

## General Tariff Information

|                              |  |
|------------------------------|--|
| <b>Service Provider Name</b> | <i>Ooredoo Qatar Q.S.C. (formerly (Qtel) Q.S.C)</i>    |
| <b>License</b>               | Public Mobile Telecommunications Networks and services |
| <b>Tariff Number</b>         | B03-01   |
| <b>Service Name</b>          | <i>Business Mobile Services</i>                        |
| <b>Tariff Type</b>           | <i>Business</i>  |
| <b>Tariff Effective Date</b> | <i>13<sup>th</sup> February 2013</i>                   |

**1. Definitions**

- 1.1** Mobile Service—means public mobile telecommunications services, including voice calling, messaging and data access provided by Ooredoo in respect of business customers.
- 1.2** OLO means Other Licensed Operator.
- 1.3** Ooredoo— Ooredoo Qatar Q.S.C. (formerly (Qtel) Q.S.C)
- 1.4** Ooredoo General Terms and Conditions - Found at [www.ooredoo.qa](http://www.ooredoo.qa).
- 1.5** Roaming – means utilizing an Ooredoo-enabled mobile device to access services on the mobile network of a service provider other than Ooredoo.
- 1.6** Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for Business Mobile Services.
- 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 uses the relevant Business 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 Business Mobile Services.
- 2.3** These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
- 2.4** From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this tariff.

### 3. Business Mobile Service

- 3.1 **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access with a range of spending options.
- 3.2 **Commencement of Business Mobile Service:** The Business Mobile Service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Ooredoo's mobile telecommunications network.
- 3.3 **Service Validity:** The Business 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.
- 3.4 **Service Duration:** The minimum contractual period for the Business Mobile Service is 3 months.
- 3.5 **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 Standard service:

**4.1.1 Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access, for a monthly payment.

##### 4.1.2 Charging:

**4.1.2.1** Standard mobile service charges are set out below:

| Service                                   | Fees (QAR) |
|---|------------|
| Connection Fee (one-off fee)              | 50         |
| Monthly Rental Fee                        | 50         |
| Change of Ownership (except to corporate) | 50         |
| Change of Ownership to corporate          | No charge  |
| Migration to Prepaid                      | 50         |
| Migration (Prepaid to Postpaid)           | No charge  |

##### 4.2 Postpaid Smart Packs

**4.2.1 Description:** A Subscriber may also acquire the Post Paid Mobile Service in the form of various Smart packs, which include a mix of calls, messages and data available at a discounted price when purchased together.

##### 4.2.2 Conditions:

**4.2.2.1** National call minutes included in the Smart pack are for calls to any fixed-line or mobile number in Qatar. Any unused minutes included in the chosen Smart pack will roll over to the subsequent billing cycle.

**4.2.2.2** Messages included in the Smart pack are valid for both SMS and MMS messages sent to any mobile User in Qatar. Any message credits unused at the end of a billing cycle may not be rolled over to a subsequent billing cycle.

**4.2.2.3** Mobile internet usage entitlements are subject to applicable terms and conditions for the standard mobile internet service feature as are noted in Section 4.11. Any mobile internet usage credit unused at the end of the billing period may not be rolled over to a subsequent billing cycle.

**4.2.2.4** Smart packs allow a user to select up to 1 'FREE' number on the Smart Pack 100 and 2 'FREE' numbers on the Smart pack 150. Unlimited 'FREE' numbers are available on Smart packs 250, 450 and 750 to any fixed-line or mobile numbers in Qatar to which calls or SMS messaging are not charged (**Free Numbers**). The following conditions apply:

**4.2.2.4.1** Users select their Free Numbers upon service inception;

- 4.2.2.4.2** Users may change their Free Number selections once per month by notification to Ooredoo, with immediate effect.
- 4.2.2.4.3** the same Free Number selections apply for both national call minutes and SMS messages
- 4.2.2.4.4** The Free Numbers entitlement does not apply if the User is placing calls while roaming outside the State of Qatar, or 'in-flight' at the time of the call.
- 4.2.2.5 Fair Usage Policy:** The Unlimited Service plan is offered for reasonable use only. Excessive and continued use of the service beyond that which, in Ooredoo's reasonable discretion, is used for normal consumer Service and which, as a result has the potential to negatively impact the quality of service available to other Ooredoo Users may result in cancellation of the service. The Fair Usage limit for this plan is set at 10,000 local call minutes, 3,000 Local SMS/MMS, 3GB Mobile Internet Data.

**4.2.3 Charging:**

**4.2.3.1 Shahry Standard:** There are two options (none of the features available in the Smart Packs are included in the Shahry Standard plan):

- a) Normal subscription is QAR 50 per month. The customer can unsubscribe at any time after the three (3) month commitment period with no disconnection fee.
- b) If a customer wishes to subscribe for a yearly plan, then they may at a cost of QR300 for the year. If the customer wishes to unsubscribe at any time before the end of the 3 month minimum service period the normal disconnection penalty applies of QR150. If the customer leaves in months 4 or 5 then Ooredoo will pay the customer QR100 and QR50 respectively with no disconnection fee. If the customer leaves between 6 and 12 months there is no disconnection penalty and no refund.
- c) Customers are free to move to another plan after the minimum service period on the Shahry 12 month option to optimise their usage
- d) If customers are currently on the 12 month plan the customer will be auto-renewed on their 12 month anniversary
- e) The 12 month option is no longer available for new Shahry Standard customers
- f) For customers who wish to change from or cancel after their Yearly Subscription, the following refund or no refund will apply:

| Customer cancels yearly subscription in month | Customer refund in QR |
|---|-----------------------|
| 1   | QR250                 |
| 2   | QR200                 |
| 3   | QR150                 |
| 4   | QR100                 |
| 5   | QR50                  |
| 6   | No Refund             |
| 7   | No Refund             |
| 8   | No Refund             |
| 9   | No Refund             |
| 10  | No Refund             |
| 11  | No Refund             |
| 12  | No Refund             |

