

General Tariff Information

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|------------------------------|--|
| Service Provider Name | Ooredoo Q.S.C. (formerly (QTel) Q.S.C.) |
| License | Public Mobile Telecommunications Networks and Services |
| Tariff Number | C11-01 |
| Service Name | Prepaid Mobile Services (“HALA Pay As You Talk”) |
| Tariff Type | Consumer |
| Tariff EffectiveDate | 21 September 2017 |

1. Definitions

- 1.1 Ooredoo means Ooredoo Q.S.C. (formerly (Qtel) Q.S.C)
- 1.2 Roaming means utilizing Ooredoo-enabled mobile device to access services on the mobile network of a service provider other than Ooredoo.
- 1.3 Service means Public Mobile Telecommunications Services, including voice calls, messaging and other services identified herein.
- 1.4 Short Message Service (SMS) means a service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).
- 1.5 Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for service.
- 1.6 Subscriber Identity Module Card (SIM Card) means an electronic card that contains the subscriber's identity information for use with a mobile handset on a mobile network.
- 1.7 Unstructured Supplementary Service Data (USSD) means a capability built into the mobile standard for support of transmitting information over the signalling channels of the mobile network
- 1.8 User means the natural person who actually uses the service.

2. Tariff Terms and Conditions

- 2.1** This tariff is for a permanent standard service.
- 2.2** This tariff contains charges and conditions applicable to the provision of Consumer PrepaidMobile services.
- 2.3** These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for Consumer Services where referenced.

3. Service Description

3.1 Prepaid Mobile Service provides users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options for predefined sets of usage credit and service validity duration.

3.2 Prepayment mechanism:

3.2.1 The first top up on new Hala SIM has to be done within the initial line validity period of 30 days with credit top up QAR 10 and above. All other recharges such as Data Recharge, Dawli or Hala Smart card can be made only after this initial top up. Customers will be sent relevant notification in this respect to be fully aware of the rules.

3.2.2 Prepayment timing: The subscriber may prepay for usage and service validity at any time, even if the subscriber's account has remaining credit.

3.2.3 Maximum duration: The maximum duration of the service validity will be as per the last higher validity top up only. Any subsequent Top Up with the lower validity will not impact the already received higher validity.

3.2.4 Grace period: If the service validity period expires, the subscriber will be entitled to a grace period of 30 days, during which time their service will be limited to incoming calls only.

3.2.5 Account suspension: If the subscriber fails to top up on or before the end of the grace period, a suspension period of 90 days will immediately commence.

3.2.6 Account termination: If the subscriber fails to top up on or before the end of the suspension period, the account will be terminated. In such cases, the remaining credit in customer account will be forfeited and may permanently lose the assigned mobile number.

4. Service Features:

- 4.1** The Initial Connection is charged with QAR 35 with 30 days service validity.
- 4.2** The maximum accumulative bonus allowed is 1,000 units in each “bucket” respectively for data and local minutes.
- 4.3** Any packs and/or keys will be automatically renewed at the time of Top Up in case it was discontinued earlier because of insufficient credit. The automatic renewal will happen only in case customer does the Top Up within 30 days of discontinuation of pack and/or keys. Customer can stop the automatic renewal by sending STOP HOLD to 121. All Top Up bonus cannot be transferred.
- 4.4** Calls made to Satellite phones like Iridium, Sky phone and Thuraya are not included in the International Bonus Minutes
- 4.5 Recharging:** Recharging with card/e-vouchers is available with the following options:

| Charge (QAR) | Validity Period (Days) | Bonus | |
|--------------|------------------------|---------------|----------------------------|
| | | Local minutes | Validity in days for bonus |
| 10 | 30 | - | - |
| 20 | 60 | 5 | 3 |
| 30 | 180 | 10 | 3 |
| 50 | 180 | 20 | 3 |
| 100 | 180 | 50 | 3 |
| 200 | 360 | 120 | 3 |

- 4.6** Recharging with ‘Direct top-up’ is available with the following options:

| Charge (QAR) | Validity Period (Days) | Bonus | |
|--------------|------------------------|---------------|----------------------------|
| | | Local minutes | Validity in days for bonus |
| 10-19 | 30 | - | - |
| 20-29 | 60 | 5 | 3 |
| 30-49 | 180 | 10 | 3 |
| 50-99 | 180 | 20 | 3 |
| 100-199 | 180 | 50 | 3 |
| 200-499 | 360 | 120 | 3 |
| 500 | 360 | 300 | 3 |

4.7 Hala Mini Bonus recharge:

- 4.7.1** The Hala Mini Bonus recharge has a denomination at QAR 0.50 and will provide 10 MB allowance. This allowance will be valid for 1 day.

