

### General Tariff Information

<b>Service Provider Name</b>	<i>Qatar Telecom (QTel) Q.S.C.</i>
<b>License</b>	Public Mobile Telecommunications Networks and Services
<b>Tariff Number</b>	C10-01
<b>Service Name</b>	<i>Postpaid Mobile Services</i>
<b>Tariff Type</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>25 February 2013</i>

## 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 Qtel pursuant to the terms of this tariff.
- 1.4 Qtel means Qatar Telecom (Qtel) (Q.S.C).
- 1.5 Roaming means utilizing Qtel-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 Qtel 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 Qtel General Terms and Conditions where referenced.
- 2.4** From time to time Qtel 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 Qtel'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

Service	Fees (QAR)
Connection Fee (one-off fee)	50
Monthly Rental Fee	50
Optional Annual Rental Fee (instead of monthly fee) – First Year	300
Change of Ownership (except to corporate)	50
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	
	Peak (06:00 am-11:00 pm)	Off-peak (11:00 pm-06:00 am)
Voice calls to a Qtel Mobile or to a Qtel landline	0.35	0.35
Voice calls to OLO Mobile or to a OLO landline	0.35	0.35
Video calls to a Qtel mobile	0.45	0.45
Video calls to OLO mobile	0.45	0.45
Postpaid Audiotext(9001xxx, 9002xxx)	0 – 100	

### 4.2 Postpaid Value Packs

**4.2.1 Description:** A Subscriber may also acquire the Post Paid Mobile Service in the form of various value 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 value pack are for calls to any Qtel fixed-line or mobile numbers. Any unused minutes included in the chosen value pack will roll over to the subsequent billing cycle.

**4.2.2.2** Messages included in the value pack are valid for both SMS and MMS messages sent to any Qtel 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 4.8.1. Any mobile internet usage credit unused at the end of the billing period may not be rolled over to a subsequent billing cycle.

**4.2.2.4** Value packs allow a subscriber to select up to 3 Qtel fixed-line or Qtel mobile numbers 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 Qtel, 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.
- Value packs include a 'Stop the Clock' charging mechanism for international calls to a set of country destinations as detailed below.

Far East and Southeast Asia	Bangladesh, China, Hong Kong, India, Indonesia, Japan, Malaysia, Nepal, Pakistan, Philippines, Singapore, South Korea, Sri Lanka and Thailand.
The Middle East	Algeria, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestine, Saudi Arabia, Sudan, Syria, UAE and Yemen.
North America and Europe	Canada, Czech Republic, Finland, France, Germany, Hungary, Italy, Norway, Portugal, Sweden, UK and USA

- Call durations of up to 5 minutes are charged at the standard consumer mobile charge rates for international calling as noted in section 4.4.3.4.
- Call duration in excess of 5 minutes and within the subsequent 5 minutes are free of charge until total call duration of 10 minutes is reached, whereupon the cycle of 5 minutes charged and subsequent 5 minutes free of charge repeats again.
- Value 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 Qtel'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 Qtel Subscribers may result in cancellation of the service. The Fair Usage limit for this plan is set at 10,000 Minutes local call minutes, 3,000 Local SMS/MMS, 3GB Mobile Internet Data.

### 4.2.3 Charging:

**4.2.3.1** Standard Postpaid Service and Postpaid Value Packs are charged at the rates set out below:

Value Package Plan	Standard		Value Packs						
	Monthly	Yearly	Plan 55	Plan 100	Plan 150	Plan 250	Plan 450	Plan 750	
Monthly Fee (QAR)	50	25	55	100	150	250	450	750	1120
Nat'l call Min / SMS / MMS <sup>(note 1)</sup> <sup>(note 2)</sup>	0	0	200	450	800	1500	3300	6500	Unlimited (subject to Fair Usage policy set out in paragraph 4.2.2 .5)
Mob. Internet <sup>(note 2)</sup>	0	0	20 MB	50 MB	100 MB	250 MB	1 GB	3 GB	Unlimited (subject to Fair Usage policy set out in paragraph 4.2.2 .5)
Free numbers (calls and SMS)	0	0	0	1	1	2	2	3	Unlimited (subject to Fair Usage policy set out in paragraph 4.2.2 .5)
Roaming incoming min. w/out charge	0	0	0	0	0	0	50	100	150
Included Blackberry rental	No	No	No	No	No	Yes	Yes	Yes	Yes

