

**General Tariff Information**

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	C10-01
<b>Marketing Name of the Offer</b>	Postpaid Mobile Services
<b>Tariff Type</b>	Standard Permanent
<b>Duration</b>	N/A
<b>Customer Group</b>	Consumer
<b>Tariff Effective Date</b>	23 March 2022
<b>Tariff Version Number</b>	93

## 1. Definitions

- 1.1 Mobile Device means cellular telephone equipment (including a mobile handset, wireless modem and/or other ancillary equipment) suitable for connection to the mobile telecommunications network.
- 1.2 OLO means Other Licensed Operator.
- 1.3 Post Paid Mobile Service means a post-paid public mobile telecommunications service offered by Ooredoo pursuant to the terms of this tariff.
- 1.4 Ooredoo means OoredooQ.S.C. (formerly (Qtel) Q.S.C)
- 1.5 Roaming means utilizing Ooredoo-enable mobile device to access services on the mobile telecommunications network of an overseas mobile network operator.
- 1.6 Subscriber means the person or entity that enters into an agreement with Ooredoo to acquire the Post Paid Mobile Service.
- 1.7 Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber's identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post Paid Mobile Service.
- 1.8 Tariff means the current tariff document.
- 1.9 User means the natural person who actually uses the Post Paid Mobile Service.

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

- 2.1** This Tariff is for a permanent standard service.
- 2.2** This Tariff contains rates and charges applicable to the provision of the Post Paid Mobile Service.
- 2.3** These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
- 2.4** From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.

### **3. Service Description**

The Post Paid Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options.

#### **3.1 Post-paid mechanism:**

- 3.1.1** Commencement of Post Paid Mobile Service: The Post Paid Mobile Service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Ooredoo's mobile telecommunications network.
- 3.1.2** Service validity: The Post Paid Mobile Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.
- 3.1.3** Service duration: The minimum contractual period for the Post Paid Mobile Service is 3 months.
- 3.1.4** Post-paid timing: The Post Paid Mobile Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to change or cancel their subscription.

#### 4. Service Features

##### 4.1 Standard Postpaid (Shahry Standard)<sup>1</sup>

**4.1.1** Description: Access to mobile telecommunication services, including calling, messaging and data.

**4.1.2** Charging:

**4.1.2.1** Basic Service Rates are set out below

Service	Fees (QAR)
Connection Fee (one-off fee)	50
Shahry Standard Monthly Rental Fee	70
Change of Ownership (except to corporate)	50
Shahry Standard 12 month option (paid in advance)	300
Change of Ownership to corporate	No charge
Option to receive paper bills (per month/per account)	5
SIM Replacement	15 <sup>2</sup>
Migration to Prepaid	50

**Rental** - there are two options:

- a) Monthly Plan - QAR 50 per month. The customer can unsubscribe at any time. After a three (3) month commitment period this is no disconnection fees.
- b) Yearly plan - QR300 for the year. A customers on the 12 month plan will be auto-renewed on their 12 month anniversary. For customers who cancel their Yearly Subscription, the following refund will apply

Customer cancels yearly subscription in month	Customer refund in QR
1	QR250
2	QR200
3	QR150
4	QR100
5	QR50
6	No Refund
7	No Refund
8	No Refund
9	No Refund
10	No Refund
11	No Refund
12	No Refund

<sup>1</sup> These packs are no longer available for sale. Customers who are subscribed to these packs can still enjoy them until they unsubscribe or migrate to a newly available pack.

<sup>2</sup> The SIM replacement will be free of charges if the replacement is from a physical SIM with an eSIM.

Local Calling – Standard Postpaid local calling rates are as follows:

Service	Charge (QAR)/min
Voice calls to a Ooredoo Mobile or to a Ooredoo landline	0.50
Voice calls to OLO Mobile or to a OLO landline	0.50
Video calls to a Ooredoo mobile	0.45
Video calls to OLO mobile	0.45
Voicemail <sup>3</sup> (all Qatar Networks)	0.35
Postpaid Audiotext (9001xxx, 9002xxx)	0 – 100
Three Digit Short Code voice calls	0 - 100

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<sup>3</sup> Voicemail: The charges will consume first from the customer's pack they subscribed to and then will be charged for normal charges rate (out of bundle charges). Retrieving voicemail messages outside Qatar will be charged based on the applicable roaming charges (or from Ooredoo Passport Packs)

## 4.2 Postpaid Smart Packs (Shahry Smart Packs)<sup>4</sup>

**4.2.1** Description: includes a mix of calls, messages and data available at a discounted price when purchased together.

**4.2.2** Conditions:

**4.2.2.1** National call minutes included in the smart pack are for calls to any fixed-line or mobile number in Qatar. Any unused minutes included in the chosen smart pack will roll over to the subsequent billing cycle.

**4.2.2.2** Messages included in the Smart pack are valid for both SMS and MMS messages sent to any mobile subscriber. Any message credits unused at the end of a billing cycle may not be rolled over to a subsequent billing cycle.

**4.2.2.3** Mobile internet usage entitlements are subject to applicable terms and conditions for the standard mobile internet service feature as are noted in Section 4.7.1. Any mobile internet usage credit unused at the end of the billing period may not be rolled over to a subsequent billing cycle.

**4.2.2.4** select up to 1 'FREE' number on the Smart pack 100 and 2 'FREE' numbers on the Smart pack 150. Unlimited 'FREE' numbers on Smart packs 250, 450 and 750 to any fixed-line or mobile numbers in Qatar to which calls or SMS messaging are not charged (**Free Numbers**). The following conditions apply:

- select their Free Numbers upon service inception;
- may change their Free Number selections once per month by notification to Ooredoo, with immediate effect.
- the same Free Number selections apply for both national call minutes and SMS messages
- The Free Numbers entitlement does not apply if the Subscriber is placing calls while roaming outside the State of Qatar, or 'in-flight' at the time of the call.
- Smart packs include an entitlement to receive some amount of incoming call minutes per month while roaming overseas without any applicable incoming roaming call charges. Any unused entitlement may not be rolled over to a subsequent billing cycle.

**4.2.2.5 Fair Usage Policy:** The Unlimited Service plan is offered for reasonable use only. Excessive and continued use of the service beyond that which, in Ooredoo's reasonable discretion, is used for normal consumer Service and which, as a result has the potential to negatively impact the quality of service available to other Ooredoo Subscribers may result in cancellation of the service or Service quality degradation or extra charges at standard rate. The Fair Usage limit for this plan is set at;

- 10,000 Minutes local call minutes,
- 3,000 Local SMS/MMS,
- Mobile Internet Data, 200G.

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<sup>4</sup> These packs are no longer available for sale. Customers who are subscribed to these packs can still enjoy them until they unsubscribe or migrate to a newly available pack.

### 4.2.3 Charging for Postpaid Smart Packs:

#### 4.2.3.1 Smart Packs are charged at the rates set out below:

	Smart Pack 15	Smart Pack 35	Smart Pack55	Smart Pack 100	Smart Pack 150	Smart Pack 250	Smart Pack 450	Smart pack 750	Al Nokhba
Price (QAR)	35	55	75	120	175	285	515	845	825
Local calls / Messages <sup>5</sup>	50	120	200	500	1000	1500	3300	6500	Unlimited <sup>6</sup>
Unlimited Local Calling (To Ooredoo and Vodafone in Qatar – ‘FREE’ numbers)				1	2	Unlimited ‘Free Numbers’	Unlimited ‘Free Numbers’	Unlimited ‘Free Numbers’	Unlimited <sup>7</sup>
Unlimited calls to local landline	NO	NO	NO	NO	YES	YES	YES	YES	YES
Data <sup>8</sup>	100MB	250MB	500MB	1GB	2GB	3GB	25GB	Unlimited <sup>9</sup>	
Data first month <sup>10</sup>	NO	NO	NO	NO	NO	Unlimited <sup>11</sup>			
IRK (QAR 120)	50	120	200	500	1000	1500	3300	6500	6500
Free BlackBerry	NO	NO	NO	NO	NO	YES	YES	YES	YES
International voice calling minutes <sup>12</sup>						100	300	600	600
Receiving Roaming minutes							60	300	Unlimited

5 Included call minutes within the Smart Packs are provided on a 'one month carry-over' basis.

6 Subscribers to International Key in Al Nokhba pack gives you 6500 units to use for international minutes and SMS.

7 Fair Usage Policy (ref. 4.2.2.5)

8 'Carry-over' also applies to SMS, MMS and data included in the Smart packs.

9 Fair Usage Policy, for data: After consuming 200GB of data you will be charged for PAYG standard rate.

10 See above.

11 Fair Usage Policy, for data: After consuming 200GB of data you will be charged for PAYG standard rate.

12 Note 4: International minutes to 121 countries, (eligible countries be found on [www.ooredoo.qa](http://www.ooredoo.qa))



- 4.2.3.2 If a Smart pack Subscriber exceeds the allowances under their specific pack, charges for all such excess usage will be at the standard rates specified in this Tariff.

#### 4.2.4 Add-in Packs Available to Purchase - Postpaid Smart Packs

- 4.2.4.1 **International and Roaming Key** - Subscribers can pay QAR120 per month extra on their Smart Pack monthly rental to be eligible. This will allow customers to use the included local minutes and local messages for the following call types:

- International Calls
- Receive incoming roaming calls while roaming
- Sending international messages (SMS/MMS)
- Sending roaming messages whilst roaming (SMS/MMS)

This 'International and Roaming Key' will be an opt-in service and subscribers will need to text 'IR Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'IR Key STOP' to the short code 144.

Ooredoo customers can use their packs allowance to call or SMS numbers in Tunisia on the Ooredoo network only. All calls and SMS to other service providers' numbers in Tunisia will be charged at QR 1.66/min and QR -.6/SMS respectively.