4.8 Mobile Calling

4.8.1 Local Calling

4.8.1.1 Description: Mobile calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.

4.8.1.2 Charging: Mobile calling is charged on a per-minute basis:

| Service | Charges (QAR)/min |
|--|-------------------|
| Voice Calls to a Ooredoo Mobile or to a Ooredoo landline | 0.55 |
| Voice Calls to other mobiles and otherlandline | 0.55 |
| Video calls to Ooredoo Mobile | 0.55 |
| Video calls to other Mobile | 0.55 |
| Voicemail* (all Qatar Networks) | 0.55 |
| Postpaid Audiotext (9001xxx, 9002xxx) | 1 – 100 |
| Three Digit Short Code voice calls | 1 - 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)

4.9 International calling

4.9.1 Description: Mobile calling allows a User to call international fixed and mobile telephone numbers from his mobile handset.

4.9.2 Conditions:

4.9.2.1 A customer may opt-in via SMS for a subscription charge of QAR 0.50 per week and be eligible to call India for a permanent rate of QAR 0.12 per minute (12Dhs per minute).

4.9.2.2 A customer may opt-in via SMS for a subscription charge of QAR 19 that gives customers 35 minutes of calling to the following countries listed below. The validity of the IDD pack is 30 days or once the QAR 19 has been utilized completely by the customer, they may opt-in to another pack immediately afterwards.

| Country |
|--------------|
| Bahrain |
| Bangladesh |
| Egypt |
| India |
| Indonesia |
| Nepal |
| Pakistan |
| Philippines |
| Saudi Arabia |
| Sri Lanka |
| Sudan |
| Syria |
| Thailand |
| Turkey |
| UAE |

| |
|---------|
| Country |
| UK |
| USA |

4.9.2.3 International Saver Key: A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible to make national all-net voice calls for QAR 0.20 per minute and local price of an SMS to any network is QAR 0.30 per message. In addition, a customer may make voice call to the following 121 countries for QAR 0.55/minute and SMS for 0.45/SMS message.

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 Republic, Denmark, Ecuador, Egypt, El Salvador, Estonia, Faroe Islands, Finland, France, French Guiana, Georgia, Germany, Ghana, Gibraltar, Greece, Guadeloupe, Guatemala, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Italy, Japan, Jordan, Kazakhstan, Kenya, Korea South, Kuwait, Kyrgyzstan, Laos, Lebanon, Liechtenstein, Lithuania, Luxembourg, Macao China, Malawi, Malaysia, Malta, Martinique (French Antilles), Mauritius, Mayotte, Mexico, Mongolia, Mozambique, Namibia, Nepal(NCell), 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, Thailand, Turkey, Turkmenistan, Ukraine, United Arab Emirates, United Kingdom, United States of America, Uruguay, Uzbekistan, Vatican, Venezuela, Vietnam, Yemen, and Zambia.

Nepal Telecom has a special rate of QAR 0.20/minute.

- 4.9.2.4 Bangladesh Key:** A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call and SMS to Bangladesh for QAR 0.19/minute and QAR 0.20/message.
- 4.9.2.5 Egypt Key:** A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call to Egypt for QAR 0.30/minute and QAR 0.20/per for local calls to all all-net numbers.
- 4.9.2.6 Nepal Key:** A customer may opt-in for subscription charge of QAR 1 per week and be eligible to call any number in Nepal for QAR 0.20 per minute. The Hala Nepal key is auto renewable.
- 4.9.2.7 Philippines Globe:** A customer may opt-in for subscription charge of QAR 50 per month and be eligible to call Globe Philippines number for 600 minutes with special prefix 1777 (example 177700639178180000 instead of +639178180000)
- 4.9.2.8 Pakistan Key:** A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call all Pakistan Networks for QAR 0.20 per minute.