Note 1: Included call minutes to Qtel mobile phones are provided on a 'one month carry-over' basis

Note 2: 'Carry-over' also applies to SMS, MMS and data included in the Shahry Value Packages

**4.2.3.2** If a value 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.

**4.2.3.3** Subscribers can upgrade or downgrade between value packs as they choose and at no additional charge.

**4.2.3.4** Value Pack Subscribers with included Blackberry rental draw their Blackberry usage from the included monthly data allowance of the Value Pack.

**4.2.3.5** Subscribers can pay QR100 per month extra on their Shahry Value 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.

**4.2.3.6** Subscribers can pay QR20 per month extra on their Shahry Value Pack (SVP) Monthly rental and be eligible for the 'BlackBerry Key'. This will apply to all SVP plans however only customers on the SVP 60, 130 and 200 plans will need to pay the QR20 per month fee as the fee is waived on SVP plans 300 to 1500). 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 QR50 per month extra on their Shahry Value Pack (SVP) monthly rental and be eligible for the 'Landline Key'. Customers on the SVP 55 and SVP 100 plans will need to pay the QR50 per month fee. SVP 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.

### **4.3 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.

**4.3.2.3** Countries included within each charging zone are illustrated in the table below:

Zone	Country/platform destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest of World	Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe
Americas	Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti ( French Polynesia ), Trinidad & Tobago, Turks & Caicos Island, Uruguay, USA, Venezuela, Virgin Islands ( British ), Virgin Islands ( Us )
Asia	Afghanistan, Bangladesh, Bhutan, Burma ( Myanmar ), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hong Kong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (Azores / Madeira), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antarctica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti ( French Polynesia ), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

**4.3.3 Charging:**

**4.3.3.1** The international call will be charged at QAR 0.66 per minute.

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

**4.3.3.3** International calling rates for Shahry Standard customers are set out below;

Zone	Calls (voice/video ) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg .	MMS Picture QAR/msg.	MMS Video QAR/msg .
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive			
GCC	0.30	1.50	1.80	0.30	1.00	1.30	0.60	1.35	1.80
M.E.N.A.	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Americas	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Europe	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Oceania	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Asia	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Africa & Rest of World	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Special & Satellite	0.30	29.70	30.00	0.30	29.70	30.00	0.60	N/A	N/A

**4.3.3.4** The following all-inclusive rates apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges):

Exception	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/ms g.
	Airtime	Int'l	All inclusive	Airtim e	Int'l	All inclusive			
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	0.30	3.40	3.70	0.30	2.90	3.20	-	-	-
Greenland	0.30	2.40	2.70	0.30	2.00	2.30	-	-	-
Iridium Local	0.30	16.00	16.30	0.30	16.00	16.30	-	-	-
Skyphone	0.30	36.00	36.30	0.30	36.00	36.30	-	-	-
Thuraya	0.30	6.00	6.30	0.30	6.00	6.30	-	-	-

**4.3.3.5** International calling rates for Shahry Value Pack customers are set out below:

Zone	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive			
GCC	0.30	0.69	0.99	0.30	0.69	0.99	0.60	1.35	1.80
M.E.N.A.	0.30	0.69	0.99	0.30	0.69	0.99	0.60	1.35	1.80
Americas	0.30	1.20	1.50	0.30	1.20	1.50	0.60	1.35	1.80
Europe	0.30	1.20	1.50	0.30	1.20	1.50	0.60	1.35	1.80
Oceania	0.30	1.45	1.75	0.30	1.45	1.75	0.60	1.35	1.80
Asia	0.30	0.69	0.99	0.30	0.69	0.99	0.60	1.35	1.80
Africa & Rest of World	0.30	1.45	1.75	0.30	1.45	1.75	0.60	1.35	1.80
Special & Satellite	0.30	29.70	30.00	0.30	29.70	30.00	0.60	N/A	N/A

**4.3.3.6** The all-inclusive rates set out below apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges). SMS/MMS messaging may not be available to some of these destinations.

