

**General Tariff Information**

|                              |                                                                                                                    |
|------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Service Provider</b>      | <i>Ooredoo Q.S.C (formerly (Qtel) Q.S.C.)</i>                                                                      |
| <b>License</b>               | Public Fixed Telecommunications Network and Services and<br>Public Mobile Telecommunications Networks and services |
| <b>Tariff Number</b>         | C04-01                                                                                                             |
| <b>Service Name</b>          | <i>Calling Card for International calling (Dawli Card)</i>                                                         |
| <b>Tariff Type</b>           | <i>Consumer</i>                                                                                                    |
| <b>Tariff Effective Date</b> | <i>11<sup>th</sup> October 2016</i>                                                                                |

**1. Definitions**

- 1.1. Call Charges** – the charges for the local and international calls per unit of time at the rate set out in the applicable tariff and payable monthly at the end of the billing cycle for charges incurred.
- 1.2. International Calling Card** - A prepaid card that may be used to make voice calls to international destinations from any Ooredoo telephone in Qatar, including payphones, fixed-line and mobile telephones.

## **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 ictQATAR 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 ictQATAR 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 rates and charges applicable to the provision of consumer international calling card.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions for the Provision of Consumer Telecommunications Services where referenced.

## **3. Service Description**

- 3.1.** Service Description: International Calling Card is a prepaid card that may be used to make voice calls to international destinations from any Ooredoo telephone in Qatar, including payphones and fixed and mobile telephones.

#### 4. Features

##### 4.1. International Calling card is provided in the following variants:

###### 4.1.1. Basic International Calling Card:

4.1.1.1. Available to call all destinations

4.1.1.2. Calling Card denominations of QAR 10, QAR 30, and QAR50.

###### 4.1.2. Asia International Calling Card:

4.1.2.1. Available to call all destinations with preferential rates to Asia destinations

4.1.2.2. Calling Card denominations of QAR 25 and QAR 75.

###### 4.1.3. MENA International Calling Card:

4.1.3.1. Available to call all destinations with preferential rates to Middle East and North Africa (MENA) destinations

4.1.3.2. Calling Card denominations of QAR 25, and QAR 75.

##### 4.2. Calls are charged at one minute intervals.

##### 4.3. Peak rate applies from 7am to 7pm on all weekdays (Saturday to Thursday), and off-peak rate applies from 7 pm to 7am on all week days and all day on Fridays.

##### 4.4. Countries included for each t International Calling variants are illustrated in the table below:

| International Calling Card Variant | ZONE                           | INCLUDES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Calling Card                 | Zone 1: GCC                    | Bahrain, Kuwait, Oman, Saudi Arabia, UAE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                    | Zone 2: MENA                   | Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                    | Zone 3: Africa & Rest of World | Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe                                                                                                           |
|                                    | Zone 2: Americas               | Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti ( French Polynesia ), Trinidad & Tobago, Turks & Caicos Island, Uruguay, USA, Venezuela, Virgin Islands ( British ), Virgin Islands ( Us ) |
|                                    | Zone 3: Asia                   | Afghanistan, Bangladesh, Bhutan, Burma ( Myanmar ), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hong Kong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam                                                                                                                                                                                                                                                                                                                                                         |

| International Calling Card Variant | ZONE            | INCLUDES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | Zone 2: Europe  | Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (Azores / Madeira), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan. |
|                                    | Zone 2: Oceania | Antarctica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti ( French Polynesia ), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futuna                                                                                                                                                   |
| Asia Calling Card                  | Zone 1          | Bangladesh, India, Mongolia, Pakistan, Sri Lanka, Brunei, Hong Kong, Indonesia, Japan, Cambodia, South Korea, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand                                                                                                                                                                                                                                                                                                                                                                                                                   |
|                                    | Zone 2          | Nepal, Bhutan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| MENA Calling Card                  | Zone 1          | Egypt, Sudan, Syria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                    | Zone 2          | Iraq, Iran, Jordan, Lebanon, Libya, Mauritania, Palestine, Yemen                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                    | Zone 3          | Algeria, Morocco, Somalia, Tunisia.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

#### 4.5. Dawli Scratch Card:

**4.5.1. Description:** This service feature allows users to call do international calls over their Mobile Devices.

##### 4.5.2. Conditions:

**4.5.2.1.** Customer requires to activate via SMS to 127 by entering the scratch card number or scanning the QR Code.

**4.5.2.2.** Customer can load multiple scratch card at one point in time.

**4.5.2.3.** The allowance will be valid for 30 days from the card activation date.

**4.5.2.4.** Only Hala and Shahry customer can use this scratch card.

##### 4.5.3. Charging:

| Price (QAR) | International Minutes | Validity (days) | Destination                                                                                                                                                                                                                                       |
|-------------|-----------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20          | 38                    | 30              | Bangladesh (+880), Egypt (+20), India (+91), Jordan (+962), Indonesia (+62), Nepal (+977), Pakistan (+92), Philippines (+63), Sri Lanka (+94), Syria (+963), Thailand (+66), Turkey (+90), Bahrain (+973), U.A.E (+971), and Saudi Arabia (+966). |

## 5. Charge rates

**5.1.** International calls using the International Calling Card from Payphone, Mobiles and fixed lines are charged at the rates listed in the table below. No local airtime charge is applicable in respect of calls originated from Ooredoo mobile phones.