- 4.2.4.2 **BlackBerry Key** - Subscribers can pay QAR20 per month to be eligible. This will apply to all customers on the Smart Packs 15, 35, 55, 100 and 150 packs. The QAR20 fee is waived on Smart pack plans 250 to 750. This key gives access to the BlackBerry service and allows the Blackberry data usage to be deducted from the customer's respective plan.

This 'Blackberry Key' will be an opt-in service and subscribers will need to text 'BB Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'BB Key STOP' to the short code 144.

- 4.2.4.3 **Landline Key** - Subscribers can pay QAR50 per month to be eligible. The Smart Pack 150 and above will have this feature free of charge. This key will allow the subscriber to make unlimited local calls to all landlines in Qatar.

- 4.2.4.4 **Saver Key** - Subscribers can pay QAR10 per month to be eligible. This key will allow the customer to get a discounted rate to call the destinations below:

Country	Rate / Minute
India	QAR 0.15
Bangladesh	QAR 0.25
Nepal (Nepal Telecom)	QAR 0.25
Indonesia	QAR 0.30
Egypt	QAR 0.45

Country	Rate / Minute
Philippines, KSA, UAE, Bahrain, Pakistan, Nepal (Ncell), Sudan, Turkey, Thailand and Sri Lanka	QAR 0.55

This 'Saver Key' will be an opt-in service and subscribers will need to text "SSK" to the short code 114 to enable the service. Likewise customers can opt-out by texting 'STOP SSK' to the short code 114.

**4.2.4.5 QAR 35 International Packs:** customer may subscribe to the following packs at a price of QAR 35 for one destination with a bundled minutes and has a validity of one month:

Calling destination	International Minutes	Pack Code
Bangladesh – all networks	700	BGD35
Egypt – all networks	220	EGY35
India – all networks	800	IND35
Nepal – Nepal Telecom number	475	NTC35
Pakistan – all networks	475	PAK35
Philippines – all networks	160	PHL35
Sri Lanka – all networks	160	LKA35

- The international minutes for all listed destination cannot be carried over to next month.
- Shahry International Pack is available for customers who are subscribed to any Qatarna Pack and Shahry Smart Pack 55 and above.
- Once subscriber deactivates the Shahry International Pack they can only reactivate the same international Pack after the validity of the deactivated pack is over.
- Shahry Exclusive or Shahry Super customers are not eligible for this offer.
- Shahry International Pack will be valid for one month and will auto renew after one month.
- Shahry International Pack subscribers will not be able to activate multiple packs for the same destination but can activate multiple packs for different destination.
- The International Pack minutes will be consumed before International Key allowance and the Shahry Smart Pack allowance available for Shahry Smart Pack 250, 450 and 750.

**4.2.5 Add-in Packs Not Available to Purchase - Postpaid Smart Packs<sup>13</sup>****4.2.5.1 Shahry Super Pack:** For a retail price of QAR 175 per month a subscriber get the following:

- Local voice calls from which is unlimited.
- Mobile Data Pack is 1GB per month.
- 200 International minutes to 121 countries (eligible countries be found on [www.ooredoo.qa](http://www.ooredoo.qa))

Standard rates will apply after all inclusive allowance units have been consumed. Any remaining unused international Minutes and Data allowance will not be carried over to the next month. Subscribers will be charged as per the standard rate for calling another network, Video calls, SMS and MMS.

**4.2.5.2 Shahry Young Person Discount**

- Applies to Shahry Smart Pack 100 and above.
- Eligible subscribers till be getting 50% off Mobile Internet Packs 1GB, 3GB, 6GB and 15GB.
- Discount validity is 12 consecutive months.
- Eligible Customers:
  - Age between 18 to 26 years old.
  - Customers are required to present a valid QID to be eligible for the discount.
- Eligible customers are able to take the discount on only one Shahry Smart Pack per QID.
- Eligible customers will need to renew their discount after 12 consecutive months by presenting a valid QID in any of Ooredoo shops.
- Eligible customers will have one month grace period to renew the discount.

**4.2.5.3 India Pack:** QAR10 per month will give customers 225 minutes to India.

This will be an opt-in service and subscribers will need to text 'IND' to the short code 114 to enable the service. Likewise customers can opt-out by texting 'IND STOP' to the short code 114.

**Conditions:**

- Any unused minutes will not be carried over.
- Customers are limited to one option a month.

**4.2.5.4 Shahry Super Packs:**

- Plan allowances are updated as per table provided in 4.14.2.
- Non telecom benefits will be available from 1<sup>st</sup> April 2022.

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<sup>13</sup> The following packs are no longer available for sale. Customers who are subscribed to these pack can still enjoy the packs until they unsubscribe or migrate to a newly available pack.

### 4.3 New Shahry Packs<sup>14</sup>

- Plan allowances are updated as per table provided in 4.14.2.
- Non telecom benefits will be available from 1<sup>st</sup> April 2022.

### 4.4 International Calling

**4.4.1** Description: International calling allows calls to be placed from Qatar to any international destinations chosen by the subscriber.

**4.4.2** Conditions:

4.4.2.1 The billing interval for international calls is 60 seconds.

4.4.2.2 The peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and the off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday for Shahry Standard.

**4.4.3** Charging:

4.4.3.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame.

4.4.3.2 International calling rates for Shahry Standard customers are set out below:

Country	Int'l rates/min (QR) – (peak/off-peak)
ASCENSION ISLAND	10.00/10.00
AFGHANISTAN	2.20/1.80
ALBANIA	2.00
ALGERIA	2.50
AMERICAN SAMOA	2.20/1.80
ANDORRA	2.20/1.80
ANGOLA	2.20/1.80
ANGUILLA	3.99
ANTARCTICA	5.00
ANTIGUA AND BARBUDA	3.99
ARGENTINA	2.20/1.80
ARMENIA	2.20/1.80
ARUBA	2.20/1.80
AUSTRALIA	2.20/1.80
AUSTRIA	2.20/1.80
AZERBAIJAN	2.20/1.80
BAHAMAS	3.99
BAHRAIN	1.80/1.30
BANGLADESH	2.20/1.80
BARBADOS	3.99
BELARUS	1.50
BELGIUM	1.50
BELIZE	2.20/1.80
BENIN	1.5
BERMUDA	3.99
BHUTAN	2.20/1.80

<sup>14</sup> New Shahry Packs are no longer available for sale from 10 of December 2019. Customers who are still subscribed to New Shahry Packs can still enjoy the benefits of the packs until they change their pack or unsubscribe. Customers with 5G handset can access the 5G network.

Country	Int'l rates/min (QR) – (peak/off-peak)
BOLIVIA	2.20/1.80
BOSNIA AND HERZEGOVINA	2.00
BOTSWANA	2.20/1.80
BRAZIL	2.20/1.80
BRITISH VIRGIN ISLANDS	3.99
BRUNEI Darussalam	2.20/1.80
BULGARIA	1.50
BURKINA FASO	2.20/1.80
BURUNDI	2.20/1.80
CAMBODIA	2.20/1.80
CAMEROON	1.50
CANADA	2.20/1.80
CAPE VERDE	1.50
CAYMAN ISLANDS	3.99
CENTRAL AFRICAN REPUBLIC	4.00
CHAD	2.20/1.80
CHILE	2.20/1.80
CHINA	2.20/1.80
CHRISTMAS ISLAND	3.99
COCOS ISLANDS	3.99
COLOMBIA	2.20/1.80
COMOROS	2.50
CONGO	2.00
CONGO/Zaire	2.00
COOK ISLANDS	4.00
COSTA RICA	2.20/1.80
CROATIA	1.50
CUBA	2.99
CYPRUS	2.20/1.80
CZECH REPUBLIC	2.20/1.80
DENMARK	2.20/1.80
DIEGO GARCIA	5.99
DJIBOUTI	1.50
DOMINICA	3.99
DOMINICAN REPUBLIC	3.99
EAST TIMOR (Timor-Leste)	3.99
ECUADOR	2.20/1.80
EGYPT	2.20/1.80
EL SALVADOR	2.20/1.80
EQUATORIAL GUINEA	2.00
ERITREA	2.20/1.80
ESTONIA	1.50
ETHIOPIA	2.20/1.80
FALKLAND ISLANDS MALVINAS	9.00
FAROE ISLANDS	2.20/1.80
FIJI	1.00
FINLAND	1.50
FRANCE	2.20/1.80
FRENCH GUIANA	2.20/1.80
FRENCH POLYNESIA/Tahiti	1.50
GABON	2.20/1.80
GAMBIA	2.20/1.80
GEORGIA	1.50
GERMANY	2.20/1.80
GHANA	1.00

Country	Int'l rates/min (QR) – (peak/off-peak)
GIBRALTAR	2.20/1.80
GREECE	2.20/1.80
GREENLAND	2.20/1.80
GRENADA	3.99
GUADELOUPE	2.20/1.80
GUAM	3.99
GUATEMALA	2.20/1.80
GUINEA	2.20/1.80
GUINEA-BISSAU	3.00
GUYANA	2.20/1.80
HAITI	1.50
HONDURAS	2.20/1.80
HONG KONG	2.20/1.80
HUNGARY	2.20/1.80
ICELAND	2.20/1.80
INDIA	2.20/1.80
INDONESIA	2.20/1.80
IRAN	2.20/1.80
IRAQ	2.20/1.80
IRELAND	2.20/1.80
ISRAEL	2.20/1.80
ITALY	2.20/1.80
IVORY COAST	2.00
JAMAICA	3.99
JAPAN	2.20/1.80
JORDAN	2.20/1.80
KAZAKHSTAN	2.20/1.80
KENYA	2.20/1.80
KIRIBATI	10.00
KOREA NORTH	2.00
KOREA SOUTH	2.20/1.80
KUWAIT	1.80/1.30
KYRGYZSTAN	2.20/1.80
LAOS	2.20/1.80
LATVIA	2.20/1.80
LEBANON	2.20/1.80
LESOTHO	2.00
LIBERIA	2.00
LIBYA	1.50
LIECHTENSTEIN	2.20/1.80
LITHUANIA	1.50
LUXEMBOURG	2.20/1.80
MACAO, CHINA	2.20/1.80
MACEDONIA	1.50
MADAGASCAR	2.99
MALAWI	2.00
MALAYSIA	2.20/1.80
MALDIVES	2.50
MALI	1.50
MALTA	2.00
MARSHALL ISLANDS	3.99
MARTINIQUE (French Antilles)	2.20/1.80
MAURITANIA	2.20/1.80
MAURITIUS	2.20/1.80
MAYOTTE	2.20/1.80

