

### 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>	11 July 2018

**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):

- a) 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.
- b) 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.
- c) Customers are free to move to another plan after the minimum service period on the Shahry 12 month option to optimise their usage
- d) If customers are currently on the 12 month plan the customer will be auto-renewed on their 12 month anniversary
- e) The 12 month option is no longer available for new Shahry Standard customers
- f) 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: (These packs are no longer available for sale from the 17<sup>th</sup> of April 2018. Customers who subscribed to these packs can still enjoy them until they unsubscribe these packs or migrate to the New Shahry Packs)

	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)
IRK (QAR 120)	50	120	200	500	1000	1500	3300	6500	6500
Free BlackBerry	NO	NO	NO	NO	NO	YES	YES	YES	YES
International voice calling minutes (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 1<sup>5th</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 QAR120 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.

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

- 4.2.3.7** 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 0.25
Nepal (Nepal Telecom)	QAR 0.25
Indonesia	QAR 0.30
Egypt	QAR 0.45
Philippines, KSA, UAE, Bahrain, Pakistan, Nepal (Ncell), Syria, Sudan, Turkey, Thailand and Sri Lanka	QAR 0.55

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. **(This pack will no longer be available from the 22<sup>nd</sup> of November 2017. Customers who are still subscribed to this pack can still enjoy the benefit of the pack until they unsubscribe from this pack)**

- **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.

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

Calling destination	International Minutes	Pack Code
Bangladesh – all networks	700	BGD35
Egypt – all networks	220	EGY35
India – all networks	1200	IND35
Nepal – Nepal Telecom number	475	NTC35
Pakistan – all networks	475	PAK35
Philippines – all networks	160	PHL35
Sri Lanka – all networks	160	LKA35

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

**4.2.3.15 Shahry Super Packs:** customer may subscribe to the following Shahry Super Packs and select one of the existing Ooredoo’s International Packs. Depending on the International Pack selection, the number of minutes will be included in the selected pack. The customer can request additional International Packs with additional normal retail charges:

	<b>Shahry Super 90</b>	<b>Shahry Super 140</b>
<b>Local Minutes</b>	120	120
<b>Data (MB)</b>	500	6250
<b>International Minutes</b>	Dependency on the selected International Pack	Dependency on the selected International Pack
<b>Price (QAR)</b>	90	140

- Customers will be charged at normal retail out of bundle rate after consuming the local minutes and the international packs.
- Customers will not be charged for out of bundle rate when consuming the data allowance within the selected packs. Out of bundle data consumption will be provided at the speed of (up to ) 64kbps.
- There will be no carryover of any allowances within the packs. Once the bill is issued, any un-used allowance from the selected packs will be forfeited.

**4.2.3.16 New Shahry Packs:** The following Shahry Packs are available for customers as of 17.4.2018:

	Shahry Packs			
	100	150	200	250
<b>Local Data (GB)</b>	5	8	12	15
<b>Local Units (voice, SMS, MMS)</b>	240	600	900	Unlimited*
<b>International Calls (120) countries**</b>	25	50	75	100
<b>Roaming Data*** (GB)</b>	-	-	-	2

\*Fair Usage Policy (FUP): 10,000 units per month.

\*\* List of countries is published in Ooredoo.qa

\*\*\* Available in Passport Partner Networks. For the list of Passport Partner Networks see Ooredoo.qa

- Unused in bundle allowances (local data, local units, international calls and roaming data) are not carried forward to the next bill cycle.
- Shahry 250 Pack's roaming benefits are valid only on Ooredoo Passport Partners networks.
- "NO PERMANENT ROAMING" clause – Shahry 250 service can be used for personal purpose only. Ooredoo will monitor use of Shahry 250 Pack and may as appropriate restrict the long term continuous usage of Shahry 250 in international roaming. Specific terms of such restriction will be specified at the time of its introduction.
- Out of bundle rates of these packs are as follows:
  - Local units: QAR 0.35 per unit.
  - Local Data: customers will not be charged for out of bundle usage. The data speed will be lowered to (up to) 64Kbps.
  - International Calls: Standard international rate charges.
  - Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS.
  - Roaming Rate for non Ooredoo Passport Networks: Standard Roaming Rates.
- The following add-ons are applicable for the New Shahry Packs: International Pack 50, International Packs 35, Shahry Saver Key, Endless Internet Packs, Ooredoo Passport and Ooredoo Passport Monthly.
- The following add-ons are not applicable for the New Shahry Packs: Blackberry, Landline Key, International and Roaming Key, Friends and Family, Favorite number and Mobile Internet Packs.