4.9.2.9 Pakistan Telenor Pack: A customer may opt-in for subscription charge of QAR 10 per week and be eligible to call Pakistan Telenor network numbers for 100 minutes. In addition, subscribers will receive 150 MB local data valid on the day of activation.

4.9.2.10 Nepal Telecom Packs: A customer may opt-in for these packs and be eligible to call Nepal Telecom (NTC) numbers in Nepal with different validities which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data depends on the selected pack. The following are the packs available for the customers:

| Price (QAR) | International Minutes to Nepal Telecom (NTC) | Bonus Data MB | Bonus Local minutes | Validity of Packs | Bonus Local Minutes and Bonus Data validity |
|-------------|--|---------------|---------------------|-------------------|---|
| 10 | 50 | 100 | 10 | 30 days | 7 Days |
| 30 | 175 | 250 | 25 | 30 days | 7 Days |
| 45 | 275 | 500 | 40 | 30 days | 10 Days |
| 60 | 400 | 750 | 50 | 30 days | 10 Days |
| 100 | 700 | 1000 | 70 | 30 days | 15 Days |
| 200 | 1525 | 5000 | 100 | 30 days | 30 Days |

The out of bundle charges when subscribing to Nepal Telecom Packs is QAR 0.18 per minutes to call Nepal Telecom numbers in Nepal up to the validity of the packs.

4.9.3 Charging: International Mobile calling is charged on a per-minute basis (out of bundle rate)

4.9.3.1 Calls and messages to the listed International Destinations are available at following rates (including international call rate and airtime):

| Country | Calls (voice/video) (QAR/min.) – all inclusive |
|---------------------|--|
| ASCENSION ISLAND | 10.00 |
| AFGHANISTAN | 0.99 |
| ALBANIA | 1.66 |
| ALGERIA | 1.66 |
| AMERICAN SAMOA | 1.66 |
| ANDORRA | 0.99 |
| ANGOLA | 0.99 |
| ANGUILLA | 3.99 |
| ANTARCTICA | 3.99 |
| ANTIGUA AND BARBUDA | 3.99 |
| ARGENTINA | 0.99 |
| ARMENIA | 0.99 |
| ARUBA | 0.99 |
| AUSTRALIA | 0.99 |
| AUSTRIA | 0.99 |
| AZERBAIJAN | 1.66 |
| BAHAMAS | 3.99 |
| BAHRAIN | 0.99 |
| BANGLADESH | 0.99 |

| Country | Calls (voice/video) (QAR/min.) – all inclusive |
|--------------------------|--|
| BARBADOS | 3.99 |
| BELARUS | 0.99 |
| BELGIUM | 0.99 |
| BELIZE | 0.99 |
| BENIN | 0.99 |
| BERMUDA | 3.99 |
| BHUTAN | 0.99 |
| BOLIVIA | 0.99 |
| BOSNIA AND HERZEGOVINA | 0.99 |
| BOTSWANA | 0.99 |
| BRAZIL | 0.99 |
| BRITISH VIRGIN ISLANDS | 3.99 |
| BRUNEI Darussalam | 0.99 |
| BULGARIA | 0.99 |
| BURKINA FASO | 0.99 |
| BURUNDI | 1.99 |
| CAMBODIA | 0.99 |
| CAMEROON | 0.99 |
| CANADA | 0.99 |
| CAPE VERDE | 0.99 |
| CAYMAN ISLANDS | 3.99 |
| CENTRAL AFRICAN REPUBLIC | 1.66 |
| CHAD | 0.99 |
| CHILE | 0.99 |
| CHINA | 0.99 |
| CHRISTMAS ISLAND | 3.99 |
| COCOS ISLANDS | 3.99 |
| COLOMBIA | 0.99 |
| COMOROS | 1.66 |
| CONGO | 1.66 |
| CONGO/Zaire | 1.66 |
| 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 | 5.99 |
| DJIBOUTI | 1.66 |
| DOMINICA | 3.99 |
| DOMINICAN REPUBLIC | 3.99 |
| EAST TIMOR (Timor-Leste) | 3.99 |
| ECUADOR | 0.99 |
| EGYPT | 0.99 |
| EL SALVADOR | 0.99 |
| EQUATORIAL GUINEA | 0.99 |
| ERITREA | 0.99 |
| ESTONIA | 0.99 |

