

General Tariff Information

Service Provider Name	<i>Ooredoo Qatar Q.S.C. (formerly (QTel) Q.S.C.)</i>
License	Public Mobile Telecommunications Networks and Services
Tariff Number	B08-01
Service Name	Bulk SMS services
Tariff Type	Business
Tariff Effective Date	10 February 2014

1. Definitions

- 1.1 OLO means Other Licensed Operator.
- 1.2 Ooredoo – means Ooredoo Q.S.C (formerly (Qtel) Q.S.C).
- 1.3 Ooredoo General Terms and Conditions - Found at www.ooredoo.qa.
- 1.4 Subscriber – means the person or entity that enters into an agreement with Qtel to receive and pay for the Services.
- 1.5 Tariff – means the current tariff document.
- 1.6 User – means the natural person who uses the relevant 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 the Corporate Bulk Short Message (SMS) Service.
- 2.3** These terms and conditions are in addition to the terms and conditions specified in other tariffs, and Master Services Agreement for Business Services where referenced.
- 2.4** From time to time Qtel may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.

3. Service Description

3.1 Description: This service enables the Subscriber to send simultaneously multiple SMS messages to mobile subscribers in Qatar through the internet.

3.2 Commencement of Business Mobile Service: The Subscriber will be assigned a User Name, Password, and Client Gateway Connection to use the Service.

4. Service Features and Charge Rates

4.1 Service charges: The rates for SMS Business Service as listed in the following rate schedules.

SMS Bulk	Charges
Monthly Subscription	QAR 300
Usage Charges	Local (QAR/SMS sent and received)
1 to 200,000 messages	0.12
200,000 to 4,000,000	0.10
4,000,000	0.08
Unlimited*	QAR 600,000
Usage Charges	International (QAR/SMS sent and received)
1 to 200,000 messages	0.24
200,001 to 4,000,000	0.22
4,000,0001 and above	0.20
Unlimited	0.20

*Fair usage policy of 10M SMS/month applies, reselling is prohibited

4.1.1 Confirmation Receipt: Subscribers may request a confirmation receipt (via SMS) after each successfully sent SMS. Such confirmation is charged at the same rate as the applicable SMS Bulk rate above.

4.1.2 Subscriber may opt to allow the recipients of the SMS messages the option of sending a message back to the Subscriber. In that case, Subscriber must apply for a Short Code to be used by the recipients of the SMS to respond. The Subscriber pays both for the SMS sent and for the SMS back to the short code, at the same applicable SMS Bulk rate shown above.

4.1.3 Other Services

4.1.3.1 Service Re-connection fees: QAR 0

4.1.3.2 Connection fee: QAR 1500

4.1.3.3 Short Code Fee: QAR200/Month per Short code

5. Service Provider obligations

5.1 Commencement of Service: The relevant Bulk SMS Service shall commence from the service activation 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. Messages may be interrupted, dropped, refused or limited. Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to Qtel's statutory and licence obligations and requirements.

5.3 Block Spam SMS: if a customer is experiencing spam SMSs, they can click on the following link: <http://www.ooredoo.qa/en/block-spam>

6. Subscriber obligations

- 6.1 Minimum service period:** The minimum service period for the SMS Business Service is Three (3) months commencing from the date of activation of Service.
- 6.2 Cancellation:** If a Subscriber terminates the contract before the end of the minimum service period, the Subscriber will be liable to pay charges for the full three month period.
- 6.3 Service Compliance:**
- 6.3.1** Customer agrees to notify Qtel immediately of any unauthorized use of your account or any other breach of security.
- 6.4 Fair usage policy for Bulk SMS service:** Subscribers agree not to use the Service to:
- 6.4.1** Send duplicative or unsolicited messages (commercial or otherwise) to users who have not consented to receipt of such messages;
- 6.4.2** Harvest or otherwise collect information about others, including Mobile Telephone numbers, without their prior consent;
- 6.4.3** Create a false identity or forged email, phone or fax address or header, or otherwise attempt to mislead others as to the identity of the sender or the origin of the message;
- 6.4.4** Transmit through the Service or convey links to unlawful, anti-religious, anti-social, harassing, libelous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material of any kind or nature;
- 6.4.5** Transmit through the Service or convey links to any material that may infringe the intellectual property rights or other rights of third parties, including trademark, copyright or right of publicity;
- 6.4.6** Qtel may, at its option and without further notice, use anti-spam technologies, such as automatic word and spam filters that may terminate messages without delivering them or prevent or prevent messages from reaching the customer. Customer may not use the Service in a way that imposes an unreasonable or disproportionately large load (as agreed with Qtel) on Qtel's infrastructure or that otherwise would harm or breach our arrangements with any of our service providers.
- 6.4.7** Customer shall comply with any reasonable request by Qtel concerning the use of the Service. Qtel may require customers to submit information reasonably related to the usage of the Service.
- 6.5 Message and Address Book Storage, Outbound Messages and Other Limitations:** Qtel assumes no responsibility for the deletion or failure to store information. Qtel does not set an upper limit on the number of messages a member may store or send through the Service; however, Qtel retains the right, at its sole discretion, to determine whether or not Member's conduct is consistent with the terms and conditions and may terminate Service if the Subscriber is in breach of the Agreement. Qtel may, in the future, with prior notification, limit the amount of storage space available to each Subscriber.

- 6.6 Equipment:** You are responsible for obtaining and maintaining all computer hardware, software and communications equipment needed to access the Service, and for paying all third-party access charges (e.g., ISP, telecommunications) incurred while using the Service.

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