



General Tariff Information

Service Provider Name	<i>Ooredoo Q.P.S.C.</i>
License	Public Mobile Telecommunications Networks and Services
Tariff Number	B06-01
Service Name	Tetra services
Tariff Type	Business
Tariff Effective Date	1 August 2013

1. Definitions

- 1.1 CRA: Communications Regulatory Authority of the State of Qatar.
- 1.2 Emergency Calls (Pre-emptive Calls): A call that has the ability to interrupt all calls and pre-empt a call in the emergency situation.
- 1.3 Half Duplex Call: A call in which only one participant can speak at a time.
- 1.4 High Priority Calls: in TETRA, different priorities can be allocated which lead to highest flexibility.
- 1.5 Individual Calls (P2P): Exchanged point-to-point connection between TETRA terminals.
- 1.6 OLO- Other Licensed Operator.
- 1.7 PABX –Private Automatic Branch Exchange: A telephone system within a company that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.
- 1.8 PSTN- Public Switch Telephone Network:
- 1.9 Ooredoo – Ooredoo Q.P.S.C.
- 1.10 SDS – Short Data Service (same as SMS): A service to deliver short data messages between user terminals.
- 1.11 Subscriber Identity Module –Programming of ISSI (Individual Short Subscriber Identity) - Digital number program contains the Subscriber’s identity information and when programmed, enables the Subscriber to register onto the telecommunications network and receive the service.
- 1.12 Subscriber –The person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.13 Tariff – The current tariff document.
- 1.14 Terrestrial Trunked Radio (TETRA) – A communication services from both private and public-access mobile radio users. TETRA is a two-way communications system capable of sending and receiving short data messages simultaneously with an ongoing speech call. It allows inter-working with other communication networks via standard interfaces. TETRA is capable of call handoff between cells and it has integrated security (user/network authentication, air-interface encryption, end-to-end encryption).
- 1.15 User – The natural person who uses the relevant Service.
- 1.16 VPN - Virtual Private Network: VPN allows the user (company) to have full control over their own operations, while sharing the network resources.

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 TETRA Service.
- 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

- 3.1 Description:** TETRA is a two-way communications system capable of sending and receiving short data messages simultaneously with an ongoing speech call. It allows inter-working with other communication networks via standard interfaces. TETRA is capable of call handover between cells and it has integrated security (user/network authentication, air-interface encryption, end-to-end encryption).
- 3.2 Commencement of Business Service:** The Subscriber will have to enter into a Service agreement with Ooredoo for accessing the services and the functionalities the TETRA System/Network is providing.

4. Service features and Charge Rates

4.1 Service Features:

- 4.1.1 Groups:** Tetra users can be organized into groups. A user can be in multiple groups. Each customer is managing their groups. A user of a group can only SDS, P2P and Group Call other members of that group.
- 4.1.2 Group of Groups:** an optional feature where a Tetra customer can subscribe to it and be charged as per section 3.3
- 4.1.3 Group Call:** This is the most basic voice service in TETRA. Using a simple "Push To Talk" operation to provide group communications with a fast call set-up. Tetra has a very reliable call-set up signaling protocol which ensures all users in a group are connected when a call is first initiated.
- 4.1.4 Short Date Service (SDS):** A text messaging service using standardized communications protocols that allow the exchange of short text messages between TETRA users or to send/receive a predefined status short message. Voice call and SDS can be used simultaneously.
- 4.1.5 Individual Call (P2P):** A one-to-one call. This is essentially a 'telephone' call between two TETRA radios. Once the call is established a half-duplex call between the two radios can be made.
- 4.1.6 High Priority:** During network busy periods, this service allows access to network resources in the order of the call priority status of each user terminal. For example, front line officers would be provided with the highest priority levels in a Public Safety network to maintain the highest level of service access whilst routine users would be provided with lower priority levels.
- 4.1.7 Emergency Call:** A caller has the ability to interrupt all calls and pre-empt calls in an emergency situation. The emergency call drops all active calls. Activating the emergency call automatically alerts the affiliated control room dispatcher and other terminal users in that persons talk group. The charge of this feature will be only to those who can initiate an emergency broadcast.

