

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B20-01
Marketing Name of the Retail Offer	Fixed Business Broadband services
Tariff Type	Standard Permanent
Duration	N / A
Customer Group	Business
Tariff Effective Date	19 October 2019
Tariff Version Number	002

1. Definitions

- 1.1. ADSL – Asymmetric Digital Subscriber Line. A data communications technology that enables fast data transmission over copper telephone.
- 1.2. Anti Spamming– A service made available to subscribers by Ooredoo for identifying and blocking unwanted email sent to the, Ooredoo hosted, subscriber’s email address
- 1.3. Bit – the lowest unit of data usage.
- 1.4. Broadband –High-speed Internet access through fixed and wireless networks.
- 1.5. Byte – 8 bits.
- 1.6. Connection Charges – the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.7. CPE – Customer premises equipment. Typically refers to a broadband modem or Wi-Fi router.
- 1.8. Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.9. Data Only SIM - A USIM which only allows data access only (i.e. No voice access). For use in a data device such as a USB modem, PC Data card or embedded in a laptop.
- 1.10. Disk Space for E-Mail – The amount of storage available to a customer for hosting email
- 1.11. GB – Giga Bytes. 1 GB is 1024 MB.
- 1.12. MB – Mega Bytes. 1 MB is 1024 KB.
- 1.13. Mbps – Mega Bits per second.
- 1.14. Mobile Broadband – The data service which enables, by using one or more bearer services, the subscriber to download and/or upload information.
- 1.15. Monthly Recurring Fee - the monthly subscription fee identified in the applicable tariff and payable every months in advance
- 1.16. Ooredoo: Ooredoo Qatar Q.P.S.C.
- 1.17. Router – An intelligent device that enables a number of end-user electronic devices to share a single data service simultaneously.
- 1.18. Self Care/Assisted Care – The support tools available to the subscriber which enable the subscriber to conduct certain diagnostic tests to identify and correct problems with their service themselves, or with the aid of Ooredoo Technical Support

- 1.19.** Service – Internet (including Broadband and WiFi), offerings, any combination thereof and/or any of these Internet offerings individually.
- 1.20.** Subscriber – The person or entity that enters into an agreement with Ooredoo to receive and pay for service.
- 1.21.** URL Filtering – The ability for the subscriber to allow or disallow access to certain websites
- 1.22.** Virtual domain – A Virtual Domain (or Domain Name) is a unique identifier which can be registered by Ooredoo at the request and on behalf of the subscriber, and which may be used for the Customer's email or website requirements
- 1.23.** Web space – The amount of storage available to a subscriber for hosting a website
- 1.24.** WiFi – Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

2. Tariff Terms and Conditions

- 2.1.** This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.3.** From time to time, and subject to CRA approval, Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.4.** This tariff contains charges and conditions applicable to the provision of Fixed Business Broadband Services.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and Master Services Agreement.

3. Service Description

- 3.1.** Broadband is fast access to the Internet for surfing the Web, downloading and uploading data - such as movies, music, videos, pictures and other files. Fixed broadband service may be delivered to the subscriber via a variety of technologies including ADSL.
- 3.2. Commencement of Service:** The subscriber will be provided with the necessary CPE and service installation required in order to use the service. The service will be provided within 30 consecutive days from order, subject to technical feasibility.
- 3.3. Minimum Service Period:** The minimum service period is three (3) months commencing from the date of activation of service.

4. Service Features and Charge Rates

4.1. Fixed Business Broadband Services

4.1.1. Description: Ooredoo offers the Fixed Business Broadband Service in two (2) variants:

4.1.1.1. Speed variant Description: This service variant is provided with different download speed rate variants from 1Mbps and up to 8Mbps. The charge rate is shown in Section 4.1.34.1.3.

4.1.1.2. Usage variant Description: This service variant is provided with an inclusive usage allowance of 5GB per month, irrespective of the business subscriber's actual speed of service. The charge rate for this 'standard' allowance of the usage-based business broadband service variant is shown in Section 4.1.3

4.1.2. Conditions:

4.1.2.1. The usage-based business subscriber's speed of broadband service is determined by the highest available speed achievable at the subscriber's business premises location and currently subject to a maximum attainable speed of 8Mbps downstream.

4.1.2.2. Business subscribers provisioned with the usage-based business broadband service variant will receive a 'download' speed of service of not less than 1 Mbps, subject to a subscriber-selected service usage limit as explained in Section 4.1.2.33. If the subscriber-selected service usage limit is exceeded, the subscriber's service speed is automatically restricted to a maximum of 56kbps for the remainder of the subscriber's monthly billing cycle.

