

**General Tariff Information**

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B19-02
<b>Marketing Name of the Offer</b>	Ooredoo Cloud connect to Microsoft Azure
<b>Tariff Type</b>	Standard Permanent
<b>Duration</b>	N / A
<b>Customer Group</b>	Business
<b>Tariff Effective Data</b>	21 <sup>st</sup> of Sept 2020
<b>Tariff Version Number</b>	001

## 1. Definitions

- 1.1 City Limit –Means area that falls under Doha and Rayyan municipal city limits
- 1.2 Contract term – 1 year contract
- 1.3 Average latency Commitment - The Delay (latency) is the amount of time that the IP Packet of fixed size takes to reach from the customer's SLA site to a reference site within Ooredoo's MPLS network. Latency is measured in five (5) minute intervals and averaged on a daily interval over a monthly basis at each location
- 1.4 Demarcation point – the point of interface between the Subscriber-managed equipment and the Ooredoo-managed equipment. The Demarcation point is also referred to as the "Service Access Point" (SAP).
- 1.5 Microsoft Express route: A Microsoft azure service that lets customers extend their on premise networks into the Microsoft azure cloud over a private connection facilitated by a connectivity provider.
- 1.6 Local Access: Ethernet VPN circuit as defined as per tariff plan B15-01, connecting the customer premises to Ooredoo 's MPLS POP in Qatar
- 1.7 Mbps- Megabits per seconds.
- 1.8 Gbps- Gigabits per seconds.
- 1.9 Mean Time between Failures (MTBF) is a measure of reliability of the service. It's measured as an average time between consecutive failures.
- 1.10 Mean Time to Restore (MTTR) Service Commitment is the average time to restore the service after reporting an incident; this time includes the time to diagnose and locate the fault. The MTTR is measured from time when a Fault Ticket has been logged by Ooredoo Customer Services and to the Fault Ticket has been resolved, which is the time when the Service has been restored and is operational.
- 1.11 MPLS – Multi Protocol Label Switching.
- 1.12 Packet Loss is a comparative measure of packets faithfully transmitted and received to the total number that were transmitted. Loss is expressed as the percentage of packets that were dropped. Packet loss is measured between Customer SLA site and a reference site within Ooredoo MPLS network closer to Microsoft Network. Packet delivery is measured in five (5) minute intervals and averaged on a daily interval over a monthly basis at each location
- 1.13 POP: Point of Presence is the demarcation point or the interface point between Ooredoo and Microsoft.
- 1.14 Port: Physical Interface on the PoP
- 1.15 MPLS PE: This is the Provider Edge router within Ooredoo's MPLS network in Qatar, that is closer to customer demarcation point

- 1.16** BGP: Border Gateway Protocol is a standardized exterior gateway routing protocol designed to exchange routing and reachability information among autonomous systems (AS).
- 1.17** GUID : Globally Unique Identifier, typically used by Microsoft.
- 1.18** Response Time Commitment is defined as the time taken for the Ooredoo support team to acknowledge the Incident trouble ticket within the response timescales defined in the SLA matrix. This acknowledgement will confirm receipt of the ticket, its severity and indicate that diagnosis has commenced.
- 1.19** SC & LC Connector: SC and LC connectors are standard Fibre connectors. Optical fiber connectors are used to join optical fibers where a connect/disconnect capability is required.
- 1.20** Service – Domestic and international private telecommunications services provided using Ooredoo's fixed connectivity network
- 1.21** Service Restoration Commitment- Service Restoration (SR) Commitment is the commitment from Ooredoo for the restoration of the service in the event of a fault. It is defined in terms of Response Time and Mean Time to Restore Service (MTTR). Service Restoration can include the provision of a Workaround.
- 1.22** Services–Global Ethernet network services provided by Ooredoo to the Subscriber.
- 1.23** Severity Priority 1 (P1) - Major Service affecting: It's an incident when customer site experience a total loss of their Critical service. If NO correction is available, but a workaround is created, the Severity of the incident will be diluted to Severity 2
- 1.24** Severity Priority 2 (P2) – Partial Service Affecting: It's an incident that results in degradation of service performance, or loss of resilience or redundancy of the site, but which does not result in a total loss of service.
- 1.25** Subscriber -the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.26** Workaround – Means a temporary repair, neutralization of a fault, modification, alteration, enhancement or replacement to the Service made by Ooredoo pursuant to an Incident which enables the Customer to use the Service in accordance with the specification prior to full correction.

## **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 Ooredoo's Cloud Connect connectivity service to Microsoft azure.
- 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

**Products/Services Line:** “Ooredoo Cloud connect” is series of Global Ethernet connectivity solutions to major public cloud service providers. With this product, Ooredoo offers secure, private, direct connectivity to Microsoft Azure cloud hosted in Europe region. Ooredoo cloud connect enables “Microsoft Express route” Ethernet VPN connection between customer’s on premise network to their virtual network in Azure cloud over Ooredoo MPLS network

#### Introduction:

Every organization is redefining their cloud strategy considering the benefits put forward by Hyperscalers like Microsoft, Google and Amazon Web services. Adoption of cloud services requires WAN connectivity with exceptional performance, security and dynamic capacity. Ooredoo cloud connect to Microsoft Azure will enable Microsoft Express Route features to enterprises based in Qatar.