Country	Int'l rates/min (QR) – (peak/off-peak)
MEXICO	2.00
MICRONESIA	2.20/1.80
MOLDOVA	1.50
MONACO	2.20/1.80
MONGOLIA	2.20/1.80
MONTENEGRO	1.50
MONTSERRAT	3.99
MOROCCO	2.20/1.80
MOZAMBIQUE	2.20/1.80
MYANMAR (Burma)	2.20/1.80
NAMIBIA	2.20/1.80
NAURU	2.99
NEPAL	2.20/1.80
NETHERLANDS	2.20/1.80
NETHERLANDS ANTILLES	2.20/1.80
NEW CALEDONIA	1.00
NEW ZEALAND	2.20/1.80
NICARAGUA	2.20/1.80
NIGER	1.50
NIGERIA	2.20/1.80
NIUE	3.99
NORFOLK ISLAND	3.99
NORTHERN MARIANA ISLANDS	3.99
NORWAY	2.20/1.80
OMAN	1.80/1.30
PAKISTAN	2.20/1.80
PALAU	2.00
PALESTINE	2.20/1.80
PANAMA	2.20/1.80
PAPUA NEW GUINEA	3.50
PARAGUAY	2.20/1.80
PERU	2.20/1.80
PHILIPPINES	2.20/1.80
POLAND	2.20/1.80
PORTUGAL	2.00
PUERTO RICO	3.99
REUNION	2.00
ROMANIA	2.20/1.80
RUSSIA	2.20/1.80
RWANDA	2.20/1.80
SAINT BARTHELEMY	3.99
SAINT HELENA	4.99
SAINT KITTS AND NEVIS	3.99
SAINT LUCIA	3.99
SAINT MARTIN	3.99
SAINT PIERRE AND MIQUELON	3.99
SAINT VINCENT AND THE GRENADINES	3.99
SAN MARINO	6.00
SAO TOME AND PRINCIPE	3.99
SAUDI ARABIA	1.80/1.30
SENEGAL	1.50
SERBIA	1.50
SEYCHELLES	2.50
SIERRA LEONE	2.20/1.80
SINGAPORE	2.20/1.80

Country	Int'l rates/min (QR) – (peak/off-peak)
SLOVAKIA	2.20/1.80
SLOVENIA	1.50
SOLOMON ISLANDS	4.00
SOMALIA	2.20/1.80
SOUTH AFRICA	2.20/1.80
SOUTH SUDAN	2.50
SPAIN	2.20/1.80
SRI LANKA	2.20/1.80
SUDAN	2.20/1.80
SURINAME	9.00
SWAZILAND	1.50
SWEDEN	1.50
SWITZERLAND	1.50
SYRIA	2.20/1.80
TAJIKISTAN	2.20/1.80
TAIWAN, CHINA	2.20/1.80
TANZANIA	1.50
THAILAND	2.20/1.80
TOGO	1.50
TOKELAU	7.50
TONGA	3.50
TRINIDAD AND TOBAGO	3.99
TUNISIA	2.50
TURKEY	2.20/1.80
TURKMENISTAN	2.20/1.80
TURKS AND CAICOS ISLANDS	3.99
TUVALU	3.99
UGANDA	1.50
UKRAINE	1.50
UNITED ARAB EMIRATES	1.80/1.30
UNITED KINGDOM	1.50
UNITED STATES OF AMERICA	2.20/1.80
UNITED STATES VIRGIN ISLANDS	3.99
URUGUAY	2.20/1.80
UZBEKISTAN	2.20/1.80
VANUATU	3.50
VATICAN	2.20/1.80
VENEZUELA	2.20/1.80
VIETNAM	2.50
WALLIS AND FUTUNA	2.99
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	2.20/1.80
ZAMBIA	2.00
ZIMBABWE	2.00

4.4.3.3 International calling rates for Shahry Smart Pack (**ref. 4.2**) and New Shahry Smart Packs (**ref. 4.3**) customers are set out below: The all-inclusive rates apply to specific calling destinations (including airtime and any surcharges).

Country (English)	Standard International Rate (QR/Min)
ASCENSION ISLAND	10.00
AFGHANISTAN	0.99
ALBANIA	2.00
ALGERIA	2.50
AMERICAN SAMOA	1.66



Country (English)	Standard International Rate (QR/Min)
ANDORRA	0.99
ANGOLA	0.99
ANGUILLA	0.99
ANTARCTICA	5.00
ANTIGUA AND BARBUDA	0.99
ARGENTINA	0.99
ARMENIA	0.99
ARUBA	0.99
AUSTRALIA	0.99
AUSTRIA	0.99
AZERBAIJAN	1.66
BAHAMAS	1.50
BAHRAIN	0.99
BANGLADESH	0.99
BARBADOS	1.50
BELARUS	1.50
BELGIUM	1.50
BELIZE	0.99
BENIN	1.50
BERMUDA	0.99
BHUTAN	0.99
BOLIVIA	0.99
BOSNIA AND HERZEGOVINA	2.00
BOTSWANA	0.99
BRAZIL	0.99
BRITISH VIRGIN ISLANDS	0.99
BRUNEI Darussalam	0.99
BULGARIA	1.50
BURKINA FASO	1.50
BURUNDI	1.99
CAMBODIA	0.99
CAMEROON	1.50
CANADA	0.99
CAPE VERDE	1.50
CAYMAN ISLANDS	0.99
CENTRAL AFRICAN REPUBLIC	4.00
CHAD	2.50
CHILE	0.99
CHINA	0.99
CHRISTMAS ISLAND	1.50
COCOS ISLANDS	1.50
COLOMBIA	0.99
COMOROS	2.00
CONGO	2.00
CONGO/Zaire	4.00
COOK ISLANDS	1.99
COSTA RICA	1.50
CROATIA	0.99
CUBA	2.99
CYPRUS	0.99
CZECH REPUBLIC	0.99
DENMARK	0.99
DIEGO GARCIA	3.50
DJIBOUTI	1.50
DOMINICA	0.99

Country (English)	Standard International Rate (QR/Min)
DOMINICAN REPUBLIC	2.50
EAST TIMOR (Timor-Leste)	3.50
ECUADOR	0.99
EGYPT	0.99
EL SALVADOR	0.99
EQUATORIAL GUINEA	2.00
ERITREA	0.99
ESTONIA	1.50
ETHIOPIA	0.99
FALKLAND ISLANDS MALVINAS	9.00
FAROE ISLANDS	0.99
FIJI	1.00
FINLAND	1.50
FRANCE	0.99
FRENCH GUIANA	0.99
FRENCH POLYNESIA/Tahiti	1.50
GABON	1.66
GAMBIA	1.99
GEORGIA	1.50
GERMANY	0.99
GHANA	1.50
GIBRALTAR	0.99
GREECE	0.99
GREENLAND	1.99
GRENADA	0.99
GUADELOUPE	0.99
GUAM	3.50
GUATEMALA	0.99
GUINEA	1.66
GUINEA-BISSAU	3.00
GUYANA	0.99
HAITI	1.50
HONDURAS	0.99
HONG KONG	0.99
HUNGARY	0.99
ICELAND	0.99
INDIA	1.25
INDONESIA	0.99
IRAN	0.99
IRAQ	0.99
IRELAND	0.99
ITALY	0.99
IVORY COAST	2.00
JAMAICA	1.50
JAPAN	0.99
JORDAN	0.99
KAZAKHSTAN	0.99
KENYA	0.99
KIRIBATI	10.00
KOREA NORTH	2.00
KOREA SOUTH	0.99
KUWAIT	0.99
KYRGYZSTAN	0.99
LAOS	0.99
LATVIA	1.99

Country (English)	Standard International Rate (QR/Min)
LEBANON	0.99
LESOTHO	2.00
LIBERIA	2.00
LIBYA	1.50
LIECHTENSTEIN	0.99
LITHUANIA	1.50
LUXEMBOURG	0.99
MACAO, CHINA	0.99
MACEDONIA	1.50
MADAGASCAR	2.50
MALAWI	2.00
MALAYSIA	0.99
MALDIVES	2.99
MALI	1.50
MALTA	2.00
MARSHALL ISLANDS	0.99
MARTINIQUE (French Antilles)	0.99
MAURITANIA	2.50
MAURITIUS	0.99
MAYOTTE	0.99
MEXICO	2.00
MICRONESIA	0.99
MOLDOVA	1.50
MONACO	0.99
MONGOLIA	0.99
MONTENEGRO	1.50
MONTSERRAT	0.99
MOROCCO	1.50
MOZAMBIQUE	0.99
MYANMAR (Burma)	0.99
NAMIBIA	0.99
NAURU	2.99
NEPAL	0.99
NETHERLANDS	0.99
NETHERLANDS ANTILLES	0.99
NEW CALEDONIA	1.00
NEW ZEALAND	0.99
NICARAGUA	0.99
NIGER	1.50
NIGERIA	0.99
NIUE	2.50
NORFOLK ISLAND	3.50
NORTHERN MARIANA ISLANDS	3.99
NORWAY	0.99
OMAN	0.99
PAKISTAN	0.99
PALAU	2.00
PALESTINE (972)	0.99
PALESTINE (970)	0.99
PANAMA	0.99
PAPUA NEW GUINEA	3.50
PARAGUAY	0.99
PERU	0.99
PHILIPPINES	0.99
POLAND	0.99

