

**General Tariff Information**

<b>Service Provider Name</b>	Ooredoo Q.S.C. (formerly (Qtel) Q.S.C.)
<b>License</b>	Public Mobile Telecommunications Networks and Services
<b>Tariff Number</b>	B01-01
<b>Service Name</b>	Business Landline
<b>Tariff Type</b>	Business
<b>Tariff Effective Date</b>	10 July 2017

## 1. Definitions

- 1.1 Call charges - means charges payable per call
- 1.2 Call Holding - means a feature in which a user may retain an existing call while accepting or originating another call.
- 1.3 Call Hunting - is a facility in which allows an incoming call to be landed on telephone number in a group of telephone numbers. There will be one "pilot number" which will be dialed by any person, and any call to that "pilot number" would land on any of the free lines in a group which belongs to the pilot number group
- 1.4 Call Waiting- means a feature that alerts someone using the phone to an incoming call and allows switching between the current call and the new call.
- 1.5 Centrex- means central exchange which is a service providing switching at a central office instead of at the customer's premises.
- 1.6 Change number Interception - meaning when a subscriber number is changed the caller will be provided with an automated request to confirm the number he dialed and based on the dialed number will be provided with the new number of subscriber.
- 1.7 Conference call - means calls involving more than one line with a maximum of 3 persons.
- 1.8 DEL - means Direct Exchange Line which provides a dedicated fixed phone line.
- 1.9 Follow Me - provides an advanced call forwarding facility, subscribers can set up the call forward either in sequence or at the same time to a list of numbers. "Follow me" forwards calls to numbers based on a time schedule.
- 1.10 Hot Line Service – A service feature that configures a line to automatically dial a pre-set number when the handset is lifted.
- 1.11 ISDN - means Integrated Services Digital Network. ISDN is an international standard for digital telephony communication.
- 1.12 Monthly rental fee - means service rental fee payable per month.
- 1.13 OLO - means Other Licensed Operator.
- 1.14 Ooredoo - means Ooredoo Q.S.C. (formerly (Qtel) Q.S.C.)
- 1.15 Ownership Change - Mean the subscription changed from one owner to another owner including the responsibilities.
- 1.16 Peak / off-peak calls - Peak means calls made during the period of most heavy calling traffic. Off-peak calls means calls made outside peak times and generally include lower calling rates which are set out in the tariff where applicable.
- 1.17 PRI - means Primary Rate Interface. ISDN PRI consists of up to 30 B-channels and 1 D-channel and may be used for voice and/or data service.

- 1.18** Service - means Business Landline Service.
- 1.19** SIP – Trunking Standard – a link which provides a single linear path to the customer location. In the event of failure of this path the customer loses connectivity and faces downtime
- 1.20** SIP Trunking Premium – provides two redundant and diverse paths to the customers location via the fixed access network. In the event of failure on one of the paths the other begins operation providing seamless connectivity and increased uptime. By opting for a SIP-Trunking Premium link, the customer does not have to invest in building diversity and redundancy themselves.
- 1.21** Subscriber - means the person or entity that enters into an agreement with Ooredoo to receive and pay for service.
- 1.22** 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 DEL a PRI and SIP-Trunking Standard and Premium services
- 2.3** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective subject to CRA approval, if required.
- 2.4** From time to time Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will suspend or modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments subject to CRA approval, if required.
- 2.5** These Service terms and conditions are in addition to the terms and conditions specified in Ooredoo's General Terms and Conditions for the Master Services Agreement for Business Telecommunications Services where referenced.

### 3. DEL - Direct Exchange Line Service

**3.1 Description:** Landline Service provides subscribers with a landline telephone service, accessible 24 hours a day. Regional, national and international connections are possible. Landline is mainly provided via a wired access network. Alternative means (such as WLL) may be used when a wired access network is not available in the Subscriber's location. Additional charges may apply for remote location services

#### 3.2 Charging for DEL

Connection Fee	QR 200
Monthly Rental Fee	QR 117
Number Change	QR 50
Ownership Change	QR 50
Contains Unlimited Calls to:	any local landline within Qatar

### 4. ISDN Primary Rate Interface (PRI)

**4.1 Description:** ISDN PRI consists of up to 30 B-channels and 1 D-channel and may be used for voice and/or data service.