**4.2.3.17 International Pack 50:** An optional subscription which is applicable only for New Shahry Packs and Qatarna Packs with a retail price of QAR 50 per month. When the International Pack 50 is activated, customers will get additional international minutes allowance, which depends on the selected Shahry or Qatarna pack as follows:

Packs	Shahry				Qatarna		
	100	150	200	250	350	600	850
International Minutes (120 countries)*	+100	+150	+200	+400	+500	+700	+1000

\* List of countries is published in Ooredoo.qa

### 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
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

Country	Int'l rates/min (QR) - (peak/off-peak)
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
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

Country	Int'l rates/min (QR) - (peak/off-peak)
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
MONTERRAT	3.99
MOROCCO	2.20/1.80
MOZAMBIQUE	2.20/1.80
MYANMAR (Burma)	2.20/1.80
NAMIBIA	2.20/1.80
NAURU	2.99
NEPAL	2.20/1.80
NETHERLANDS	2.20/1.80
NETHERLANDS ANTILLES	2.20/1.80
NEW CALEDONIA	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



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Country	Int'l rates/min (QR) - (peak/off-peak)
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
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

Country	Int'l rates/min (QR) - (peak/off-peak)
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
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	1.50
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	2.50
CHILE	0.99

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Country (English)	Standard International Rate (QR/Min)
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	1.50
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
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

Country (English)	Standard International Rate (QR/Min)
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	2.50
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
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

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Country (English)	Standard International Rate (QR/Min)
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
SYRIA	0.99
TAIWAN, CHINA	0.99
TAJKISTAN	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

Country (English)	Standard International Rate (QR/Min)
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.
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

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Country
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
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

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Country
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.

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

**4.6 International Roaming:**

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

**4.6.2 Conditions:**

**4.6.2.1** Roaming is offered by Ooredoo’s international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.

**4.6.2.2** Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.

**4.6.2.3** Roaming service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks and some services may not be available while roaming. Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

**4.6.2.4** ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

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

**4.6.2.6** Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.

**4.6.2.7** The list of roaming countries available to Subscribers as listed below:

GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Saint Kitts, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad & Tabago, Turks and Caicos, Puerto Rico, Montserrat, Netherlands, Antilles, Nicaragua, Mexico, Guyana, Haiti, Honduras, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bolivia, British Virgin Islands, Colombia, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Grenada, Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	San Marino, Moldova, Monaco, Montenegro, Isle of Man, Kosova, Guernsey, Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan

Asia & Oceania	Fiji, French Polynesia, Laos, Papua New Guinea, Samoa, Tonga, Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Iran, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam
Africa & Rest of World	Lesotho, 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	0.85	0.80	1	1	1	0.20	1.00	No charge

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

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

<b>Satellite, Thurawal&amp; 'Special Cases'</b>	30	30	30	30	30	2	75	30
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The roaming prices in the above table are in effect from 14<sup>th</sup> April 2017.

#### 4.6.3.5 Standard Roaming Rates for all Ooredoo Passport Partners are as the following:

Calling People in the country you are in	Calling Qatar	Calling another Country	Receiving a Call	Sending SMS	Mobile Roaming date
QAR 0.9/minute	QAR 1/Minute	QAR 1/Minute	QAR 1/Minute	QAR0.25/SMS	QAR 1/MB

Roaming rates for Ooredoo Passport partners in GCC

Calling People in the country you are in	Calling Qatar	Calling another Country	Receiving a Call	Sending SMS	Mobile Roaming date
QAR 1/Minute	QAR 1/Minute	QAR 1/Minute	QAR 1/Minute	QAR 1/SMS	QAR 1/MB