**Smart Packs** are charged at the rates set out below:

|   | Smart Pack 15 | Smart Pack 35 | Smart Pack 55 | Smart Pack 100 | Smart Pack 150 | Smart Pack 250           | Smart Pack 450           | Smart pack 750           | Al Nokhba 750   |
|---|---------------|---------------|---------------|----------------|----------------|--------------------------|--------------------------|--------------------------|---|
| Local calls / Messages (1)  | 50            | 120           | 200           | 450            | 800            | 1500                     | 3300                     | 6500                     | Unlimited   |
| Unlimited Local Calling (To Ooredoo and Vodafone in Qatar – 'FREE' numbers) |               |               |               | 1              | 2              | Unlimited 'FREE Numbers' | Unlimited 'FREE Numbers' | Unlimited 'FREE Numbers' | <b>Unlimited</b> (subject to Fair Usage Policy (4.2.2.5)) |
| Unlimited calls to local landline   | NO            | NO            | NO            | NO             | YES            | YES                      | YES                      | YES                      | YES   |
| Data (2)  | 100MB         | 250MB         | 250MB         | 1GB            | 1GB            | 1GB                      | 3GB                      | 6GB                      | <b>Unlimited</b> (subject to Fair Usage Policy (4.2.2.5)) |
| Free 4G Key   | YES           | YES           | YES           | YES            | YES            | YES                      | YES                      | YES                      | YES   |
| Free BlackBerry   | NO            | NO            | NO            | NO             | NO             | YES                      | YES                      | YES                      | YES   |
| Receiving Roaming minutes   | 0             | 0             | 0             | 0              | 0              | 0                        | 60                       | 300                      | Unlimited   |

Note 1: Included call minutes within the Smart Packs are provided on a 'one month carry-over' basis

Note 2: 'Carry-over' also applies to SMS, MMS and data included in the Smart packs



- 4.2.3.2** If a Smart pack subscriber exceeds the allowances under their specific pack, charges for all such excess usage will be at the standard rates specified in this Tariff.
- 4.2.3.3** Subscribers can upgrade or downgrade between Smart packs as they choose and at no additional charge. Subscribers will lose all of their allowance of the old pack once the downgrade/upgrade is complete and the allowance of the new Smart pack will apply.
- 4.2.3.4** Smart Pack Users with included Blackberry rental draw their Blackberry usage from the included monthly data allowance of the Smart Pack.
- 4.2.3.5** Subscribers can pay QR100 per month extra on their Smart Pack monthly rental and be eligible for the 'International Key'. This will allow customers to use the included local minutes and local messages for the following call types:
- International Calls
  - Receive incoming roaming calls while roaming
  - Sending international messages (SMS/MMS)
  - Sending roaming messages whilst roaming (SMS/MMS)

This 'International and Roaming Key' will be an opt-in service and subscribers will need to text 'IR Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'IR Key STOP' to the short code 144.

- 4.2.3.6** Subscribers can pay QR20 per month extra on their Smart Pack Monthly rental and be eligible for the 'BlackBerry Key'. This will apply to all customers on the Smart Packs 15, 35, 55, 100 and 150 packs whom will need to pay the QR20 per month fee; however the QR20 fee is waived on Smart pack plans 250 to 750. This key gives access to the BlackBerry service and allows the Blackberry data usage to be deducted from the customer's respective plan.

This 'Blackberry key' will be an opt-in service and subscribers will need to text 'BB Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'BB Key Stop' to the short code 144.

- 4.2.3.7** Subscribers can pay QR50 per month extra on their Smart Pack monthly rental and be eligible for the 'Landline Key'. Customers on the Smart Pack 15, 35, 55 and 100 packs will need to pay the QR50 per month fee. The Smart Pack 150 and above will have this feature free of charge. This key will allow the subscriber to make unlimited local calls to all landlines in Qatar.

### **4.3 Business Group Service:**

**4.3.1 Description:** Business Group Service allows customers to create an intra-Business Group that enables free calling between group members and also facilitates other advanced calling features. Members receive an allowance of 20,000 minutes that can be used to call other members of the intra-Business Group.

#### **4.3.2 Conditions:**

**4.3.2.1** The Business Group Service is available to any Ooredoo business customer with two or more Ooredoo post-paid services.

**4.3.2.2** All CUG member lines must be enrolled under a single Ooredoo corporate customer number (e.g. the benefits of the intra-Business Group discount are administered by a single corporate customer).

**4.3.2.3** Any individual service line can only be included within one Business Group Service at any one time.

**4.3.2.4** Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.

**4.3.2.5** Any unused inclusive call minute allowances per Business Group member in a particular month are carried forward for one month only.

**4.3.2.6** Intra-Business Group call minutes cannot be used while roaming abroad and standard roaming rates will apply.

**4.3.2.7** Standard rates apply to intra-Business Group calls once the intra-Business Group allowance is consumed.

**4.3.2.8** Prevailing rates (based on other product selections where applicable), apply for all calls outside of the intra-Business Group.

#### **4.3.3 Business Group Service Busumer Option:**

**4.3.3.1 Description:** Business Customers can enrol Consumer lines under their Business Group. The Consumer pays his or her bill regularly and the Business customer pays the Business Group fee so that the nominated Consumer service can be included within the Business Group benefits (e.g. the Consumer customer gets to utilise the benefits of the intra-Business Group and have the fee paid by the corporate customer on the Corporate Customer's bill).

#### **4.3.3.2 Conditions:**

**4.3.3.2.1** Any add-ons (such as International Key, BlackBerry Key, or Landline Key) or changes to the Consumer service can be added only by the owner of the line (e.g. the Consumer customer does not delegate any service administration rights to

the Corporate Customer other than the ability to include them or exclude them from the Business Group service).

**4.3.3.2.2** A consumer line is eligible to benefit from only one Business Customer at a time.

**4.3.3.2.3** The membership fee paid by the Corporate Customer for a Business Service is the same for all Shahry and Shahry Pack plans (e.g. the fee is not waived for Shahry Value Packs 150 and above if they are consumer services).

**4.3.3.2.4** The Consumer customer must accept any invitation to join a Business Group before they are joined to the intra-Business Group benefits. This is accomplished via SMS.

