

## General Tariff Information

|                              |                                                        |
|------------------------------|--------------------------------------------------------|
| <b>Service Provider Name</b> | Ooredoo Q.S.C. (formerly (Qtel) Q.S.C.)                |
| <b>License</b>               | Public Mobile Telecommunications Networks and Services |
| <b>Tariff Number</b>         | C10-01                                                 |
| <b>Service Name</b>          | Postpaid Mobile Services                               |
| <b>Tariff Type</b>           | Consumer                                               |
| <b>Tariff Effective Date</b> | 21 November 2017                                       |

## 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

**4.1.1 Description:** Subscribers to standard Post Paid Mobile Service have access to mobile telecommunication services, including calling, messaging and data, for a monthly payment.

### 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                    | 50         |
| 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                                       | 50         |
| Migration to Prepaid                                  | 50         |

#### 4.1.2.2 Local Calling

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

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

**4.2.1 Description:** A Subscriber may also acquire the Post Paid Mobile Service in the form of various smart packs, which include 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 4.7.4. 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** Smart packs allow a subscriber to 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:
- Subscribers select their Free Numbers upon service inception;
  - Subscribers 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.

#### 4.2.3 Charging:

**4.2.3.1 Shahry Standard:** There are two options (none of the features available in the Smart Packs are included in the Shahry Standard plan):

- Normal subscription is QAR 50 per month. The customer can unsubscribe at any time after the three (3) month commitment period with no disconnection fee.
- If a customer wishes to subscribe for a yearly plan, then they may at a cost of QR300 for the year. If the customer wishes to unsubscribe at any time before the end of the 3 month minimum service period the normal disconnection penalty applies of QR150. If the customer leaves in months 4 or 5 then Ooredoo will pay the customer QR100 and QR50 respectively with no disconnection fee. If the customer leaves between 6 and 12 months there is no disconnection penalty and no refund.
- Customers are free to move to another plan after the minimum service period on the Shahry 12 month option to optimise their usage
- If customers are currently on the 12 month plan the customer will be auto-renewed on their 12 month anniversary
- The 12 month option is no longer available for new Shahry Standard customers
- For customers who wish to change from or cancel after their Yearly Subscription, the following refund or no 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             |

**4.2.3.2 Smart Packs** are charged at the rates set out below:

|                                                                             | Smart Pack 15(8) | Smart Pack 35(8) | Smart Pack 55 | Smart Pack 100 | Smart Pack 150 | Smart Pack 250           | Smart Pack 450           | Smart pack 750           | Al Nokhba 750   |
|-----------------------------------------------------------------------------|------------------|------------------|---------------|----------------|----------------|--------------------------|--------------------------|--------------------------|-----------------|
| Local calls / Messages (1)                                                  | 50               | 120              | 200           | 500            | 1000           | 1500                     | 3300                     | 6500                     | Unlimited(3)    |
| Unlimited Local Calling (To Ooredoo and Vodafone in Qatar – 'FREE' numbers) |                  |                  |               | 1              | 2              | Unlimited 'Free Numbers' | Unlimited 'Free Numbers' | Unlimited 'Free Numbers' | Unlimited(7)    |
| Unlimited calls to local landline                                           | NO               | NO               | NO            | NO             | YES            | YES                      | YES                      | YES                      | YES             |
| Data (2)                                                                    | 100MB            | 250MB            | 500MB         | 1GB            | 2GB            | 3GB                      | 25GB                     | Unlimited(5)             | Unlimited(5)    |
| Data (2) first month                                                        | NO               | NO               | NO            | NO             | NO             | Unlimited (5,6)          | Unlimited (5,6)          | Unlimited (5,6)          | Unlimited (5,6) |
| Free 4G Key                                                                 | YES              | YES              | YES           | YES            | YES            | YES                      | YES                      | YES                      | YES             |
| Free BlackBerry                                                             | NO               | NO               | NO            | NO             | NO             | YES                      | YES                      | YES                      | YES             |
| International voice calling minutes (4)                                     |                  |                  |               |                |                | 100                      | 300                      | 600                      | 600             |
| Receiving Roaming minutes                                                   |                  |                  |               |                |                |                          | 60                       | 300                      | Unlimited       |

Note 1: Included call minutes within the Smart Packs are provided on a 'one month carry-over' basis.

Note 2: 'Carry-over' also applies to SMS, MMS and data included in the Smart packs.

Note 3: Subscribers to International Key in Al Nokhba pack gives you 6500 units to use for international minutes and SMS.

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

Note 5: Fair Usage Policy, for data: After consuming 200GB of data you will be charged for PAYG standard rate.

Note 6: "Data first month" is a benefit for new Shahry Smart subscribers. Benefit is valid for a one month from Shahry Smart subscription. Customers who already received "Data First month" benefit in 10x or Unlimited form will not get it again when upgrading or downgrading Shahry Smart packs.

Note 7: Fair Usage Policy (4.2.2.5)

Note 8: Shahry Smart Pack 15 and 35 is no longer available for sale from 15<sup>th</sup> of April 2017. Customers who are still subscribed to this pack can still enjoy the benefit of the pack until they change their pack or unsubscribe to another pack.

- 4.2.3.3** 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.
- 4.2.3.4** Subscribers can upgrade or downgrade between Smart packs as they choose and at no additional charge. Subscribers will lose all of their allowance of the old pack once the downgrade/upgrade is complete and the allowance of the new Smart pack will apply.
- 4.2.3.5** Smart Pack Subscribers with included Blackberry rental draw their Blackberry usage from the included monthly data allowance of the Smart Pack.
- 4.2.3.6** Subscribers can pay QAR100 per month extra on their Smart Pack monthly rental and be eligible for the 'International Key'. 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.

- 4.2.3.7** Subscribers can pay QAR20 per month extra on their Smart Pack Monthly rental and be eligible for the 'BlackBerry Key'. This will apply to all customers on the Smart Packs 15, 35, 55, 100 and 150 packs whom will need to pay the QAR20 per month fee; however 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.

- 4.2.3.8** Subscribers can pay QAR50 per month extra on their Smart Pack monthly rental and be eligible for the 'Landline Key'. Customers on the Smart Pack 15, 35, 55 and 100 packs will need to pay the QAR50 per month fee. 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.
- 4.2.3.9** Subscribers can pay QAR10 per month extra on their Smart Pack monthly rental and be eligible for the 'Shahry Saver Key'. This key will allow the customer to get a discounted rate to call the below destinations:

| Country                                                                                               | Rate / Minute |
|-------------------------------------------------------------------------------------------------------|---------------|
| India                                                                                                 | QAR 0.15      |
| Bangladesh                                                                                            | QAR 0.19      |
| Nepal (Nepal Telecom)                                                                                 | QAR 0.20      |
| Indonesia                                                                                             | QAR 0.24      |
| Egypt                                                                                                 | QAR 0.35      |
| Philippines, KSA, UAE, Bahrain, Pakistan, Nepal (Ncell), Syria, Sudan, Turkey, Thailand and Sri Lanka | QAR 0.45      |

This 'Shahry 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.

