

**General Tariff Information**

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	C00-01
<b>Marketing Name of the Offer</b>	Zero Rated services
<b>Tariff Type</b>	Standard Tariff
<b>Duration</b>	N/A
<b>Customer Group</b>	Consumer / Business
<b>Tariff Effective Date</b>	1 February 2022
<b>Tariff Version Number</b>	004

## **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.

## **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 consumer and business customers.
- 2.3 These terms and conditions are in addition to the terms and conditions specified in other tariffs and the General Terms and Conditions for Consumer 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 Zero Rated services applies when customers access the applications and websites listed in section 4 below. In this case the data consumption is either zero rated or charged / deducted from data allowances as per tariff subscribed by the customers.

## **4 Service Feature:**

### **4.1 Unlimited Zero Rated services**

They include:

- Ooredoo TV App;
- Ehteraz App.

Customers do not incur any data charges while accessing the above listed applications. This data consumption will not be deducted from the allowance of the data packs subscribed by the customers and will not attract any out of bundle data charges.

### **4.2 Limited Zero Rated services**

- They include: Ooredoo website.

For data usage of up to 50MB per day, customers do not incur any data charges while accessing the above listed applications and websites. However, once the customer consumed more than 50MB per day for Ooredoo App and/or Ooredoo website, standard rated charges will be applied as per tariff subscribed by the customers.

## WhatsApp Data Feature

Terms and Conditions are fully disclosed in the Tariff Documents C10-01 and B03-01 available at <https://www.ooredoo.qa/portal/OoredooQatar/Regulatory>

## 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, license 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 Number	Version	Approval Data	Effective Date	Tariff Modifications
001		10 August 2020	10 August 2020	New Tariff
002		23 September 2021	23 September 2021	Charges update (4.2)
003		6 November 2021	6 November 2021	Review of section 4
004		14 March 2022	1 February 2022	WhatsApp Data Feature (4.2)