

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	1 st November 2015

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 Ooredoo 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 Ooredoo 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.

Bulk SMS Tariffs	Charges	
Monthly Subscription	QAR 300	
Usage Charges	Local (QAR/SMS sent)	International (QAR/SMS sent)
Standard Business SMS	On-net & off-net	
1 to 200,000 messages	0.12	0.24
200,000 to 4,000,000	0.10	0.22
4,000,000	0.08	0.20
Unlimited*	Total 600,000 QR	0.20
Business SMS Packs	On-net	
2,300,000	Total 150,000 QR	0.20
5,000,000	Total 300,000 QR	0.20
8,500,000	Total 450,000 QR	0.20

Fair usage policy of 13M SMS/month applies, reselling is prohibited.

- **Note 1** The customer subscribing to Business SMS Packs will be charged QR 0.08 per SMS for off-net & out of pack messages.
- **Note 2** A standard SMS can contain up to 160 characters in English, and up to 70 characters in Arabic.
- **Note 3** The customer can downgrade or upgrade the SMS pack free of charge starting from the next month billing cycle.

4.1.1 Confirmation Receipt: Subscribers may request a confirmation receipt (via SMS) after each successfully sent SMS. Such confirmation is free of charge.

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 only for the SMS sent at the same applicable SMS Bulk rate shown above and the SMS back to the short code will be rated with zero.

4.1.3 Email to SMS and SMS to Email: allow users to receive messages on their phones by having dedicated email address that forward SMS to the user's mobile phone and vice versa

4.1.4 Other Services:

4.1.4.1 Service Re-connection fees: QAR 0

4.1.4.2 Connection fee: QAR 1500

4.1.4.3 Short Code Fee: QAR200/Month per Short code

4.1.4.4 Free alphanumeric short codes.

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. 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.

5.3 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 months period.
- 6.3 Service Compliance:**
- 6.3.1** Customer agrees to notify Ooredoo 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** Ooredoo 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 Ooredoo) on Ooredoo'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 Ooredoo concerning the use of the Service. Ooredoo 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:** Ooredoo assumes no responsibility for the deletion or failure to store information. Ooredoo does not set an upper limit on the number of messages a member may store or send through the Service; however, Ooredoo 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. Ooredoo 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.

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Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	10 February 2014	First version
002	27 August 2015	New Business SMS packs for 2.3M, 5M and 8.5M added.
003	1 November 2015	New feature