**4.2.3.10 Shahry Super Pack (\*):** Customers can subscribe to this special pack for a retail price of QAR 150 per month. Subscribers will get the following:

- Local voice calls from Ooredoo to Ooredoo 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.

(\*) Shahry Super Pack is no longer available for sale from 1<sup>st</sup> of January 2016.

Customers who are still subscribed to this pack can still enjoy the benefit of the pack until they change their pack or unsubscribe to another pack.

**4.2.3.11 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.
- New customers will be getting the Endless Internet Pack when getting this discount as of

**4.2.3.12 India Pack:** Subscribers can pay QAR10 per month extra on their Smart Pack monthly rental and be eligible for the 'India Pack'. This will give customers 600 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.

**4.2.3.13 Speed booster:** The subscriber can restore the speed by purchasing one of the following:

- Speed booster (daily pack) at QAR 20 by sending SMS with text "SB 20" to 121.
- Speed booster (weekly pack) at QAR 100 by sending SMS with text "SB 100" to 121.

### 4.3 International Calling

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

**4.3.2 Conditions:**

**4.3.2.1** The billing interval for international calls is 60 seconds.

**4.3.2.2** 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.

**4.3.3 Charging:**

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

**4.3.3.2** 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             | 2.20/1.80                              |
| ALGERIA             | 2.20/1.80                              |
| AMERICAN SAMOA      | 2.20/1.80                              |
| ANDORRA             | 2.20/1.80                              |
| ANGOLA              | 2.20/1.80                              |
| ANGUILLA            | 3.99                                   |
| ANTARCTICA          | 3.99                                   |
| 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             | 2.20/1.80                              |

| Country                   | Int'l rates/min (QR) - (peak/off-peak) |
|---------------------------|----------------------------------------|
| BELGIUM                   | 2.20/1.80                              |
| BELIZE                    | 2.20/1.80                              |
| BENIN                     | 2.20/1.80                              |
| BERMUDA                   | 3.99                                   |
| BHUTAN                    | 2.20/1.80                              |
| BOLIVIA                   | 2.20/1.80                              |
| BOSNIA AND HERZEGOVINA    | 2.20/1.80                              |
| BOTSWANA                  | 2.20/1.80                              |
| BRAZIL                    | 2.20/1.80                              |
| BRITISH VIRGIN ISLANDS    | 3.99                                   |
| BRUNEI Darussalam         | 2.20/1.80                              |
| BULGARIA                  | 2.20/1.80                              |
| BURKINA FASO              | 2.20/1.80                              |
| BURUNDI                   | 2.20/1.80                              |
| CAMBODIA                  | 2.20/1.80                              |
| CAMEROON                  | 2.20/1.80                              |
| CANADA                    | 2.20/1.80                              |
| CAPE VERDE                | 2.20/1.80                              |
| CAYMAN ISLANDS            | 3.99                                   |
| CENTRAL AFRICAN REPUBLIC  | 2.20/1.80                              |
| 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                   | 2.20/1.80                              |
| CONGO                     | 2.20/1.80                              |
| CONGO/Zaire               | 2.20/1.80                              |
| COOK ISLANDS              | 2.20/1.80                              |
| COSTA RICA                | 2.20/1.80                              |
| CROATIA                   | 2.20/1.80                              |
| CUBA                      | 2.99                                   |
| CYPRUS                    | 2.20/1.80                              |
| CZECH REPUBLIC            | 2.20/1.80                              |
| DENMARK                   | 2.20/1.80                              |
| DIEGO GARCIA              | 5.99                                   |
| DJIBOUTI                  | 2.20/1.80                              |
| 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         | 2.20/1.80                              |
| ERITREA                   | 2.20/1.80                              |
| ESTONIA                   | 2.20/1.80                              |
| ETHIOPIA                  | 2.20/1.80                              |
| FALKLAND ISLANDS MALVINAS | 4.99                                   |
| FAROE ISLANDS             | 2.20/1.80                              |
| FIJI                      | 2.20/1.80                              |
| FINLAND                   | 2.20/1.80                              |
| FRANCE                    | 2.20/1.80                              |
| FRENCH GUIANA             | 2.20/1.80                              |
| FRENCH POLYNESIA/Tahiti   | 2.20/1.80                              |
| GABON                     | 2.20/1.80                              |
| GAMBIA                    | 2.20/1.80                              |
| GEORGIA                   | 2.20/1.80                              |
| GERMANY                   | 2.20/1.80                              |
| GHANA                     | 2.20/1.80                              |
| GIBRALTAR                 | 2.20/1.80                              |

| Country                      | Int'l rates/min (QR) - (peak/off-peak) |
|------------------------------|----------------------------------------|
| 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                | 2.20/1.80                              |
| GUYANA                       | 2.20/1.80                              |
| HAITI                        | 2.20/1.80                              |
| 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                  | 2.20/1.80                              |
| JAMAICA                      | 3.99                                   |
| JAPAN                        | 2.20/1.80                              |
| JORDAN                       | 2.20/1.80                              |
| KAZAKHSTAN                   | 2.20/1.80                              |
| KENYA                        | 2.20/1.80                              |
| KIRIBATI                     | 2.20/1.80                              |
| KOREA NORTH                  | 2.20/1.80                              |
| 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                      | 2.20/1.80                              |
| LIBERIA                      | 2.20/1.80                              |
| LIBYA                        | 2.20/1.80                              |
| LIECHTENSTEIN                | 2.20/1.80                              |
| LITHUANIA                    | 2.20/1.80                              |
| LUXEMBOURG                   | 2.20/1.80                              |
| MACAO, CHINA                 | 2.20/1.80                              |
| MACEDONIA                    | 2.20/1.80                              |
| MADAGASCAR                   | 2.99                                   |
| MALAWI                       | 2.20/1.80                              |
| MALAYSIA                     | 2.20/1.80                              |
| MALDIVES                     | 2.50                                   |
| MALI                         | 2.20/1.80                              |
| MALTA                        | 2.20/1.80                              |
| 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                              |
| MEXICO                       | 2.20/1.80                              |
| MICRONESIA                   | 2.20/1.80                              |
| MOLDOVA                      | 2.20/1.80                              |
| MONACO                       | 2.20/1.80                              |
| MONGOLIA                     | 2.20/1.80                              |
| MONTENEGRO                   | 2.20/1.80                              |
| MONTSERRAT                   | 3.99                                   |