Country (English)	Standard International Rate (QR/Min)
PORTUGAL	2.00
PUERTO RICO	0.99
REUNION	2.00
ROMANIA	0.99
RUSSIA	0.99
RWANDA	0.99
SAINT BARTHELEMY	3.99
SAINT HELENA	2.80
SAINT KITTS AND NEVIS	2.50
SAINT LUCIA	0.99
SAINT MARTIN	0.99
SAINT PIERRE AND MIQUELON	2.50
SAINT VINCENT AND THE GRENADINES	0.99
SAN MARINO	6.00
SAO TOME AND PRINCIPE	2.50
SAUDI ARABIA	0.99
SENEGAL	1.50
SERBIA	1.50
SEYCHELLES	2.50
SIERRA LEONE	1.99
SINGAPORE	0.99
SLOVAKIA	0.99
SLOVENIA	1.50
SOLOMON ISLANDS	4.00
SOMALIA	1.50
SOUTH AFRICA	0.99
SOUTH SUDAN	2.50
SPAIN	0.99
SRI LANKA	0.99
SUDAN	0.99
SURINAME	9.00
SWAZILAND	1.50
SWEDEN	1.50
SWITZERLAND	1.50
SYRIA	1.25
TAIWAN, CHINA	0.99
TAJIKISTAN	0.99
TANZANIA	1.50
THAILAND	0.99
TOGO	1.50
TOKELAU	7.50
TONGA	3.50
TRINIDAD AND TOBAGO	0.99
TUNISIA	2.50
TURKEY	0.99
TURKMENISTAN	0.99
TURKS AND CAICOS ISLANDS	0.99
TUVALU	3.50
UGANDA	1.50
UKRAINE	1.50
UNITED ARAB EMIRATES	0.99
UNITED KINGDOM	1.50
UNITED STATES OF AMERICA	0.99
UNITED STATES VIRGIN ISLANDS	0.99
URUGUAY	0.99

Country (English)	Standard International Rate (QR/Min)
UZBEKISTAN	0.99
VANUATU	3.50
VATICAN	0.99
VENEZUELA	0.99
VIETNAM	2.50
WALLIS AND FUTUNA	2.50
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	0.99
ZAMBIA	2.00
ZIMBABWE	2.00

**4.4.4** Countries Included in the Bundle in Shahry Smart Packs (ref. 4.2) and New Shahry Smart Pack (ref. 4.3). more information can be found at [www.ooredoo.qa](http://www.ooredoo.qa).

Country				
Afghanistan	Finland	Lithuania	Russia	Zambia
Andorra	France	Luxembourg	San Marino	
Angola	French Guiana	Macao, China	Saudi Arabia	
Argentina	Georgia	Malawi	Singapore	
Armenia	Germany	Malaysia	Slovakia	
Aruba	Ghana	Malta	Slovenia	
Australia	Gibraltar	Martinique	South Africa	
Austria	Greece	Mauritius	Spain	
Bahrain	Guadeloupe	Mayotte	Sri Lanka	
Bangladesh	Guatemala	Mexico	Sudan	
Belgium	Honduras	Mongolia	Suriname	
Bhutan	Hong Kong	Mozambique	Swaziland	
Bolivia	Hungary	Namibia	Sweden	
Botswana	Iceland	Nepal	Switzerland	
Brazil	India	Netherlands	Syria	
Brunei Darussalam	Indonesia	Netherlands Antilles	Taiwan, China	
Bulgaria	Iran	New Caledonia	Tajikistan	
Cambodia	Iraq	New Zealand	Thailand	
Canada	Ireland	Nigeria	Turkey	
China	Italy	Norway	Turkmenistan	
Colombia	Japan	Oman	Ukraine	
Costa Rica	Jordan	Pakistan	United Arab Emirates	
Cyprus	Kazakhstan	Palestine	United Kingdom	
Czech Rep.	Kenya	Panama	United States	
Denmark	Korea South	Paraguay	Uruguay	
Ecuador	Kuwait	Peru	Uzbekistan	
Egypt	Kyrgyzstan	Philippines	Vatican	
El Salvador	Lao P.D.R.	Poland	Venezuela	
Estonia	Lebanon	Portugal	Viet Nam	
Faroe Islands	Liechtenstein	Romania	Yemen	

## 4.5 Optional International Packs

**4.5.1** Description: Optional International Packs enable a Subscriber to pre-pay for a bundle of call minutes and messaging services that can be used for any international destination at lower than standard international rates.

**4.5.2** Validity: International Packs are valid for a period of 1 month.

**4.5.3 Conditions:**

- 4.5.3.1 Optional International Pack credit is not valid for calls or messages made while roaming or for premium-rated numbers.
- 4.5.3.2 Optional International Pack credit may not be transferred to another user or carried over to subsequent months.

**4.5.4 Charging:**

- 4.5.4.1 International pack service is charged at the rates set out below:

International Pack Price (QAR)	50	100	130	200	300	500	575
Included International call minutes	75	160	215	350	545	1000	1150
Included International SMS	N/A	N/A	25	50	100	N/A	200

- 4.5.4.2 The subscriber will continue to be charged the applicable monthly fee for the relevant Optional International Pack until their selection is revoked, upgraded or downgraded.
- 4.5.4.3 Once a subscriber has consumed their usage allowance in any given month, all subsequent international service usage is charged at standard international service charges as set out in section 0. The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

Ooredoo customers subscribed to the Optional International Pack can use their packs allowance to call or SMS numbers in Tunisia on the Ooredoo network only. All calls and SMS to other service providers' numbers in Tunisia will be charged at QR 1.66/min and QR 0.6/SMS respectively.

**4.6 International Roaming:**

- 4.6.1 Description: Ooredoo offers Roaming to its Subscribers, which includes the ability to make and receive voice calls and SMS messages and use data services in certain countries outside Qatar.

**4.6.2 Conditions:**

- 4.6.2.1 Roaming is offered by Ooredoo's international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.
- 4.6.2.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
- 4.6.2.3 Roaming service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks and some services may not be available while roaming. Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.
- 4.6.2.4 'Special case' charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

- 4.6.2.5 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.
- 4.6.2.6 Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.
- 4.6.2.7 The list of roaming countries available to Subscribers as listed below:

GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Saint Kitts, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad & Tabago, Turks and Caicos, Puerto Rico, Montserrat, Netherlands, Antilles, Nicaragua, Mexico, Guyana, Haiti, Honduras, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bolivia, British Virgin Islands, Colombia, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Grenada, Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	San Marino, Moldova, Monaco, Montenegro, Isle of Man, Kosova, Guernsey, Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan
Asia & Oceania	Fiji, French Polynesia, Laos, Papua New Guinea, Samoa, Tonga, Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Iran, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam
Africa & Rest of World	Lesotho, Mdagascar, Malawi, Mali, Namibia, Niger, Republic of Congo, Rwanda, Sao Tome and Principe, Somalia, Swaziland, Togo, Zambia, Zimbabwe, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comores, Guinea Bissau, Ivory Coast, Anguilla, Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda
Satellite, Thuraya & 'Special Cases'	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

#### 4.6.3 Charging:

- 4.6.3.1 All Roaming calls are charged each 60 seconds.
- 4.6.3.2 All Roaming SMS messages are charged for each message or message part sent.
- 4.6.3.3 MMS messages are charged using the applicable Wireless Data Roaming rate.

#### 4.6.3.4 Where Outbound roaming is available, the following rates apply:

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
GCC <sup>15</sup>	0.85	0.80	1	1	1	0.20	1.00	No charge

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
<b>MENA Americas Europe Asia &amp; Oceania Africa &amp; Rest of World</b>	5	3	17	17	17	2	55	No Charge
<b>Satellite, Thurawal&amp; 'Special Cases'</b>	30	30	30	30	30	2	75	30
<b>Lebanon (effective from 3<sup>rd</sup> September 2019)</b>	5	5	5	5	5	5	5	No Charge
<b>On Air (effective from 16<sup>th</sup> October 2019)</b>	15	15	15	15	15	15	15	No Charge
<b>Monaco (effective from 31<sup>st</sup> October 2019)</b>	5	5	5	5	5	5	5	No Charge

These rates apply when:

- No Ooredoo Passport partners are available in the roaming country; or
- The subscriber roams to the country without first obtaining an Ooredoo Passport (see Section 0 above); or
- The Ooredoo Passport bundled minutes or data (see Section 0 above) have been fully consumed when roaming.

<sup>15</sup> The roaming prices in the table are in effect from 1<sup>st</sup> of April 2018.



4.6.3.5 Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Ooredoo Zone (QAR/min.)	Roaming International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)
Australia	-	-	-	-	-	-	55
Cuba	5	-	17	-	-	-	-
Morocco	5	-	17	-	-	-	-
Canada	-	3	-	-	-	-	-
USA	-	3	-	-	-	-	-
Seychelles	-	3	-	-	-	-	-
India	-	3	-	-	-	-	-
Sri Lanka	-	-	17	-	-	-	-
Czech Republic	-	-	17	-	-	-	-
Malta	-	-	17	-	-	-	-
Italy	-	-	17	-	-	-	-
Russia	-	-	17	-	-	-	-
Senegal	-	-	-	-	-	-	55
Kazakhstan, Serbia & Montenegro	-	-	17	-	-	-	-
Switzerland	-	-	17	-	-	-	-
Tajikistan	-	-		-	-	-	55
Uzbekistan, Macedonia, Moldova	-	-	17	-	-	-	-

- Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

## 4.7 Data Services

### 4.7.1 Mobile Internet:

**4.7.1.1 Description:** This service feature that allows Users to browse the Internet and WAP sites over their Mobile Device.

**4.7.1.2 Conditions:**

**4.7.1.3** The service feature is available only when a data enabled device is within the covered service area. An updated 3G network coverage map can be found at:  
<http://www.ooredoo.qa/documents/Coverage-map.pdf>.