#### 4.2 Charging:

Number of PRI Channels	Connection Fee (QR)	Monthly Rental Fee (QR)
10	2,000	1,200
20	2,000	2,400
30	2,000	3,000
40	4,000	4,000
50	4,000	5,000
60	4,000	6,000
70	6,000	7,000
80	6,000	8,000
90	6,000	9,000
100	8,000	10,000
110	8,000	11,000
120	8,000	12,000
130	10,000	13,000
140	10,000	14,000
150	10,000	15,000
160	12,000	16,000
170	12,000	17,000
180	12,000	18,000
190	14,000	19,000
200	14,000	20,000
210	14,000	21,000
220	16,000	22,000
230	16,000	23,000
240	16,000	24,000
250	18,000	25,000

260	18,000	26,000
270	18,000	27,000
280	20,000	28,000
290	20,000	29,000
300	20,000	30,000

**4.2.1** Prices per 10 channels:

**4.2.1.1** Price will be QAR 1200 per 10 channels for less than 30 channels.

**4.2.1.2** Price will be QAR 1000 per 10 channels for 30 channels or more.

**5. Hosted IP Centrex**

**5.1 Description:** Hosted IP Centrex is designed for enterprise locations requiring all the features of a PBX or key system, except that the features and intelligence reside outside of the Company with Ooredoo.

**5.2** Conditions:

**5.2.1** Call rates will apply (as set out in section 9)

**5.2.2** Subscribers will pay for the IP access separately based on the bandwidth required for number of voice trunks.

**5.2.3** The IP access tariff is in detail on the CRA approved IP VPN tariff (Reference: B 14-01) on the Ooredoo Regulatory website.

**5.2.4** To the extent applicable, terms and conditions for necessary network cabling, equipment room configuration, equipment rental or purchase and applicable maintenance are covered by separate agreement between Subscriber and Ooredoo according to the Subscriber's particular needs.

**5.3 Charging for Hosted IP Centrex:**

		One time setup charges	Monthly recurring charges
Hosted IP Centrex	Site charge	QR 3,000 per site	
	Extension charge	QR 50 per extension	QR 45 for up to 99 extensions QR 40 for 100 to 299 extensions QR 35 for 300 + extensions

**6. SIP Trunking**

**6.1 Description:** SIP Trunking Standard (SIP T Standard): a link which provides a single linear path to the customer location. In the event of failure of this path the customer loses connectivity and faces downtime.

**6.2 Description: SIP Trunking Premium (SIP T Premium):** provides two redundant and diverse paths to the customer's location via the fixed access network. In the event of failure on one of the paths the other begins operation providing seamless connectivity and increased uptime.

By opting for a SIP-Trunking Premium link, the customer does not have to invest in building diversity and redundancy themselves.

**6.3 Charging for SIP Trunking:** Please see below for SIP Trunking Standard and SIP-Trunking Premium pricing.

**6.3.1** The base tariff including the number of channels, installation charges and Standard Monthly rental.

Number of Channels	Connection Fee (QR)	1. SIP-T Standard (QR p.m.)	2. SIP-T Premium (QR p.m.)
10	2,000	1,050	1,470
20	2,000	1,860	2,604
30	2,000	2,450	3,430
40	4,000	3,500	4,900
50	4,000	4,310	6,034
60	4,000	4,900	6,860
70	6,000	5,950	8,330
80	6,000	6,760	9,464
90	6,000	7,350	10,290
100	8,000	8,400	11,760
110	8,000	9,210	12,894
120	8,000	9,800	13,720
130	10,000	10,850	15,190
140	10,000	11,660	16,324
150	10,000	12,250	17,150
160	12,000	13,300	18,620
170	12,000	14,110	19,754
180	12,000	14,700	20,850
190	14,000	15,750	22,050
200	14,000	16,560	23,184
210	14,000	17,150	24,010
220	16,000	18,200	25,480
230	16,000	19,010	26,614
240	16,000	19,600	27,440
250	18,000	20,650	28,910
260	18,000	21,460	30,044
270	18,000	22,050	30,870
280	20,000	23,100	32,340
290	20,000	23,910	33,474
300	20,000	24,500	34,300

**6.3.2** Call rates will apply (as set out in section 9)

## 7. Charging on optional Value Added Services for DEL/ ISDN PRI/ SIP-T

Optional Value Added Services	One time setup charges (QR)	Monthly recurring (QR)
International Call Barring	50	8
Call Waiting	50	8
Call Forwarding	50	25
Conference call	50	8
Caller ID	50	15
Hotline / pilot number	180	90
Follow me	50	25
Change Number Interception	0	25
Outgoing Call Barred (OCB)	50	0
Incoming Call Barred (ICB)	50	0
Hunting Facility	50	8
Customer Controlled International Barring	50	8

## 8. Temporary Landline Services

**8.1.1 Description:** A Subscriber can request any landline service temporarily and will be charged for a minimum of 3 months service.