| Country                          | Int'l rates/min (QR) - (peak/off-peak) |
|----------------------------------|----------------------------------------|
| 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                    | 2.20/1.80                              |
| NEW ZEALAND                      | 2.20/1.80                              |
| NICARAGUA                        | 2.20/1.80                              |
| NIGER                            | 2.20/1.80                              |
| 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                            | 2.20/1.80                              |
| PALESTINE                        | 2.20/1.80                              |
| PANAMA                           | 2.20/1.80                              |
| PAPUA NEW GUINEA                 | 2.20/1.80                              |
| PARAGUAY                         | 2.20/1.80                              |
| PERU                             | 2.20/1.80                              |
| PHILIPPINES                      | 2.20/1.80                              |
| POLAND                           | 2.20/1.80                              |
| PORTUGAL                         | 2.20/1.80                              |
| PUERTO RICO                      | 3.99                                   |
| REUNION                          | 3.99                                   |
| 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                       | 2.20/1.80                              |
| SAO TOME AND PRINCIPE            | 3.99                                   |
| SAUDI ARABIA                     | 1.80/1.30                              |
| SENEGAL                          | 2.20/1.80                              |
| SERBIA                           | 2.20/1.80                              |
| SEYCHELLES                       | 2.20/1.80                              |
| SIERRA LEONE                     | 2.20/1.80                              |
| SINGAPORE                        | 2.20/1.80                              |
| SLOVAKIA                         | 2.20/1.80                              |
| SLOVENIA                         | 2.20/1.80                              |
| SOLOMON ISLANDS                  | 2.99                                   |
| SOMALIA                          | 2.20/1.80                              |
| SOUTH AFRICA                     | 2.20/1.80                              |
| SOUTH SUDAN                      | 3.99                                   |
| SPAIN                            | 2.20/1.80                              |
| SRI LANKA                        | 2.20/1.80                              |
| SUDAN                            | 2.20/1.80                              |
| SURINAME                         | 2.20/1.80                              |
| SWAZILAND                        | 2.20/1.80                              |
| SWEDEN                           | 2.20/1.80                              |
| SWITZERLAND                      | 2.20/1.80                              |

| Country                       | Int'l rates/min (QR) - (peak/off-peak) |
|-------------------------------|----------------------------------------|
| SYRIA                         | 2.20/1.80                              |
| TAIWAN, CHINA                 | 2.20/1.80                              |
| TAJIKISTAN                    | 2.20/1.80                              |
| TANZANIA                      | 2.20/1.80                              |
| THAILAND                      | 2.20/1.80                              |
| TOGO                          | 2.20/1.80                              |
| TOKELAU                       | 3.99                                   |
| TONGA                         | 2.20/1.80                              |
| TRINIDAD AND TOBAGO           | 3.99                                   |
| TUNISIA                       | 2.20/1.80                              |
| TURKEY                        | 2.20/1.80                              |
| TURKMENISTAN                  | 2.20/1.80                              |
| TURKS AND CAICOS ISLANDS      | 3.99                                   |
| TUVALU                        | 3.99                                   |
| UGANDA                        | 2.20/1.80                              |
| UKRAINE                       | 2.20/1.80                              |
| UNITED ARAB EMIRATES          | 1.80/1.30                              |
| UNITED KINGDOM                | 2.20/1.80                              |
| 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                       | 2.20/1.80                              |
| VATICAN                       | 2.20/1.80                              |
| VENEZUELA                     | 2.20/1.80                              |
| VIETNAM                       | 2.20/1.80                              |
| WALLIS AND FUTUNA             | 2.99                                   |
| WESTERN SAMOA / SAMOA COUNTRY | 3.99                                   |
| YEMEN                         | 2.20/1.80                              |
| ZAMBIA                        | 2.20/1.80                              |
| ZIMBABWE                      | 2.20/1.80                              |

**4.3.3.3** International calling rates for Shahry Smart Pack 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             | 0.99                                 |
| ALGERIA             | 1.50                                 |
| AMERICAN SAMOA      | 1.66                                 |
| ANDORRA             | 0.99                                 |
| ANGOLA              | 0.99                                 |
| ANGUILLA            | 0.99                                 |
| ANTARCTICA          | 2.80                                 |
| 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             | 0.99                                 |

| Country (English)         | Standard International Rate (QR/Min) |
|---------------------------|--------------------------------------|
| BELGIUM                   | 0.99                                 |
| BELIZE                    | 0.99                                 |
| BENIN                     | 0.99                                 |
| BERMUDA                   | 0.99                                 |
| BHUTAN                    | 0.99                                 |
| BOLIVIA                   | 0.99                                 |
| BOSNIA AND HERZEGOVINA    | 0.99                                 |
| BOTSWANA                  | 0.99                                 |
| BRAZIL                    | 0.99                                 |
| BRITISH VIRGIN ISLANDS    | 0.99                                 |
| BRUNEI Darussalam         | 0.99                                 |
| BULGARIA                  | 0.99                                 |
| BURKINA FASO              | 0.99                                 |
| BURUNDI                   | 1.99                                 |
| CAMBODIA                  | 0.99                                 |
| CAMEROON                  | 0.99                                 |
| CANADA                    | 0.99                                 |
| CAPE VERDE                | 0.99                                 |
| CAYMAN ISLANDS            | 0.99                                 |
| CENTRAL AFRICAN REPUBLIC  | 1.66                                 |
| CHAD                      | 0.99                                 |
| CHILE                     | 0.99                                 |
| CHINA                     | 0.99                                 |
| CHRISTMAS ISLAND          | 1.50                                 |
| COCOS ISLANDS             | 1.50                                 |
| COLOMBIA                  | 0.99                                 |
| COMOROS                   | 1.50                                 |
| CONGO                     | 1.50                                 |
| CONGO/Zaire               | 1.50                                 |
| COOK ISLANDS              | 1.99                                 |
| COSTA RICA                | 0.99                                 |
| CROATIA                   | 0.99                                 |
| CUBA                      | 2.99                                 |
| CYPRUS                    | 0.99                                 |
| CZECH REPUBLIC            | 0.99                                 |
| DENMARK                   | 0.99                                 |
| DIEGO GARCIA              | 3.50                                 |
| DJIBOUTI                  | 0.99                                 |
| DOMINICA                  | 0.99                                 |
| DOMINICAN REPUBLIC        | 2.50                                 |
| EAST TIMOR (Timor-Leste)  | 3.50                                 |
| ECUADOR                   | 0.99                                 |
| EGYPT                     | 0.99                                 |
| EL SALVADOR               | 0.99                                 |
| EQUATORIAL GUINEA         | 0.99                                 |
| ERITREA                   | 0.99                                 |
| ESTONIA                   | 0.99                                 |
| ETHIOPIA                  | 0.99                                 |
| FALKLAND ISLANDS MALVINAS | 2.50                                 |
| FAROE ISLANDS             | 0.99                                 |
| FIJI                      | 0.99                                 |
| FINLAND                   | 0.99                                 |
| FRANCE                    | 0.99                                 |
| FRENCH GUIANA             | 0.99                                 |
| FRENCH POLYNESIA/Tahiti   | 0.99                                 |
| GABON                     | 1.66                                 |
| GAMBIA                    | 1.99                                 |
| GEORGIA                   | 0.99                                 |
| GERMANY                   | 0.99                                 |
| GHANA                     | 0.99                                 |
| GIBRALTAR                 | 0.99                                 |

