

**General Tariff Information**

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B30-02
<b>Marketing Name of the Offer</b>	Business Fiber Broadband Backup Service
<b>Tariff Type</b>	Standard Tariff
<b>Duration</b>	N/A
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	27 September 2020
<b>Tariff Version Number</b>	001



**1. Definitions**

- 1.1.** Ooredoo means Ooredoo Q.P.S.C.
- 1.2.** Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
- 1.3.** User means the natural person who actually uses the service.
- 1.4.** WAN means wide area network
- 1.5.** SDWAN means Software Defined Wide Area Network



## **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 services to business customers.
- 2.3.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and the Master Service Agreement for Business Services where referenced, which can be found at [www.ooredoo.qa](http://www.ooredoo.qa)

**3. Service Description:**

**3.1.** This tariff is for permanent standard service.

**3.2.** The tariff for Business Fiber Broadband Backup service is to be used in a case of outage of customer's primary business fiber service.

**3.3.** To use the service customer will need a 4G capable router to manage their WAN connections (both Fiber broadband and 4G SIM). Customer can purchase the router hardware from Ooredoo or other retailers on the market separately. The router should have minimum specifications as below

- o Should have inbuilt 4G SIM slot with built in CAT6 LTE/3G cellular modem.
- o Router to have the capability to configure 4G connection as redundant link.

#### 4. Service Feature:

**Description:** 4G backup service can be used by a customer subscribing to Ooredoo's fiber broadband service when the fiber connection is unavailable.

To use the service customer can purchase Ooredoo's managed router with SDWAN capability or they can use their own 4G capable CPE with SDWAN or Multi WAN failover capability. If customers use their own 4G capable CPE, then

- 4G WAN connection will need to be managed by the same CPE that will terminate the primary fiber broadband WAN connection.
- SDWAN CPE should only be configured as failover and not as Active-Active connections.
- SIM card will be bonded to IMEI number of the 4G capable CPE.

**Charges:** Customer can subscribe to this service by paying additional monthly fee of QAR50 for each broadband connection.

- There will be volume limit of 7GB volume per SIM card per month. If the fiber outage persists, customers can raise trouble ticket to extend the Mobile data allowance up to 20GB per SIM card per month.
- In case, Ooredoo finds out that there is misuse of service, Ooredoo will have the right to terminate the service.



## **5. Services Provider obligations**

### **5.1. Service Availability and limits:**

- 5.1.1.** 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.
- 5.1.2.** Ooredoo will not be liable for any service limitations due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.



**6. Subscriber obligations**

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

**\*\*\*END OF TARIFF\*\*\***



Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001	15 <sup>th</sup> of September 2020	27 <sup>th</sup> of September 2020	New Tariff