| Country | Calls (voice/video) (QAR/min.) – all inclusive |
|---------------------------|--|
| ETHIOPIA | 0.99 |
| FALKLAND ISLANDS MALVINAS | 4.99 |
| 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 | 3.99 |
| GUADELOUPE | 0.99 |
| GUAM | 3.99 |
| 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 |
| ISRAEL | 0.99 |
| ITALY | 0.99 |
| IVORY COAST | 0.99 |
| JAMAICA | 3.99 |
| JAPAN | 0.99 |
| JORDAN | 0.99 |
| KAZAKHSTAN | 0.99 |
| KENYA | 0.99 |
| KIRIBATI | 1.99 |
| KOREA NORTH | 1.99 |
| KOREA SOUTH | 0.99 |
| KUWAIT | 0.99 |
| KYRGYZSTAN | 0.99 |
| LAOS | 0.99 |
| LATVIA | 1.99 |
| LEBANON | 0.99 |

| Country | Calls (voice/video) (QAR/min.) – all inclusive |
|------------------------------|--|
| LESOTHO | 0.99 |
| LIBERIA | 1.66 |
| LIBYA | 0.99 |
| LIECHTENSTEIN | 0.99 |
| LITHUANIA | 0.99 |
| LUXEMBOURG | 0.99 |
| MACAO, CHINA | 0.99 |
| MACEDONIA | 1.66 |
| MADAGASCAR | 2.99 |
| MALAWI | 0.99 |
| MALAYSIA | 0.99 |
| MALDIVES | 2.50 |
| MALI | 0.99 |
| MALTA | 0.99 |
| MARSHALL ISLANDS | 3.99 |
| MARTINIQUE (French Antilles) | 0.99 |
| MAURITANIA | 1.66 |
| MAURITIUS | 0.99 |
| MAYOTTE | 0.99 |
| MEXICO | 0.99 |
| MICRONESIA | 0.99 |
| MOLDOVA | 0.99 |
| MONACO | 0.99 |
| MONGOLIA | 0.99 |
| MONTENEGRO | 1.66 |
| MONTSERRAT | 3.99 |
| MOROCCO | 1.66 |
| 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 | 3.99 |
| NORFOLK ISLAND | 3.99 |
| NORTHERN MARIANA ISLANDS | 3.99 |
| NORWAY | 0.99 |
| OMAN | 0.99 |
| PAKISTAN | 0.99 |
| PALAU | 0.99 |
| PALESTINE | 0.99 |
| PANAMA | 0.99 |
| PAPUA NEW GUINEA | 1.99 |

| Country | Calls (voice/video) (QAR/min.) – all inclusive |
|----------------------------------|--|
| PARAGUAY | 0.99 |
| PERU | 0.99 |
| PHILIPPINES | 0.99 |
| POLAND | 0.99 |
| PORTUGAL | 0.99 |
| PUERTO RICO | 3.99 |
| REUNION | 3.99 |
| ROMANIA | 0.99 |
| RUSSIA | 0.99 |
| RWANDA | 0.99 |
| 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 | 0.99 |
| SAO TOME AND PRINCIPE | 3.99 |
| SAUDI ARABIA | 0.99 |
| SENEGAL | 1.66 |
| SERBIA | 0.99 |
| SEYCHELLES | 1.99 |
| SIERRA LEONE | 1.99 |
| SINGAPORE | 0.99 |
| SLOVAKIA | 0.99 |
| SLOVENIA | 0.99 |
| SOLOMON ISLANDS | 2.99 |
| SOMALIA | 1.66 |
| SOUTH AFRICA | 0.99 |
| SOUTH SUDAN | 3.99 |
| 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 | 1.66 |
| TOKELAU | 3.99 |
| TONGA | 1.66 |
| TRINIDAD AND TOBAGO | 3.99 |
| TUNISIA | 1.66 |
| TURKEY | 0.99 |