| Country (English)            | Standard International Rate (QR/Min) |
|------------------------------|--------------------------------------|
| GREECE                       | 0.99                                 |
| GREENLAND                    | 1.99                                 |
| GRENADA                      | 0.99                                 |
| GUADELOUPE                   | 0.99                                 |
| GUAM                         | 3.50                                 |
| GUATEMALA                    | 0.99                                 |
| GUINEA                       | 1.66                                 |
| GUINEA-BISSAU                | 1.66                                 |
| GUYANA                       | 0.99                                 |
| HAITI                        | 0.99                                 |
| HONDURAS                     | 0.99                                 |
| HONG KONG                    | 0.99                                 |
| HUNGARY                      | 0.99                                 |
| ICELAND                      | 0.99                                 |
| INDIA                        | 0.99                                 |
| INDONESIA                    | 0.99                                 |
| IRAN                         | 0.99                                 |
| IRAQ                         | 0.99                                 |
| IRELAND                      | 0.99                                 |
| ITALY                        | 0.99                                 |
| IVORY COAST                  | 0.99                                 |
| JAMAICA                      | 1.50                                 |
| JAPAN                        | 0.99                                 |
| JORDAN                       | 0.99                                 |
| KAZAKHSTAN                   | 0.99                                 |
| KENYA                        | 0.99                                 |
| KIRIBATI                     | 1.99                                 |
| KOREA NORTH                  | 0.99                                 |
| KOREA SOUTH                  | 0.99                                 |
| KUWAIT                       | 0.99                                 |
| KYRGYZSTAN                   | 0.99                                 |
| LAOS                         | 0.99                                 |
| LATVIA                       | 1.99                                 |
| LEBANON                      | 0.99                                 |
| LESOTHO                      | 0.99                                 |
| LIBERIA                      | 0.99                                 |
| LIBYA                        | 0.99                                 |
| LIECHTENSTEIN                | 0.99                                 |
| LITHUANIA                    | 0.99                                 |
| LUXEMBOURG                   | 0.99                                 |
| MACAO, CHINA                 | 0.99                                 |
| MACEDONIA                    | 0.99                                 |
| MADAGASCAR                   | 2.50                                 |
| MALAWI                       | 0.99                                 |
| MALAYSIA                     | 0.99                                 |
| MALDIVES                     | 2.99                                 |
| MALI                         | 0.99                                 |
| MALTA                        | 0.99                                 |
| MARSHALL ISLANDS             | 0.99                                 |
| MARTINIQUE (French Antilles) | 0.99                                 |
| MAURITANIA                   | 1.66                                 |
| MAURITIUS                    | 0.99                                 |
| MAYOTTE                      | 0.99                                 |
| MEXICO                       | 0.99                                 |
| MICRONESIA                   | 0.99                                 |
| MOLDOVA                      | 0.99                                 |
| MONACO                       | 0.99                                 |
| MONGOLIA                     | 0.99                                 |
| MONTENEGRO                   | 0.99                                 |
| MONTSERRAT                   | 0.99                                 |
| MOROCCO                      | 1.50                                 |

| Country (English)                | Standard International Rate (QR/Min) |
|----------------------------------|--------------------------------------|
| 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                    | 0.99                                 |
| NEW ZEALAND                      | 0.99                                 |
| NICARAGUA                        | 0.99                                 |
| NIGER                            | 0.99                                 |
| 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                            | 0.99                                 |
| PALESTINE (972)                  | 0.99                                 |
| PALESTINE (970)                  | 0.99                                 |
| PANAMA                           | 0.99                                 |
| PAPUA NEW GUINEA                 | 1.99                                 |
| PARAGUAY                         | 0.99                                 |
| PERU                             | 0.99                                 |
| PHILIPPINES                      | 0.99                                 |
| POLAND                           | 0.99                                 |
| PORTUGAL                         | 0.99                                 |
| PUERTO RICO                      | 0.99                                 |
| REUNION                          | 1.50                                 |
| 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                       | 0.99                                 |
| SAO TOME AND PRINCIPE            | 2.50                                 |
| SAUDI ARABIA                     | 0.99                                 |
| SENEGAL                          | 0.99                                 |
| SERBIA                           | 0.99                                 |
| SEYCHELLES                       | 1.99                                 |
| SIERRA LEONE                     | 1.99                                 |
| SINGAPORE                        | 0.99                                 |
| SLOVAKIA                         | 0.99                                 |
| SLOVENIA                         | 0.99                                 |
| SOLOMON ISLANDS                  | 2.99                                 |
| SOMALIA                          | 1.50                                 |
| SOUTH AFRICA                     | 0.99                                 |
| SOUTH SUDAN                      | 0.99                                 |
| SPAIN                            | 0.99                                 |
| SRI LANKA                        | 0.99                                 |
| SUDAN                            | 0.99                                 |
| SURINAME                         | 0.99                                 |
| SWAZILAND                        | 0.99                                 |
| SWEDEN                           | 0.99                                 |
| SWITZERLAND                      | 0.99                                 |

| Country (English)             | Standard International Rate (QR/Min) |
|-------------------------------|--------------------------------------|
| SYRIA                         | 0.99                                 |
| TAIWAN, CHINA                 | 0.99                                 |
| TAJIKISTAN                    | 0.99                                 |
| TANZANIA                      | 0.99                                 |
| THAILAND                      | 0.99                                 |
| TOGO                          | 0.99                                 |
| TOKELAU                       | 3.50                                 |
| TONGA                         | 0.99                                 |
| TRINIDAD AND TOBAGO           | 0.99                                 |
| TUNISIA                       | 1.66                                 |
| TURKEY                        | 0.99                                 |
| TURKMENISTAN                  | 0.99                                 |
| TURKS AND CAICOS ISLANDS      | 0.99                                 |
| TUVALU                        | 3.50                                 |
| UGANDA                        | 0.99                                 |
| UKRAINE                       | 0.99                                 |
| UNITED ARAB EMIRATES          | 0.99                                 |
| UNITED KINGDOM                | 0.99                                 |
| UNITED STATES OF AMERICA      | 0.99                                 |
| UNITED STATES VIRGIN ISLANDS  | 0.99                                 |
| URUGUAY                       | 0.99                                 |
| UZBEKISTAN                    | 0.99                                 |
| VANUATU                       | 1.66                                 |
| VATICAN                       | 0.99                                 |
| VENEZUELA                     | 0.99                                 |
| VIETNAM                       | 0.99                                 |
| WALLIS AND FUTUNA             | 2.50                                 |
| WESTERN SAMOA / SAMOA COUNTRY | 3.99                                 |
| YEMEN                         | 0.99                                 |
| ZAMBIA                        | 0.99                                 |
| ZIMBABWE                      | 1.66                                 |

