

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.S.C (formerly Qtel Q.S.C.)
<b>License</b>	Public Fixed Telecommunications Network and Services
<b>Tariff Number</b>	C05-02
<b>Service Name</b>	<i>Fibre Broadband Services</i>
<b>Tariff Type</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	14 July 2016

## **1. Definitions**

- 1.1.** Additional Service Point is an extension of the physical reach of the Service within the customer's premises. This typically 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.** CPE means Customer Premises Equipment. This includes the Wi-Fi router and the Set Top Box (if applicable).
- 1.5.** Domain-Name means an Internet address, i.e. "Ooredoo.com.qa".
- 1.6.** Email Account means the required user to access to 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.** Monthly Rental Fee means the monthly subscription fee identified in the applicable tariff and payable every month in advance
- 1.11.** Optical Network Terminal (ONT) means a media converter necessary to provide the fibre broadband service, which is installed on the customer premises.
- 1.12.** Ooredoo means Qatar Telecom (Ooredoo)
- 1.13.** Router means an intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
- 1.14.** Service is the Fibre Broadband Service. This includes Landline Services, Broadband Services and can include IPTV.
- 1.15.** Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.16.** User means the natural person who actually uses the Service.
- 1.17.** Web Hosting means a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
- 1.18.** Wi-Fi means Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

## **2. Tariff Terms and Conditions**

- 2.1.** This tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff contains charges and conditions applicable to the provision of Consumer 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, 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.
- 2.4.** 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 (subject to CRA approval) as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the General Terms & Conditions where referenced.

### **3. Service Description**

- 3.1.** The Fibre Broadband Service offers fast access to the Internet for surfing the Web, downloading and uploading data, landline services and optional IPTV. The service is delivered to the subscriber via a fibre access network. External factors outside Ooredoo's control may impact speed or access to certain sites / destinations. Wi-Fi speeds are not guaranteed and will vary depending on customer premise environment and client device capabilities.
- 3.2.** Subscribers may select an Internet and Landline package (Double play) or an Internet, Landline and basic IP television subscription (Triple play).
- 3.3.** Commencement of Service: The subscriber will be provided with the service installation required 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 additional features of the broadband service are set out below:

**Table 1**

Domain Name	Free with the following address (subject to availability)
Web Hosting	Up to 250MB
Email Box	Up to 3 email addresses with 3GB mailbox space per email account or box

#### 4.2. Fibre broadband service

**Table 2**

Pack	Connection fee – one-time charge at inception (QAR)	Double Play Unlimited Internet (1) and Landline Package	Triple Play Unlimited Internet (1), Landline and IP Television Package	
		Monthly recurring charge rate (QR)	Set Top Box (QR)	Monthly recurring charge rate (QR)
10 Mbps	Free of charge	233*	Free of charge	250
25 Mbps	Free of charge	333*	Free of charge	350
100 Mbps	Free of charge	500	Free of charge	550*
300 Mbps	Free of charge	650	Free of charge	700*
1 Gbps	Free of charge	1,900	Free of charge	1,900

\*: As of 14<sup>th</sup> of July the following price changes will take place. The prices will be increased from 233 to 250 and from 333 to 350. The prices will be decreased from 550 to 500 and from 700 to 650.

- 4.2.1. Voice only customers are charged a recurring monthly fee of QAR 33 and may upgrade to a Double or Triple Play service at any time and pay the new respective monthly fee.
- 4.2.2. Fair Usage Policy: The Service is provided to the subscriber as 'unlimited' fibre broadband access subject to a 'Fair Usage Policy' found at [www.Ooredoo.com.qa](http://www.Ooredoo.com.qa)
- 4.2.3. Shift of Service: Shift of the fibre broadband service from one property address to another is charged at QAR 399 to the same account holder subject to technical feasibility.
- 4.2.4. Additional Access Points may be purchased at a once off charge of QAR 800 (HomeZone). The charge includes installation, necessary cabling and an Access Point (CPE).
- 4.2.5. TV for additional rooms (Multi-Room) is QAR 480 per additional Set-Top Box plus QAR 150 for connection and set-up as one-off fees at inception of service. Ooredoo will cover

the cost of the first ten metres of wiring as part of the install for each Set-Top Box and any further wiring will be at the customer's expense.

- 4.2.6. The following table is the price list for monthly recurring fees for the first room as per the mix of customer speed (in Mbps) and TV package (Silver, Gold or Platinum).
- 4.2.7. Secondary room pricing is QAR 100 monthly recurring plus 50% of the Extra / Premium Package(s) received on the primary room. Note packages subscribed to on the Primary room are automatically made available on each secondary room and charged.
- 4.2.8. If the customer is subscribed to double play packs, the upload and download speed ratio is 1:2. If the customer is subscribed to Triple play packs, the upload and download speed ratio is 1:4. Example: Customer subscribed to 100mb double play pack will get download speed up to 100Mbps and upload speed up to 50Mbps; customer subscribed to 100 Mbps Triple play pack will get download speed up to 100Mbps and upload speed up to 25Mbps.