| Country | Calls (voice/video) (QAR/min.) – all inclusive |
|-------------------------------|--|
| TURKMENISTAN | 0.99 |
| TURKS AND CAICOS ISLANDS | 3.99 |
| TUVALU | 3.99 |
| 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 | 3.99 |
| URUGUAY | 0.99 |
| UZBEKISTAN | 0.99 |
| VANUATU | 1.66 |
| VATICAN | 0.99 |
| VENEZUELA | 0.99 |
| VIETNAM | 0.99 |
| WALLIS AND FUTUNA | 2.99 |
| WESTERN SAMOA / SAMOA COUNTRY | 3.99 |
| YEMEN | 0.99 |
| ZAMBIA | 0.99 |
| ZIMBABWE | 1.66 |

| Zone | Calls (voice/video) (QAR/min.) – all inclusive | SMS QAR/msg. | MMS Picture QAR/msg. | MMS Video QAR/msg. |
|---------------------|--|--------------|-------------------------|-----------------------|
| All countries | Details per country in the table below | 0.60 | 1.20 | 1.20 |
| Special & Satellite | 30 | 0.60 | N/A | N/A |

4.10 'Three Favourite Numbers'

4.10.1 Description: 'Three Favourite Numbers' is a service provides a subscriber with a 25% discount on calls made to a maximum of three preselected international numbers of their choice.

4.10.2 Charging: Three Favourite Numbers service is charged as a monthly fee.

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

4.10.3 Call-Me-Back:

4.10.3.1 Description: The 'Call-Me-Back' Service allows mobile prepaid Subscribers to 'request' another SMS-enabled OoredooSubscriber to call the request party back when their prepaid credit level is too low to support the cost of the call.

4.10.3.2 Conditions: 'Call-Me-Back' service has a limitation of 3 such requests per user per day.

4.10.3.3 Charging: 'Call-Me-Back' service is free of charge.

4.10.4 Collect Call:

4.10.4.1 Description: The 'Collect Call' service allows prepaid mobile Subscribers to 'request' another Ooredoo prepaid or postpaid mobile Subscriber to receive and pay for a call from the requesting party.

4.10.4.2 Charging: This service is free of charge in respect of 'Connection', 'Monthly Fee' and 'Call Set-Up Fee', and charged to the receiving party at the standard prevailing peak charge rate for national prepaid mobile-to-mobile calls on Ooredoo's network.

4.11 Service Bundles

4.11.1 Optional Subscription Packs:

4.11.1.1 Description: Optional Subscription Packs enable any Ooredoo prepaid mobile Subscriber to pre-pay for a bundle of call or messaging units.

4.11.1.2 Conditions:

- Optional Subscription Packs are valid for a defined period of time after which the units expire.
- Optional Subscription Packs cannot be transferred to another user.
- When Optional Subscription Pack minutes and/or messages are consumed, all of a Subscriber's subsequent international call minutes or messages are charged at Ooredoo's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.
- Optional Subscription Pack units are not valid for calls or messages made while roaming outside Qatar or for premium-rated numbers.
- Local Calls units can be used to call any local fixed or mobile network within Qatar.
- International Call units can be used to call any international fixed or mobile network. International Call units cannot be used to call satellite or other special destinations listed in section 4.5
- Local SMS units can be used to message any local mobile network within Qatar.
- International SMS units can be used to message any international mobile or fixed network. International SMS units cannot be used to satellite or other special destinations listed in section 4.5
- Optional Subscription Packs that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been un-subscribed.
- Subscribers of Optional Subscription Packs that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.

4.11.1.3 Charging: Optional Subscription Packs are offered in the following defined packages:

| Optional Subscription Pack | Charge (QAR) | Validity (Days) | Units (Call minutes or SMS) | Re-subscription Service |
|------------------------------|--------------|-----------------|-----------------------------|-------------------------|
| International SMS Weekly 10 | 10 | 7 | 20 | No |
| International SMS Monthly 30 | 30 | 30 | 65 | No |

4.11.2 Hala Smart Packs:

4.11.2.1 Description: The Hala Smart Packs is a weekly subscription enables any Ooredoo prepaid subscriber get a pack of minutes, and/or data depends on the the packs:

4.11.2.2 Conditions:

- To activate Hala Smart Packs, SMS the relevant code below for the weekly pack.
- To terminate Hala Smart Packs, SMS the activation code “STOP WP” to 121. The allowance and out of bundle rate is applicable after local allowance.
- To check balance: SMS “Blanace WP” to 121.
- Standard Hala out of Bundle rates will apply.