- Certain factors may interfere with actual service quality and availability and connection may be interrupted, dropped, refused or limited.
- Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory and licence obligations and requirements.
- The Unlimited Service plan is offered for “reasonable” use only. Excessive use of the service beyond that which in Ooredoo’s reasonable discretion, is used for normal consumer service and which, as a result has the potential to negatively impact the quality of service available to other Ooredoo subscribers, may result in the suspension, speed throttling, traffic shaping or termination of the service.

**4.7.1.4 Charging:** The charge rates for Mobile Internet service are set out below

- Pay as you go (PAYG) rates

Service	Charges (QAR)
Mobile Internet	0.99/MB

Mobile Internet (MIP) options are listed below<sup>16</sup>:

Tariff Plan	Monthly Charge (QAR)	Bundle Limit (MB)	Out of Bundle Cost (QAR)
Mobile Internet 1GB	60	1000	0.1/MB
Mobile Internet 3GB	80	3000	0.1/MB
Mobile Internet 6GB	100	6000	0.1/MB
Mobile Internet 15GB	200	15000	0.1/MB
Mobile Internet Unlimited <sup>17</sup>	500	N/A	N/A

### 4.7.2 Mobile Data Scratch Card Vouchers “Data Recharge”

<sup>16</sup> These packs are no longer available for sale. Customers who are subscribed to these packs can still enjoy them until they unsubscribe or or change to the new Endless Internet Pack.

<sup>17</sup> Fair Usage Policy, for data: After reaching the usage of 400GB in a given bill cycle the maximum data transfer speed will be reduced on 3G network to 1Mbps and on 4G network to 2Mbps until the renewal date of data pack. After reaching the usage of 500GB the maximum speed will be reduced on 3G network to 256Kbps and on 4G network to 512Mbps until the renewal date of data pack.

**4.7.2.1 Description:** A service feature that allows Users to browse the Internet and WAP sites over their Mobile Device.

**4.7.2.2 Conditions:**

- Customers are required to enter a digit code via SMS or USSD to add Mobile Data.
- Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.
- Customers will resume their Mobile Data Pack or pay standard Pay As You Go rates when the data allowance or validity is completed.

**4.7.2.3 Charging:** The charge rates for Mobile Internet service are set out below which include BlackBerry:

Data Recharge	Amount (MB)	Price (QAR)	Validity
Mobile Internet 500MB	500	10	1 day <sup>18</sup>
Mobile Internet 1Gb	1000	30	14 days
Mobile Internet 2.5GB	2,500	60	28 days
Mobile Internet 4GB	4,000	80	28 days
Mobile Internet 7 GB	7,000	100	28 days
Mobile Internet 14 GB	14,000	150	28 days
Mobile Internet 20 GB	20,000	200	42 days

### 4.7.3 Endless Internet Packs

**4.7.3.1 Description:** The Endless Data Pack has a unique Data Safety Key feature (see below) where customers will not be charged for out of bundle charges when subscribing to these packs.

**4.7.3.2 Charges:** The following table are the Endless Data Packs:

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 250MB	20	250
Data Pack 6GB	70	6,000
Data Pack 8GB	90	8,000
Data Pack 10GB	110	10,000
Data Pack 12GB	130	12,000
Data Pack 14GB	150	14,000
Data Pack 17GB	175	17,000
Data Pack 20GB	200	20,000
Data Pack 25GB	225	25,000
Data Pack 30GB	250	30,000
Data Pack 37GB	300	37,000
Data Pack 45GB	350	45,000
Data Pack 55GB	400	55,000
Data Pack Unlimited	500	Unlimited <sup>19</sup>

<sup>18</sup> Same day until Midnight

<sup>19</sup> Fair Usage Policy, for data: After reaching the usage of 400GB in a given bill cycle the maximum data transfer speed will be reduced on 3G network to 1Mbps and on 4G network to 2Mbps until the renewal date of data pack. After reaching the usage of 500GB the maximum speed will be reduced on 3G network to 256Kbps and on 4G network to 512Mbps until the renewal date of data pack.

- **Data Safety Key (DSK):** The DSK will be activated whenever a customer's data charges at standard local data rate of QAR 0.99/MB reach QAR 70. The DSK will automatically add the 6GB Endless Internet Pack at no additional charge. The 6GB will be valid until the end of a given bill cycle. If the 6GB is consumed before the end of the bill cycle, the data speed will be reduced to the level of up to 64Kbps. The Automatic activation for the DSK will occur:
  - When the New Shahry Pack allowance is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB) or;
  - When the Mobile Internet Pack is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB).

#### 4.7.3.3 Conditions:

- Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.
- Once reaching the data allowance, subscribers can still use internet data. However, the data speed will be reduced to the level of up to 64 Kbps.
- Subscribers can restore the speed by purchasing the speed boosters (**ref. Error! Reference source not found.**), top up with Data Scratch Card (**ref. 0**) or wait until the next bill cycle.

#### 4.7.4 Additional Services<sup>20</sup>

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Mobile Email	50	50	No charge
GSM Data/Fax	50	15	Per applicable calling rate in section 4.1.2.2
Mobinet (3 month minimum)	No charge	20	QAR 0.01/Kb (First 2MB free usage per month)

<sup>20</sup> BlackBerry Global BIS and BES will no longer be offered to new customers from the 28<sup>th</sup> of January, 2015.

## 4.8 Device & Smartphone Plans

### 4.8.1 Device & Smartphone Data Plan

**4.8.1.1 Description:** An optional feature that allows customers to get up to 36 GB of free data upon purchase of a selected Smartphone or Mobile Broadband Devices.

**4.8.1.2 Conditions:**

- Customers can get benefit of FREE data of up to 36GB.
- This optional feature is limited to selected devices and is a subject to the availability of these devices.
- Data will be first consumed from the FREE data allowance. Once the FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within the Shahry Smart Pack or Mobile Internet Packs.
- Customers will be notified via SMS when the FREE data is used up or the validity period has expired.

### 4.8.3. MyKi Devices Packs

**4.8.3.1.** These packs are dedicated to the use on MyKi Touch Watch and MyKi Pet tracking devices with support of MyKi Touch App and Myki Pet App, both available for iOS and Android users.

**4.8.3.2.** Users of the above devices can subscriber to the following packs from Ooredoo:

	MyKi Touch Pack	MyKi Pet Pack
Monthly Fee [QAR]	35	35
Local Data allowance [MB]	500	500
Voice Allowance [minutes]	500	-

### 4.8.3.3. Conditions

- Subscribers to MyKi device packs can opt to pay an annual fee of QAR340 for the first year. This will be charged upfront. In case customer deactivates the service after three month mimum service period he/she will be charged prorated amount for the service usage period (up to end of the billing period for the month in which service was terminated) and remaining amount of annual fee will be returned back to customer.
- After first year customer will be charged a monthly fee of QR 35.
- To subscribe to MyKi Packs, customer needs to purchase the MyKi device (MyKi Touch or MyKi Pet)
- Once Local Data allowance is consumed, customers will be able to continue using the internet at a lower speed (64Kbps).
- Once voice allowance is consumed, Customers will be charged at normal rate (QR 0.50/minute).

- The use of MyKi devices are subject to terms and conditions of MyKi device supplier and can be found on <https://myki.watch/>. By using the MyKi device and related service you agree to the MyKi device supplier Terms and Conditions.

#### 4.8.1.3 Apple Watch Wireless Plan

4.8.1.4 Supported Apple Watch models (cellular) can be paired with a mobile number and a mobile tariff plan (New Shahry and Qatarna Plans). Customers who activate and pair Apple Watch with their mobile device and Ooredoo tariff plan can make and receive local calls, send and receive local SMS, make and receive international calls and use local data directly using Apple watch without the need of paired mobile device proximity.

4.8.1.5 Supported Apple Watch models and pairing instructions can be found on [www.ooredoo.qa](http://www.ooredoo.qa)

4.8.1.6 Charges:

4.8.1.7 One Time activations fee: QAR 50

4.8.1.8 Recurring monthly rental fee: QAR 30

4.8.1.9 All mobile service usage made on Apple Watch after pairing it with the user's tariff plan will be charged and deducted according to the rates of the Ooredoo mobile tariff plan to which user subscribes to.

## 4.9 Messaging

### 4.9.1 Short Message Service (SMS)

4.9.1.1 **Description:** A service feature that allows a User to send and receive a text message to another Mobile Device through a Short Message Service (also referred to as text messaging).

### 4.9.2 Multimedia Messaging (MMS)

4.9.2.1 **Description:** A service feature that allows a User to send and receive a multimedia message to and from another Mobile Device through a Multimedia Message Service.

### 4.9.3 Voice SMS:

4.9.3.1 **Description:** Voice SMS allows a User to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message.

4.9.3.2 Conditions:

- Voice SMS messages may be sent or retrieved by Users that are Roaming.
- Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient.
- For sending or retrieving a voice SMS from/to an Ooredoo mobile customer outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

4.9.4 Charging: Rates are set out in the table below:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Ooredoo mobile	0.30	0.30
SMS to other mobile	0.30	0.30
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 – 100	
MMS to Ooredoo or other mobile – picture	0.90	0.90
MMS to Ooredoo or other mobile – video	1.20	1.20
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00
International MMS - picture	1.35	1.35
International MMS – video	1.80	1.80

#### 4.10 Ooredoo Passport

**4.10.1** Description: This optional subscription will allow the subscribers to have of data and voice calls minutes (Inbound and outbound) while roaming. A weekly and monthly Ooredoo Passport are available for the subscribers.

