



General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
License	Public Fixed Telecommunications Networks and Services
Tariff Number	B05-02
Service Name	VSAT Internet
Tariff Type	Business
Tariff Effective Date	16 Jun 2019

1. Definitions

- 1.1 Downlink: the speed at which the transceiver receives the data from the transponder.
- 1.2 Kbps: Kilo bits per second
- 1.3 Mbps: Mega bits per second
- 1.4 Ooredoo: Ooredoo Qatar Q.P.S.C.
- 1.5 SLA: Service Level Agreement
- 1.6 Subscriber: the person or entity that enters into an agreement with Ooredoo to receive and pay for the service.
- 1.7 Uplink: the speed at which the transceiver sends data to the transponder.
- 1.8 User: the natural person who actually uses the service.
- 1.9 VSAT: very small aperture terminal.
- 1.10 CIR: Committed Information Rate

2. Tariff Terms and Conditions

- 2.1** This tariff is for a permanent standard service.
- 2.2** This tariff contains charges and conditions applicable to the provision of VSAT 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. Service Description and Features

- 3.1** VSAT Internet is a wireless, satellite based system that can provide internet connectivity at remote locations

	Basic Plan	Unlimited Plan
Downlink	Up to 50 Mbps	Up to 50 Mbps
Uplink	Up to 10 Mbps	Up to 10 Mbps
Monthly data allowance	200 GB*	500 GB*
Fixed Public IP	1	1
CIR option	512 Kbps and 1 Mbps	512 Kbps and 1 Mbps
Additional Data Packs	20 GB per pack	20 GB per pack

*Reduced speeds of up to 3 Mbps downlink and 1 Mbps uplink post the data limit usage

4. Charge Rates

- 4.1.1** Monthly recurring fee for the basic service
- 4.1.2** Set-up charges to cover the VSAT Terminal costs and the installation charges
- 4.1.3** CIR charges if the customer needs this as an add-on
- 4.1.4** Data Pack charges in case customer is looking for more data than the allowance within the standard product
- 4.1.5** The following table provides the charge rates:

Set up charges	QR 6,000
Basic Plan monthly rental	QR 1,800
Unlimited Plan monthly rental	QR 3,600
CIR 512 Mbps monthly rental	QR 2,000
CIR 1 Mbps monthly rental	QR 8,000
20GB Data Pack	QR 270 one-time per pack

5. Service Provider obligations

5.1 Commencement of Service: The service shall commence from the Service connection date.

5.2 SLA: There is no specific SLA for the VSAT service provided

5.3 Service Availability and Limits:

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

5.3.2 Ooredoo is responsible for service only up to the point of interface between the Subscriber managed equipment and the Ooredoo managed 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 on the subscribers side of the point of interface. The point of interface will be the satellite footprint i.e. the coverage area.



6. Subscriber Obligations

- 6.1 Equipment:** The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 6.2 Minimum service period:** The service will be provided for a minimum service period of three (3) months from the date of activation.
- 6.3 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 the remaining duration for the minimum service period.
- 6.4 Equipment:** Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo. Importation of equipment must be done through authorized dealers.
- 6.5 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.
- 6.6 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.

* * * END OF TARIFF * * *



Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
<i>01</i>	<i>16 June 2019</i>	<i>16 June 2019</i>	<i>VSAT Internet</i>