4.1.2.3. Business subscribers can select a limit to their monthly usage entitlement via an online interface and thereby constrain their maximum monthly broadband service usage charges. Pre-defined additional monthly usage limits and their associated costs are noted in Section 4.1.5.3. However, such pre-defined limits and associated costs are for complete usage of the relevant additional usage limits and the subscriber will only be charged for the subscriber's actual usage in excess of 5GB per month in increments of 1MB.

4.1.2.4. Both downloaded and uploaded data are accounted for in the subscriber's usage.

4.1.2.5. If a subscriber exceeds their inclusive Mobile Broadband monthly quota, the subscriber will be charged for out of Usage Quota usage for all such excess usage rounded to the nearest MB.

4.1.2.6. The subscriber may not rollover any unused Mobile Broadband Usage Quota to the next charging period.

4.1.2.7. The subscriber will receive SMS notifications to a customer pre-defined mobile number when the subscriber's monthly usage reaches 80%, 95% and 100% of the

subscriber's standard monthly usage allowance. Such SMS notifications can be activated or deactivated using a business broadband online interface.

- 4.1.2.8.** All business broadband service variants include the provision of a Wi-Fi Router which enables the subscriber to connect a number of electronic devices to the broadband service simultaneously.
- 4.1.2.9.** All Fixed Business Broadband service variants are provided with a business mobile broadband data-only SIM card to provide a secondary, resilient service option in the event of loss of the business subscriber's primary Fixed Business Broadband service. Usage of the secondary mobile broadband service is subject to the terms, conditions and charge rates applicable in the Business Mobile Broadband Service tariff B32-01 and does not contribute to the subscriber's usage of any fixed business broadband service variant.

4.1.3. Charge: The Fixed Broadband and Mobile Broadband Service Bundle charge rates are listed in the following table and are subject to the conditions set forth herein. The table also includes a comparison with the charges applicable to the relevant standalone fixed broadband service and Mobile Broadband service options

Standalone service charges

Fixed-Mobile Broadband Service					
SERVICE FEATURES	Fixed Bandwidth variant *				Usage Base
	8M	4M	2M	1M	
Standalone Fixed Broadband Monthly recurring charge (QAR)	1,600	1,200	900	600	300
Standalone Mobile Broadband Monthly recurring charge (QAR)	200	200	100	100	N/A
Total Standalone constituent service Monthly recurring charge (QAR)	1,800	1,400	1000	700	N/A

ADSL and Mobile Broadband Service Bundle charges

Fixed Broadband Service Variant	Bandwidth variant *				Usage Base
	8M	4M	2M	1M	
Mobile Broadband Monthly Usage Quote	5GB per Month		2GB per Month		
Total Fixed and Mobile Broadband Bundle monthly recurring charge (QAR)	1,600	1,200	900	600	300
Upgrade Service speed (QAR)	NIL				
Downgrade service speed (QAR)	NIL				
Mobile Broadband out of usage Quote charge rate (QAR/MB)	0.06/MB				
Contract Benefits (See section 4.1.3.1)	Free USB Mobile Broadband modem				

	Free Wi-Fi Router
Shift of broadband service from the business subscriber's location to another location is charged at QAR 100 to the same business subscriber. This does not include any charges relating to shift of the related business landline service (see Business Landline Tariff Document B01-01).	100

4.1.3.1. Customers subscribing with a commitment period, six months, will receive the subscriber CPE free of charge. The charges waived are QAR210 and QAR199 for a subscriber's Broadband Wi-Fi router and USB mobile broadband modem, respectively. Customers may acquire equipment that they intend to use to receive the service from a third party as noted in Section 6.6.

4.1.4. Associated Features and Services: features and service elements are available in respect of the bundled fixed Broadband Service beyond those indicated as included in Section **Error! Reference source not found.** herein. The additional features and service elements are indicated in the table below.

Bundle Service Features	Bandwidth variant				
	8M	4M	2M	1M	Usage Base
Maximum Download Speed	8 Mbps	4 Mbps	2 Mbps	1 Mbps	Up to 8Mbps
Maximum Upload Speed	1 Mbps	512 Kbps	256 Kbps	128 Kbps	1Mbps
Virtual Domain	2 Free Domain	1 Free Domain	1 Free Domain	1 Free Domain	1 Free Domain
Doman Name	Free with the following address: www.[Domain Name].qa				
Free Web Space (MB)	1 GB	500 MB	250 MB	100MB	100MB
Free Disk Space For E-Mail (MB)	10 GB	5GB	2 GB	1GB	1GB
Standard Usage Allowance	Unlimited	Unlimited	Unlimited	Unlimited	5 GB per month
Anti Spamming	Included	Included	Included	Included	Included
URL Filtering	Included	Included	Included	Included	Included
Back-up Mobile Broadband Plan	5GB	5GB	2GB	2GB	N/A
Self Care/Assisted Care	Included				

4.1.5. Subscriber-selected optional additional usage limits and related charge levels applicable to the usage-based service variant:

4.1.5.1. Subscribers to the usage-based business broadband service variant can select additional limits to monthly usage allowances with associated monthly costs as indicated in the table in Section 4.1.5.3.