**4.3.3.2.5** The Consumer customer is informed if they have been removed from the Business Group Service via SMS.

**4.3.4 Charging:** The Business Group Service charges are set out below:

| Service element  | Charging increment                                 | Applicable charge rate (QAR)                 |
|--|--|--|
| Charge per Business Group member   | Per 'line' per month                               | 25<br>[Pro-rata adjustments for part months] |
| National voice calls to any national fixed-line or mobile numbers that are outside the Business Group  | Per minute   | 0.35   |
| All other calling and/or messaging by Business Group members   | Per prevailing post-paid service charge increments | At prevailing postpaid charge rate(s)        |
| Business Group online web tool   | Per download                                       | No charge                                    |
| Business Group set-up  | Per service configuration                          | No charge                                    |
| Business Group cancellation  | Per service cancellation                           | No charge                                    |
| National voice calls between Business Group members in the same Business Group (when the calls are originated by Business Group members assigned to the Business Group 'free of charge' service variant and are within the Business Group members monthly inclusive call allowance.) | Per minute (up to 20,000 minutes per month)        | No charge                                    |

|  |                                 |      |
|--|---------------------------------|------|
| Enrolment of Consumer Service into Business Group Service (Paid by Corporate Customer) | Per Consumer Service, Per Month | QR25 |
|--|---------------------------------|------|

\*Business Group Free option is free for Shahry Value Packs 150 or above.

\*\*Unlimited Calls from Business Group free option lines to Business Group lines has a Fair Usage Policy of 20,000 minutes or SMS per month. After the FUP numbers will be charged QAR0.35per minute.

#### 4.3.5 Virtual Short Numbers:

**4.3.5.1 Description:** A Virtual Short Number is a 3 to 4 digit number assigned to each Business Group member within a Business Group Service to assist with efficiency and recollection.

**4.3.5.2** The designated Virtual Short Numbers are common to all Business Group members of a Business Service Group.

**4.3.5.3** Business Group service Virtual Short Numbers necessarily exclude the following reserved public and service numbers/number ranges: 1xx; 999; 20xx; 26xx; 27xx; 28xx; 29xx; and 4444

#### 4.3.6 Provisioning

**4.3.6.1** The Business Group Service will be set up within 20 working days following customer sign-up.

**4.3.6.2** During the interim period between corporate customer sign-up and the completion of Business Group service provision, existing tariff rates will continue to apply to all prospective Business Group members.

#### 4.3.7 Conditions:

**4.3.7.1** Only PostPaid services may be enrolled into a Business Group Service.

**4.3.7.2** Postpaid customers held under a separate Ooredoo customer number must be migrated to a single Ooredoo customer number prior to enrolment in the Business Group Service if they wish to be under the full control and authority of the Business Group.

**4.3.7.3** No other Ooredoo mobile service tariff can be active for any Business Group member or VIP Business Group member in conjunction with Business Group Service.

#### 4.3.8 Term and cancellation

**4.3.8.1** The minimum contract term for the Business Group Service is 12 months, although customers can terminate the contract after 3 months from service set-up without charge.

**4.3.8.2** Processing of service cancellations is expected to occur within 20 working days.

**4.3.8.3** A valid customer cancellation request will need to indicate the intentions and, where necessary, individual customer consents of all Business Group members to avoid individual line service cessation.

**4.3.9 Other Terms & Conditions:**

**4.3.9.1** The Business Group Service is subject to the Ooredoo General Terms and Conditions which can be found in designated Ooredoo communication centres and at [www.ooredoo.qa](http://www.ooredoo.qa).

**4.3.9.2** The Ooredoo General Terms and Conditions will prevail where there is any inconsistency with this Tariff.

**4.3.9.3** Ooredoo reserves the right to replace or amend these terms and conditions or to withdraw the service at any time on reasonable notice, subject to ictQATAR approval.

**4.4 Local Calling**

**4.4.1 Charging:** Local call charge rates are set out below:

| Service  | Charge (QAR)/min                |                                       |
|--|---------------------------------|---------------------------------------|
|  | Peak<br>(06:00 am-<br>11:00 pm) | Off-peak<br>(11:00<br>pm-06:00<br>am) |
| Voice calls to a Ooredoo Mobile or to a Ooredoo landline | 0.35                            | 0.35                                  |
| Voice calls to OLO landline                              | 0.35                            | 0.35                                  |
| Video calls to a Ooredoo mobile                          | 0.45                            | 0.45                                  |
| Video calls to OLO mobile                                | 0.45                            | 0.45                                  |
| Postpaid Audio text                                      | 0 – 100                         | 0 – 100                               |

**4.5 International Calling**

**4.5.1 Description:** Calling and messaging placed from Qatar to any international destinations chosen by the User.

**4.5.2 Conditions:**

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

**4.5.2.2** 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.

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

| <b>Zone</b>            | <b>Country/Platform Destination</b>   |
|------------------------|---|
| 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 Fasso (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 (Belaric Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, United Kingdom, Ukraine, Uzbekistan, Yugoslavia  |
| Oceania             | Antartica, 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   |

#### 4.5.3 Charging:

**4.5.3.1** International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame and are set out below:

| Zone                   | Calls (voice/video) Peak Rate (QAR/min.) |       |               | Calls (voice/video) Off-Peak Rate (QAR/min.) |       |               | SMS QAR/msg. | MMS Picture QAR/msg. | MMS Video QAR/msg. |
|------------------------|--|-------|---------------|--|-------|---------------|--------------|----------------------|--------------------|
|                        | Airtime                                  | Int'l | All inclusive | Airtime                                      | Int'l | All inclusive |              |                      |                    |
| GCC                    | 0.3                                      | 1.5   | 1.8           | 0.3  | 1     | 1.3           | 0.6          | 1.35                 | 1.8                |
| M.E.N.A.               | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          | 1.35                 | 1.8                |
| Americas               | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          | 1.35                 | 1.8                |
| Europe                 | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          | 1.35                 | 1.8                |
| Oceania                | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          | 1.35                 | 1.8                |
| Asia                   | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          | 1.35                 | 1.8                |
| Africa & Rest of World | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          | 1.35                 | 1.8                |
| Special & Satellite    | 0.3                                      | 30    | 30.3          | 0.3  | 30    | 30.3          | 0.6          | N/A                  | N/A                |

