



### General Tariff Information

|                              |                                |
|------------------------------|--------------------------------|
| <b>Service Provider Name</b> | Ooredoo Qatar Q.P.S.C.         |
| <b>Tariff Number</b>         | B05-02                         |
| <b>Service Name</b>          | VSAT Internet and VPN services |
| <b>Tariff Type</b>           | Standard Permanent Tariff      |
| <b>Customer Group</b>        | Business                       |
| <b>Tariff Effective Date</b> | 24 March 2022                  |
| <b>Tariff Version Number</b> | 2                              |

## 1. Definitions

- 1.1 Downlink: the speed at which the transceiver receives the data from the transponder.
- 1.2 Kbps: Kilobits per second
- 1.3 Mbps: Megabits 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 Virtual Private Networks (VPN): VPN is a service that establishes a secure, encrypted connection between customer networked devices and the internet, providing a private tunnel for customer data and communications while customer uses public networks.
- 1.10 VSAT: Very Small Aperture Terminal.
- 1.11 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 internet and VSAT VPN based services for business customers.
- 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** Ooredoo May offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI)
- 2.6** 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: VSAT Internet

#### 3.1 VSAT Internet

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 <sup>1</sup> | 500 GB <sup>2</sup> |
| 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      |

Table 1: VSAT Internet Features

#### 3.2 Charge Rates - VSAT internet

The charges include:

- Monthly recurring fee for the basic service
- Set-up charges to cover the VSAT Terminal costs and the installation charges
- CIR charges if the customer needs this as an add-on
- Data Pack charges in case customer is looking for more data than the allowance within the standard product

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 |

Table 2: VSAT Internet Charges

### 4. Service description and features: VSAT VPN

#### 4.1 VSAT VPN

VSAT VPN service provides customer with point to point, point to multi-point virtual private network (VPN) based solutions (without connectivity to public internet) including higher symmetric bandwidth, higher CIR & data allowance along with remote connectivity to fixed onshore or offshore sites. VSAT VPN service provides further extension to end to end connectivity packages for both onshore and fixed offshore locations as well as serve the remote connectivity to fixed sites in Qatar.

<sup>1</sup> Reduced speeds of up to 3 Mbps downlink and 1 Mbps uplink post the data limit usage

<sup>2</sup> See footnote 1

Below diagram provides schematics description of the VSAT VPN services.

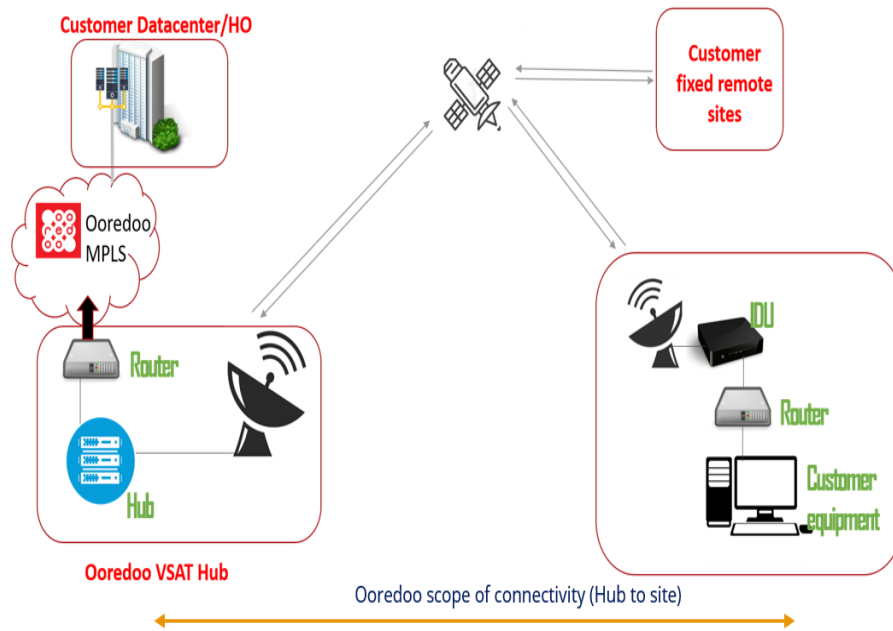


Figure 1: Description of the service

Assumptions:

- Hub to single and multiple remote sites connectivity are possible;
- Ooredoo MPLS connectivity between customer head office and Ooredoo VSAT hub is optional.