Exception	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)		
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive
Algeria	0.30	1.19	1.49	0.30	1.19	1.49
Antartica	0.30	3.45	3.75	0.30	3.45	3.75
Ascension	0.30	4.45	4.75	0.30	4.45	4.75
Australian Ext. Terr.	0.30	2.95	3.25	0.30	2.95	3.25
Chile	0.30	1.70	2.00	0.30	1.70	2.00
Comoros	0.30	1.95	2.25	0.30	1.95	2.25
Cuba	0.30	3.20	3.50	0.30	3.20	3.50
Diego Garcia	0.30	2.69	2.99	0.30	2.69	2.99
Djibouti	0.30	1.69	1.99	0.30	1.69	1.99
Estonia	0.30	1.95	2.25	0.30	1.95	2.25
Falkland Islands Malvinas	0.30	1.95	2.25	0.30	1.95	2.25
Gibraltar	0.30	1.20	1.50	0.30	1.20	1.50
Greenland	0.30	1.95	2.25	0.30	1.95	2.25
Kiribati	0.30	1.95	2.25	0.30	1.95	2.25

Korea North	0.30	1.69	1.99	0.30	1.69	1.99
Libya	0.30	1.19	1.49	0.30	1.19	1.49
Maldives	0.30	1.69	1.99	0.30	1.69	1.99
Morocco	0.30	1.19	1.49	0.30	1.19	1.49
Norfolk Island	0.30	3.45	3.75	0.30	3.45	3.75
Papua New Guinea	0.30	1.95	2.25	0.30	1.95	2.25
Sao Tome Principe	0.30	3.45	3.75	0.30	3.45	3.75
Solomon Islands	0.30	3.45	3.75	0.30	3.45	3.75
Somalia	0.30	1.69	1.99	0.30	1.69	1.99
St. Helena	0.30	3.45	3.75	0.30	3.45	3.75
Tokelau	0.30	2.45	2.75	0.30	2.45	2.75
Tunisia	0.30	1.69	1.99	0.30	1.69	1.99
Vanuatu	0.30	1.95	2.25	0.30	1.95	2.25
Wallis & Futuna	0.30	1.95	2.25	0.30	1.95	2.25
Iridium Local	0.30	15.55	16.00	0.30	15.55	16.00
Skyphone	0.30	35.55	36.00	0.30	35.55	36.00
Thuraya	0.30	5.55	6.00	0.30	5.55	6.00

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

**4.5.3.2** International Value 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:** Qtel 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 Qtel's international roaming partners. Qtel 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 Qtel roaming partners. Qtel is not responsible for those networks and some services may not be available while roaming. Qtel 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 Qtel 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. Qtel 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** All Roaming Wireless Data usage is charged in 10KB increments.

**4.6.3.4** MMS messages are charged using the applicable Wireless Data Roaming rate.

**4.6.3.5** 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 Qtel Customer service (+974 44380000) QR/Min
GCC	1	1.5	2	2	17	1	15	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, Thuraya& 'Special Cases'	30	30	30	30	30	2	75	30
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**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:

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Qtel 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
Serbia & Montenegro	-	-	15	-	-	-	-
Switzerland	-	-	15	-	-	-	-
Tajikistan	-	-		-	-	-	80
Uzbekistan	-	-	15	-	-	-	-

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

#### 4.7 Optional International Roaming Packs



**4.7.1 Description:** Optional International Roaming Packs enable a subscriber to pre-pay for a bundle of roaming call minutes and/or data usage for specified destinations and networks.

**4.7.2 Validity:** International Roaming Packs are valid for a period of one(1) month (30 calendar days).

**4.7.3 Conditions:**

**4.7.3.1** International Roaming Pack credit may not be transferred to another user or carried over to subsequent months.