**4.5.3.2** The following all-inclusive rates apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges):

| Exception  | Calls (voice/video)<br>Peak Rate (QAR/min.) |       |               | Calls (voice/video)<br>Off-Peak Rate (QAR/min.) |       |               | SMS<br>QAR/msg. | MMS<br>Picture<br>QAR/msg. | MMS<br>Video<br>QAR/msg. |
|--|---|-------|---------------|---|-------|---------------|-----------------|----------------------------|--------------------------|
|  | Airtime                                     | Int'l | All inclusive | Airtime   | Int'l | All inclusive |                 |                            |                          |
| Wallis & Futuna,<br>Norfolk Island,<br>Nauru,<br>Australian Ext.<br>Territories,<br>Cuba, Sao Tome<br>Principe, St.<br>Helena, Diego<br>Garcia | 0.3   | 3.4   | 3.7           | 0.3   | 2.9   | 3.2           | -               | -                          | -                        |
| Greenland  | 0.3   | 2.4   | 2.7           | 0.3   | 2     | 2.3           | -               | -                          | -                        |
| Iridium Local  | 0.3   | 16    | 16.3          | 0.3   | 16    | 16.3          | -               | -                          | -                        |
| Skyphone   | 0.3   | 36    | 36.3          | 0.3   | 36    | 36.3          | -               | -                          | -                        |
| Thuraya  | 0.3   |       | 1.            |   |       | 1.            | 1               | 1                          |                          |

**4.6 Three Favourite Numbers**

**4.6.1 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.

**4.6.2 Conditions:** This service is available for calls made to any international location.

**4.6.3 Charging:** The Three Favourite Numbers service charges are set out below:

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

**4.7 Optional International Packs**



**4.7.1 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 rates than standard international rates.

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

**4.7.3 Conditions:**

**4.7.3.1** International Value Pack credit is not valid for calls or messages made while roaming or for premium-rate numbers.

**4.7.3.2** International Value Pack credit may not be transferred to another account or carried over to subsequent months

**4.7.4 Charging:**

**4.7.4.1** International Pack service charge rates are 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        |

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

**4.7.4.3** Once a User 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.

**4.7.4.4** The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

## 4.8 Ooredoo Passport

**4.8.1 Description:** This optional subscription will allow the Users to have 1GB of data and 100 minutes (Inbound and outbound) while roaming.

### 4.8.2 Conditions:

**4.8.2.1** Business customers will need to contact their account manager to have this feature enabled.

**4.8.2.2** User will have the allowance for 7 days from the date of subscription.

**4.8.2.3** Users can re-subscribe to this optional service after the duration of 7 days is complete.

**4.8.2.4** Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10.4 list of the passport countries and operators).

### 4.8.3 Charging:

**4.8.3.1** Customers have to pay QR100 per 7 days to subscribe to this optional feature.

**4.8.3.2** Customer will pay the following after the allowance has been used within the 7 day period on the selected network (s): QR1 per MB and QR1 per roaming minute.

### 4.8.4 List of the passport countries and operators:

|             |                                 |
|-------------|---------------------------------|
| Afghanistan | MTN                             |
| Algeria     | Wataniya Telecom Algeria        |
| Australia   | Telstra                         |
| Australia   | Vodafone Network PTY Ltd.       |
| Austria     | T-Mobile                        |
| Bahrain     | Bahrain Telecommunications Co.  |
| Bahrain     | Zain BH                         |
| Bahrain     | VIVA Bahrain                    |
| Bangladesh  | Robi Axiata Limited             |
| Bangladesh  | Airtel Bangladesh Limited       |
| Belguim     | Base                            |
| Bulgaria    | Cosmo Bulgaria Mobile           |
| Bulgaria    | Vivacom                         |
| Cambodia    | Smart (Hello)                   |
| Canada      | Bell Mobility                   |
| Canada      | TELUS Communications            |
| China       | China Unicom                    |
| Croatia     | Croatian Telecom Inc (T-Mobile) |
| Croatia     | Tele 2                          |

|                |   |
|----------------|---|
| Czech Republic | T-Mobile Czech Republic                             |
| Czech Republic | Vodafone Czech Republic a.s.                        |
| Denmark        | TDC A/S   |
| Egypt          | ECMS-MobiNil  |
| Egypt          | Vodafone Egypt Telecommunications S.A.E.            |
| Estonia        | Tele 2  |
| France         | Bouygues Telecom                                    |
| France         | Orange  |
| France         | SFR   |
| Germany        | Telefónica Germany                                  |
| Germany        | Telekom Deutschland (T-Mobile)                      |
| Germany        | Vodafone D2 GmbH                                    |
| Germany        | E-Plus  |
| Ghana          | Airtel  |
| Greece         | Cosmote Mobile Telecom                              |
| Greece         | Vodafone-Panafon Hellenic Tel.Co.                   |
| Guinea         | Areeba / MTN  |
| Hong Kong      | China Mobile Hong Kong Company Limited              |
| Hungary        | Magyar Telekom                                      |
| Hungary        | Vodafone Hungary Ltd                                |
| India          | IDEA Cellular Ltd. - Ap                             |
| India          | IDEA Cellular Ltd. - Gujarat                        |
| India          | Vodafone Cellular Limited(VCL)                      |
| India          | IDEA Cellular Ltd. - Maharashtra                    |
| India          | VODAFONE CELLULAR LIMITED (VCL)                     |
| India          | Vodafone East Limited                               |
| India          | Vodafone Mobile Services Limited                    |
| India          | IDEA Cellular Ltd. - Haryana                        |
| India          | IDEA Cellular Ltd. - Kerala                         |
| India          | IDEA Cellular Ltd. - U.P.West                       |
| India          | Vodafone West Ltd                                   |
| India          | Vodafone India Limited                              |
| India          | IDEA Cellular Ltd. - State of Bihar                 |
| India          | IDEA Cellular Ltd. Delhi                            |
| India          | IDEA Cellular Ltd. - Himachal Pradesh               |
| India          | IDEA Cellular Limited Kolkata                       |
| India          | IDEA Cellular Ltd. - Mumbai                         |
| India          | IDEA Cellular Limited - Orissa                      |
| India          | IDEA Cellular Ltd. - Rajasthan                      |
| India          | IDEA Cellular Limited - Tamil Nadu & Chennai (TN&C) |
| India          | IDEA Cellular Ltd. - U.P. East                      |