Ooredoo is certified Express route service provider and details can be seen in below URL, under the section “Express route service providers”

<https://docs.microsoft.com/en-us/azure/expressroute/expressroute-locations>

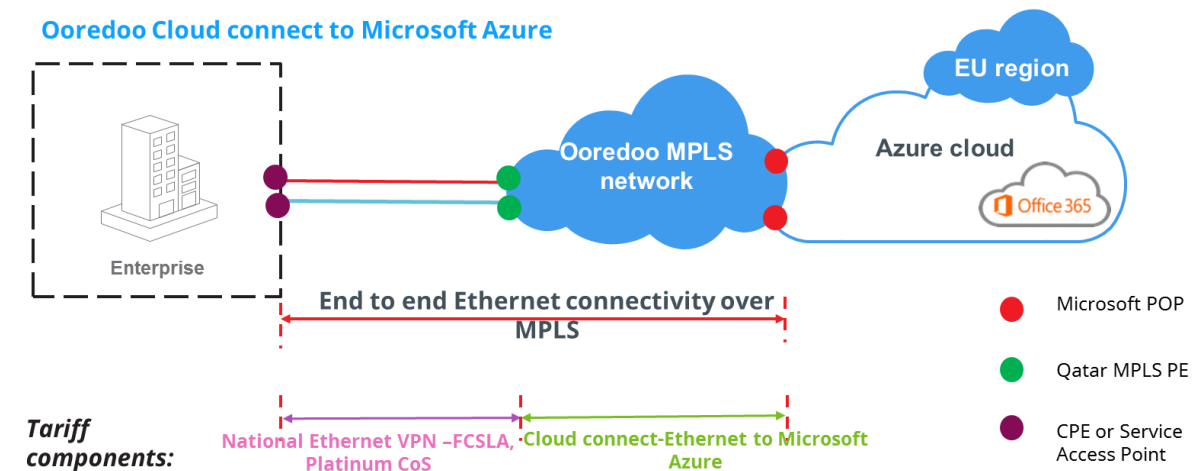


Figure1: Ooredoo Cloud connect service

#### Service features (detailed)

With each Express route service key that customer creates in the portal using Ooredoo as Express route partner of choice, Ooredoo shall provide redundant and diverse Active-Active Ethernet VPN connection from customer’s Virtual network in Azure Europe to customer’s on premise network in Qatar.

An “ExpressRoute circuit” represents a logical connection between a customer’s on-premises infrastructure and Microsoft cloud services through Ooredoo. Any ExpressRoute circuit can have up to 2 independent peering’s –Azure private and Microsoft (each peering is a pair of independent BGP sessions

each of them configured redundantly for high availability). An ExpressRoute circuit is uniquely identified by a standard GUID called as a service key (s-key). The service key (s-key) is the only piece of information exchanged between Microsoft, Ooredoo and the customer. The S-key is not a secret for security purposes. There is a 1:1 mapping between an ExpressRoute circuit and s-key. There is a 1: N ( $1 \leq N \leq 2$ ) mapping between ExpressRoute circuit and routing domains. An ExpressRoute circuit can have any one or both peering enabled per ExpressRoute circuit.

An ExpressRoute circuit has a fixed bandwidth (ranging from 25 Mbps to 10 Gbps) and is mapped to a connectivity provider and a peering location. The bandwidth selected is shared across all the three peering for that circuit.

### Supported Bandwidth options

Supported bandwidth
25Mbps
50 Mbps
100 Mbps
200 Mbps
500 Mbps
1 Gbps
2 Gbps
3 Gbps
5 Gbps
10 Gbps

#### 4. Charging components

Ooredoo Cloud connect to Microsoft Azure will consist of 2 product components from Ooredoo

- **Component A: Cloud connect Ethernet connectivity to Microsoft Azure** – these are the new tariffs for enabling “Microsoft Azure Express route connectivity” from Microsoft POP in Europe to domestic MPLS network in Qatar.
- **Component B: National Ethernet VPN** – these are the tariff plans for enabling Ethernet VPN local access from domestic MPLS network to customer termination location in Qatar. Prices are for this component are as per tariff plan- B15-01)

##### 4.1.1 Component A: Cloud connect Ethernet connectivity to Microsoft azure

- **Charging:**
- Charges include One-time Setup fee and Monthly recurring fee.