A snapshot of the VSAT VPN service details is shown in the table below:

| VSAT VPN Service Details       |  |
|--------------------------------|--|
| Download (unlimited allowance) | Up to 15 Mbps  |
| Upload (Unlimited allowance)   | Up to 15 Mbps  |
| Connectivity type              | VPN  |
| Hardware Options               | Capex (Customer owns the VSAT hardware) or Opex (Customer rents the equipment) |
| Mandatory add-ons              | 2 managed router services/ each VSAT VPN link (extra charges apply)            |

Table 3: VSAT VPN service summary

For the point to point and multi-point options below is a summary of different bandwidth combinations that can be offered under the VSAT VPN product:

| Point to Point (1:1):<br>Downlink/Uplink | Point to Multi-point (1:2)*:<br>Downlink/Uplink | Point to Multi-point (1:4)*:<br>Downlink/Uplink |
|--|---|---|
| 1 Mbps / 1Mbps                           | 1 Mbps / 1Mbps                                  | 1 Mbps / 1Mbps                                  |
| 2 Mbps / 1 Mbps                          | 2 Mbps / 1 Mbps                                 | 2 Mbps / 1 Mbps                                 |
| 4Mbps / 4 Mbps                           | 4Mbps / 4 Mbps                                  | 4Mbps / 4 Mbps                                  |
| 8Mbps / 8 Mbps                           | 8Mbps / 8 Mbps                                  | 8Mbps / 8 Mbps                                  |
| 10Mbps / 10 Mbps                         | 10Mbps / 10 Mbps                                | 10Mbps / 10 Mbps                                |
| 12Mbps/ 12 Mbps                          | 12Mbps/ 12 Mbps                                 | 12Mbps/ 12 Mbps                                 |
| 15Mbps/ 15 Mbps                          | 15Mbps/ 15 Mbps                                 | 15Mbps/ 15 Mbps                                 |

Table 4: VSAT VPN Bandwidth combinations available

\* For multiple point to multi-point remote sites, bandwidth will be shared equally for uplink and downlink

- Standard VSAT hardware will be provided for up to speed of 4 Mbps bandwidth
- For bandwidth of 8 to 15 Mbps, separate set of VSAT hardware to be used

#### 4.2 Charge Rates – VSAT VPN

The charges will be based on:

- One, two and three-year tariff options for the VSAT VPN connectivity products
- Two hardware financing options:
  - Upfront purchase (Capex): VSAT hardware costs upfront (as one-time charges) + Monthly Recurring Charge (MRC) for bandwidth
  - Lease (Opex): VSAT hardware rental + MRC for bandwidth
- Equipment charges include annual maintenance:
  - 1 preventive maintenance (PM) & 1 corrective maintenance (CM) activities per year are included in the service price
  - Additional visits to sites per year shall be chargeable on a per day basis

Below table represents the summary of charging method:

|                            |   |
|----------------------------|---|
| Hardware financing options | <ul style="list-style-type: none"> <li>• VSAT hardware for Capex model or</li> <li>• VSAT hardware and bandwidth provision for Opex/rental model</li> </ul>                                 |
| Monthly recurring charges  | <ul style="list-style-type: none"> <li>• Bandwidth rental charges based on requested capacity, duration, type of connectivity (PTP/PTMP) and type of hardware financing options.</li> </ul> |
| Additional visits to site  | <ul style="list-style-type: none"> <li>• Based on actuals plus margin; charged on per day basis</li> </ul>  |
| Annual maintenance         | <ul style="list-style-type: none"> <li>• 1 PM and 1 CM per year included in tariff</li> </ul>   |
| Service level agreement    | <ul style="list-style-type: none"> <li>• Included in tariff as per section 5</li> </ul>   |
| Early termination charges  | <ul style="list-style-type: none"> <li>• As per section 7.2 and 7.3</li> </ul>  |

Table 5: VSAT VPN charging mechanism

## 5. Service level agreement (SLA) - VSAT VPN:

- Satellite Service Availability- 99.5% (Hardware Failure excluded, hardware replacement will be applied as per Mean Time to Repair - MTTR)
- Round trip latency -800 ms
- MTTR- 4 hours excluding travel time

## 6. Service Provider obligations

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

**6.2 SLA:** There is no specific SLA for the VSAT internet service provided; for VSAT VPN SLAs please refer to section 5.

**6.3 Service Availability and Limits:**

**6.3.1** 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.

**6.3.2** 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.

## 7. Subscriber Obligations

**7.1 Equipment:** The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

**7.2 Minimum service period:** The service will be provided for a minimum service period of three (3) months from the date of activation<sup>3</sup>.

**7.3 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.

**7.4 Equipment:** Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo. Importation of equipment must be done through authorized dealers.

**7.5 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.

**7.6 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 \* \* \***

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<sup>3</sup> Different duration can be justified pursuant clause 72 of the Retail Tariff Instruction

**Tariff Version Control**

| <b>Tariff Version Number</b> | <b>Approval Date</b> | <b>Effective Date</b> | <b>Tariff Modifications</b>                       |
|------------------------------|----------------------|-----------------------|---|
| <i>01</i>                    | <i>16 June 2019</i>  | <i>16 June 2019</i>   | <i>VSAT Internet</i>                              |
| <i>02</i>                    | <i>24 March 2022</i> | <i>24 March 2022</i>  | <i>VSAT VPN services added, editorial changes</i> |