|           |  |
|-----------|--|
| India     | IDEA Cellular Limited West Bengal        |
| India     | Idea Cellular Ltd. - Madha Pradesh       |
| India     | IDEA Cellular Limited - KARNATAKA        |
| India     | IDEA Cellular Limited                    |
| India     | Bharti Airtel Ltd. Mumbai                |
| India     | Bharti Airtel Ltd. Pune                  |
| India     | Bharti Airtel Ltd. Gujrath               |
| India     | Bharti Airtel Ltd. Tamil Nadu            |
| India     | Bharti Airtel Ltd. Haryana               |
| India     | Bharti Airtel Ltd. UP west               |
| India     | Bharti Airtel Ltd. Kerala                |
| India     | Bharti Airtel Ltd. Madhya Pradesh        |
| India     | Bharti Airtel Ltd. Punjab                |
| India     | Bharti Airtel Ltd. Delhi                 |
| India     | Bharti Airtel Limited. Himachal Pradesh  |
| India     | Bharti Airtel Ltd. Rajasthan             |
| India     | Bharti Airtel Ltd. Karnataka             |
| India     | Bharti Airtel Ltd. Andhra Pradesh        |
| India     | Bharti Airtel Ltd. Kolkata               |
| India     | Bharti Airtel Ltd. Chennai               |
| Indonesia | PT. XL Axiata, Tbk                       |
| Indonesia | Indosat                                  |
| Iran      | MTN Iran                                 |
| Iraq      | Asiacell Communications L.L.C            |
| Ireland   | Telefonica Ireland Limited               |
| Ireland   | Vodafone Ireland Plc                     |
| Italy     | TIM-GOS                                  |
| Italy     | WIND Telecomunicazioni S.P.A.            |
| Italy     | Vodafone Omnitel N.V                     |
| Jordan    | Petra Jordanian Mobile Telecom           |
| Jordan    | Umniah Mobile                            |
| Jordan    | Zain                                     |
| Kenya     | Airtel                                   |
| Kuwait    | Kuwait Telecom Company                   |
| Kuwait    | Mobile Telecommunications Company (Zain) |
| Kuwait    | National Mobile Telecommunications Co.   |
| Latvia    | Tele 2                                   |
| Malaysia  | Maxis Mobile Services Sdn Bhd            |
| Malaysia  | Celcom Axiata Berhad                     |
| Maldives  | Wataniya Telecom Maldives                |
| Malta     | Vodafone Malta                           |

|                            |  |
|----------------------------|--|
| Malta                      | Go Mobile  |
| Morocco                    | IAM  |
| Netherlands                | T-Mobile   |
| Netherlands                | Vodafone Libertel N.V                                    |
| Netherlands                | KPN / Telfort  |
| New Zealand                | Vodafone New Zealand Ltd.                                |
| Nigeria                    | Airtel   |
| Nigeria                    | MTN  |
| Norway                     | Mobile Norway  |
| Oman                       | Omani Qatari Telecommunications Company S.A.O.G (Nawras) |
| Oman                       | Oman Mobile Telecommunications Company L.L.C             |
| Pakistan                   | Warid  |
| Philippines                | Globe Telecom  |
| Philippines                | Smart  |
| Poland                     | Polska Telefonía   |
| Portugal                   | Vodafone Portugal  |
| Portugal                   | TMN  |
| Romania                    | Cosmote Romania Mobile Telecom                           |
| Romania                    | Vodafone Romania S.S.                                    |
| Saudi Arabia               | Saudi Telecom Company                                    |
| Saudi Arabia               | Etihad Etisalat Company - Mobily                         |
| Seychelles                 | Airtel   |
| Seychelles                 | Airtel   |
| Singapore                  | M1 Limited   |
| Singapore                  | Starhub  |
| Slovakia                   | T-Mobile   |
| Slovakia (Slovak Republic) | O2 SK  |
| South Africa               | Vodafone (Pty) Ltd.                                      |
| South Africa               | MTN  |
| Spain                      | Telefonía Mviles España, S.A.                            |
| Spain                      | VodafoneEspaña, S.A.U.                                   |
| Sri Lanka                  | Mobitel (Pvt) Limited                                    |
| Sri Lanka                  | Dialog Axiata PLC (PQ 38)                                |
| Sudan                      | MTN  |
| Sweden                     | Tele 2   |
| Switzerland                | Swisscom (Switzerland) Ltd                               |
| Tanzania                   | Airtel   |
| Thailand                   | Advanced Info Service Public                             |
| Thailand                   | True Move Company Limited                                |
| Thailand                   | Total Access Communication                               |
| Tunisia                    | TUNISIANA S.A  |

|                      |   |
|----------------------|---|
| Turkey               | AVEA İletişim Hizmetleri A.S. (Aria)                |
| Turkey               | Turkcell İletişim Hizmetleri A.S.                   |
| Turkey               | Vodafone Telekomünikasyon AS.                       |
| United Arab Emirates | Emirates Integrated Telecommunications Company PJSC |
| United Arab Emirates | E.T.I.S.A.L.A.T                                     |
| United Kingdom       | Orange  |
| United Kingdom       | T-Mobile  |
| United Kingdom       | Telefónica UK Limited                               |
| United Kingdom       | Vodafone Ltd.                                       |
| United States        | AT&T Mobility LLC                                   |
| United States        | T-Mobile  |
| Vietnam              | Vietnam Telecom                                     |
| Yemen                | MTN   |

**4.9 International Roaming:**

**4.9.1 Description:** Ooredoo 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.

**4.9.2 Conditions:**

**4.9.2.1** Roaming is offered by Ooredoo’s international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.

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

**4.9.2.3** Roaming service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks and some services may not be available while roaming. Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

**4.9.2.4** ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

**4.9.2.5** Calls made to destinations which are other than ‘local’ or ‘Qatar’ will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

**4.9.2.6** Roaming Wireless Data usage will not be deducted from any allowance or bundle that a User may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.

**4.9.2.7** 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, 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, Faroe Island, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Greenland, 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, Iran, 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   |

#### 4.9.3 Charging:

**4.9.3.1** All Roaming calls are charged each 60 seconds.

**4.9.3.2** All Roaming SMS messages are charged for each message or message part sent.

**4.9.3.3** All Roaming Wireless Data usage is charged in 10KB increments.

**4.9.3.4** MMS messages are charged using the applicable Wireless Data Roaming rate.

**4.9.3.5** Where Outbound roaming is available, the following rates apply:

| Zone                                 | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) |
|--------------------------------------|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|
| GCC                                  | 1                              | 1.5                                 | 2                                       | 2  | 17   | 1             | 15                     |
| MENA                                 | 3                              | 2.25                                | 8                                       | 17   | 17   | 1.5           | 55                     |
| Americas                             | 3                              | 2.25                                | 10                                      | 17   | 17   | 1.5           | 55                     |
| Europe                               | 3                              | 2.25                                | 10                                      | 17   | 17   | 1.5           | 55                     |
| Asia & Oceania                       | 3                              | 2.25                                | 12                                      | 17   | 17   | 1.5           | 55                     |
| Africa & Rest of World               | 5                              | 2.25                                | 12                                      | 17   | 17   | 1.5           | 55                     |
| Satellite, Thuraya & 'Special Cases' | 30                             | 30                                  | 30                                      | 30   | 30   | 2             | 75                     |

**4.9.3.6** Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:



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

**4.9.3.7** Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

#### 4.10 Optional International Roaming Packs

**4.10.1 Description:** Optional International Roaming Packs enable a subscriber to pre-pay for a bundle of roaming call minutes and/or data usage for specified destinations and networks.