## 9. Call Charges

**9.1 National calls:** Local call charges are set out below:

Service	Peak Rate per minute (QR)	Off-Peak Rate per minute (QR)
Calls to landline telephones within Qatar	No charge	No charge
Calls to Mobile phones	0.45	0.30

The peak rate for national calls apply from 6am to 11pm, and off-peak rate for national calls apply from 11pm to 6am.

**9.2 Other national calling services**

Service	Dialing Pattern	Charge (QR)/minute
Domestic Toll-free	800 xxxx	No charge
Audio text	9001xxx, 9002xxx	0-500
Directory Inquiry	180	No charge
International Call Barring	150	No charge
Call Centre	111	No charge
Telegram	130	No charge
'Telegram by Phone'	131	No charge
Speaking Clock - Arabic	141	No charge
Speaking Clock - English	140	No charge
Emergency Services	999	No charge
Kahramaa Emergency Services	991	No charge
Environment Emergency Services	998	No charge



### 9.3 International calls

#### 9.3.1 Conditions

- 9.3.1.1** The peak rate for international services apply from 7am to 7pm on all weekdays (Sunday to Thursday), and off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday and Saturday.
- 9.3.1.2** The billing interval for international calls is 60 seconds.
- 9.3.1.3** Countries included within each zone are set out below:

Zone	Country/Platform Destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, United Arab Emirates
MENA	Algeria, Djibouti, Egypt, Iraq, Israel, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest Of World	Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Congo-Zaire, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mayotte, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Saint Helena, Sao Tome And Principe, Senegal, Seychelles, Sierra Leone, South Africa, South Sudan, Swaziland, Tanzania, Togo, Uganda, Zambia, Zimbabwe
Americas	Anguilla, Antigua And Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island Malvinas, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique (French Antilles), Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint Bartheleme, Saint Kitts And Nevis, Saint Lucia, Saint Martin, Saint Pierre And Miquelon, Saint Vincent And The Grenadines, Surinam, Trinidad & Tobago, Turks And Caicos Islands, United States Of America, United States Virgin Islands, Uruguay, Venezuela
Asia	Afghanistan, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, China, Diego Garcia, Hong Kong, India, Indonesia, Iran, Japan, Korea North, Korea South, Laos, Macao (China), Malaysia, Maldives, Mongolia, Myanmar (Burma), Nepal, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan (China), Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia And Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, Ukraine, United Kingdom, Uzbekistan, Vatican
Oceania	American Samoa, Antarctica, Australia, Christmas Island, Cocos Islands, Cook Islands, East Timor (Timor-Leste), Fiji, French Polynesia (Tahiti), Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue, Norfolk Island, Northern Mariana Islands, Palau, Papua New Guinea, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu, Wallis And Futuna, Western Samoa / Samoa Country,
Special & Satellite	Calls made to satellite phone systems other than Thuraya and Iridium, such as Skyphone and Immarsat.
Iridium	Calls to Iridium satellite system
Thuraya	Calls to Thuraya satellite system

**9.3.2 Charging:**

**9.3.2.1** Charges for the zones are as follows:

<b>Zone</b>	<b>Peak Rate per minute (QR)</b>	<b>Off-Peak Rate per minute (QR)</b>
GCC	1.64	1.08
M.E.N.A.	2.08	1.64
Americas	2.08	1.64
Europe	2.08	1.64
Oceania	2.08	1.64
Asia	2.64	1.92
Africa & Rest of World	2.64	1.92
Special Case	30.00	30.00
Iridium	16.00	16.00
Thuraya	6.00	6.00

**9.3.2.2** The following exceptions apply:

<b>Exception</b>	<b>Peak Rate per minute (QR)</b>	<b>Off-Peak Rate per minute (QR)</b>
Wallis & Futuna	3.76	2.96
Norfolk Island	3.76	2.96
Nauru	3.76	2.96
Australian Ext. Territories	3.76	2.96
Cuba	3.76	2.96
Sao Tome Principe	3.76	2.96
St. Helena	3.76	2.96
Diego Garcia	3.76	2.96
Greenland	2.48	1.92