Cloud connect- Ethernet connectivity to Microsoft azure			
Tariff Name	Supported Bandwidth	Setup charges (QAR)	Monthly recurring charges (QAR)
Cloud connect- Microsoft Azure ER- Ethernet- 25 Mbps	25 Mbps	5,000	3,006
Cloud connect- Microsoft Azure ER- Ethernet- 50 Mbps	50 Mbps	5,000	7,982
Cloud connect- Microsoft Azure ER- Ethernet- 100 Mbps	100 Mbps	10,000	14,213
Cloud connect- Microsoft Azure ER- Ethernet- 200 Mbps	200 Mbps	10,000	23,505
Cloud connect- Microsoft Azure ER- Ethernet- 500Mbps	500 Mbps	10,000	25,368
Cloud connect- Microsoft Azure ER- Ethernet- 1Gbps	1 Gbps	10,000	33,679
Cloud connect- Microsoft Azure ER- Ethernet- 2Gbps	2 Gbps	15,000	36,461
Cloud connect- Microsoft Azure ER- Ethernet- 3 Gbps	3 Gbps	15,000	59,200
Cloud connect- Microsoft Azure ER- Ethernet- 5 Gbps	5 Gbps	15,000	89,184
Cloud connect- Microsoft Azure ER- Ethernet- 10 Gbps	10 Gbps	15,000	161,719

- From time to time Ooredoo may publish promotions and readjustments on its webpage or by other means. In such cases, the above prices shall be discounted up to a maximum of 20%.
- All Cloud connect tariffs should correspond to the tariff chosen for Ethernet VPN last mile connectivity. Only exception is for 24Mbps National Ethernet VPN tariff wherein corresponding cloud connect Ethernet tariff will be 25Mbps.
- **Upgrade/Downgrade Policy:** A Subscriber upgrading or downgrading between tariffs can do so without paying any extra charge. A Logical upgrade that does not require any physical installation

will not incur a new term or minimum service period. However, a new term would commence for changes where a new physical installation is required.

- **Contract term:** These tariffs are applicable for a minimum service period of 1 year from date of service activation.
- **Change of Location:** Subject to feasibility, a Subscriber may change the location where the Service is provided and will be liable to pay the applicable installation fee for the local access only.



## 5. Service level agreement

Below service level agreement is applicable for customers who choose National Ethernet VPN tariff (tariff number- B15-01) with Platinum Class of service and FCSLA add-on

Customer Requirements	–Service level agreement.
Supported Microsoft peering	Azure private and Microsoft cloud services
Service Availability	99.95% (With Microsoft POP to Qatar MPLS PE SLA of 99.99%)
Average Latency	Microsoft POP to Qatar MPLS PE latency: 110 to 120ms End to end* latency 120 to 135ms. <i>*Customer on premise CPE to Microsoft POP in Marseille</i>
Average Packet loss and Jitter	<1%* , 5ms
CPE requirements	Two redundant devices with dual handoff.
Last mile access	Dedicated MPLS connection with committed bandwidth, last mile diversity in an Active-Active scenario.
Incident Management- Average Response Time - All Faults	30 minutes
Incident Management- MTTR - P1 Incidents (within city limit)	4 hours
Incident Management- MTTR - P1 Incidents (Outside city limit)	8 hours
Incident Management- MTTR – P2 Incidents	8 hours

## 6. Service Provider obligations

- 6.1 Commencement of Service:** The service shall commence from the date of activation of service.
- 6.2 Responsibility for service:** Ooredoo is responsible for service only up to the Ooredoo Demarcation point at the building as well as Ooredoo handoff to Microsoft Edge nodes in Europe. Ooredoo shall not be responsible for any quality of service, continuity of service or other matters impacted by customers azure services or applications, subscriber cabling, equipment or other facilities (not provided by Ooredoo) beyond this point.
- 6.3 Service Provisioning Time:** If the customer location is feasible from a network perspective, Ooredoo will endeavor to provision the services within a lead time of 2 to 4 weeks from the date of the release of Purchase Order.
- 6.4 Discontinuation:** Ooredoo reserves the right to discontinue the circuit temporarily or permanently if the use of the circuit, in Ooredoo's reasonable judgment, is causing or is likely to cause substantial impairment to Ooredoo's regular public services and in any such case Ooredoo shall give the Subscriber the maximum length of notice, practicable in the prevailing circumstances, of any intended discontinuation of the circuit under this clause. No rental shall be paid for the period of such discontinuation. Ooredoo may need to discontinue service for a variety of reasons, such as maintenance, circuit interruptions or in the event of an emergency when capacity in the cable is reduced for any reason, such as cable failure, and private circuits are required to be re-used to convey priority emergency traffic.

## 7. Subscriber obligations

- 7.1** Minimum service period: The service will be provided for a minimum service period of one (1) year from the date of activation.
- 7.2** Cancellation: If a Subscriber terminates the service they will be liable to pay a cancellation fee calculated as follows;
- 7.3** In the event of a subscriber terminating prior to the expiry of the minimum service period, will be liable to pay the full charges for duration of the minimum service period.

### Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001	21 September 2020	21 September 2020	New Tariff