4.1.8 Access to National fixed/mobile network: Handsets on the TETRA Network can be configured to be able to access the PSTN network.

4.1.9 Virtual Private Network (VPN)- All VPN's (Fleets) in the network are fully independent and separated from each other, and cannot be inter-accessed, unless it is explicit specified by the VPN owner who needs such access, (e.g. Emergency Call set-up might include call access to other VPN's). A Fleet contains two groups or more.

4.2 Service charges:

Service Charges	Set-up fees (QAR)	Recurring Charges (QAR/month)		
		Min 10 ISSIs	Min 50 ISSIs	Min 100 ISSI
fee/ISSI	50	90	90	90
Group fee/group (QR)	0	60 1 group for free	60 2 groups for free	60 3 groups for free
SDS (SMS)	0	0	0	0
Individual Calls (P2P) (per ISSI)	0	100	100 1 for free	100 2 for free
High Priority Calls (per ISSI)	0	100	100 1 for free	100 2 for free
Emergency Calls (per ISSI)	0	200	200 1 for free	200 2 for free
Access to National fixed/mobile Calls (per ISSI)	1000	350	350 1 for free	350 2 for free

4.3 Account Charges:

An Account is given to the subscriber where can he have the services which will be charged under this account as mentioned below:

Account Charges	Set-up fees (QAR)	Recurring Charges (QAR/month)
VPN (QR)	500	500
Group of Groups per Account	500 (per 35 Groups)	1000 (per 35 Groups)

5. Service Provider Obligation

- 5.1 Commencement of Service:** The service shall commence from the date of activation of service.
- 5.2 Service Provisioning Time:** If the customer location is feasible from a network perspective, Ooredoo endeavor to provision the services within a lead time of 4-6 week from the date of release of Purchase Order.
- 5.3 Service availability and limits:**
- 5.3.1** Establishing TETRA radio coverage and access to remote areas outside the basic radio covered areas can also be made upon request, but applicable charges for implementation and equipment will apply.
 - 5.3.2** 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. IP VPN service may not be available in the subscriber's area, their specific location.
 - 5.3.3** The Service is only guaranteed outdoors. Indoor solutions are available subject to additional costs for surveying the sites and to determine the technical feasibility of a business solution. The cost varies from site to site, depending on the complexity of the factors involved.

6. Subscriber obligations

- 6.1 Minimum service period:** The service will be provided for a minimum service period of three (3) months from the date of activation.
- 6.2 Cancellation:** If a Subscriber terminates the contract before the end of the minimum service period term, the Subscriber will be liable to pay the full charges for duration for the minimum service period.
- 6.3 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.
- 6.4 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.
- 6.5 Equipment**
- 6.5.1** Handsets and fixed radios (desktop type, vehicle mounted) have to be purchased from approved vendors (agents/dealers) in Qatar for the different brands, and specifications have to be requested from these agents.
- 6.5.2** Line connected dispatchers w/ E1 (2MBit/s ISDN PRI) Line and Client Voice Recorders w/ E1 Line can be purchased from Ooredoo. E1 interface equipment w/ survey and engineering, plus eventual TETRA system expansion equipment for connections to other PMR systems must be purchased from Ooredoo.
- 6.5.3** All programming, setup and tests of radios and other programmable periphery equipment will be performed by Ooredoo before delivery to user according to “the agent – Ooredoo procedure”
- 6.5.4** Special devices such as Voice Recorder, Gateway Interface, and Dispatcher etc, which operate directly on networks and not on radio linked terminals, have to be procured through Ooredoo. Pricing of the latter will be calculated on actual cost basis. A number of these devices have to be located on users’ premises to include appropriate Telecom links to be furnished by client.

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



Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	1 8 2013	<i>New Permanent Tariff</i>