mechanism:

**3.2.1 Prepayment timing:** The subscriber may prepay for usage and service validity at any time, even if the subscriber's account has remaining credit.

**3.2.2 Maximum duration:** The maximum duration of service validity that may be accumulated through prepaid top-up is 365 days. Any additional top-up over this threshold will provide usage credit only.

**3.2.3 Grace period:** If the service validity period expires, the subscriber will be entitled to a grace period of 30 days, during which time their service will be limited to incoming calls only.

**3.2.4 Account suspension:** If the subscriber fails to pay for additional usage and/or service validity before the end of the grace period, a suspension period of 90 days will immediately commence.

**3.2.5 Account termination:** If the subscriber fails to pay for additional usage and/or service validity before the end of the suspension period, the account will be terminated. In such cases, the subscriber will forfeit any remaining usage credit and may permanently lose the assigned telephone number.

#### 4. Service Features and Charge Rates

**4.1 Initial Connection:** The Initial Connection is charged with QAR 50. This includes the SIM card and QAR 25 credit with 30 days service validity.

#### 4.2 Recharging

**4.2.1** 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

**4.2.2** 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

#### 4.3 Mobile Calling

##### 4.3.1 Local Calling

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

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

Service	Charges (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	0.55	0.55
Voice Calls to other mobiles and other landline	0.55	0.55
Video calls to Qtel Mobile	0.65	0.55
Video calls to other Mobile	0.65	0.65
Postpaid Audiotext (9001xxx, 9002xxx)	0 – 100	

### 4.3.2 International calling

**4.3.2.1 Description:** Mobile calling allows a User to call international fixed and mobile telephone numbers from his mobile handset.

**4.3.2.2 Conditions:**

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

4.3.2.2.2 Calls from mobile services attract a mobile surcharge equivalent to the peak/off-peak local call rate as applicable at the time of calling. The peak/off-peak periods for the mobile surcharge are different from the peak/off-peak periods for international services.

4.3.2.2.3 Countries included within each 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

**4.3.2.3 Charging:** International Mobile calling is charged on a per-minute basis.

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

Zone	Calls (voice/video) Peak Rate (QAR/min.) – all inclusive	Calls (voice/video) Off-Peak Rate (QAR/min.) – all inclusive	SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
GCC	0.99	0.99	0.60	1.35	1.80
M.E.N.A.	0.99	0.99	0.60	1.35	1.80
Americas	1.5	1.5	0.60	1.35	1.80
Europe	1.5	1.5	0.60	1.35	1.80
Oceania	1.75	1.75	0.60	1.35	1.80
Asia	0.99	0.99	0.60	1.35	1.80
Africa & Rest of World	1.75	1.75	0.60	1.35	1.80
Special & Satellite	30	30	0.60	N/A	N/A

**4.3.2.3.2** For the following Specific Destinations SMS/MMS messaging is not available. The following rates (including international call rate and airtime) during the applicable time frame apply to these destinations:

Exceptions	Calls (voice/video) All inclusive Peak Rate (QAR/min.)	Calls (voice/video) All inclusive Off-Peak Rate (QAR/min.)
Algeria	1.49	1.49
Antartica	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

### 4.3.3 ‘Three Favourite Numbers’

**4.3.3.1 Description:** ‘Three Favourite Numbers’ is a service provides a subscriber with a 25% discount on calls made to a maximum of three preselected international numbers of their choice.

**4.3.3.2 Charging:** Three Favorite Numbers service 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

### 4.3.4 Call-Me-Back:

**4.3.4.1 Description:** The ‘Call-Me-Back’ Service allows mobile prepaid Subscribers to ‘request’ another SMS-enabled Qtel Subscriber to call the request party back when their prepaid credit level is too low to support the cost of the call.

**4.3.4.2 Conditions:** ‘Call-Me-Back’ service has a limitation of 3 such requests per user per day.

**4.3.4.3 Charging:** ‘Call-Me-Back’ service is free of charge.

### 4.3.5 Collect Call:

**4.3.5.1 Description:** The ‘Collect Call’ service allows prepaid mobile Subscribers to ‘request’ another Qtel prepaid or postpaid mobile Subscriber to receive and pay for a call from the requesting party.

**4.3.5.2 Charging:** This service is free of charge in respect of ‘Connection’, ‘Monthly Fee’ and ‘Call Set-Up Fee’, and charged to the receiving party at the standard prevailing peak charge rate for national prepaid mobile-to-mobile calls on Qtel’s network.