#### 4.3.4 Countries Included in the Bundle

| Country           |
|-------------------|
| Afghanistan       |
| Andorra           |
| Angola            |
| Argentina         |
| Armenia           |
| Aruba             |
| Australia         |
| Austria           |
| Bahrain           |
| Bangladesh        |
| Belgium           |
| Bhutan            |
| Bolivia           |
| Botswana          |
| Brazil            |
| Brunei Darussalam |
| Bulgaria          |
| Cambodia          |
| Canada            |
| China             |
| Colombia          |
| Costa Rica        |
| Cyprus            |
| Czech Rep.        |

| Country              |
|----------------------|
| Denmark              |
| Ecuador              |
| Egypt                |
| El Salvador          |
| Estonia              |
| Faroe Islands        |
| Finland              |
| France               |
| French Guiana        |
| Georgia              |
| Germany              |
| Ghana                |
| Gibraltar            |
| Greece               |
| Guadeloupe           |
| Guatemala            |
| Honduras             |
| Hong Kong            |
| Hungary              |
| Iceland              |
| India                |
| Indonesia            |
| Iran                 |
| Iraq                 |
| Ireland              |
| Italy                |
| Japan                |
| Jordan               |
| Kazakhstan           |
| Kenya                |
| Korea South          |
| Kuwait               |
| Kyrgyzstan           |
| Lao P.D.R.           |
| Lebanon              |
| Liechtenstein        |
| Lithuania            |
| Luxembourg           |
| Macao, China         |
| Malawi               |
| Malaysia             |
| Malta                |
| Martinique           |
| Mauritius            |
| Mayotte              |
| Mexico               |
| Mongolia             |
| Mozambique           |
| Namibia              |
| Nepal                |
| Netherlands          |
| Netherlands Antilles |
| New Caledonia        |
| New Zealand          |
| Nigeria              |
| Norway               |
| Oman                 |
| Pakistan             |
| Palestine            |
| Panama               |
| Paraguay             |

| Country              |
|----------------------|
| Peru                 |
| Philippines          |
| Poland               |
| Portugal             |
| Romania              |
| Russia               |
| San Marino           |
| Saudi Arabia         |
| Singapore            |
| Slovakia             |
| Slovenia             |
| South Africa         |
| Spain                |
| Sri Lanka            |
| Sudan                |
| Suriname             |
| Swaziland            |
| Sweden               |
| Switzerland          |
| Syria                |
| Taiwan, China        |
| Tajikistan           |
| Thailand             |
| Turkey               |
| Turkmenistan         |
| Ukraine              |
| United Arab Emirates |
| United Kingdom       |
| United States        |
| Uruguay              |
| Uzbekistan           |
| Vatican              |
| Venezuela            |
| Viet Nam             |
| Yemen                |
| Zambia               |

#### 4.4 Three Favourite Numbers

**4.4.1 Description:** The Three Favourite Numbers service offers a 25 % discount to the International charge rates for calls made to a maximum of three pre-selected International numbers.

**4.4.2 Conditions:** This service is available for calls made to any international location.

**4.4.3 Charging:** The Three Favourite Numbers service is charged at the rates set out below.

| Fee                                           | Charge (QAR) |
|-----------------------------------------------|--------------|
| Set-Up fee (one-off fee)                      | 10           |
| Monthly fee per user                          | 10           |
| Number change (up to three numbers per month) | 5            |

#### 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** International Smart Pack credit is not valid for calls or messages made while roaming or for premium-rated numbers.

**4.5.3.2** International Smart 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 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 this tariff as noted in section 4.4.3.2 The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

#### 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, Madagascar, 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                                    | 0.95                           | 1.25                                | 2                                       | 2                                          | 17                                                       | 0.25          | 4.75                   | No charge                                                              |
| **MENA                                  | 3                              | 2.25                                | 8                                       | 17                                         | 17                                                       | 1.5           | 55                     | No Charge                                                              |
| **Americas                              | 3                              | 2.25                                | 10                                      | 17                                         | 17                                                       | 1.5           | 55                     | No charge                                                              |
| **Europe                                | 3                              | 2.25                                | 10                                      | 17                                         | 17                                                       | 1.5           | 55                     | No charge                                                              |
| **Asia & Oceania                        | 3                              | 2.25                                | 12                                      | 17                                         | 17                                                       | 1.5           | 55                     | No charge                                                              |
| **Africa & Rest of World                | 5                              | 2.25                                | 12                                      | 17                                         | 17                                                       | 1.5           | 55                     | No charge                                                              |
| **Satellite, Thurawal & 'Special Cases' | 30                             | 30                                  | 30                                      | 30                                         | 30                                                       | 2             | 75                     | 30                                                                     |

\*The roaming prices in the above table are in effect from 1<sup>st</sup> of April 2016 until 31<sup>st</sup> of March 2017.

\*\* The roaming prices in the above table will no longer be in effect from the 5<sup>th</sup> of September 2016.

| 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                                   | 0.9                            | 1                                   | 2                                       | 2                                          | 17                                                       | 0.25          | 3                      | No charge                                                              |
| ****MENA                                 | 5                              | 3                                   | 17                                      | 17                                         | 17                                                       | 3             | 55                     | No Charge                                                              |
| ****Americas                             |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| ****Europe                               |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| ****Asia & Oceania                       |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| ****Africa & Rest of World               |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| ****Satellite, Thurawal& 'Special Cases' | 30                             | 30                                  | 30                                      | 30                                         | 30                                                       | 3             | 75                     | 30                                                                     |

\*\*\*The roaming prices in the above table are in effect from 1<sup>st</sup> of April 2017.

\*\*\*\*The roaming prices in the above table are in effect from 5<sup>th</sup> of September 2016 until 13<sup>th</sup> of April 2017.

| 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 |
|--------------------------------------|--------------------------------|-------------------------------------|-----------------------------------------|--------------------------------------------|----------------------------------------------------------|---------------|------------------------|------------------------------------------------------------------------|
| MENA                                 | 5                              | 3                                   | 17                                      | 17                                         | 17                                                       | 2             | 55                     | No Charge                                                              |
| Americas                             |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| Europe                               |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| Asia & Oceania                       |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| Africa & Rest of World               |                                |                                     |                                         |                                            |                                                          |               |                        | No charge                                                              |
| Satellite, Thurawal& 'Special Cases' | 30                             | 30                                  | 30                                      | 30                                         | 30                                                       | 2             | 75                     | 30                                                                     |

The roaming prices in the above table are in effect from 14<sup>th</sup> April 2017.