4.11.2.3 Charging: The Hala Smart Packs are offered in the following defined packages:

| Description | Smart 10 | Smart 15 | Smart 60 |
|--|----------|----------|-----------|
| Local minutes | 100 | 175 | Unlimited |
| Data (MB) | 100 | 100 | 250 |
| Local OOB On-net call rate (QAR/min) | 0.20 | 0.20 | N / A |
| Local OOB Off-net call rate (QAR/min) | 0.20 | 0.20 | N / A |
| International call rate to 121 countries (QAR/min) | 0.55 | 0.55 | 0.55 |
| Weekly fees (QAR) | 10 | 15 | 60 |

Out of bundle local rates are as follows:

Local SMS out of bundle rate - QAR 0.30 per SMS

Existing customers are eligible for the 10 times data promotion for 4 weeks but they must send an SMS with the letters ‘OPT’ to 114. Both new and existing customers are only eligible to receive the 10 times data offer once.

4.12 International Roaming:

4.12.1 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.

4.12.2 Conditions:

- 4.12.2.1** 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.
- 4.12.2.2** Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
- 4.12.2.3** 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.
- 4.12.2.4** ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

- 4.12.2.5** Calls made to destinations which are other than ‘local’ or ‘Qatar’ will be charged at QAR 17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.
- 4.12.2.6** 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.
- 4.12.2.7** The list of roaming countries available to Subscribers as listed below:

| Region | Countries |
|--------------------------------------|---|
| GCC | Bahrain, Kuwait, Oman, Saudi Arabia, UAE |
| M.E.N.A. | Algeria, Egypt, Iraq, Jordan, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen |
| Americas | Argentina, Brazil, Canada, Chile, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela |
| Europe | Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, 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 | 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 | Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Sierra Leone, South Africa, Tanzania, Uganda |
| Satellite, Thuraya & ‘Special Cases’ | THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming |

4.12.2.8 Charging:

- 4.12.2.8.1** All Roaming calls are charged each 60 seconds.
- 4.12.2.8.2** All Roaming SMS messages are charged for each message or message part sent.
- 4.12.2.8.3** MMS messages are charged using the applicable Wireless Data Roaming rate.
- 4.12.2.8.4** Where available, the following Standard Rates for Outbound roaming apply:

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| Zone | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min |
|--|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| *GCC | 0.95 | 1.25 | 2 | 2 | 17 | 0.25 | 4.75 | No charge |
| **MENA | 3 | 2.25 | 8 | 17 | 17 | 1.5 | 55 | No Charge |
| **Americas | 3 | 2.25 | 10 | 17 | 17 | 1.5 | 55 | No charge |
| **Europe | 3 | 2.25 | 10 | 17 | 17 | 1.5 | 55 | No charge |
| **Asia & Oceania | 3 | 2.25 | 12 | 17 | 17 | 1.5 | 55 | No charge |
| **Africa & Rest of World | 5 | 2.25 | 12 | 17 | 17 | 1.5 | 55 | No charge |
| **Satellite, Thurawal& 'Special Cases' | 30 | 30 | 30 | 30 | 30 | 2 | 75 | 30 |

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

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

| Zone | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min |
|--|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| ***GCC | 0.9 | 1 | 2 | 2 | 17 | 0.25 | 3 | No charge |
| ****MENA | 5 | 3 | 17 | 17 | 17 | 3 | 55 | No Charge |
| ****Americas | | | | | | | | No charge |
| ****Europe | | | | | | | | No charge |
| ****Asia & Oceania | | | | | | | | No charge |
| ****Africa & Rest of World | | | | | | | | No charge |
| ****Satellite, Thurawal& 'Special Cases' | 30 | 30 | 30 | 30 | 30 | 3 | 75 | 30 |

***The roaming prices in the above table are in effect from 1st of April 2017.

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

| Zone | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min |
|--------------------------------------|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| MENA | 5 | 3 | 17 | 17 | 17 | 2 | 55 | No Charge |
| Americas | | | | | | | | No charge |
| Europe | | | | | | | | No charge |
| Asia & Oceania | | | | | | | | No charge |
| Africa & Rest of World | | | | | | | | No charge |
| Satellite, Thurawal& 'Special Cases' | 30 | 30 | 30 | 30 | 30 | 2 | 75 | 30 |

The roaming prices in the above table are in effect from 14th April 2017.

