

General Tariff Information

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| Service Provider Name | Ooredoo Q.P.S.C. |
| Tariff Number | B21-01 |
| Marketing Name of the Offer | Wi-Fi Hotspots |
| Tariff Type | Business |
| Duration | N / A |
| Customer Group | Business |
| Tariff Effective Date | 24 July 2011 |
| Tariff Version Number | 001 |

1. Definitions

- 1.1. LAN** – local area network – a network covering a small geographic area such as a home, office, or group of buildings
- 1.2. Subscriber** –The person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
- 1.3. User** – The natural person who actually uses the service.
- 1.4. Wi-Fi Hotspot**- Broadband Wireless Internet Service based on Wi-Fi technology
- 1.5. Wi-Fi** – Wireless high-speed access to the Internet provided using IEEE-802.11x technology.
- 1.6. Access Point** - A device that connects to a Wi-Fi router and extends its operational service range. The access point connects to a Wi-Fi router directly or to an Ethernet hub.
- 1.7. Wi-Fi Router** – A device that connects a WAN (wide-area network) to a wireless Wi-Fi LAN (local area network).



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 the WiFi Hotspot Service.
- 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.** Wifi Hotspot Service enables corporate customers to provide wireless broadband internet access in the Subscriber's location(s). The Wi-Fi hotspot service is based on an underlying Ooredoo Business fixed broadband service coupled with the provision of an enhanced security Wi-Fi router plus additional Wi-Fi access points. Subscribers receive password vouchers enabling and controlling end-user access to the service at their business premises.

4. Service Features and Charge Rates

4.1. WiFi Hotspots

4.2. End-user usage of the Wi-Fi hotspot is controlled by the Subscriber issuing usage vouchers to end-users in or near the Subscriber's business premises. The vouchers detail a username and password which when input into a dedicated Subscriber web interface will facilitate end-user access to the internet for a specific duration. Distribution of the end-user vouchers is entirely at the discretion of the corporate customer.

4.3. The Subscriber will receive Wi-Fi hotspot usage vouchers in a spreadsheet distributed via email, CD-ROM or other digital media. The vouchers will consist of a username and password and will be replenished to the corporate customer on a monthly basis.

4.4. Voucher usage duration and validity are as follows:

| OOREDOO Business Wi-Fi Hotspot voucher permutations | |
|---|--------------------------|
| Hours of usage | Validity |
| 1 | 1 day from first login |
| 3 | 1 day from first login |
| 24 | 1 month from first login |

4.5. Charges:

| Features | Package (1) | Package (2) | Package (3) |
|---|-------------|-------------|-------------|
| Installation fee per installation (QAR) ^{Note 1} | 1,000 | 1,000 | 1,000 |
| Monthly Fee (QAR) ^{Note 2 and 3} | 1,200 | 1,600 | 2,200 |
| Download speed | 2 Mbps | 4 Mbps | 8 Mbps |
| Usage limit ^{Note 4} | Unlimited | Unlimited | Unlimited |
| Default access points | 1 | 2 | 4 |

| | | | |
|---|----------|----------|----------|
| Additional access points available | 1 | 2 | 3 |
| Charge per additional access point (QAR) | 75 | 75 | 75 |
| Enhanced security | Included | Included | Included |

Note 1: The installation fee includes, planning, site survey, and installation of the underlying business fixed broadband service, modem, Wi-Fi Router and default number of Wi-Fi access points provided. A customer site is defined a customer premise where an individual ADSL line is installed.

Note 2: The Business Wi-Fi Hotspot service incorporates the provision of an underlying business fixed broadband service (for use with Business Wi-Fi Services only) which is not charged for additionally.

Note 3: Voucher's are provided to the Subscriber at no charge. The number of vouchers initially provided to the Subscriber will be based on the Subscriber's estimate of the number of vouchers required. Additional vouchers can be requested by contacting Ooredoo's Customer Contact Center at any time.

Note 4: Customers of the Business Wi-Fi hotspot service are not subject to any usage limitation of the service and, for the avoidance of doubt; no 'Fair Usage Policy' applies in respect of the service currently.

5. Service Provider obligations

- 5.1.** WiFi Hotspot Service 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, based on the feasibility survey.
- 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 WiFi hotspot.

6. Subscriber obligations

- 6.1. Minimum service period:** The minimum service period for the WiFi Hotspot 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 (B01-01) in order to be able to subscribe the WiFi Hotspot 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.** Customers are responsible for backing-up their entire systems before installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
- 6.5. 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.
- 6.6.** 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.
- 6.7. Prohibition on Resale by customer:** Business Wi-Fi Hotspot Service is for the Subscriber's own use only and shall not be resold to any third party. For clarification, the Subscriber may not, directly or indirectly, issue bills to, or demand any payment from, any third party who might be an end-user of the Business Wi-Fi Hotspot Service (including any of the Subscriber's guests, employees or other unaffiliated third party) for the use of the Wi-Fi Hotspot Service or any element thereof.

END OF TARIFF



Tariff Version Control

| Tariff Version Number | Approval Date | Effective Date | Tariff Modifications |
|------------------------------|----------------------|-----------------------|--------------------------------|
| <i>001</i> | | <i>24 July 2011</i> | <i>Permanent Tariff Change</i> |