**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      | -                        | -                             | -                                 | -                                        | -                                                  | -             | 80                     |

|                                       |   |   |    |   |   |   |    |
|---------------------------------------|---|---|----|---|---|---|----|
| Cuba                                  | 8 | - | 15 | - | - | - | -  |
| Morocco                               | 6 | - | 13 | - | - | - | -  |
| Canada                                | - | 5 | -  | - | - | - | -  |
| USA                                   | - | 5 | -  | - | - | - | -  |
| Seychelles                            | - | 5 | -  | - | - | - | -  |
| India                                 | - | 7 | -  | - | - | - | -  |
| Sri Lanka                             | - | - | 17 | - | - | - | -  |
| Czech Republic                        | - | - | 15 | - | - | - | -  |
| Malta                                 | - | - | 15 | - | - | - | -  |
| Italy                                 | - | - | 15 | - | - | - | -  |
| Russia                                | - | - | 15 | - | - | - | -  |
| Senegal                               | - | - | -  | - | - | - | 80 |
| Kazakhstan,<br>Serbia &<br>Montenegro | - | - | 15 | - | - | - | -  |
| Switzerland                           | - | - | 15 | - | - | - | -  |
| Tajikistan                            | - | - |    | - | - | - | 80 |
| Uzbekistan,<br>Macedonia,<br>Moldova  | - | - | 15 | - | - | - | -  |

The roaming prices in the above table will no longer be in effect from the 5<sup>th</sup> of September 2016.

Effective the 5<sup>th</sup> of September 2016, the roaming prices in the below table will be applicable

| 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                       | -                        | -                             | -                                 | -                                        | -                                                  | -             | 80                     |
| Cuba                            | 10                       | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Morocco                         | 10                       | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Canada                          | -                        | 10                            | -                                 | -                                        | -                                                  | -             | -                      |
| USA                             | -                        | 10                            | -                                 | -                                        | -                                                  | -             | -                      |
| Seychelles                      | -                        | 10                            | -                                 | -                                        | -                                                  | -             | -                      |
| India                           | -                        | 10                            | -                                 | -                                        | -                                                  | -             | -                      |
| Sri Lanka                       | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Czech Republic                  | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Malta                           | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Italy                           | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Russia                          | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Senegal                         | -                        | -                             | -                                 | -                                        | -                                                  | -             | 80                     |
| Kazakhstan, Serbia & Montenegro | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Switzerland                     | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |
| Tajikistan                      | -                        | -                             |                                   | -                                        | -                                                  | -             | 80                     |
| Uzbekistan, Macedonia, Moldova  | -                        | -                             | 17                                | -                                        | -                                                  | -             | -                      |

The roaming prices in the above table will no longer be in effect from the 16<sup>th</sup> of May 2017.

Effective the 16<sup>th</sup> of May 2017, the roaming prices in the below table will be applicable

| 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.
- 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

- PAYG rates

| Service         | Charges (QAR) |
|-----------------|---------------|
| Mobile Internet | 0.99/MB       |

- Mobile Internet (MIP) options are listed below\*\*:

| 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* | 500                  | N/A               | N/A                      |

\*If you a subscriber before the 28<sup>th</sup> of July 2016, you will enjoy your old Mobile Internet Unlimited Plan price of QAR 400 per month.

\* 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.

\*\*As of April 2017, the mentioned packs will not be available for new customers. Current customers can still enjoy their Mobile Internet Packs until they unsubscribe or change to the new Endless Internet Pack.

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

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

**4.7.2.2 Conditions:**

- Customers required entering the 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 to the standard Pay As You Surf rate 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 | Bonus (MB) | Bonus Validity          |
|-----------------------|-------------|-------------|----------|------------|-------------------------|
| Mobile Internet 100MB | 100         | 10          | 7 days   | 500        | Same day until Midnight |
| Mobile Internet 500MB | 500         | 30          | 14 days  | 1000       | Same day until Midnight |
| Mobile Internet 1GB   | 2,500       | 60          | 28 days  | 0          | 28 days                 |
| Mobile Internet 3GB   | 4,000       | 80          | 28 days  | 0          | 28 days                 |
| Mobile Internet 6 GB  | 7,000       | 100         | 28 days  | 0          | 28 days                 |
| Mobile Internet 10 GB | 14,000      | 150         | 28 days  | 0          | 28 days                 |
| Mobile Internet 15 GB | 20,000      | 200         | 42 days  | 0          | 42 days                 |

#### 4.7.3 Endless Internet Packs

**4.7.3.1 Description:** The Endless Data Pack will have unique feature 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                |

**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.
- Subscriber can restore the speed by purchasing the speed boosters **(4.2.3.14)**, top up with Data Scratch Card or wait until the next bill cycle.

**4.7.4 Additional Services**

| 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)   |
| 4G Key                    | No Charge        | 0                 | Per applicable Mobile Internet plan in 4.7.4.1 |

\*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.

### **4.8.2 Smartphone & Shahry Combo**

**4.8.2.1** When purchasing a new smart phone, the 1st month of Shahry Smart or Shahry Super + 6GB data cards will be given for free.

**4.8.2.2** This will apply to new subscribers, upgrades and migrations from Hala.

**4.8.3** Selected Smartphones are available from Ooredoo Retail Shops and the Ooredoo eShop.

**4.8.4** Prices vary depending on the selected smartphone

## 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.
- Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport or 30 days for monthly Ooredoo Passport 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.

### **4.10.3 Charging:**

- Customers have to pay QAR 100 per for the weekly Ooredoo Passport to subscribe 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.

### **4.10.4 List of the passport countries and operators:**

|                |                                          |
|----------------|------------------------------------------|
| Afghanistan    | MTN                                      |
| Algeria        | Ooredoo Algeria                          |
| Australia      | Telstra                                  |
| Australia      | Vodafone Network PTY Ltd.                |
| Austria        | T-Mobile                                 |
| Azerbaijan     | AzerCell                                 |
| Bahrain        | Bahrain Telecommunications Co.           |
| Bahrain        | Zain BH                                  |
| Bahrain        | VIVA Bahrain                             |
| Bangladesh     | Robe Axiata Limited                      |
| Bangladesh     | Airtel Bangladesh Limited                |
| Belguim        | Base                                     |
| Brazil         | Claro                                    |
| Bulgaria       | Cosmo Bulgaria Mobile                    |
| Bulgaria       | Viacom                                   |
| Cambodia       | Smart (Hello)                            |
| Canada         | Bell Mobility                            |
| Canada         | TELUS Communications                     |
| China          | China Unicom                             |
| Croatia        | Croatian Telecom Inc (T-Mobile)          |
| Croatia        | Tele 2                                   |
| Czech Republic | T-Mobile Czech Republic                  |
| Czech Republic | Vodafone Czech Republic a.s.             |
| Denmark        | TDC A/S                                  |
| Egypt          | ECMS-MobiNil                             |
| Egypt          | Vodafone Egypt Telecommunications S.A.E. |
| Estonia        | Tele 2                                   |
| France         | Bouygues Telecom                         |
| France         | Orange                                   |
| France         | SFR                                      |
| Germany        | Telefónica Germany                       |
| Germany        | Telekom Deutschland (T-Mobile)           |
| Germany        | Vodafone D2 GmbH                         |
| Germany        | E-Plus                                   |
| Ghana          | Airtel                                   |
| Greece         | Cosmote Mobile Telecom                   |
| Greece         | Vodafone-Panafon Hellenic Tel.Co.        |
| Guinea         | Areeba / MTN                             |
| Hong Kong      | China Mobile Hong Kong Company Limited   |
| Hungary        | Magyar Telekom                           |
| Hungary        | Vodafone Hungary Ltd                     |