**4.7.3.2** The list of roaming countries and network partners for International Roaming Packs are listed below:

Region 1	
Country	Network Partner
France	FRANCE TELECOM
	SFR
Germany	O2
	T-MOBILE
Italy	WIND
Spain	FRANCE TELECOM
	TELEFONICA MOVILES
Switzerland	Swisscom
	Orange
UK	T-Mobile
	O2
USA	VODAFONE
	T-Mobile

**4.7.3.3** Roaming is offered by Qtel's international roaming partners. Qtel is not responsible for quality of service or coverage made available to Users while Roaming.

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

**4.7.3.5** The subscriber will continue to be charged the applicable monthly fee for the relevant international roaming pack until their selection is revoked, upgraded or downgraded.

**4.7.3.6** The monthly billing cycle for the international roaming packs is independent of any other monthly billing cycle which may apply in respect of a subscriber.

**4.7.3.7** The Subscriber may subscribe or cancel their subscription to international roaming packs at any time via the usual Qtel subscription channels including SMS short code service, Qtel shops or by calling the Qtel call centre.

**4.7.3.8** In the event a Subscriber cancels the subscription within 24 hours, without using the service, the Subscriber will be refunded the full amount of the subscription.

**4.7.3.9** In the event a Subscriber cancels the Subscription after 24 hours or after the Subscriber has commenced using the International Roaming pack, the Subscriber will be charged the full amount of the Subscription.

**4.7.4 Charging:** International Roaming Packs are charged at the rates set out below:

Pack Type	Monthly fee (QR)	Allowance	Excess rate
Calling Package Region 1	200	100 minutes (cumulative of local calls, calls to Qatar & received call minutes.)	Standard roaming rate per call type

## 4.8 Data Services

### 4.8.1 Mobile Internet:

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

### 4.8.3 Conditions:

**4.8.3.1** 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.qtel.com.qa/documents/Coverage-map.pdf>.

**4.8.3.2** Certain factors may interfere with actual service quality and availability and connection may be interrupted, dropped, refused or limited.

**4.8.3.3** Qtel 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.

**4.8.3.4** The 'Unlimited' Bundle is subject to a 'Fair Usage Policy' as detailed on Qtel's web site

### 4.8.4 Charging:

**4.8.4.1** The charge rates for Mobile Internet service are set out below

Tariff Plan	Monthly Charge	Bundle Limit (MB)	Out of Bundle Cost
Mobile Internet 1GB	QAR 60	1000	QAR 0.1/MB
Mobile Internet 3GB	QAR 160	3000	QAR 0.1/MB
Mobile Internet 6GB	QAR 200	6000	QAR 0.1/MB
Mobile Internet Unlimited	QAR 400	N/A	N/A

#### 4.8.5 Mobile Data Scratch Card Vouchers

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

##### 4.8.5.2 Conditions:

**4.8.5.2.1** Customers required entering the digit code via SMS or USSD to add Mobile Data.

**4.8.5.2.2** Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.

**4.8.5.2.3** Customers will resume their Mobile Data Pack or to the standard Pay As You Surf rate when the data allowance or validity is completed.

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

Scratch Card Voucher	Amount (MB)	Price (QR)	Validity
Mobile Internet 1GB	1000	60	30 days
Mobile Internet 3GB	3000	160	30 days
Mobile Internet 6 GB	6000	200	30 days

#### 4.8.6 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)

Tariff Plan	Monthly Charge	Bundle Limit (MB)	Out of Bundle Cost
BlackBerry 1GB	QAR 60	1000	QAR 0.1/MB
BlackBerry 3GB	QAR 160	3000	QAR 0.1/MB
BlackBerry 6GB	QAR 200	6000	QAR 0.1/MB

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BlackBerry Unlimited	QAR 400	N/A	N/A
BlackBerry Global BIS	QAR 275	1GB Local data 1GB roaming (Email & BBM) data	Local – QAR 0.1/MB Roaming – as per the roaming rates

## 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 a Qtel 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:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Qtel mobile	0.30	0.30
SMS to other mobile	0.30	0.30
SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759)	0 – 100	
MMS to Qtel or other mobile – picture	0.90	0.90
MMS to Qtel 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 Qtel Passport

**4.10.1 Description:** This optional subscription will allow the subscribers to have 1GB of data and 100 minutes (Inbound and outbound) while roaming.