4.1.5.2. The monthly cost is a maximum charge for complete usage of the relevant additional usage level. In practice, all such additional usage over the standard inclusive usage allowance of 5GB per month is charged at an effective rate of QAR60/GB but billed in increments of 1MB (to the nearest whole MB). The extended limit for the fix broadband usage variant shall be modified with 1 month in advance choosing one of the available options in the online interface and shown below:

4.1.5.3. Subscriber-selected optional additional usage limits and charge levels:

Monthly charge level (QAR)	Additional Usage limit per month (GB)
60	1
120	2
300	5
600	10
1,500	25
3,000	50
6,000	100

4.1.5.4. A subscriber may select unlimited usage-based fixed business broadband and will be subject to a monthly charge of QAR60/GB billed in increments of 1MB for all usage in excess of the standard inclusive usage allowance of 5GB per month.

4.2. Copper to Fiber Migration

4.2.1. Business customer currently subscribed to Ooredoo Copper fixed line services will qualify for the below offer when migrated to Ooredoo Fiber Broadband Services.

	Copper Plan	Copper Monthly Recurring Charge (QAR)	Fiber Plan	Fibre Monthly Recurring Charge (QAR)	Migration Offer - Monthly Recurring Charge (QAR)
Business ADSL	1 Mbps	600	50 Mbps	699	QAR 600 for first six (6) months after migration. Thereafter the price will increase to QAR 699
	2 Mbps	900	150 Mbps	1,099	QAR 900 for first six (6) months after migration. Thereafter the price will increase to QAR 1,099
	4 Mbps	1,200	150 Mbps	1,099	Pay QAR 101 lower price get higher bandwidth.
	8 Mbps	1,600	300 Mbps	1,799	QAR 1,600 for first six (6) months after



					migration. Thereafter the price will increase to QAR 1,799
--	--	--	--	--	--

4.2.2. All additional details about the Business fiber plans can be found in B30-01 Business Fibre Broadband Tariff document which is available at <https://www.ooredoo.qa/portal/OoredooQatar/regulatory>

5. Service Provider obligations

- 5.1.** Broadband may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection. In order to verify that Ooredoo can provide this service, Ooredoo will need to verify the following:
- 5.2.** That the subscriber's landline is in an area where they can receive broadband services; and
- 5.3.** That the technical characteristics of the subscriber's landline can support broadband services, which may require the performance of a landline test.
- 5.4.** Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of additional subscriber equipment, apart from CPE provided by Ooredoo at service installation or connection.
- 5.5.** Ooredoo is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
- 5.6.** Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

6. Subscriber obligations

- 6.1. **Minimum service period:** The minimum service period for the broadband service is three (3) months commencing from the date of activation of service.
 - 6.2. The subscriber must subscribe to receive Ooredoo Business landline service in order to be able to subscribe for fixed broadband service.
 - 6.3. Subscribers may terminate the service at any time but will be liable for the recurring monthly charges applicable to the minimum service period if cancelling the service within the minimum service period.
 - 6.4. Subscribers are liable for the CPE charges waived at service inception conditional upon a six months commitment period if the subscriber terminates service within the commitment period.
 - 6.5. Customers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
 - 6.6. **Equipment:** Subscribers may acquire equipment that they intend to use to receive the service from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is approved by CRA and is compliant with current requirements for technical standards and specifications as stated in the Master Service Agreement, Article 6.3 (Connecting Subscriber Equipment).
 - 6.7. The customer shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
 - 6.8. Ooredoo may require the customer to submit information reasonably related to the service or their connected data devices.
 - 6.9. 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.
-

END OF TARIFF

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
<i>001</i>	<i>Approved</i>	<i>12/12/2011</i>	<i>New revamped tariff submission and inclusion of new usage-based broadband service variant</i>
<i>002</i>	<i>6 October 2019</i>	<i>19 October 2019</i>	<i>Permanent Tariff change, Copper to Fiber Migration</i>