|       |                                                     |
|-------|-----------------------------------------------------|
| India | IDEA Cellular Ltd. - Ap                             |
| India | IDEA Cellular Ltd. - Gujarat                        |
| India | Vodafone Cellular Limited(VCL)                      |
| India | IDEA Cellular Ltd. - Maharashtra                    |
| India | VODAFONE CELLULAR LIMITED (VCL)                     |
| India | Vodafone East Limited                               |
| India | Vodafone Mobile Services Limited                    |
| India | IDEA Cellular Ltd. - Haryana                        |
| India | IDEA Cellular Ltd. - Kerala                         |
| India | IDEA Cellular Ltd. - U.P.West                       |
| India | Vodafone West Ltd                                   |
| India | Vodafone India Limited                              |
| India | IDEA Cellular Ltd. - State of Bihar                 |
| India | IDEA Cellular Ltd. Delhi                            |
| India | IDEA Cellular Ltd. - Himachal Pradesh               |
| India | IDEA Cellular Limited Kolkata                       |
| India | IDEA Cellular Ltd. - Mumbai                         |
| India | IDEA Cellular Limited - Orissa                      |
| India | IDEA Cellular Ltd. - Rajasthan                      |
| India | IDEA Cellular Limited - Tamil Nadu & Chennai (TN&C) |
| India | IDEA Cellular Ltd. - U.P. East                      |
| India | IDEA Cellular Limited West Bengal                   |
| India | Idea Cellular Ltd. - Madhya Pradesh                 |
| India | IDEA Cellular Limited - KARNATAKA                   |
| India | IDEA Cellular Limited                               |
| India | Bharti Airtel Ltd. Mumbai                           |
| India | Bharti Airtel Ltd. Pune                             |
| India | Bharti Airtel Ltd. Gujrat                           |
| India | Bharti Airtel Ltd. Tamil Nadu                       |
| India | Bharti Airtel Ltd. Haryana                          |
| India | Bharti Airtel Ltd. UP west                          |
| India | Bharti Airtel Ltd. Kerala                           |
| India | Bharti Airtel Ltd. Madhya Pradesh                   |
| India | Bharti Airtel Ltd. Punjab                           |
| India | Bharti Airtel Ltd. Delhi                            |
| India | Bharti Airtel Limited. Himachal Pradesh             |
| India | Bharti Airtel Ltd. Rajasthan                        |
| India | Bharti Airtel Ltd. Karnataka                        |
| India | Bharti Airtel Ltd. Andhra Pradesh                   |
| India | Bharti Airtel Ltd. Kolkata                          |
| India | Bharti Airtel Ltd. Chennai                          |

|              |                                              |
|--------------|----------------------------------------------|
| Indonesia    | PT. XL Axiata, Tbk                           |
| Indonesia    | Indosat                                      |
| Iran         | MTN Iran                                     |
| Iraq         | Asiacell Communications L.L.C                |
| Ireland      | Vodafone Ireland Plc                         |
| Italy        | TIM-GOS                                      |
| Italy        | WIND Telecomunicazioni S.P.A.                |
| Italy        | Vodafone Omnitel N.V                         |
| Jordan       | Petra Jordanian Mobile Telecom               |
| Jordan       | Umniah Mobile                                |
| Jordan       | Zain                                         |
| Kenya        | Airtel                                       |
| Kuwait       | Kuwait Telecom Company                       |
| Kuwait       | Mobile Telecommunications Company (Zain)     |
| Kuwait       | Ooredoo Kuwait                               |
| Latvia       | Tele 2                                       |
| Malaysia     | Maxis Mobile Services Sdn Bhd                |
| Malaysia     | Celcom Axiata Berhad                         |
| Maldives     | Ooredoo Maldives                             |
| Malta        | Vodafone Malta                               |
| Malta        | Go Mobile                                    |
| Morocco      | IAM                                          |
| Myanmar      | Ooredoo Myanmar                              |
| Netherlands  | T-Mobile                                     |
| Netherlands  | Vodafone Libertel N.V                        |
| Netherlands  | KPN                                          |
| New Zealand  | Vodafone New Zealand Ltd.                    |
| Nigeria      | Airtel                                       |
| Nigeria      | MTN                                          |
| Norway       | Mobile Norway                                |
| Oman         | Ooredoo Oman                                 |
| Oman         | Oman Mobile Telecommunications Company L.L.C |
| Pakistan     | Warid                                        |
| Philippines  | Globe Telecom                                |
| Philippines  | Smart                                        |
| Poland       | Polska Telefonía                             |
| Portugal     | Vodafone Portugal                            |
| Portugal     | TMN                                          |
| Romania      | Cosmote Romania Mobile Telecom               |
| Romania      | Vodafone Romania S.S.                        |
| Saudi Arabia | Saudi Telecom Company                        |

|                            |                                                     |
|----------------------------|-----------------------------------------------------|
| Saudi Arabia               | Etihad Etisalat Company - Mobily                    |
| Seychelles                 | Airtel                                              |
| Seychelles                 | Airtel                                              |
| Singapore                  | M1 Limited                                          |
| Singapore                  | Starhub                                             |
| Slovakia                   | T-Mobile                                            |
| Slovakia (Slovak Republic) | O2 SK                                               |
| South Africa               | Vodafone (Pty) Ltd.                                 |
| South Africa               | MTN                                                 |
| Spain                      | Telefonica Moviles España, S.A.                     |
| Spain                      | VodafoneEspaña, S.A.U.                              |
| Sri Lanka                  | Mobitel (Pvt) Limited                               |
| Sri Lanka                  | Dialog Axiata PLC (PQ 38)                           |
| Sudan                      | MTN                                                 |
| Sweden                     | Tele 2                                              |
| Switzerland                | Swisscom (Switzerland) Ltd                          |
| Tanzania                   | Airtel                                              |
| Thailand                   | Advanced Info Service Public                        |
| Thailand                   | True Move Company Limited                           |
| Thailand                   | Total Access Communication                          |
| Tunisia                    | Ooredoo Tunisia                                     |
| Turkey                     | AVEA İletişim Hizmetleri A.Ş. (Aria)                |
| Turkey                     | Turkcell İletişim Hizmetleri A.Ş.                   |
| Turkey                     | Vodafone Telekomünikasyon AŞ.                       |
| United Arab Emirates       | Emirates Integrated Telecommunications Company PJSC |
| United Arab Emirates       | E.T.I.S.A.L.A.T                                     |
| United Kingdom             | Everything Everywhere Orange (EE)                   |
| United Kingdom             | Everything Everywhere T-Mobile (EE)                 |
| United Kingdom             | Telefónica UK Limited (O2)                          |
| United Kingdom             | Vodafone Ltd.                                       |
| United States              | T-Mobile                                            |
| Yemen                      | MTN                                                 |