##### 4.10.2 Conditions:

**4.10.2.1** Customers need to send “QP” to 114 to subscribe to this optional feature.

**4.10.2.2** Subscriber will have the allowance for 7 days from the date of subscription.

**4.10.2.3** Subscribers can re-subscribe to this optional service after the duration of 7 days is complete.

**4.10.2.4** 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).

##### 4.10.3 Charging:

**4.10.3.1** Customers have to pay QR100 per 7 days to subscribe to this optional feature.

**4.10.3.2** Customer will pay the following after the allowance has been used within the 7 day period on the selected network (s): QR1 per MB and QR1 per roaming minute.

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

Algeria	Wataniya Telecom Algerie
Australia	Telstra
Austria	T-Mobile
Bahrain	Bahrain Telecommunications Co.
Bahrain	zain BH
Bahrain	VIVA Bahrain
Bangladesh	Robi Axiata Limited
Bangladesh	Airtel Bangladesh Limited
Bulgaria	Cosmo Bulgaria Mobile
Canada	Bell Mobility
Canada	TELUS Communications
Croatia	Croatian Telecom Inc (T-Mobile)
Croatia	Tele 2
Czech Republic	Telefónica Czech Republic, a.s
Czech Republic	T-Mobile Czech Republic
Denmark	TDC A/S
Egypt	ECMS-MobiNil
Egypt	Etisalat Misr
Egypt	Vodafone Egypt Telecommunications S.A.E.
Estonia	Tele 2

France	Bouygues Telecom
France	Orange
Germany	Telefónica Germany
Germany	Telekom Deutschland (T-Mobile)
Greece	Cosmote Mobile Telecom
Hong Kong	China Mobile Hong Kong Company Limited
Hungary	Magyar Telekom
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. Guj Rath
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
Iraq	Asiacell Communications L.L.C
Ireland	Telefonica Ireland Limited
Italy	TIM-GOS
Italy	WIND Telecomunicazioni S.P.A.
Jordan	Zain JO
Jordan	Petra Jordanian Mobile Telecom
Jordan	Umniah Mobile
Kuwait	Kuwait Telecom Company
Kuwait	Mobile Telecommunications Company (Zain)
Kuwait	National Mobile Telecommunications Co.
Latvia	Tele 2
Lithuania	Tele 2
Malaysia	Maxis Mobile Services Sdn Bhd
Malaysia	Celcom Axiata Berhad
Maldives	Wataniya Telecom Maldives
Netherlands	T-Mobile
Norway	Mobile Norway
Oman	Omani Qatari Telecommunications Company S.A.O.G (Nawras)
Oman	Oman Mobile Telecommunications Company L.L.C
Palestinian Territory, Occupied	Wataniya Palestine Mobile Telecommunication Co.
Philippines	Globe Telecom
Poland	Polska Telefonía
Romania	Cosmote Romania Mobile Telecom
Saudi Arabia	Saudi Telecom Company
Saudi Arabia	Mobile Telecommunications Co. Saudi Arabia (Zain)
Singapore	M1 Limited
Singapore	Starhub
Slovakia	Slovak yelekim
Slovakia (Slovak Republic)	Telefonica Slovakia, s. r. o.
Spain	Telefonica Moviles España, S.A.
Sri Lanka	Mobitel (Pvt) Limited
Sri Lanka	Dialog Axiata PLC (PQ 38)