**4.10.2 Validity:** International Roaming Packs are valid for a period of one (1) month (30 calendar days).

**4.10.3 Conditions:**

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

**4.10.3.2** The list of roaming countries and network partners for International Roaming Packs are listed below:

| Region 1    |                    |
|-------------|--------------------|
| Country     | Network Partner    |
| France      | FRANCE TELECOM     |
|             | SFR                |
| Germany     | O2                 |
|             | T-MOBILE           |
| Italy       | WIND               |
| Spain       | FRANCE TELECOM     |
|             | TELEFONICA MOVILES |
| Switzerland | Swisscom           |
|             | Orange             |
| UK          | T-Mobile           |
|             | O2                 |
| USA         | VODAFONE           |
|             | T-Mobile           |

**4.10.3.3** Roaming is offered by Ooredoo’s international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.

**4.10.3.4** While roaming, service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks and some services may not be available while roaming. Therefore, Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

**4.10.3.5** The subscriber will continue to be charged the applicable monthly fee for the relevant international roaming pack until their selection is revoked, upgraded or downgraded.

**4.10.3.6** The monthly billing cycle for the international roaming packs is independent of any other monthly billing cycle which may apply in respect of a subscriber.

**4.10.3.7** The Subscriber may subscribe or cancel their subscription to international roaming packs at any time via the usual Ooredoo subscription channels including SMS short code service, Ooredoo shops or by calling the Ooredoo call centre.

**4.10.3.8** In the event a Subscriber cancels the subscription within 24 hours, without using the service, the Subscriber will be refunded the full amount of the subscription.

**4.10.3.9** In the event a Subscriber cancels the Subscription after 24 hours or after the Subscriber has commenced using the International Roaming pack, the Subscriber will be charged the full amount of the Subscription.

**4.10.4 Charging:** International Roaming Packs are charged at the rates set out below:

| Pack Type                | Monthly fee (QR) | Allowance  | Excess rate                         |
|--------------------------|------------------|--|-------------------------------------|
| Calling Package Region 1 | 200              | 100 minutes (cumulative of local calls, calls to Qatar & received call minutes.) | Standard roaming rate per call type |

## 4.11 Data Services

### 4.11.1 Mobile Internet:

**4.11.1.1 Description:** This service feature allows Users to browse the Internet and WAP sites using their Mobile Device.

#### 4.11.1.2 Conditions:

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

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

**4.11.1.2.3** Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to its statutory and licence obligations and requirements.

**4.11.1.2.4** The 'Unlimited' Bundle is subject to a 'Fair Usage Policy' as detailed on Ooredoo's web site.

**4.11.1.2.5** To activate the 4G / LTE services customers will need to send "4G" to 114 to activate the 4G key for FREE

**4.11.1.3 Charging:** The charge rates for the Mobile Internet service are listed below:

| Tariff Plan               | Monthly Charge | Bundle Limit (MB) | Out of Bundle Cost |
|---------------------------|----------------|-------------------|--------------------|
| Mobile Internet 1GB       | QAR 60         | 1000              | QAR 0.1/MB         |
| Mobile Internet 3GB       | QAR 80         | 3000              | QAR 0.1/MB         |
| Mobile Internet 6GB       | QAR 100        | 6000              | QAR 0.1/MB         |
| Mobile Internet Unlimited | QAR 400        | N/A               | N/A                |

**4.11.2 Mobile Data Scratch Card Vouchers:**

**4.11.2.1 Description:** This service feature that allows users to browse the Internet and WAP sites over their Mobil Device

**4.11.2.2 Conditions:**

**4.11.2.2.1** Customers required entering the digit code via SMS or USSD to add Mobile Data.

**4.11.2.2.2** Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.

**4.11.2.2.3** Customers will resume their Mobile Data Pack or to the standard Pay As You Surf rate when the data allowance or validity is completed.

**4.11.2.3 Charging:** The charge rates for Mobile Internet service are set out below:

| Scratch Card Voucher | Amount (MB) | Price (QR) | Validity |
|----------------------|-------------|------------|----------|
| Mobile Internet 1GB  | 1000        | 60         | 30 days  |
| Mobile Internet 3GB  | 3000        | 80         | 30 days  |
| Mobile Internet 6 GB | 6000        | 100        | 30 days  |

**4.11.3 International data roaming:**

**4.11.3.1 Description:** International mobile internet allows Users to enjoy access to mobile internet services while roaming.

**4.11.3.2 Conditions:**

**4.11.3.2.1** Roaming is offered by Ooredoo’s international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.

**4.11.3.2.2** Roaming coverage may change without notice. Ooredoo 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.

**4.11.3.3 Charging:**

**4.11.3.3.1** Roaming data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage charges are set out below:

| Zone                                 | Zone Charge per MB (QAR) |
|--------------------------------------|--------------------------|
| GCC                                  | 15                       |
| M.E.N.A.                             | 55                       |
| Europe                               | 55                       |
| Americas                             | 55                       |
| Asia & Oceania                       | 55                       |
| Africa & 'Rest of the World'         | 55                       |
| Satellite, Thuraya & 'Special Cases' | 75                       |

**4.11.3.3.2** Surcharges are applied in specific countries or operators that modify the retail tariff to those listed in the table below:

| Exception Case | Zone Charge per MB (QAR) |
|----------------|--------------------------|
| Australia      | 80                       |
| Tajikistan     | 80                       |
| Senegal        | 80                       |

**4.11.3.3.3** Roaming data services may not be available in some countries. Customers should always refer to the Ooredoo website for the most up to date listing of GPRS and 3G roaming-enabled networks.

