

General Tariff Information

Service Provider Name	<i>Ooredoo Q.S.C. (Qatar Telecom (Qtel) Q.S.C.)</i>
License	Public Fixed Telecommunications Network and Services
Tariff Number	<i>B30-01</i>
Service Name	<i>Fibre Broadband Services (Fttx)</i>
Tariff Type	<i>Business</i>
Tariff Effective Date	15 July 2013
Tariff Version Number	1.0

1. Definitions

- 1.1. **Additional Service Point** is an extension of the physical reach of the Service within the customer's premises. This usually requires additional cabling.
- 1.2. **Broadband** means high-speed Internet access through fixed and wireless networks.
- 1.3. **Connection Charges** means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance.
- 1.4. **Contention Ratio** is the ratio of the potential maximum demand to the actual bandwidth.
- 1.5. **Domain-Name** means an Internet address, i.e. "Ooredoo.com.qa".
- 1.6. **Email Account** means the required user to access to a certain email box.
- 1.7. **Email Address** means Domain-base address by which a user is referred to. i.e. user@domain.name.
- 1.8. **Email Box** means an allocated space on Ooredoo servers associated with an email address/email account where the user can send and receive emails.
- 1.9. **Mbps** – Mega bits per second.
- 1.10. **Optical Network Terminal (ONT)** -a media converter necessary to provide the fibre broadband service, which is installed on the customer premises.
- 1.11. **Ooredoo** means Qatar Telecom (Ooredoo) Q.S.C.
- 1.12. **Router** means an intelligent device that enables a number of end-user electronic devices to share a single data service simultaneously.
- 1.13. **Service** is the Business Fibre Broadband Service based on Fttx technology.
- 1.14. **Subscriber** means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.15. **Web Hosting** means a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
- 1.16. **Wi-Fi** means wireless high-speed access to the Internet provided using IEEE-802.11 technology.
- 1.17. **ADSL**– Asymmetric Digital Subscriber Line. A data communications technology that enables fast data transmission over copper telephone.
- 1.18. **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.
- 1.19. **Bit**– the lowest unit of data usage.
- 1.20. **Byte**– 8 bits.
- 1.21. **CPE**– Customer premises equipment. Typically refers to a broadband modem or Wi-Fi/ 3G router.
- 1.22. **Data Device**– Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.23. **Data Only SIM** - A USIM which only allows data access only (i.e. No voice access). Implemented in a way so it cannot be used in any other telecommunication device.

- 1.24. **Disk Space for E-Mail**– The amount of storage available to a customer for hosting email
- 1.25. **GB** – Gigabytes. 1 GB is 1,000 MB.
- 1.26. **MB**– Megabytes. 1 MB is 1,000 KB.
- 1.27. **Mbps**– Mega bits per second.
- 1.28. **Mobile Broadband Fail Safe** - The data service which enables, by using one or more bearer services, the subscriber to download and/or upload information.
- 1.29. **Monthly Recurring Fee** - the monthly subscription fee identified in the applicable tariff and payable every month in advance.
- 1.30. **Service** – Internet (including Broadband and WiFi) offerings, any combination thereof and/or any of these Internet offerings individually.
- 1.31. **URL Filtering**–The ability for the subscriber to allow or disallow access to certain websites.
- 1.32. **Virtual domain**– A Virtual Domain (or Domain Name) is a unique identifier which can be registered by Ooredoo at the request on behalf of the subscriber, and which may be used for the Customer's email or website requirements.
- 1.33. **Web space**– The amount of storage available to a subscriber for hosting a website.

2. Tariff Terms and Conditions

- 2.1. This tariff is for a permanent standard service.
- 2.2. This tariff contains charges and conditions applicable to the provision of Business Fibre Broadband services.
- 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 ictQATAR 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 ictQATAR 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

- 3.1. The Business Fibre Broadband Service offers fast access to the Internet for surfing the web and for downloading and uploading data. The service is delivered to the subscriber via a fibre access network.
- 3.2. The service will be available in four (4) download speeds and with respective upload speeds outlined in the table on the following page.
- 3.3. Commencement of Service: The subscriber will be provided with the necessary CPE and service installation free of charge in order to use the service. The service will be provided within 30 consecutive days from order, subject to technical feasibility.

4. Features and Charging:

- 4.1. The features and charges of the Business Fibre Broadband service are set out in the table below:

		Classic	Advanced	Pro	Pro Plus
NETWORK	Contention	12:1	12:1	12:1	12:1
	Usage	Unlimited	Unlimited	Unlimited	Unlimited
	FUP	AUP	AUP	AUP	AUP
	IP	Dynamic	Dynamic	Dynamic	Dynamic
	Fail Safe	Mobile Data	Mobile Data	Mobile Data	Mobile Data
SPEEDS	Download	10 Mbps	20 Mbps	40 Mbps	100 Mbps
	Upload	2.5 Mbps	5 Mbps	10 Mbps	25 Mbps
VAS	Domain Name	1	1	2	3
	Email Storage	2GB	5GB	10GB	25GB
	Web Space	250MB	500MB	1GB	2GB
	Email Security	✓	✓	✓	✓
PRICING	Setup Fee	0	0	0	0
	CPE	0	0	0	0
	Monthly	600	900	1200	2400

- 4.2. This Service is uncapped and not subject to an Acceptable Usage Policy (AUP).
- 4.3. Shift of Service: Shift of the fibre broadband service from one property address to another is charged at QR 399 to the same account holder subject to technical feasibility.
- 4.4. Additional access points may be purchased as part of the 'Home Zone' product at a charge of 800QR per Home Zone connection. The charge includes installation, necessary cabling and Internet CPE (a Wi-Fi router).
- 4.5. No set-up or CPE fee will apply to new or existing customers.
- 4.6. Contention ratio will be 12:1 for all Business Broadband speeds.
- 4.7. The Ooredoo SIM provided for failover will be unable to be used in conjunction with other Ooredoo services or devices. It is inherently linked and dependant on the Broadband service and tariff.

5. Service Provider obligations:

- 5.1. Some or all fibre broadband services 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 that the subscriber's landline is in an area where they can receive fibre broadband services.
- 5.2. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including any additional equipment necessary to connect the service. Ooredoo is not responsible for any

delays caused in installation due to the subscriber's absence at the agreed installation date or time.

5.3. Commencement of service: The service shall commence from the service connection date.

5.4. Service availability and limits:

- 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.
- Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory and licence obligations and requirements.

6. Subscriber obligations:

6.1. Minimum service period: The minimum service period for the Business Fibre Broadband Service is three (3) months commencing from the date of activation of service.

6.2. Cancellation: If a subscriber terminates before the end of the minimum service period term, the subscriber will be liable to pay the full charges for the duration of the minimum service period.

6.3. Subscribers 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.

6.4. 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 ictQATAR and is compliant with current requirements for technical standards and specifications as stated in the Master Service Agreement, Article 6.3 (Connecting Subscriber Equipment).

6.5. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

6.6. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.

6.7. 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.

6.8. Unlicensed services

The Subscriber may not use the Service to provide any kind of telecommunications services that require a license from ictQATAR. Failure to comply with this provision may result in immediate cessation of service without notice.

****END OF TARIFF****

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		1 February 2013	New tariff