#### 4.3.6 International Roaming:

**4.3.6.1 Description:** International roaming allows Users to make and receive voice calls and SMS messages and use data services in certain countries outside Qatar

##### 4.3.6.2 Conditions:

- 4.3.6.2.1 Service while roaming is offered by independent operators. Qtel is not responsible for quality of service or coverage for Users outside of Qatar.
- 4.3.6.2.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Service is provided.
- 4.3.6.2.3 While roaming, service is only available in areas that are covered by Qtel roaming partners. Qtel is not responsible for those networks and some services are not available while roaming. Therefore Qtel does not make any representations regarding the quality of service experienced while roaming due to issues solely related to the roaming operator’s network.
- 4.3.6.2.4 The list of roaming countries available to prepaid mobile Subscribers as listed below:

Region	Countries included
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

#### 4.3.7 Charging:

4.3.7.1 The following Standard Rates for Outbound roaming apply:

Zone	Roaming Voice Calls to Local (QAR/min.)	Roaming Voice Calls Terminated (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to International & All Other	SMS (QAR/message)

				(QAR/min.)	
GCC	2	2	4	17	1.5
Middle East & North Africa	3	2	8	17	1.5
Americas	5	2	10	17	1.5
Europe	5	2	10	17	1.5
Asia & Oceania	5	2	12	17	1.5
Africa & Rest of World	5	2	12	17	1.5
Special & Satellite	30	30	30	30	2

4.3.7.1.1 Received calls are charged QAR 2.25 per minute across all zones.

4.3.7.2 The following roaming charge rates apply in respect of specific countries:

Exception Case	Roaming Voice Calls to Local (QAR/min.)	Roaming Voice Calls Terminated (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to International & All Other (QAR/min.)	SMS (QAR/message)
Cuba	8	-	15	-	-
Morocco	6	-	13	-	-
Canada	-	5	-	-	-
USA	-	5	-	-	-
Afghanistan	-	5	-	-	-
Thailand	-	5	-	-	-
Seychelles	-	5	-	-	-
India	-	7	-	-	-
Sri Lanka	-	-	17	-	-
Czech Republic	-	-	15	-	-
Malta	-	-	15	-	-
Italy	-	-	15	-	-
Russia	-	-	15	-	-
Serbia & Montenegro	-	-	15	-	-
Switzerland	-	-	15	-	-
Uzbekistan	-	-	15	-	-
Kenya	-	-	17	-	-

4.3.7.3 Calls made to destinations which are other than 'local' or 'Qatar' and not mentioned above will be charged at QAR17 per minute unless specifically mentioned. Qtel may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

4.3.7.4 Video calls while roaming are charged as international data roaming usage from the country where the customer is roaming and at the charge rate stated in Section 4.6.3.3.

#### 4.3.8 Call Back Roaming:

**4.3.8.1 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.

**4.3.8.2 Charging:** For countries with direct outbound roaming call capability, the same charge rates will apply irrespective of whether the calls are initiated directly or

using the 'Call Back Roaming' methodology. Charges for International roaming calls and messages by prepaid mobile subscribers are noted in Section 0

Zone	Charge (QAR) per minute
Home Zone*	QAR 5.00
International Zone <sup>#</sup>	QAR 15.00

\* Rate applies when calling from abroad to Qatar

# Rate applies when calling from abroad to 'local' numbers within that country, or to international destinations excluding Qatar.

#### 4.4 Messaging

##### 4.4.1 Short Message Service (SMS)

**4.4.1.1 Description:** A service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).

**4.4.1.2 Charging:** SMS messages are charged on a per message basis

Service	Charges (QAR)/ message
SMS messages (peak/off-peak)	0.40
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 – 100
SMS to 'In flight' mobiles (via Access code 88299)	5.00

##### 4.4.2 Multimedia Messaging (MMS)

**4.4.2.1 Description:** A service feature that allows the subscriber to send and receive messages containing text and/or pictures audio and video.

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

Service	Charges (QAR)/ message
MMS – picture (peak/off-peak)	0.90
MMS – video (peak/off-peak)	1.20

#### 4.5 Voice SMS:

**4.5.1 Description:** Voice SMS allows a Qtel mobile subscriber to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message.