### 5.1.1. Calling rates for Basic International Calling Card variant

| Zone 1: GCC Countries<br>(QAR/min.) |          | Zone 2: Other Arab Countries + Europe + Americas + Oceania<br>(QAR/min.) |          | Zone 3: Africa & Rest of the world + Asia<br>(QAR/min.) |          | Other destinations<br>(Surcharges apply as stated in section 5.2)<br>(QAR/min.) |          |
|-------------------------------------|----------|--------------------------------------------------------------------------|----------|---------------------------------------------------------|----------|---------------------------------------------------------------------------------|----------|
| Peak                                | Off-Peak | Peak                                                                     | Off-Peak | Peak                                                    | Off-Peak | Peak                                                                            | Off-Peak |
| 1.00                                | 0.50     | 1.50                                                                     | 1.00     | 1.75                                                    | 1.25     | 2.00                                                                            | 2.00     |

### 5.1.2. Calling rates for MENA International Calling Card variant

| MENA: Zone 1<br>(QAR/min.) |          | MENA: Zone 2<br>(QAR/min.) |          | MENA: Zone 3<br>(QAR/min.) |          | Other destinations<br>(Surcharges apply as stated in section 5.2)<br>(QAR/min.) |          |
|----------------------------|----------|----------------------------|----------|----------------------------|----------|---------------------------------------------------------------------------------|----------|
| Peak                       | Off-Peak | Peak                       | Off-Peak | Peak                       | Off-Peak | Peak                                                                            | Off-Peak |
| 0.49                       | 0.49     | 0.69                       | 0.69     | 0.99                       | 0.99     | 2.00                                                                            | 2.00     |

### 5.1.3. Calling rates for Asia International Calling Card variant

| Asia: Zone 1<br>(QAR/min.) |          | Asia: Zone 2<br>(QAR/min.) |          | Other destinations<br>(Surcharges apply as stated in section 5.2)<br>(QAR/min.) |          |
|----------------------------|----------|----------------------------|----------|---------------------------------------------------------------------------------|----------|
| Peak                       | Off-Peak | Peak                       | Off-Peak | Peak                                                                            | Off-Peak |
| 0.49                       | 0.49     | 0.49                       | 0.49     | 2.00                                                                            | 2.00     |

**5.2.** Surcharges, in addition to charge rates listed in section 5.1, will apply to specific calling destinations in all calling card variants. Surcharges, where applicable, to these destinations are shown in the table below:

| Exception Destinations      | Peak Rate<br>(QAR/min.) | Off-Peak Rate<br>(QAR/min.) |
|-----------------------------|-------------------------|-----------------------------|
| Wallis & Futuna             | 1.50                    | 1.50                        |
| Norfolk Island              | 1.50                    | 1.50                        |
| Nauru                       | 1.50                    | 1.50                        |
| Australian Ext. Territories | 1.50                    | 1.50                        |

| Exception Destinations | Peak Rate<br>(QAR/min.) | Off-Peak Rate<br>(QAR/min.) |
|------------------------|-------------------------|-----------------------------|
| Cuba                   | 1.50                    | 1.50                        |
| Sao Tome Principe      | 1.50                    | 1.50                        |
| St. Helena             | 1.50                    | 1.50                        |
| Diego Garcia           | 1.50                    | 1.50                        |
| Somalia                | 0.50                    | 0.50                        |
| Greenland              | 0.50                    | 0.50                        |
| Liechtenstein          | 0.50                    | 0.50                        |
| Bulgaria               | 0.50                    | 0.50                        |
| Iridium Local          | 16.00                   | 16.00                       |
| Skyphone               | 36.00                   | 36.00                       |
| Thuraya                | 6.00                    | 6.00                        |
|                        |                         |                             |

## 6. Service Provider obligations

**6.1.** Validity: The International Calling Card in any variant is valid for 1 year from date of first usage.

## 7. Customer obligations

**7.1.** The customer is obliged to safeguard their international calling card at anytime as cards lost or stolen cannot be replaced.

**END OF TARIFF**

### Tariff Version Control

| Tariff Version Number | Effective Date | Tariff Modifications                                                            |
|-----------------------|----------------|---------------------------------------------------------------------------------|
| 001                   | 1 October 2014 | First version                                                                   |
| 002                   | 26 May 2016    | Permanent Tariff Change, number of inclusive IDD minutes changed from 45 to 38. |
| 003                   | 29 May 2016    | 2GB Bonus data added.                                                           |
| 004                   | 1 October 2016 | 2GB Bonus data removal                                                          |