Roaming rates for Ooredoo Passport partner in non-GCC

#### 4.6.3.6 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:

Effective from 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

\* 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
Mobile Internet 100MB	500	10	1 day*
Mobile Internet 500MB	1000	30	14 days
Mobile Internet 1GB	2,500	60	28 days
Mobile Internet 3GB	4,000	80	28 days
Mobile Internet 6 GB	7,000	100	28 days
Mobile Internet 10 GB	14,000	150	28 days
Mobile Internet 15 GB	20,000	200	42 days

\* Same day until Midnight

#### 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

- **Data Safety Key (DSK):** The DSK will be activated whenever the customer data charges at standard data rate will reach QAR 70. The DSK will automatically add 6GB Endless Internet Pack at no additional charge. The 6GB will be valid until the end of a given bill cycle. If the 6GB is consumed before the bill cycle, the data speed will be reduced to the level of up to 64Kbps. The Automatic activation for the DSK will occur:
  - When the Shahry Pack allowance is 100% consumed and there are no additional data packs activated and customer was charged QAR 70 at the standard local data rate (QAR 0.99/MB and;
  - When the Mobile Internet Pack is 100% consumed and there was no additional data pack activated and customer was charged QAR 70 at the standard out of bundle rate Mobile Internet Pack (QAR 0.10/MB)

#### 4.7.3.3 Conditions:

- Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.
- Once reaching the data allowance, subscribers can still use internet data. However, the data speed will be reduced to the level of up to 64 Kbps.
- Subscribers can restore the speed by purchasing the speed boosters **(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. To check the balance customers can send a SMS to 114 with a keyword “BAL OP” for weekly and “BAL OPM” for monthly. To Stop the OPM, customers can send a SMSM to 114 with a keyword “STOP OP” for weekly and “STOP OPM” for monthly.
- Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport (OP) or 30 days for monthly Ooredoo Passport (OPM) from the date of subscription.
- Subscribers to the weekly Ooredoo Passport will have 1GB data and 100 voice call minutes while roaming. Subscribers to the monthly Ooredoo Passport will have 4GB data and voice call 300 minutes.
- Subscribers can re-subscribe to this optional service after the weekly (7 days) is complete. The monthly Ooredoo Passport is an auto-renewal subscription.
- Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10.4 list of the passport countries and operators).
- Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text ‘OPE’ to 114. Once the customer sends the text ‘OPE’ to the relevant code (114), they will receive a confirmation SMS that they have successfully pre-ordered Ooredoo Passport and they have been charged QAR 100. Immediately upon their current validity expiry a new Passport will be activated and the allowances will be reset to 1GB and 100mins for the next week (the unused allowances will not be transferred into the next week). This feature can be used once every week, (customers can pre-order Ooredoo Passport only 1 week upfront and then repeat it a week later).
- Subscribers on the weekly Ooredoo Passport will get additional 1GB of data allowance if they are roaming in GCC countries. Subscribers on the monthly Ooredoo Passport will get additional 4GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.
- Customers will have a choice to activate the OPM for a number of months (up to 6) of their choice; OPM will auto-renew up to the selected month and it will expire at the end of the last selected month automatically. Customers will have an option to stop the auto-renewal anytime in between the selected months. Customers can use a keyword “OPMX (X = 1 to 6)

### 4.10.3 Charging:

- Customers have to pay QAR 100 for the weekly Ooredoo Passport to subscribe to the feature and QAR 350 for the monthly Ooredoo Passport.

- Customer will pay the following after the allowance has been used within the weekly and monthly period on the selected network (s): QAR 1 per MB and QAR 1 per roaming minute.
- When customers who will be charged for standard out of bundle roaming rates or OP out of bundle roaming rates, applicable when OP is not activated, expired or OP allowances are consumed, Ooredoo will automatically activate OP, at no additional charge, when the customer spends QAR 100 on OP partner networks only. The customer will get full OP benefits. No action is required from the customer in order to get this feature.