#### 4.3. Home Broadband Speed Boost:

- 4.3.1. **Description:** Consumer fiber customers will have the option to upgrade their current fiber broadband plan to the any higher speed for the same price as their current speed for two months
- 4.3.2. **Charing:** After the customer has been on the higher plan for two months, he will have the option to downgrade to his original plan (e.g. the customer may request to move back from the 25Mbps to 10Mbps plan) at the same price he was paying previously or stay on their upgraded plan at the price set for that higher plan (e.g. customer that was upgraded to 25Mbps will pay the price of 25Mbps as reflected on **Table 2 and Table 3** if applicable.
- 4.3.3. **Condition:** The offer can be applicable for the same customer only once in 12 months' time period.

#### 4.4. Landline Service

4.4.1. Description: Landline allows a User to call and receive calls from local and international fixed and mobile telephone numbers from their landline handset

4.4.2. Landline modification charges

**Table 3**

Service	Connection and Set-up Fees (QR)	Monthly Fees (QR)	Service Shifting Fee
Number Change	50	No charge	n/a
Landline Service reconnection	50	No charge	n/a
Landline Temporary Suspension	No charge	No charge	n/a

#### 4.4.3. Landline national calling

4.4.3.1. The billing interval for national calls is 60 seconds.

4.4.3.2. The national calling charges are in the table below:

**Table 4**

Calling Rates	Peak Rates (QR) daily 6am-11pm	Off Peak Rates (QR) daily 11pm-6am
Calls to Ooredoo and other fixed operator Landline	Free of charge (included in monthly recurring charge set out in paragraph 4.2)	Free of charge (included in monthly recurring charge set out in paragraph 4.2)
Calls to Ooredoo Mobile	0.45	0.30
Calls to other mobile operator	0.45	0.30

4.4.3.3. Landline other national numbers and calling charges

**Table 5**

Service	Dialling Pattern	Charge (QAR)/minute
Freefone	800 xxxx	No charge
Landline Audiotext	9001xxx, 9002xxx	0-100
Directory Inquiry	180	No charge
International Call Barring	150	No charge
Call Centre	111	No charge
Telegram	130	No charge
'Telegram by Phone'	131	No charge
Speaking Clock - Arabic	141	No charge
Speaking Clock - English	140	No charge
Emergency Services	999	No charge
Kahramaa Emergency Services	991	No charge
Environment Emergency Services	998	No charge

#### 4.4.4. Landline international calling:

- 4.4.4.1. Description: Landline international calling allows calls to be placed from Qatar to any international destination chosen by the subscriber.
- 4.4.4.2. The billing interval for international calls is 60 seconds.
- 4.4.4.3. Countries included within each charging zone are illustrated in the table below:

**Table 6**

Zone	Country/platform destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
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
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 )
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
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, Yugoslavia
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 & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

**4.4.4.4. Charging for standard destinations:** The following all-inclusive charges for voice and video calls apply to standard international destinations:

**Table 7**

Zone	Calls (voice/video) Peak Rate (QR/min.) daily 6am-11pm	Calls (voice/video) Off-Peak Rate (QR/min.) daily 11pm-6am
GCC	1.64	1.08
M.E.N.A.	2.08	1.64
Americas	2.08	1.64
Europe	2.08	1.64
Oceania	2.08	1.64
Asia	2.64	1.92
Africa & Rest of World	2.64	1.92
Special & Satellite	30.00	30.00

**4.4.4.5. Charging for specific international destinations**

The following all-inclusive rates apply to specific calling destinations:

**Table 8**

Exception for specific destinations	Calls (voice/video) Peak Rate (QR/min.) daily 7am-7pm	Calls (voice/video) Off-Peak Rate (QR/min.) daily 7pm-7am
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	3.76	2.96
Greenland	2.48	1.92
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

**4.4.5. Landline Value Added Services:**

- 4.4.5.1.** Number change announcement: The service allows the Customer to benefit from a temporary recorded message announcing a permanent change in their telephone number.
- 4.4.5.2.** Call line identification (CLI): The service allows the called Customer to view a calling party's directory number.
- 4.4.5.3.** Call Waiting: The service allows a user to be notified of another incoming call while a call is already in progress, and gives the user the ability to answer the second call while the first call remains on 'hold'.

- 4.4.5.4.** Conference calling: The service allows a telephone call to be established in such a way that three or more stations can communicate directly with all the other stations.
- 4.4.5.5.** Call forwarding: The service allows the customer to forward incoming calls to another phone number.
- 4.4.5.6.** International call barring: International Call Barring is a facility that prevents a landline from originating international calls
- 4.4.5.7.** AudioText: is an Interactive Voice Response (IVR) which provides information in the form of recorded messages over telephone lines in response to caller input.
- 4.4.5.8.** Hunting Facility: The service allows multiple telephone lines to single residential premises to act collectively as a 'hunting group'. If an individual hunting group line is engaged, the caller will be forwarded to the next available 'hunting group' line.
- 4.4.5.9.** Ex-Directory: The service allows the subscriber to withhold their phone number from all directory services.
- 4.4.5.10.** Outgoing call barred (OCB): Outgoing Calls Barred is a facility that prevents all outgoing calls and only allows the subscriber to receive calls.
- 4.4.5.11.** Incoming call barred (ICB): Incoming Calls Barred prevents a subscriber from receiving incoming calls and only facilitates outgoing calls.
- 4.4.5.12.** Itemized Billing for International, Mobile and Value Added Services: A monthly billing statement will itemize charges for calls made to mobile numbers, value added services, and/or to international calls. The subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.
- 4.4.5.13.** Charging: Subscribers will be charged at the rates as set below:

**Table 9**

Service	Connection and Set-up Fees (QR)	Monthly Fees (QR)	Service Shifting Fee
Call Forwarding**	Free	8	n/a
Call Line Identification (CLI) Service	Free	15	n/a
Call Waiting Service*	Free	8	n/a
Conference Calling Service*	Free	8	n/a
Subscriber controlled International Call Barring*	Free	8	n/a
Call forward	Free	15	
International call barring	Free	15	
Incoming call barred (ICB)	50	No charge	n/a
Outgoing call barred (OCB)	50	No charge	n/a
Number Change Announcement	No charge	First month free of charge and QR25 per month thereafter	n/a
Calling Line Hot Line Service	No charge	30	n/a

\* Star Services: Subscribers selecting Call Barring, Call Waiting and Conference Calling as a combined package receive a discounted monthly rental of QAR17 instead of the collective separate charges of QAR24 for monthly rental.

#### 4.4.6. Easy-to-Remember Numbers

**4.4.6.1.** Description: Easy to Remember (ETR) numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

**4.4.6.2.** Examples: The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of number of permutations available, an exhaustive list is not shown.

**Table 10**

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	AXXXXXXX	XXXXXXAX	XXXXXXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXXYYXXY	XXXYYXXX
Platinum Plus	XYYYYYXX	XYXXXYYY	XYXXXXXY	XXXXYYYY	XXYYYYXX	YYYYXXXX
Platinum	XXXXYXXY	XXXXYXYX	XXXXXYYY	XXXXYXYX	XXXYYYY	XXXYYXXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXXYYZZ	XXXXYYA	XXXYYYA	XXXXXAYY
Gold	AXXXXBXX	AXXXXYXY	AXXXXYYX	AXYYYYX	XXXXABC	XXXXXABX
Silver Plus	ABXXYYY	XYYYYYXA	XYZZZXY	ABXXYYY	XXXABYYY	XXXYYAX
Silver	ABXXXY	ABYYYYX	AXBCXXX	AXBYYYY	AXXBYYY	AXXXBYY
Bronze	ABXXCD	ABXXXY	ABXXYYX	ABXXYYX	ABYXXXY	ABYXXYY
Pearl	AXBCXXX	AXYBYYY	AXYXZZZ	AXYXZZZ	XXYZZZZ	XXYZZZY
Mercury	XABXYYY	XAXYYZZZ	XAYXZZZ	XXABCYYY	XXABXYYY	XXYABYYY
Cooper	XAYXZZZ	XYXXAYY	XXYXXYYA	XXYXXYZZ	XXYXXZZZ	XYXZXYZ
8 digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

**4.4.6.3.** Regulation: Easy to Remember numbers remain under the administrative jurisdiction of CRA, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Ooredoo guarantee the right to use any ETR number for more than one year following the date of assignment.

**4.4.6.4.** Charging: Easy to remember numbers are subject to a one-time charge as follows:

**Table 11**

Number Classification	Applicable one-time charge (QAR)
Royal	1,000,000
Diamond plus (with "0"s)	500,000
Diamond plus	300,000
Diamond (with "0"s)	200,000
Diamond	150,000
Platinum Plus (with "0"s)	50,000
Platinum Plus	40,000
Platinum (with "0"s)	35,000

Platinum	25,000
Gold Plus (with "0"s)	20,000
Gold Plus	15,000
Gold (with "0"s)	13,000
Gold	10,000
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500
Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Cooper (with "0"s)	500
Cooper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

## **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 do the following:
  - 5.1.1.** Verify that the subscriber's landline is in an area where they can receive broadband services.
  - 5.1.2.** Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.
- 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.** Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

## 6. Subscriber obligations:

- 6.1. **Minimum service period:** The minimum service period for the fibre broadband service is three (3) months commencing from the date of activation of service. Subscribers terminating before the end of the minimum service period, will be liable to pay any outstanding monthly recurring charges for the full minimum service period.
- 6.2. 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.
- 6.3. **Equipment:** With the exception of the CPE equipment provided by Ooredoo, the subscriber may also acquire the 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. Ooredoo's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment).
- 6.4. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 6.5. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
- 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.

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

### Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	22 January 2012	New tariff
002	1 April 2012	Introduction of installation fee and cost for secondary Set-top box
003	7 October 2014	Speed Upgrade for 1Mbps and 10Mbps subscribers
004	3 September 2015	Home Broadband Speed Boost
005	29 May 2016	New 1G speed, plus updates for Speed increase and Ooredoo TV.
006	14 July 2016	Price packs prices changes