##### 4.5.2 Conditions:

4.5.2.1 Voice SMS messages may be sent or retrieved by roaming Qtel mobile subscribers.

4.5.2.2 Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient.

4.5.2.3 For sending or retrieving a voice SMS from/to a Qtel mobile outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

**4.5.3 Charging:** Voice SMS messages are charged as per the following table. There is no charge to listen to messages for the first time, but replayed messages are charged as follows:

Service	Charges (QAR)/ message	
Voice SMS	to send:	0.55
	message replay:	0.20

## 4.6 Data Services

### 4.6.1 Mobile Internet:

**4.6.1.1 Description:** A service feature that allows Users to browse the Internet and WAP sites over their mobile handset.

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

Service	Charges (QAR)
Mobile Internet	10/MB
International data roaming	55/MB

### 4.6.2 Blackberry™ Internet Service:

**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	Charges (QAR)
Blackberry Internet Service – activation fee	150
Blackberry Internet Service – weekly recurring usage fee	35
Blackberry Internet Service – excess usage charge rate (for usage in excess of 10MB per month)	10/MB

### 4.6.3 International data roaming:

**4.6.3.1 Description:** International mobile Internet allows Qtel prepaid mobile subscribers to enjoy access to mobile Internet service while roaming outside Qatar.

#### 4.6.3.2 Conditions:

4.6.3.2.1 Service while roaming is offered by independent operators and Qtel is not responsible for quality of service or coverage for subscribers outside of Qatar.

4.6.3.2.2 Roaming coverage may change without notice. Qtel is not responsible for those networks and services that are not available while roaming and does not make any representations regarding the quality of service while roaming.

**4.6.3.3 Charging:**

4.6.3.3.1 Roaming Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service.

4.6.3.3.2 Billing increments for all roaming zones are in units of 10 KB.

4.6.3.3.3 All Roaming Data usage (including e.g. Mobile Internet and Blackberry) is charged as follows:

<b>Service</b>	<b>Charges (QAR)</b>
International data roaming	55/MB

## **4.7 Service Bundles**

### **4.7.1 Optional Subscription Packs:**

**4.7.1.1 Description:** Optional Subscription Packs enable any Qtel prepaid mobile Subscriber to pre-pay for a bundle of call or messaging units.

#### **4.7.1.2 Conditions:**

- 4.7.1.2.1 Optional Subscription Packs are valid for a defined period of time after which the units expire.
- 4.7.1.2.2 Optional Subscription Packs cannot be transferred to another user.
- 4.7.1.2.3 When Optional Subscription Pack minutes and/or messages are consumed, all of a Subscriber's subsequent international call minutes or messages are charged at Qtel's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.
- 4.7.1.2.4 Optional Subscription Pack units are not valid for calls or messages made while roaming outside Qatar or for premium-rated numbers.
- 4.7.1.2.5 Local Calls units can be used to call any local fixed or mobile network within Qatar.
- 4.7.1.2.6 International Call units can be used to call any international fixed or mobile network. International Call units cannot be used to call satellite or other special destinations listed in section 4.3.2.2.2.
- 4.7.1.2.7 Local SMS units can be used to message any local mobile network within Qatar.
- 4.7.1.2.8 International SMS units can be used to message any international mobile or fixed network. International SMS units cannot be used to satellite or other special destinations listed in section 4.3.2.2.2.
- 4.7.1.2.9 Optional Subscription Packs that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been unsubscribed.
- 4.7.1.2.10 Subscribers of Optional Subscription Packs that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.

#### **4.7.1.3 Charging:**

- 4.7.1.3.1 Optional Subscription Packs are offered in the following defined packages:

Optional Subscription Pack	Charge (QAR)	Validity (Days)	Units (Call minutes or SMS)	Re-subscription Service
International SMS Weekly 10	10	7	20	No
International SMS Monthly 30	30	30	65	No

#### 4.8 Other Prepaid Mobile Service Features

##### 4.8.1 Credit Transfer:

**4.8.1.1 Description:** A subscriber may transfer some or all of their existing airtime credit to another prepaid subscriber.