**10. Easy-to-Remember Numbers**

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

**10.2 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.

Number Category	Typical format example					
Royal	XXXXXXX					
Diamond plus	AXXXXXX	XXXXXAX	XXXXXXA	XYYYYYX	XAXXXXX	
Diamond	XXAXXXX	XXAXXXX	XXXXXY	XXXXYYY	XXYXXXY	XXYXXXY
Platinum Plus	XXYYYYX	XYXXYY	YXXXXXY	XXXXYYX	XXYYYYX	XYXXYYX
Platinum	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY
Gold Plus	XXXXAYY	XXXAYY	XXXXYYZ	XXXXYYA	XXXXYYA	XXXXAYY
Gold	AXXXBXX	AXXXYXY	AXXXYXY	AXXXYXY	XXXXABC	XXXXABX
Silver Plus	ABXXYY	YYYYXA	YZZZZY	ABXXYY	XXABYY	XXYYAX
Silver	ABXXYY	ABYYXX	AXBCXX	ABXXYY	AXXBYY	AXXBYY
Bronze	ABXXCD	ABXXYXY	ABXXYXY	ABXXYXY	ABYXXXY	ABYXXYY
Pearl	AXBCXX	AXYBY	AXYZZZ	AXYZZZ	XXYZZZ	XXYZZY
Mercury	XABXXYY	XAXYZZZ	XAYZZZ	XXABCYY	XXABYY	XXABYY
Cooper	XAYYZZ	XYXXAY	XYXXYYA	XYXXYZ	XYXXYZ	XYXXYZ
8 digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

**10.2.1 Regulation:** Easy to remember numbers remain under the administrative jurisdiction of CRA, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Ooredoo guarantee the right to use any easy to remember number for more than one year following the date of assignment.

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

Number Classification	Applicable one-time charge (QR)
Royal	1,000,000
Diamond plus (with "0"s)	500,000
Diamond plus	300,000
Diamond (with "0"s)	200,000
Diamond	150,000
Platinum Plus (with "0"s)	50,000
Platinum Plus	40,000
Platinum (with "0"s)	35,000
Platinum	25,000
Gold Plus (with "0"s)	20,000
Gold Plus	15,000
Gold (with "0"s)	13,000
Gold	10,000
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500

Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Copper (with "0"s)	500
Copper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

## 11. Hosted Audio Conferencing Service

**11.1 Service Description:** Hosted Audio Conferencing service is a fully-managed, network-based audio conferencing service.

### 11.2 Conditions:

**11.2.1 Access to the Conferencing Website:** As part of the Service, Ooredoo provides subscribers with a unique username and PIN numbers which can then be used by the Subscriber to schedule conference calls at their discretion via Ooredoo's interactive Conferencing Website.

**11.2.2 Scheduling a Conference Call:** The interactive conferencing platform will ask for Name and Contact Information for each Conference Participant and call that Participant at the time of the conference call. Additionally, Users can also "dial-in" to the conference platform to attend a conference call (Free phone dial in option is not available). A maximum of 20 users can dial into conference at the same time. International dial in is available and can dial into conference.

### 11.3 Charging:

**11.3.1 Subscription:** Subscribers will be charged a onetime subscription fee of QR 500. There is no contract length associated with the conferencing service.

**11.3.2 Usage Charges:** Usage charges are QR 0.50 per minute per user of Conferencing time.

## 12. Three Digit Codes:

**12.1 Description:** a three digit number code service that can be used for value added services.

**12.2 Conditions:** customers calling to the short codes (excluding emergency services) will get charged for SMS or calling for QAR 0 – 100 (depends on the service short code)

**12.3 Charging:** customers using this service will be charged QAR 10,000 per month.

### **13. Service Provider obligations**

- 13.1** Commencement of Service: The service shall commence from the date of activation of service.
- 13.2** Responsibility for service: Ooredoo is responsible for service only up to the Customer Premises Equipment and shall not be responsible for any quality of service, continuity of service or other matters impacted by subscriber cabling, equipment or other facilities (not provided by Ooredoo) beyond this point.
- 13.3** Service Provisioning Time: If the customer location is feasible from a network perspective, Ooredoo endeavor to provision the services within a lead time of 4-6 week from the date of release of Purchase Order.
- 13.4** Service availability and limits: 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.

### **14. Subscriber obligations**

- 14.1** Equipment: The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 14.2** Minimum service period: The service will be provided for a minimum service period of three (3) months from the date of activation.
- 14.3** Cancellation: If a Subscriber terminates the contract before the end of the minimum service period term, the Subscriber will be liable to pay the full charges for duration for the minimum service period.
- 14.4** Equipment: Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo.
- 14.5** Assignment of service: The subscriber undertakes to use the service personally and for their private interest, and shall not transfer the service or assign it to a third party without obtaining Ooredoo's prior written consent.
- 14.6** Unlicensed Services: The Subscriber may not use the Service to provide any kind of telecommunications services that require a license from CRA. Failure to comply with this provision may result in immediate cessation of service without notice.

**Tariff Version Control**

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
<i>001</i>		<i>12 January 2015</i>	<i>Permanent Tariff Change</i>
<i>002</i>		<i>15 September 2016</i>	<i>Permanent Tariff Change, Three digit codes</i>
<i>003</i>		<i>10 July 2017</i>	<i>Permanent Tariff Change, ISDN Price change.</i>

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