

General Tariff Information

Service Provider Name	<i>Qatar Telecom (QTel) Q.S.C.</i>
License	Public Fixed Telecommunications Network and Services
Tariff Number	C05-01
Service Name	<i>Broadband Services</i>
Tariff Type	<i>Consumer</i>
Tariff Effective Date	<i>1 April 2010</i>
Tariff Version Number	<i>C05-01-001</i>

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
<i>001</i>	<i>Pending</i>	<i>01/04/2010</i>	<i>New revamped tariff submission and revision of installation fees waived</i>

1. Definitions

- 1.1. ADSL – Asymmetric Digital Subscriber Line. A data communications technology that enables fast data transmission over copper telephone lines.
- 1.2. Bit – the lowest unit of data usage.
- 1.3. Broadband –High-speed Internet access through fixed and wireless networks.
- 1.4. Byte – 8 bits.
- 1.5. Connection Charges – the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.6. CPE – Customer premises equipment. Typically refers to a broadband modem or Wi-Fi router.
- 1.7. Domain-Name – is an Internet address, i.e. “qtel.com.qa”
- 1.8. Email Account – The username and password details required in order to access an Email Box.
- 1.9. Email Address Domain-based address by which a user is referred to. I.e. “user@domain.name”
- 1.10. Email Box – Is an allocated space on Qtel servers associated with an email account where the user can send and receive emails
- 1.11. GB – Giga Bytes. 1 GB is 1024 MB.
- 1.12. MB – Mega Bytes. 1 MB is 1024 KB.
- 1.13. Mbps – Mega Bits per second.
- 1.14. Monthly Rental Fee - the monthly subscription fee identified in the applicable tariff and payable every months in advance
- 1.15. Qtel: Qatar Telecom (QTel) Q.S.C
- 1.16. Router – An intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
- 1.17. Service – Internet (including Broadband and WiFi), offerings, any combination thereof and/or any of these Internet offerings individually.
- 1.18. Web Hosting: is a Web site that is hosted and operating in Qtel computer servers connected to the Internet.
- 1.19. WiFi – Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

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, Qtel 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, Qtel may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Qtel as of the date Qtel publishes such promotions or readjustments.
- 2.4. This tariff contains rates and charges applicable to the provision of consumer broadband services.
- 2.5. These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for Consumer Services where referenced.

3. Service Description

- 3.1. Broadband is fast access to the Internet for surfing the Web, downloading and uploading data - such as movies, music, videos, pictures and other files. Fixed broadband service may be delivered to the subscriber via a variety of technologies including ADSL.
- 3.2. Each broadband service variant includes provision of a Wi-Fi Router which enables the subscriber to connect a number of consumer electronic devices to the broadband service simultaneously.
- 3.3. Commencement of Service: The subscriber will be provided with the necessary CPE and 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**4.1. Included Services:**

	1Mbps	2Mbps	4 Mbps	8Mbps	16Mbps
Domain Name	Free with the following address: www.[Domain Name].qa				
Web Hosting	15 MB	25 MB	50 MB	100 MB	250 MB
Email box	3 email addresses with 250 MB mailbox space per email account or box	3 email addresses with 500 MB mailbox space per email account or box	3 email addresses with 1GB mailbox space per email account or box	3 email addresses with 2GB mailbox space per email account or box	3 email addresses with 3GB mailbox space per email account or box

5. Charge rates**5.1. Service rates**

Broadband service	Connection fee – one-time charge at inception (QAR)	Monthly recurring charge rate (QAR)
1 Mbps	199	200
2 Mbps	199	300
4 Mbps	199	400
8 Mbps	199	600
16 Mbps	199	800

5.1.1. Customers subscribing with a one year service commitment will receive the appropriate CPE free of charge. The value of the CPE provided at installation and for which charges are waived with a one year service commitment is QAR210.

5.2. Service modifications rates:

5.2.1. Upgrade speed: no charge

5.2.2. Reduce speed level: A one-time charge of QAR 50 whereupon the reduced monthly recurring charge rate will apply.

5.3. Shift of service:

Shift of broadband service from one property address to another is charged at QAR 100 to the same account holder. This does not include shift of the related consumer landline service (see Consumer Landline Tariff Document C01-01).

5.4. Additional features and services:

Service	Set-up fee (one-time charge at inception) (QAR)	Monthly recurring charge rate (QAR)
Additional Web Hosting space (per 2MB)	50	15
Additional email box	50	10
Additional email box storage	No charge	2 per MB (in minimum 5MB increments)
Additional email address	30	30
Domain name	50	20

6. Service Provider obligations

6.1. Broadband 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 Qtel can provide this service, Qtel will need to do the following:

6.1.1. Verify that the subscriber's landline is in an area where they can receive broadband services;

6.1.2. Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.

6.2. Qtel is responsible for servicing and providing technical maintenance of the service. Qtel will not provide any maintenance of the subscriber's equipment, including the modem or any additional equipment necessary to connect the service. Qtel is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.

6.3. Qtel may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

7. Customer obligations

- 7.1. Minimum service period: The minimum service period for the broadband service is three (3) months commencing from the date of activation of service.
- 7.2. The subscriber must subscribe to receive Qtel consumer landline service in order to be able to subscribe for fixed broadband service.
- 7.3. Customers may terminate the service before the end of the relevant minimum commitment period but the customer will be liable for any charges waived at inception of the service if cancelling within the minimum commitment period.
- 7.4. Customers 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.
- 7.5. Equipment: In addition to the CPE equipment provided by Qtel, the customer 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 Qtel's networks and facilities is approved by ictQATAR and is compliant with current requirements for technical standards and specifications. Qtel's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment) refers.
- 7.6. The customer shall comply with any reasonable request by Qtel concerning the configuration of their devices and/or the use of the service.
- 7.7. Qtel may require the customer to submit information reasonably related to the service or their connected data devices.
- 7.8. 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 Qtel's prior written consent.

END OF TARIFF