##### 4.8.1.2 Conditions:

4.8.1.2.1 Minimum amount that may be transferred per transaction: QAR 10.

4.8.1.2.2 Maximum amount that may be transferred per transaction: QAR 1,000.

4.8.1.2.3 Service validity may not be transferred.

**4.8.1.3 Charging:** Each transfer is charged at

Service	Charges (QAR)
Credit transfer	0.50

##### 4.8.2 Prepaid to postpaid conversion

**4.8.2.1 Description:** A Subscriber may convert his or her prepaid mobile calling account to a postpaid account.

**4.8.2.2 Charging:** There is no charge for this service.

##### 4.8.3 Easy-to-Remember Numbers:

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

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

Platinum	Gold	Silver	Bronze	Mercury
XXXXXXX	XYYYYYX	XYXYXY	XYZZZYX	XYZZYXX
	XYYYYYX	XYXYXXX	XYZZZYX	XYZZXYZ
	XXYYYYY	XYXYXXX	XYZYZY	XYZYXYZ
	XXYYYYX	XYXYXXX	XYZZZX	XYZYZZ

**4.8.3.3 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.

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

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

#### 4.9 Other Services and Rates:

Service	Charges (QAR)
SIM replacement (one-off fee)	50
Transfer of ownership (one-off fee)	50
Number Change (Standard number only, Easy to Remember Number excluded)	50

#### 4.10 Family Close User Group (CUG) Service

**4.10.1 Description:** The Family Close User Group (CUG) Service provides subscribers with discounted intra-group calling rates between Qtel mobile numbers that are nominated as members of a family user group.

##### 4.10.2 Conditions:

- 4.10.2.1 Any postpaid customer can be the originator of a group which consists of maximum seven (7) members including the originator.
- 4.10.2.2 The postpaid originator member is the one enrolling the other six (6) members' numbers which can be postpaid or prepaid subscribers.
- 4.10.2.3 Members should be valid Qtel prepaid or postpaid mobile user.
- 4.10.2.4 Members of the family CUG don't have to be under a single account or customer number, for them to be a member of the CUG.
- 4.10.2.5 Subscribers can belong to one group only and in order to be a member of another group, they have to cancel their membership with the existing group in order to join another one.
- 4.10.2.6 Subscribers under minute bundle plans, Shahry Value Packs, will benefit from the discounted rates for their CUG calling once all inclusive minutes of their value pack are completely consumed.
- 4.10.2.7 The originator has the authority to cancel and add members to the group; all members of the group would be notified via SMS that a member has been added in and/or dropped out of the CUG.
- 4.10.2.8 Members can cancel their membership in a group and the rest of the members, including the originator, would be notified via SMS, that the a member has been dropped out of the CUG
- 4.10.2.9 If any of the members (including the originator) are roaming outside Qatar, normal roaming rates applies for all services.

4.10.2.10 If the originator terminates the service, migrates to prepay or avails number portability, the CUG is automatically disabled, and all members will start paying normal rates. All members would be notified of the CUG disbanding via SMS.

4.10.2.11 The originator of the CUG will pay the group set-up fees, the monthly rental, and members' cancellation fee (if cancelled by originator).

4.10.2.12 Members of the CUG will not be charged any extra charges other than their own usage.

**4.10.3 Charging:** The Family CUG Service charges are set out below:

<b>Service element</b>	<b>Charging increment</b>	<b>Applicable charge rate (QAR)</b>
Monthly Rental	Monthly Recurring charges	25
Adding a group member	Per member	No charge
Cancelling a group member	Per member (cancelled by originator)	5
National voice calls between group members in the same group	Per minute	0.25
All other calling by group members	Standard rates	Standard rates
Family CUG set-up fee	Onetime fee	25
Family CUG cancellation	Per service cancellation	No charge

## **5. Service Provider obligations**

### **5.1 Commencement of Service:**

**5.1.1** The service shall commence from the Service connection date.

**5.1.2** The customer must activate the service by making a call or sending a SMS in Qatar within 30 days of purchase.

### **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 and licence obligations and requirements.

## **6. Subscriber obligations**

### **6.1 Equipment:**

- 6.1.1** The Subscriber shall comply with any reasonable request by Qtel concerning the configuration of their devices and/or the use of the service.
- 6.1.2** Prepaid mobile service is for the use of the registered Subscriber only. The Subscriber may not transfer the registered Prepaid SIM card to another person without Qtel's prior written approval. Unauthorized transfer of a prepaid SIM card may result in service cancellation.

### **6.2 SIM Card:**

- 6.2.1** The Subscriber must promptly notify Qtel if the SIM Card is damaged.
- 6.2.2** 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 \* \* \*