Sweden	Tele 2
Switzerland	Swisscom (Switzerland) Ltd
Thailand	Advanced Info Service Public
Thailand	True Move Company Limited
Thailand	Total Access Communication
Tunisia	TUNISIANA S.A
Turkey	AVEA Iletisim Hizmetleri A.S. (Aria)
Turkey	Turkcell Iletisim Hizmetleri A.S.
United Arab Emirates	Emirates Integrated Telecommunications Company PJSC
United Arab Emirates	E.T.I.S.A.L.A.T
United Kingdom	Hutchison 3G Uk Ltd.
United Kingdom	Orange
United Kingdom	T-Mobile
United Kingdom	Telefónica UK Limited
United States	AT&T Mobility LLC
United States	T-Mobile USA Inc. (Usaw6)
Vietnam	Vietnam Telecom

## 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 Qtel.

### 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	XXXXXXAX	XXXXXXA	YYYYYYYX	AXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXXYY	XXXXXXYY	XXYXXXY	XXYXXXY
Platinum Plus	XXYXXXY	XYXXXY	YXXXXXY	XXXXXXY	XXYXXXY	XYXXXY
Platinum	XXXXXXY	XXXXXXY	XXXXXXY	XXXXXXY	XXXXXXY	XXXXXXY
Gold Plus	XXXXAYY	XXXXAYY	XXXXYYZ	XXXXYYA	XXXXYYA	XXXXAYY
Gold	AXXXBXX	AXXXXY	AXXXXY	AXXXXY	XXXXABC	XXXXABX
Silver Plus	ABXXXY	XYXXXYA	XYZZZXY	ABXXXY	XXABYY	XXXYAX
Silver	ABXXXY	ABXXXY	ABCCXX	ABXXXY	ABXXBY	ABXXBY
Bronze	ABXXCD	ABXXXY	ABXXXY	ABXXXY	ABXXXY	ABXXXY
Pearl	AXBCXX	AXXYBY	AXXYZZ	AXXYZZ	XXYZYZ	XXYZYZ
Mercury	XABXXY	XAXYZZ	XAXYZZ	XXBCYY	XXABYY	XXABYY
Cooper	XAXYZZ	XXXXAY	XXXXAY	XXXXYZ	XXXXYZ	XXYZYZ
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 ictQATAR, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Qtel 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
Voicemail: The subscriber will be charged for the time used while listening to the messages in his mailbox.	Peak	No charge	No charge	0.35/min
	Off-Peak	No charge	No charge	0.30/min

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SIMCam	100	30	n/a
Credit Transfer to Qtel mobile account	n/a	n/a	0.50 per transfer (Min QAR10)

## **5. Service Provider obligations**

**5.1 Commencement of Service:** The Post Paid Mobile Service shall commence from the date of service connection activation by Qtel.

### **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. Qtel 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 Qtel 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 Qtel's prior written consent.

### **6.2 SIM Card:**

- 6.2.1** The Subscriber must promptly notify Qtel if the SIM Card is damaged.
- 6.2.2** In the event of loss or theft of SIM Card, the Subscriber must notify Qtel 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 Qtel**

**7.1.1 Subscriber may port mobile number:** The Subscriber may port a mobile number allocated to the Subscriber by Qtel 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, Qtel 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 Qtel as at the date of the port, including any early contract termination fees. Qtel 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, Qtel 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, Qtel 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, Qtel 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 Qtel; 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 Qtel's outstanding invoices, if applicable.

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

**7.2.1** A Subscriber that ports a mobile number from the OLO to Qtel 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, Qtel 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, Qtel 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, Qtel 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 Qtel 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 Qtel, Qtel 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	Effective Date	Tariff Modifications
001	1 December 2011	Permanent Tariff Change, Roaming Voice Calls to Qtel Call Centre Free of Charge.
002	1 March 2012	Permanent Tariff Change, Internatinal Key
003	20 May 2012	Permanent Tariff Change, BlackBerry Key
004	1 October 2012	Qtel Passport Permanent
005	14 November 2012	Permanent Tariff Change, Shahry Value Plans price reductions
006	8 January 2013	New Mobile Data Plans Permanent Change
007	31 January 2013	Permanent Tariff Change, Mobile Number Portablility
008	25 February 2013	Permanent Tariff Change, Shahry Value Plans Upgrade