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

## 4.12 Messaging

### 4.12.1 Short Message Service (SMS)

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

**4.12.1.2 Charging:** SMS messages are charged on a per message basis as set out below:

| Service   | Charges (QAR)/ message |          |
|---|------------------------|----------|
|   | Peak                   | Off-peak |
| SMS to Ooredoo mobile                                     | 0.30                   | 0.20     |
| SMS to other mobile                                       | 0.40                   | 0.40     |
| SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759) | 0 – 100                |          |
| MMS to Ooredoo or other mobile – picture                  | 0.90                   | 0.90     |
| MMS to Ooredoo or other mobile – video                    | 1.20                   | 1.20     |
| International SMS   | 0.60                   | 0.60     |
| SMS to 'In flight' mobiles (via Access code 88299)        | 5.00                   | 5.00     |

|                             |      |      |
|-----------------------------|------|------|
| International MMS - picture | 1.35 | 1.35 |
| International MMS - video   | 1.80 | 1.80 |

#### 4.12.2 Multimedia Messaging (MMS)

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

**4.12.2.2 Charging:** MMS service is charged on a per-message basis as set out in paragraph 4.12.1.2.

#### 4.12.3 Optional Features:

**4.12.3.1** Upon request, and subject to credit requirements, Ooredoo will provide optional features at the charges set out below:

| Service   |          | Set-Up Fee (QAR) | Monthly Fee (QAR) | Usage Fee (QAR)              |
|---|----------|------------------|-------------------|------------------------------|
| Call Forward  |          | No charge        | No charge         | Per applicable calling rate. |
| Call Waiting  |          | No charge        | No charge         | No charge                    |
| Call Barring  |          | No charge        | 15                | No charge                    |
| Calling Line Identification   |          | No charge        | No charge         | No charge                    |
| Conference Calling  |          | No charge        | No charge         | Per applicable calling rate. |
| Missed Call Alerts  |          | No charge        | No charge         | No charge                    |
| Mobile Email  |          | 50               | 50                | No charge                    |
| GSM Data/Fax  |          | 50               | 15                | Per applicable calling rate. |
| Muzdawaj –new Subscribers (two SIM cards)   |          | 350              | 15                | Per applicable calling rate. |
| Muzdawaj – existing Subscribers (one additional SIM card)   |          | 200              | 15                | Per applicable calling rate. |
| Number Change   |          | 50               | No charge         | No charge                    |
| Voicemail: The subscriber will be charged for the time used while listening to the messages in his mailbox. | Peak     | No charge        | No charge         | 0.35/min                     |
|   | Off-Peak | No charge        | No charge         | 0.30/min                     |
| Local Video Calling to Ooredoo mobiles  | Peak     | No charge        | No charge         | 0.45/min                     |
|   | Off-Peak | No charge        | No charge         | 0.40/min                     |
| Local Video Calling to OLO mobiles  | Peak     | No charge        | No charge         | 0.65/min                     |
|   | Off-     | No charge        | No charge         | 0.65/min                     |

|                                    |      |     |     |                               |
|------------------------------------|------|-----|-----|-------------------------------|
|                                    | Peak |     |     |                               |
| SIMCam                             |      | 100 | 30  | n/a                           |
| Credit Transfer to prepaid account |      | n/a | n/a | 0.50 per transfer (Min QAR10) |

#### 4.12.4 Easy-to-Remember Numbers:

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

**4.12.4.2 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 | XYYYYXY | XYZZZYX | XYZZYXX |
|          | XYYYYXX | XYYYYXX | XYZZZXY | XYZZXYZ |
|          | XXYYYYY | XYYXXXX | XYZYZYZ | XYZYXYZ |
|          | XXYYYYX | XYYXXXX | XYYZZXX | XYZYZZZ |

**4.12.4.3 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 Ooredoo guarantee the right to use any easy to remember number for more than one year following the date of assignment.

**4.12.4.4 Charging:** Subscribers may request assignment of special numbers at the following rates:

| Number Classification     | Applicable one-time charge (QAR) |
|---------------------------|----------------------------------|
| 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    |
| Cooper (with "0"s)  | 500    |
| Cooper              | 300    |
| 8 digit sequence    | 10,000 |
| 7 digit sequence    | 3,000  |
| 6 digit sequence    | 1,500  |
| Descending          | 300    |

**4.12.4.4.1** Self-selected numbers: QAR 200 (based on availability).

**4.12.5 BlackBerry™ Services:**

**4.12.5.1 Description:** A service that supports use of email account and personal information management on BlackBerry Mobile Devices.

**4.12.5.2 Conditions:**

**4.12.5.2.1** Ooredoo will provide 2 service types:

- BES: BlackBerry Enterprise Service for business customers
- BIS: BlackBerry Internet Service provides access to Internet to individual users using Blackberry devices.

**4.12.5.2.2** The Subscriber is responsible for obtaining and maintaining all server hardware, software and communications equipment.

**4.12.5.2.3** The Subscriber maintains responsibility to terminate the Blackberry subscription of individual users as termination is not automatic in the case of number change or service termination by a particular User.

**4.12.5.2.4** BlackBerry BES subscription is subject to a fair-usage policy with a limit of 10MB per user per month for BlackBerry data traffic. Data traffic that exceeds the limit can and may be billed by Ooredoo.

**4.12.5.3 Charging:** Blackberry Services (BlackBerry BIS & BES) is charged as per the rates set out below:

| Tariff Plan    | Monthly Charge | Bundle Limit (MB) | Out of Bundle Cost |
|----------------|----------------|-------------------|--------------------|
| BlackBerry 1GB | QAR 60         | 1000              | QAR 0.1/MB         |
| BlackBerry 3GB | QAR 80         | 3000              | QAR 0.1/MB         |
| BlackBerry 6GB | QAR 100        | 6000              | QAR 0.1/MB         |



|                         |         |  |  |
|-------------------------|---------|--|--|
| BlackBerry Unlimited    | QAR 400 | N/A  | N/A  |
| BlackBerry Global (BIS) | QAR 275 | 1GB Local data<br>1GB roaming (Email & BBM) data | Local – QAR 0.1/MB<br>Roaming – as per the roaming rates |

BlackBerry BES only tariffs/fees:

|   | BlackBerry Enterprise Edition<br>BES Full: (QAR) | BlackBerry BES Express: (QAR) | BlackBerry Global Package BES |
|---|--|-------------------------------|-------------------------------|
| Registration Fee (one-off)                            | 12,000   |                               |                               |
| Installation Fee (one-off)                            | 3,000  | 3,000                         |                               |
| Registration Fee per user (one-off)                   | 450  |                               |                               |
| Enterprise Service Monthly Fee                        | 1,000  | 500                           |                               |
| Monthly Fee per user of BlackBerry Enterprise Service | 175  | 175                           | 275                           |
|   |  |                               |                               |
| Upgrade Fee from SBE to BEE                           | n/a  | 10,200                        |                               |

**4.12.6 Mobile Email Corporate Edition:**

**4.12.6.1 Description:** The Mobile Email Service allows a Subscriber to provide multiple Users with access to corporate emails and other information using a Mobile Device.