#### 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  | XXXXXXY  | XXXXYYY  | XXYXXXY  | XXYYXXX  |
| Platinum Plus    | XXYYXXX                | XYXXXY   | YXXXXXX  | XXXXYYY  | XXYYXXY  | XXYYXXX  |
| Platinum         | XXXXXXY                | XXXXXXY  | XXXXXXY  | XXXXXXY  | XXXXXXY  | XXXXXXY  |
| Gold Plus        | XXXXAYY                | XXXAYYY  | XXXXYYZ  | XXXXYYA  | XXXXYYA  | XXXXAAY  |
| Gold             | AXXXBXX                | AXXXXY   | AXXXXY   | AXXXYY   | XXXXABC  | XXXXABX  |
| Silver Plus      | ABXXYY                 | XYYYXXA  | XYZZZXY  | ABXXYY   | XXABYY   | XXYYAX   |
| Silver           | ABXXYY                 | ABXXYY   | ABCCXX   | ABXXYY   | AXXBYY   | AXXXBY   |
| Bronze           | ABXXCD                 | ABXXXY   | ABXXXY   | ABXXYY   | ABXXXY   | ABXXYY   |
| Pearl            | AXBCXX                 | AXYBY    | AXYXZZ   | AXYXZZ   | XXYZYZ   | XXYZYZ   |
| Mercury          | XABXXY                 | XAXYZZ   | XAYXZZ   | XXBCYY   | XXABYY   | XXABYY   |
| Cooper           | XAYXZZ                 | XXXXAY   | XXXXYY   | XXXXYZ   | XXXXYZ   | XXXXYZ   |
| 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 |          |          |          |          |

**4.11.2.3 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     |

#### 4.11.3 Muzdawaj

**4.11.3.1 Description:** This service allows a subscriber to have 2 duplicate SIM cards with the same number and services.

**4.11.3.2 Conditions:** Only one SIM Card may be used at a time.

**4.11.4 Charging:** Optional features are charged at the rates set out below:

| Service                                                   | Set-Up Fee (QAR) | Monthly Fee (QAR) | Usage Fee (QAR)                |
|-----------------------------------------------------------|------------------|-------------------|--------------------------------|
| Call Forward                                              | No charge        | No charge         | Per applicable calling rate    |
| Call Waiting                                              | No charge        | No charge         | No charge                      |
| Call Barring                                              | No charge        | 15                | No charge                      |
| Calling Line Identification                               | No charge        | No charge         | No charge                      |
| Conference Calling                                        | No charge        | No charge         | Per applicable calling rate    |
| Missed Call Alerts                                        | No charge        | No charge         | No charge                      |
| Muzdawaj –new Subscribers (two SIM cards)                 | 350              | 15                | Per applicable calling rate    |
| Muzdawaj – existing Subscribers (one additional SIM card) | 200              | 15                | Per applicable calling rate    |
| Number Change                                             | 50               | No charge         | No charge                      |
| SIM Cam                                                   | 100              | 30                | n/a                            |
| Credit Transfer to Ooredoo prepaid mobile account*        | n/a              | n/a               | 1.00 per transfer (Min QAR 10) |

**4.12 Mobile Money – International Transfer, Top-Up offer**

**4.12.1 Description:** Any Hala Mobile Money Payroll customer making an international remittance transaction of more than QR 100 will get a data bonus, detailed below. This benefit is over and above standard credit and bonus local minutes.

**4.12.2 Charging:** None.

**4.12.3 Conditions:**

**4.12.3.1** Top-Up size

| QAR            | Top-Up size |
|----------------|-------------|
| 100            | none        |
| 101 to 500     | 100M        |
| 501 to 1000    | 750M        |
| 1001 to 2000   | 2G          |
| 2001 to 4000   | 4G          |
| 4001 and above | 6G          |

**4.12.3.2** The validity of the free data allowance is 5 days.

**4.12.3.3** General Terms and Conditions Applies.

**4.13 Shahry QATARNA Packs:**

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

**4.13.2** Shahry QATARNA Packs portfolio:

| QATARNA Pack                  | QATARNA 350 | QATARNA 600 | QATARNA 850 |
|-------------------------------|-------------|-------------|-------------|
| Monthly Rental                | 350         | 600         | 850         |
| Local Allowance (Minutes/SMS) | Unlimited   | Unlimited   | Unlimited   |
| Local Data (GB)               | 30          | 150         | Unlimited   |
| Roaming Data (GB)             | 10          | 14          | 20          |

**4.13.3 Conditions:**

**4.13.3.1** 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.

**4.13.3.2** Customer is not subscribed to any additional local data add-on pack, then after consumption of 100% QATARNA 350 and QATARNA 600 Pack local data allowance, local data speed will be throttled to 64kbps.

**4.13.3.3** For QATARNA Pack 850, local data speed will be throttled after consuming 400GB (3G and 4G traffic) to maximum speed of 1Mbps (3G), 2Mbps (4G) . Further speed throttling will be applied after consuming 500GB (3G and 4G traffic) to maximum speed of 256Kbps (3G), 512Kbps (4G).

- 4.13.3.4** Unless otherwise specified, the allowances of additional local data add-on pack to which customer subscribe will be consumed before available QATARNA Pack local data allowance.
- 4.13.3.5** One can restore QATARNA local data to full speed using the Endless Internet Pack, Data Recharge cards or any of the available speed boosters.
- 4.13.3.6** QATARNA Packs roaming benefits are valid only on Ooredoo Passport partners' networks.
- 4.13.3.7** 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.
- 4.13.3.8** 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.
- 4.13.3.9** All add-on packs except QR100/- Shahry International Key, can be subscribed to on all QATARNA Packs.
- 4.13.3.10** 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.
- 4.13.3.11** QATARNA Pack allowances, cannot be carried over.
- 4.13.3.12** QATARNA Pack allowances, are aligned with bill cycle.
- 4.13.3.13** "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.

## **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 Service is 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

| Tariff Version Number | Approval Date | Effective Date    | Tariff Modifications                                                                      |
|-----------------------|---------------|-------------------|-------------------------------------------------------------------------------------------|
| 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. |

| <b>Tariff Version Number</b> | <b>Approval Date</b> | <b>Effective Date</b> | <b>Tariff Modifications</b>                                                                                      |
|------------------------------|----------------------|-----------------------|------------------------------------------------------------------------------------------------------------------|
| 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.<br>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 November 2017     | 21 November 2017      | Permanent Tariff Change, Data Recharge.                                                                          |