**4.10.2** Conditions:

- Customers need to send “OP” for weekly or “OPM” for monthly to 114 to subscribe to this optional feature. To check the balance customers can send a SMS to 114 with a keyword “BAL OP” for weekly and “BAL OPM” for monthly. To Stop the OPM, customers can send a SMS to 114 with a keyword “STOP OP” for weekly and “STOP OPM” for monthly.
- Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport (OP) or 30 days for monthly Ooredoo Passport (OPM) from the date of subscription.
- Subscribers to the weekly Ooredoo Passport will have 1GB data and 100 voice call minutes while roaming. Subscribers to the monthly Ooredoo Passport will have 4GB data and voice call 300 minutes.
- Subscribers can re-subscribe to this optional service after the weekly (7 days) is complete. The monthly Ooredoo Passport is an auto-renewal subscription.
- Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10.4 list of the passport countries and operators).
- Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text ‘OPE’ to 114. Once the customer sends the text ‘OPE’ to the relevant code (114), they will receive a confirmation SMS that they have successfully pre-ordered Ooredoo Passport and they have been charged QAR 100. Immediately upon their current validity expiry a new Passport will be activated and the allowances will be reset to 1GB and 100mins for the next week (the unused allowances will not be transferred into the next week). This feature can be used once every week, (customers can pre-order Ooredoo Passport only 1 week upfront and then repeat it a week later).
- Subscribers on the weekly Ooredoo Passport will get additional 1GB of data allowance if they are roaming in GCC countries. Subscribers on the monthly Ooredoo Passport will get additional 4GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.
- Customers will have a choice to activate the OPM for a number of months (up to 6) of their choice; OPM will auto-renew up to the selected month and it will expire at the end of the last selected month automatically. Customers will have an option to stop the auto-renewal anytime in between the selected months. Customers can use a keyword “OPMX (X = 1 to 6)

**4.10.3** Charging:

- Customers have to pay QAR 100 for the weekly Ooredoo Passport to subscribe to the feature and QAR 350 for the monthly Ooredoo Passport.
- Customer will pay the following after the allowance has been used within the weekly and monthly period on the selected network (s): QAR 1 per MB and QAR 1 per roaming minute.



- When customers who will be charged for standard out of bundle roaming rates or OP out of bundle roaming rates, applicable when OP is not activated, expired or OP allowances are consumed, Ooredoo will automatically activate OP, at no additional charge, when the customer spends QAR 100 on OP partner networks only. The customer will get full OP benefits. No action is required from the customer in order to get this feature.

#### 4.10.4 List of the passport countries and operators in the following link

### 4.11 Optional Features

#### 4.11.1 Itemized Billing for International, Mobile and Value Added Services

**4.11.1.1 Description:** A monthly billing statement will itemize subscriber charges separately namely, for calls made to a mobile phone, value added services, and/or to international calls.

**4.11.1.2 Conditions:** The Subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.

#### 4.11.2 Easy-to-Remember Numbers

**4.11.2.1 Description:** Easy to remember numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

**4.11.2.2 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.

Number Category	Typical format example					
Royal	XXXXXXX					
Diamond plus	AXXXXXX	XXXXXXA	XXXXXXA	XYYYYYX	XAXXXXX	
Diamond	XXAXXXX	XXXAXXX	XXXXYYY	XXXXYYY	XXYXXXY	XXYYXXX
Platinum Plus	XYYYXX	YXXYYY	YXXXXY	XXXXYYY	XXYYYXX	YYYYXXX
Platinum	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY	XXYXXYY	XXYYXXY
Gold Plus	XXXXAYY	XXXAYYY	XXYYYZZ	XXXXYYA	XXYYYA	XXXXAYY
Gold	AXXXBXX	AXXXYXY	AXXXYXY	AXYYYXY	XXXXABC	XXXXABX
Silver Plus	ABXXYYY	YYYYYXA	XYZZZXY	ABXXYYY	XXABYY	XXYYAX
Silver	ABXXXY	ABYYYX	ABCBXXX	ABXYYY	AXXBYY	AXXXBY
Bronze	ABXXCD	ABXXXY	ABXXYXY	ABXYYY	ABYXXY	ABXYYY
Pearl	AXBCXX	AXYBY	AXYZZZ	AXYZZZ	XXYZYZ	XXYZYZ
Mercury	XABXYY	XAXYZZ	XAYXZZ	XXBCYY	XXABYY	XXABYY
Cooper	XAYYZZ	XYXXAY	XYXXYYA	XYXXYZ	XYXXYZ	XYXZY
8 digit sequence	23456789	34567890	45678901	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

**4.11.2.3 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 easy to remember number for more than one year following the date of assignment.

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

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

#### 4.12 Shahry QATARNA Packs<sup>21</sup>:

**4.12.1** QATARNA Packs are permanent product and available for consumer customers.

**4.12.2** Shahry QATARNA Packs portfolio:

- Qatarna 350 Plan allowances are updated as per table provided in section 4.14.2
- Non telecom benefits will be available from 1<sup>st</sup> April 2022.

QATARNA Pack	QATARNA 500	QATARNA 600
Monthly Rental	570	680
Local Allowance (Minutes/SMS)	Unlimited	Unlimited
Full Speed Allowance	120	150
Roaming Data (GB)	45	50

**4.12.3** Conditions:

- 4.12.3.1 QATARNA Packs have dedicated local data allowance and roaming data allowance. One cannot use local data allowance in roaming and roaming data allowance cannot be used locally in Qatar.
- 4.12.3.2 If customer is not subscribed to any additional local data add-on pack, then after consumption of 100% QATARNA 500 and QATARNA 600 Pack local data allowance, local data speed will be throttled to 64kbps.
- 4.12.3.3 Unless otherwise specified, the allowances of additional local data add-on pack to which a customer subscribes will be consumed before available QATARNA Pack local data allowance.
- 4.12.3.4 One can restore QATARNA local data to full speed using the Endless Internet Pack, Data Recharge cards or any of the available speed boosters.
- 4.12.3.5 QATARNA Packs roaming benefits are valid only on Ooredoo Passport partners' networks.
- 4.12.3.6 After consumption of QATARNA Pack roaming data allowance, special pay as you go rate of QR1/MB will apply while roaming on Ooredoo Passport partners. When roaming in other than Passport partner networks customer will be charged standard roaming rates.
- 4.12.3.7 QATARNA subscribers will be charged special pay as you go rate for Roaming voice (incoming, outgoing); Roaming SMS (outgoing) of QR1/min & QR1/SMS, respectively while roaming on Ooredoo Passport partners. When roaming in other than Passport partner networks customer will be charged standard roaming rates.
- 4.12.3.8 All add-on packs except QR100/- Shahry International Key, can be subscribed to on all QATARNA Packs.
- 4.12.3.9 When subscribed to Ooredoo Passport and connected on Ooredoo Passport partners' networks, Passport allowances will be consumed first, followed by available QATARNA Pack roaming data allowance.

<sup>21</sup> QATARNA Packs are no longer available for sale from 10 of December 2019. Customers who are still subscribed to QATARNA packs can still enjoy the benefits of the packs until they change their pack or unsubscribe

4.12.3.10 QATARNA Pack allowances, cannot be carried over to next month.

4.12.3.11 QATARNA Pack allowances, are aligned with bill cycle.

4.12.3.12 “NO PERMANENT ROAMING” clause: QATARNA service can be used for personal purpose only. Ooredoo will monitor use of QATARNA Packs and may as appropriate restrict the long term continuous usage of QATARNA in international roaming. Specific terms of such restriction will be specified at the time of its introduction.

#### **4.13** Disabilities and Retirees

**4.13.1** Customers who are registered and hold a valid Special Needs or Retirement Card (ID) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (Eligible Customer) can get a benefit of having a discount of 50% off the following services:, New Shahry 5G – XL pack and all QATARNA 5G plans. This discount is limited up to one (1) GSM line and one (1) Fixed line only per ID.

#### 4.14 Shahry 5G and QATARNA 5G Packs

**4.14.1** The Shahry 5G and QATARNA 5G Packs are permanent product and available for consumer customers.

**4.14.2** 5G packs portfolio as follows<sup>22 23 24</sup>:

Plan		SHAHRY 5G				QATARNA 5G		
		Shahry S (Shahry Super 90/120 New Shahry 100)	Shahry M (Shahry Super 140 New Shahry 150)	Shahry L (New Shahry 200)	Shahry XL (New Shahry 250)	QATARNA Silver (Qatarna 350)	QATARNA Gold	QATARNA Platinum
Monthly Rental (QR)		130	190	250	310	420	625	925
Local Data Allowance		Endless	Endless	Endless	Endless	Endless	Endless	Endless
	Full Speed Allowance	6 GB	10 GB	14 GB	20 GB	40 GB	150 GB	500 GB
	Second throttling allowance & speed (up to)	-	-	-	10 GB @2Mbps	20 GB @20Mbps	75 GB @20Mbps	250 GB @20Mbps
	Unlimited Data at Lower Speed (up to)	128kbps	128kbps	512kbps	512kbps	512kbps	1Mbps	1Mbps
Roaming Data Allowance <sup>25</sup>		-	-	-	2 GB	30 GB	50 GB	100 GB
Local Units (Voice call, SMS and MMS) allowance <sup>26</sup>		250	600	1,000	Unlimited	Unlimited	Unlimited	Unlimited
International Voice Calls		25	50	75	100	150	200	300
WhatsApp data (ref. clauses 4.17)		included	included	included	included	included	included	included
Non-telco benefits		Monthly Subscription to StarzPlay or ErosNow or OSN Streaming or Shahid VIP or Netflix (T&Cs for Netflix benefit are in 4.18)				Monthly Subscription to StarzPlay or ErosNow or beIN CONNECT or OSN Streaming or Shahid VIP or Netflix (T&Cs for Netflix benefit are in 4.18)		
		Urban point						
Add-ons:								
Local Data Pack 30 – QR 30		2 GB	2.5 GB	3 GB	5 GB	-	-	-

<sup>22</sup> Plans in brackets are grandfathered plans, not available for new customers.

<sup>23</sup> Customers subscribed to Shahry 5G or to Qatarina 5G plans who are still under the minimum service period of 3 month as at 1 February 2022 have been informed 30 days in advance (as per CRA regulation) of price increases in the monthly rental of these plans. As such the price increases will apply in this instance. Customers can cancel their contract before the completion of the minimum service period without liability penalties.