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

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. - Madha Pradesh
India	IDEA Cellular Limited - KARNATAKA
India	IDEA Cellular Limited
India	Bharti Airtel Ltd. Mumbai
India	Bharti Airtel Ltd. Pune
India	Bharti Airtel Ltd. Gujrath
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 İletisim Hizmetleri A.S. (Aria)
Turkey	Turkcell İletisim Hizmetleri A.S.
Turkey	Vodafone Telekomunikasyon AS.
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	XXXXXAX	XXXXXXA	XYYYYYX	XAXXXXX	
Diamond	XXAXXXX	XXXAXXX	XXXXYYY	XXXXYYY	XXYXXXY	XXYYXXX
Platinum Plus	XYYYXXX	YXXXXYY	YXXXXXY	XXXXYYX	XXYYXXY	XYYYXXX
Platinum	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY
Gold Plus	XXXAYYY	XXXAYYY	XXXYYZZ	XXXXYYA	XXXXYYA	XXXXXAY
Gold	AXXXBXX	AXXXYXY	AXXXYXY	AXYYYYX	XXXXABC	XXXXABX
Silver Plus	ABXXYYY	XYYYYYA	XYZZZXY	ABXXYYY	XXABYYY	XXYYXAX
Silver	ABXXYY	ABXXYYX	AXBCXXX	AXBXXYY	AXXBYYY	AXXXBYY
Bronze	ABXXCD	ABXXYXY	ABXXYXY	ABXXYXY	ABXXYXY	ABXXYXY
Pearl	AXXBCXX	AXYBYYY	AXYXZZZ	AXYXZZZ	XXYZZZZ	XXYZZZZ
Mercury	XABXXYY	XAYYZZZ	XAYXZZZ	XXABCYY	XXABYYY	XXYABYY
Cooper	XAYXZZZ	XXYXXAY	XXYXXYA	XXYXXZZ	XXYXXZZ	XYXZYXZ
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
<b>Monthly Rental</b>	350	600	850
<b>Local Allowance (Minutes/SMS)</b>	Unlimited	Unlimited	Unlimited
<b>Local Data (GB)</b>	30	150	Unlimited
<b>Roaming Data (GB)</b>	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** If 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 to next month.
- 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.

#### **4.14 Disabilities and Retirees**

- 4.14.1** Customers who are registered and hold a valid Special Needs or Retirement Card (ID) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (Eligible Customer) can get a benefit of having a discount of 50% off the following services: Shahry Smart Pack 250 and higher denomination packs, New Shahry Plan 250, Qatarna Packs and Endless Internet Pack. This discount is limited up to two (2) line(s) only per ID.

**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. Permanent Tariff Change, Mobile Money international transfer bonus data.
45		19 December 2016	Fair Usage Policy for Unlimited data corrected.
46		29 December 2016	Permanent Tariff Change, Shahry Smart Pack and Young Discount.
47	5 January 2017	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated.
48	6 February 2017	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase.
49	16 March 2017	16 March 2017	Permanent Tariff Change, Endless Internet Pack
50	1 April 2017	1 April 2017	Permanent Tariff Change, GCC Roaming rate change.
51	15 April 2017	15 April 2017	Permanent Tariff Change, Shahry Smart Pack and Roaming
52	16 May 2017	16 May 2017	Permanent Tariff Change, Standard PAYG changes
53	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges
54	18 July 2017	18 July 2017	Permanent Tariff Change, Shahry 450 data allowance and Shahry QATARNA.
55	3 August 2017	3 August 2017	Permanent Tariff Change, Shahry International Calling Rate Change.
56	17 August 2017	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
57	21 September 2017	21 September 2017	Permanent Tariff Change,
58	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge.
59	22 November 2017	22 November 2017	Permanent Tariff Change, India Pack
60	18 February 2018	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
61	21 February 2018	21 February 2018	Permenent Tariff Change, OPM and DSK
62	8 March 2018	8 March 2018	Permanent Tariff Change, young discount and first month removal
63	20 March 2018	20 March 2018	Permanent Tariff Change, Calls to Tunisia

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
64	1 April 2018	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
65	5 April 2018	5 April 2018	Permanent Tariff Change, Shahry Super Packs and Mobile Data Adjustments
66	17 April 2018	17 April 2018	Permanent Tariff Change, Introduction of New Shahry Packs, New Mobile International Pack for 50QAR, Increase in IRK Price, Change in price for international calls on Shahry Saver Key, Mobile data Scratch Card bonus removal and data allowance plus validity change
67	24 May 2018	24 May 2018	Disabilities and retirees
68	11 July 2018	11 July 2018	Permanent Tariff Change, International and Roaming Key and rates