**4.12.6.2 Conditions:**

**4.12.6.2.1** The Subscriber maintains responsibility for modification or termination of the Mobile Email Service in the event of a number change or service termination by a particular user.

**4.12.6.2.2** Additional terms and conditions may apply for configuration of software for access to enterprise email systems per the end user license agreement, which is provided to the Subscriber.

**4.12.6.3 Charges:** Mobile Email Corporate edition service charge rates are set out below:

| Applicable Service                  | Rate QAR   |
|-------------------------------------|--|
| One-off corporate registration fees | 3,000  |
| One-off registration per user       | 30   |
| Monthly fee per user                | 100  |
| GPRS Traffic per user               | Included   |
| Roaming data charges                | As per section <b>Error! Reference source not found.</b> of this tariff. |

**4.12.7 Wireless Corporate Data Access Service:**

**4.12.7.1 Description:** The Wireless Corporate Data Access Service (WCDAS) is a data-only service used to securely connect Mobile Devices through a wireless virtual private network (VPN), utilising end-to end VPN security.

**4.12.7.2 Validity:** Minimum service period of 3 months.

**4.12.7.3 Conditions:**

**4.12.7.3.1** The Subscriber is responsible for obtaining and maintaining all server hardware, software and communications equipment needed to utilise the WCDAS.

**4.12.7.3.2** Ooredoo will configure a Subscriber’s local area network equipment and perform other installations required to utilise the WCDAS.

**4.12.7.3.3** The WCDAS requires subscription to Ooredoo IP VPN service.

**4.12.7.3.4** All users included in a WCDAS subscription must have a valid Ooredoo mobile subscription.

**4.12.7.4 Charging:**

**4.12.7.4.1** Wireless Corporate Data Access charge rates are outlined below:

|          | Data transfer usage included per month | Monthly fee QAR | Usage fee for usage in excess of included monthly usage level QAR |
|----------|--|-----------------|---|
| Option 1 | 500 MB                                 | 2,500           | 4/MB  |
| Option 2 | 1 GB                                   | 4,000           | 4/MB  |
| Option 3 | 5 GB                                   | 8,000           | 4/MB  |
| Option 4 | 10 GB                                  | 10,000          | 4/MB  |

**4.12.7.4.2** Connection Fees /Installation charge: QAR 5,000

## **5. Service Provider obligations**

**5.1 Commencement of Service:** The relevant Business Mobile Service shall commence from the service connection date.

### **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. Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to Ooredoo's statutory and licence obligations and requirements.

**5.2.2** The service is only available when the User's Mobile Device is within a mobile coverage area.

**5.2.3** While roaming, the service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks and some services may not be available while roaming. Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

## 6. Customer obligations

- 6.1 Equipment:** With the exception of the SIM Card, the subscriber may acquire the equipment that they intend to use to receive the service from Ooredoo from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is in compliance with the technical standards and specifications described in the Ooredoo General Terms and Conditions.
- 6.2** The customer shall comply with any reasonable request by Ooredoo concerning the configuration of handsets, SIM cards and/or the use of the service. Ooredoo may require the subscriber to submit information reasonably related to the service, devices or SIM cards.
- 6.3 SIM Card:** It is the subscriber's responsibility to keep safe SIM cards that are provided to the subscriber. SIM Cards are easily damaged and should be handled with care. The subscriber must promptly notify Ooredoo if SIM cards are damaged. In the event of loss or theft of a customer SIM card, the subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft. The subscriber may be charged in the event of loss or theft for replacement of the SIM card.
- 6.4 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.
- 6.5 Billing:** The customer must notify Ooredoo of a change of customer billing address within 14 days.

## 7. Mobile Number Portability

### 7.1 Porting of mobile number away from Ooredoo:

**7.1.1 Subscriber may port mobile number:** The Subscriber may port a mobile number allocated to the Subscriber by Ooredoo to the OLO by requesting the port of that mobile number from the OLO. Not all mobile numbers will be technically capable of being ported.

**7.1.2 Charges payable as at date of port:** The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.

**7.1.3 Charges that are owed but which have not been invoiced also payable:** The Subscriber must pay all charges that have been incurred by the Subscriber but which have not been invoiced by Ooredoo as at the date of the port, including any early contract termination fees. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:

**7.1.3.1** within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.1.3.2** within 45 days of the invoice date, Ooredoo may direct the OLO to suspend the ability of Users to receive public telecommunications services using the ported mobile number; and

**7.1.3.3** within 60 days of the invoice date, Ooredoo may direct the OLO to terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.

**7.1.4 Termination:** This agreement will automatically terminate on the earlier of:

**7.1.4.1** the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and

**7.1.4.2** the date that the supply of public mobile telecommunications services to the Subscriber is terminated by the OLO due to non-payment of Ooredoo's outstanding invoices, if applicable.

### 7.2 Porting of mobile numbers to Ooredoo:

**7.2.1** A Subscriber that ports a mobile number from the OLO to Ooredoo must pay all charges that are owed to the OLO in respect of that ported mobile number, notwithstanding the fact that the Subscriber has ceased to acquire public mobile telecommunications services from the OLO.

**7.2.2** If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:

**7.2.2.1** within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.2.2.2** within 45 days of the invoice date, Ooredoo will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number; and

**7.2.2.3** within 60 days of the invoice date, Ooredoo will, upon request of the OLO, terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.

**7.2.3** If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

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

**Tariff Version Control**

| Tariff Version Number | Approval Date    | Effective Date   | Tariff Modifications                        |
|-----------------------|------------------|------------------|---|
| 001                   | 25 February 2013 | 25 February 2013 | New revamped tariff                         |
| 002                   | 28 August 2013   | 14 November 2013 | Permanent tariff change, prices revamped    |
| 003                   | 6 February 2014  | 14 February 2014 | Permanent tariff change- Shahry Smart packs |