<sup>24</sup> Customers who availed of promotional offers before 1 February 2022 (for example - QR x discount for first Y months when subscribed via eShop) will be able to enjoy the benefits associated with the promotional offer as per earlier agreed contract terms.

<sup>25</sup> Available in Passport Partner Networks. For the list of Passport Partner Networks see Ooredoo.qa

<sup>26</sup> Fair Usage Policy (FUP): 10,000 units per month for Shahry 5G XL and 20,000 Units for All Qatarina 5G plans

Local Data Pack 50 – QR 50	4 GB	5 GB	6 GB	10 GB	20 GB	30 GB	-
Local Voice 30 – QR 30	300	400	500	1,000	-	-	-
International Pack 30 – QR 30 <sup>27</sup>	25	50	75	100	100	100	100
International Pack 50 – QR 50 <sup>28</sup>	100	200	300	400	500	600	1,000
International Pack 35 (Bangladesh) – QR 35	700						
International Pack 35 (Egypt) – QR 35	220						
International Pack 35 (India) – QR 35	1200						
International Pack 35 (Nepal Telecom) – QR 35	475						
International Pack 35 (Pakistan) – QR 35	475						
International Pack 35 (Philippines) – QR 35	160						
International Pack 35 (Sri Lanka) – QR 35	160						

#### 4.14.3 Conditions:

- 4.14.3.1 All Shahry 5G and QATARNA 5G Packs will have 5G feature enabled
- 4.14.3.2 Shahry 5G and QATARNA 5G Packs have dedicated local data allowance and roaming data allowance. One Cannot use local data allowance in roaming and roaming data allowance cannot be used locally in Qatar.
- 4.14.3.3 After the consumption of the “Full Speed” local data allowance, local data speed will be reduced accordingly to the subscribed pack (Table 4.14.2).
- 4.14.3.4 Customer can restore Shahry 5G and QATARNA 5G packs local data to full speed by subscribing to Local Data Pack 30 or 50 or top up with Data Recharge Cards.
- 4.14.3.5 When subscribed to Ooredoo Passport and connected on Ooredoo Passport partner’s networks, Passport allownaces will be consumed first, followed by available Shahry 5G and QATARNA 5G packs roaming data allowance.
- 4.14.3.6 Out of bundle rates of these packs are as follows:
- Local units: QAR 0.50 per unit.
  - Local Data: customers will not be charged for out of bundle usage.
  - International Calls: Standard international rate charges.
  - Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exeptions mentioned at 4.6.3.
  - Roaming Rate for non Ooredoo Passport Networks: Standard Roaming Rates 4.6.3.
- 4.14.3.7 Subsribers to Shahry 5G XL and QATARNA Packs will be charged pay as you go rate for Roaming voice (incoming, outgoing); Roaming SMS (outgoing) of QAR 1/minutes and QAR/SMS, respectively while roaming on Ooredoo Passport partner networks –

<sup>27</sup> Available to International destinations listed in 4.4.4

<sup>28</sup> See footnote 27

exceptions or any other applicable rates mentioned in section 4.6.3. When roaming in other than Passport partner networks customer will be charged standard roaming rates.

4.14.3.8 Shahry 5G and QATARNA 5G packs and Add-on allowances cannot be carried over to the next monthly bill cycle.

4.14.3.9 Shahry 5G and QATARNA 5G and Add-on packs allowances are aligned with bill cycle.

4.14.3.10 “NO PERMANENT ROAMING” clause: Shahry 5G and QATARNA 5G service can be used for personal purpose only. Ooredoo will monitor use of Shahry 5G and QATARNA 5G packs and may as appropriate restrict the long term continuous usage of Shahry 5G and QATARNA 5G in international roaming. Specific terms of such restriction will be specified at the time of its introduction.

4.14.3.11 Non-Telecom Benefits: Shahry 5G and QATARNA 5G packs will be able to subscribe from to pre-selected benefits in the table for one (1) billing cycle. Subscribers can change their benefits anytime and the change will apply on the next bill cycle.

4.14.3.12 Ooredoo have the right to change or remove any of the benefit content without giving customers 30 days notice.

4.14.3.13 Easy To Remember (ETR) number discount – All new subscribers getting new line with QATARNA Plans are eligible to one-time ETR discount.

- Qatarna 5G Silver - up to 3000 QR Discount.
- Qatarna 5G Gold - up to 4000 QR Discount.
- Qatarna 5G Platinum – up to 6000 QR Discount.

4.14.3.14 ETR discount is provided with condition that customer will use new line at least 12 months from day of subscription on same or higher value tariff plan.

4.14.3.15 ETR discount applies only to ETR numbers valued from 300 to 6000 QR. Discount is not refundable and cannot be used for other services If discount is higher than ETR number value.

4.14.3.16 Customers who used ETR discount will have to pay prorated value (based on remaining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period.

4.14.3.17

#### 4.14.4 eShop Offer

4.14.4.1 **Description:** Customers who subscribe (including migration from Hala) to Shahry and Qatarna plans (listed below) via eShop will get 30% discount on their rental for three (3) months:

Plan	SHAHRY 5G				QATARNA 5G		
	Shahry S	Shahry M	Shahry L	Shahry XL	QATARNA Silver	QATARNA Gold	QATARNA Platinum
Monthly Rental (QR)	130	190	250	310	420	625	925
eShop Offer	94	136	184	220	300	445	655

4.14.4.2 **Conditions:** The minimum service period of three (3) months applies.

#### 4.15 Postpaid to Prepaid Conversion

**4.15.1** Description: A subscriber may migrate his or her postpaid services account to prepaid service account.

**4.15.2** Charging: A subscriber will incur one-off migration charge of 30 QAR per a SIM connection.

#### **4.16 Mobile Gaming Add-on**

**4.16.1** Description: customer who subscribes to any of the Shahry 5G plans (4.14.2) via Ooredoo App will get additional data allowances. Once the add-ons is activated, subscribers will be entitled to redeem Gaming Coins offer through UPAR platform.

**4.16.2** Charging:

4.16.2.1 Gaming Add-ons allowances are as follows:

	Lite	Pro
Rental (QAR)	50	150
Data Allowance (GB)	30	100
Gaming Credits (UP\$)	7,00	18,00

**4.16.3** Conditions:

4.16.3.1 Gaming Add-on will be on auto-renewal and linked to the customer bill cycle.

4.16.3.2 The Gaming Coins balance is valid until the end of the billing cycle and will be renewed for each new billing cycle as long as the gaming Add-on is active. Unused Gaming Coins or data allowance for this Add-on will not be carried over to the next billing cycle.

4.16.3.3 Customers can deactivate the Add-on at any point in time through Ooredoo App/ Ooredoo website and will remain active until the end of the bill cycle.

#### **4.17 WhatsApp - Included benefit**

**4.17.1** The benefit of this feature is restricted to local use only, meaning the benefit will be active only when the WhatsApp messaging service is being used while the message sender is connected to a local data service in Qatar.

**4.17.2** WhatsApp consumption with the use of a VPN will affect the identification of data traffic and will consume the available monthly local data allowance of the specific plan (or be charged as out-of-bundle if the monthly local data allowance has expired).

**4.17.3** WhatsApp consumption while roaming will consume the available monthly roaming data allowance of the specific plan (or be charged as out-of-bundle if the monthly roaming data allowance has expired or not available as part of plan).

**4.17.4** The WhatsApp- Included benefit, is dedicated only for personal use and cannot be used for commercial activities or for mass broadcasting purposes. Customers whose usage is deemed excessive will be warned in advance and if excessive usage continues may be subject to service termination.

#### **4.18 Netflix Offer**



**4.18.1 Description:** New and existing Ooredoo mobile customers currently subscribed to selected Shahry 5G and QATARNA 5G (ref. 4.14) plans are entitled to additional non-telco benefit of one-time redemption of Netflix subscription according to non-telco benefits rules as per the table in the section 4.14.2.

**4.18.2 Conditions:**

- 4.18.2.1 New and existing Shahry (M, L, XL) and QATARNA 5G (Silver, Gold, Platinum) plans are entitled to one-time redemption of six (6) months Netflix subscription.
- 4.18.2.2 New and existing Shahry (S) plan are entitled to one-time redemption of three (3) months Netflix subscription.
- 4.18.2.3 Customers are entitled to redeem one Netflix offer under each Ooredoo service. Customers who have previously redeemed the offer will not be able to redeem it again.
- 4.18.2.4 The Netflix subscription consist of Netflix (Standard HD) service which is currently sold by Netflix at \$9.99 per month. Changing the Netflix subscription plan to Basic or Premium will affect the offer period (i.e. Ooredoo will terminate the offer).
- 4.18.2.5 The Netflix subscription offer can be used for a new Netflix subscription or for customers' existing Netflix subscription. For existing Netflix subscribers, the value of the offer (\$29.97, for the 3 months offer) or (\$59.94, for the 6 months offer) will be credited to existing plan.
- 4.18.2.6 All eligible customers will be informed of the subscription to Netflix (Standard HD) service via a SMS message.
- 4.18.2.7 Eligible customers will need to opt-in to receive the Netflix subscription to Netflix (Standard HD) services. Customer who choose to benefit from Ooredoo Netflix offer will not be able to use following non-telecom benefits (4.14.2) until the expiry of the Netflix subscription: StarzPlay, ErosNow, BeIN Connect, OSN streaming, Shahid.net.
- 4.18.2.8 After the expiry of the Netflix subscription (Standard HD) service, if the subscription is not canceled, customers will automatically be charged monthly fee for further use of Netflix service. Subscription charges will be added to Ooredoo bill for all new Netflix subscribers. Existing Netflix subscribers (i.e. customers that were already subscribed to Netflix before taking this offer) will be charged as per their existing payment method. Customers may stop their Netflix subscription at any time.

## **5. Service Provider obligations**

- 5.1** Commencement of Service: The Post Paid Mobile Service shall commence from the date of service connection activation by Ooredoo.
- 5.2** Service Availability and Limits:
  - 5.2.1** 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.
  - 5.2.2** Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.

## **6. Subscriber obligations**

- 6.1** Equipment:
  - 6.1.1** The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their Mobile Device or the use of the Post Paid Mobile Service.
  - 6.1.2** The Post Paid Mobile Services for the use of the registered Subscriber and authorized Users only. The Subscriber undertakes to remain responsible for the Post Paid Mobile Service use it for his private interest and shall not transfer the service or assign it to a separate unrelated third party without obtaining Ooredoo's prior written consent.
- 6.2** SIM Card:
  - 6.2.1** The Subscriber must promptly notify Ooredoo if the SIM Card is damaged.
  - 6.2.2** In the event of loss or theft of SIM Card, the Subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft.

## **7. Mobile Number Portability**

### **7.1 Porting of mobile number away from Ooredoo**

**7.1.1** Subscriber may port mobile number: The Subscriber may port a mobile number allocated to the Subscriber by Ooredoo to the OLO by requesting the port of that mobile number from the OLO. Not all mobile numbers will be technically capable of being ported.

**7.1.2** Charges payable as at date of port: The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.

**7.1.3** Charges that are owed but which have not been invoiced also payable: The Subscriber must pay all charges that have been incurred by the Subscriber but which have not been invoiced by Ooredoo as at the date of the port, including any early contract termination fees. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:

**7.1.3.1** within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.1.3.2** within 45 days of the invoice date, Ooredoo may direct the OLO to suspend the ability of Users to receive public telecommunications services using the ported mobile number; and

**7.1.3.3** within 60 days of the invoice date, Ooredoo may direct the OLO to terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.

**7.1.4** Termination: This agreement will automatically terminate on the earlier of:

**7.1.4.1** the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and

**7.1.4.2** the date that the supply of public mobile telecommunications services to the Subscriber is terminated by the OLO due to non-payment of Ooredoo's outstanding invoices, if applicable.

### **7.2 Porting of mobile numbers to Ooredoo:**

**7.2.1** A Subscriber that ports a mobile number from the OLO to Ooredoo must pay all charges that are owed to the OLO in respect of that ported mobile number, notwithstanding the fact that the Subscriber has ceased to acquire public mobile telecommunications services from the OLO.

**7.2.2** If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:

- 7.2.2.1 within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
  - 7.2.2.2 within 45 days of the invoice date, Ooredoo will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
  - 7.2.2.3 within 60 days of the invoice date, Ooredoo will, upon request of the OLO, terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
- 7.2.3** If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

**- END OF TARIFF -**

**Tariff Version Control**

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
01		1 December 2011	Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge.
02		1 March 2012	Permanent Tariff Change, International Key
03		20 May 2012	Permanent Tariff Change, BlackBerry Key
04		1 October 2012	Ooredoo Passport Permanent
05		14 November 2012	Permanent Tariff Change, Shahry Value Plans price reductions
06		8 January 2013	New Mobile Data Plans Permanent Change
07		31 January 2013	Permanent Tariff Change, Mobile Number Portability
08		25 February 2013	Permanent Tariff Change, Shahry Value Plans Upgrade
09		1 October 2013	Permanent Tariff Change, 4G Key
10		1 November 2013	Permanent Tariff Change, International Calling
11		13 February 2014	Permanent Tariff change, Shahry Smart Packs
12		7 April 2014	Permanent Tariff change, Passport
13		16 April 2014	Permanent Tariff Change, Data Scratch Card
14		1 May 2014	Permanent Tariff Change, Smartphone Plan
15		1 May 2014	Permanent Tariff Change, Ooredoo Passport
16		16 June 2014	Permanent Tariff Change, Shahry Saver Key
17		17 July 2014	Permanent Tariff Change, Data Services
18		22 September 2014	Permanent Tariff Change, Fair Usage Policy
19		1 November 2014	Permanent Tariff Change, Ooredoo Passport
20		22 November 2014	Permanent Tariff Change, Service Features
21		28 January 2015	Permanent Tariff Change, BlackBerry Global
22		13 July 2015	Permanent Tariff Change, Shahry Smart Packs
23		23 August 2015	Permanent Tariff Change, Smartphone Tariff
24		27 August 2015	Permanent Tariff Change, Smartphone Shahry Combo
25		17 September 2015	Permanent Tariff Change, Shahry Discount Offer
26		25 December 2015	Permanent Tariff Change, Shahry Saver Key
27		12 February 2016	Permanent Tariff Change, Shahry Refresh, increased data
28		28 February 2016	Permanent Tariff Change, Unlimited data first month
29		15 March 2016	Permanent Tariff Change, IDD rate increase, India pack permanent.
30		27 March 2016	Permanent Tariff Change, PAYG rate changed to QAR 0.99
31		1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
32		1 May 2016	Permanent Tariff Change, student discount changed to young person, under 26 years of age.

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
33		29 May 2016	Ascension Island rate increased to QAR 10.
34		13 June 2016	Permanent Tariff Change, revisions of credits
35		17 June 2016	Permanent Tariff Change, Smart Packs
36		5 July 2016	Permanent Tariff Change, Ooredoo Passport
37		18 July 2016	Permanent Tariff Change, revision of credits
38		28 July 2016	Permanent Tariff Change, Mobile Internet Data
39		2 August 2016	Permanent Tariff Change, Data Services
40		5 August 2016	Permanent Tariff Change, roaming rate change
41		29 August 2016	Permanent Tariff Change, short codes
42		8 September 2016	Permanent Tariff Change, Voicemail
43		18 November 2016	Permanent Tariff Change, Unlimited Data Pack
44		30 November 2016	Unlimited Data Pack changes removed. Permanent Tariff Change, Mobile Money international transfer bonus data.
45		19 December 2016	Fair Usage Policy for Unlimited data corrected.
46		29 December 2016	Permanent Tariff Change, Shahry Smart Pack and Young Discount.
47	5 January 2017	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated.
48	6 February 2017	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase.
49	16 March 2017	16 March 2017	Permanent Tariff Change, Endless Internet Pack
50	1 April 2017	1 April 2017	Permanent Tariff Change, GCC Roaming rate change.
51	15 April 2017	15 April 2017	Permanent Tariff Change, Shahry Smart Pack and Roaming
52	16 May 2017	16 May 2017	Permanent Tariff Change, Standard PAYG changes
53	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges
54	18 July 2017	18 July 2017	Permanent Tariff Change, Shahry 450 data allowance and Shahry QATARNA.
55	3 August 2017	3 August 2017	Permanent Tariff Change, Shahry International Calling Rate Change.
56	17 August 2017	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
57	21 September 2017	21 September 2017	Permanent Tariff Change,
58	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge.
59	22 November 2017	22 November 2017	Permanent Tariff Change, India Pack
60	18 February 2018	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
61	21 February 2018	21 February 2018	Permanent Tariff Change, OPM and DSK
62	8 March 2018	8 March 2018	Permanent Tariff Change, young discount and first month removal
63	20 March 2018	20 March 2018	Permanent Tariff Change, Calls to Tunisia

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
64	1 April 2018	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
65	5 April 2018	5 April 2018	Permanent Tariff Change, Shahry Super Packs and Mobile Data Adjustments
66	17 April 2018	17 April 2018	Permanent Tariff Change, Introduction of New Shahry Packs, New Mobile International Pack for 50QAR, Increase in IRK Price, Change in price for international calls on Shahry Saver Key, Mobile data Scratch Card bonus removal and data allowance plus validity change
67	24 May 2018	24 May 2018	Disabilities and retirees
68	11 July 2018	11 July 2018	Permanent Tariff Change, International and Roaming Key and rates
69	9 September 2018	9 September 2018	Permanent Tariff Change, Qatarna Packs
70	18 October 2018	18 October 2018	Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase
71	4 December 2018	4 December 2018	Adding MyKi Devices Packs
72	27 December 2018	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change
73	24 January 2019	24 January 2019	Permanent Tariff Change, Qatar Petroleum Offer
74	7 February 2019	7 February 2019	Permanent Tariff Change, Qatar Petroleum Offer
75	26 March 2019	26 March 2019	Permanent Tariff Change, Apple Watch
76	7 August 2019	7 August 2019	Permanent Tariff Change, Lebanon exception rate
77	16 October 2019	16 October 2019	Permanent Tariff Change, On Air Rate
78	1 November 2019	1 November 2019	Monaco as Ooredoo Passport partner (4.6.3)
79	10 December 2019	10 December 2019	Shahry 5G and QATARNA 5G Packs (4.14)
80	18 February 2020	18 February 2020	Speed Boosters FUP update (4.3.1.1.)
81	9 September 2020	9 September 2020	Netflix as Permanent Product (4.15)
82	12 September 2020	12 September 2020	India and Syria price revisions
83	6 October 2020	6 October 2020	OSN Streaming App (4.14.)
84	23 November 2020	23 November 2020	eShop Permanent Offer (4.14.4.)
85	31 December 2020	31 December 2020	Shahid VIP (4.14.2)
86	1 February 2021	1 February 2021	Postpaid Price Revisions (4.1, 4.2, 4.3, 4.12, 4.14)
87	11 March 2021	11 March 2021	OSN extension to lower tier (4.14.2)
88	21 July 2021	21 July 2021	Price and Product adjustment (4.4.3) and (4.14)
89	23 September 2021	23 September 2021	eShop Offer (4.14.4)
90	28 October 2021	28 October 2021	Migration to Prepaid (4.15)
91	26 November 2021	26 November 2021	Mobile Gaming Add-ons (4.16)
92	1 February 2022	1 February 2022	Postpaid Price Adjustments (4.2.3, 4.2.5, 4.3, 4.12, 4.14.2, 4.14.4)
93	23 March 2022	23 March 2022	Netflix Offer (4.18)