4.12.2.8.5 Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates:

| Exception Case | Roaming Local (QAR/min.) | Roaming Terminated (QAR/min.) | Roaming Calls to Qatar (QAR/min.) | Roaming Calls to Ooredoo Zone (QAR/min.) | Roaming International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) |
|----------------|--------------------------|-------------------------------|-----------------------------------|--|--|---------------|------------------------|
| Australia | - | - | - | - | - | - | 80 |
| Cuba | 8 | - | 15 | - | - | - | - |
| Morocco | 6 | - | 13 | - | - | - | - |
| Canada | - | 5 | - | - | - | - | - |
| USA | - | 5 | - | - | - | - | - |
| Seychelles | - | 5 | - | - | - | - | - |
| India | - | 7 | - | - | - | - | - |
| Sri Lanka | - | - | 17 | - | - | - | - |
| Czech Republic | - | - | 15 | - | - | - | - |
| Malta | - | - | 15 | - | - | - | - |
| Italy | - | - | 15 | - | - | - | - |
| Russia | - | - | 15 | - | - | - | - |
| Senegal | - | - | - | - | - | - | 80 |

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| | | | | | | | |
|---------------------------------------|---|---|----|---|---|---|----|
| Kazakhstan, Serbia & Montenegro | - | - | 15 | - | - | - | - |
| Switzerland | - | - | 15 | - | - | - | - |
| Tajikistan | - | - | | - | - | - | 80 |
| Uzbekistan, Macedonia, Moldova | - | - | 15 | - | - | - | - |

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

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

| Exception Case | Roaming Local (QAR/min.) | Roaming Terminated (QAR/min.) | Roaming Calls to Qatar (QAR/min.) | Roaming Calls to Ooredoo Zone (QAR/min.) | Roaming International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) |
|---------------------------------------|--------------------------|-------------------------------|-----------------------------------|--|--|---------------|------------------------|
| Australia | - | - | - | - | - | - | 80 |
| Cuba | 10 | - | 17 | - | - | - | - |
| Morocco | 10 | - | 17 | - | - | - | - |
| Canada | - | 10 | - | - | - | - | - |
| USA | - | 10 | - | - | - | - | - |
| Seychelles | - | 10 | - | - | - | - | - |
| India | - | 10 | - | - | - | - | - |
| Sri Lanka | - | - | 17 | - | - | - | - |
| Czech Republic | - | - | 17 | - | - | - | - |
| Malta | - | - | 17 | - | - | - | - |
| Italy | - | - | 17 | - | - | - | - |
| Russia | - | - | 17 | - | - | - | - |
| Senegal | - | - | - | - | - | - | 80 |
| Kazakhstan, Serbia & Montenegro | - | - | 17 | - | - | - | - |
| Switzerland | - | - | 17 | - | - | - | - |
| Tajikistan | - | - | | - | - | - | 80 |
| Uzbekistan, Macedonia, Moldova | - | - | 17 | - | - | - | - |

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

Effective the 16th 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 | - | - | - | - |

4.12.3 Call Back Roaming

4.12.3.1 Description: The Call Back Roaming Service allows prepaid subscribers to originate outgoing voice calls with operators with which Ooredoo does not have a roaming agreement.

4.12.3.2 Conditions:

4.12.3.2.1 Home Zone rate applies when calling from abroad to Qatar

4.12.3.2.2 International Zone rate applies when calling from abroad to 'local' numbers within that country, or to international destinations excluding Qatar.

4.12.3.3 Charging: For countries with direct outbound roaming call capability, the standard charge rates will apply irrespective of whether the calls are initiated directly or using the 'Call Back Roaming' methodology.

| Zone | Charge (QAR) per minute |
|--------------------|-------------------------|
| Home Zone | QAR 5.00 |
| International Zone | QAR 15.00 |

4.13 Data Services

4.13.1 Mobile Internet:

4.13.1.1 Description: A service feature that allows Users to browse the Internet and WAP sites over their mobile handset.

4.13.1.2 Charging: PAYG Mobile Internet charges

| Service | Charges (QAR) |
|----------------------------|---------------|
| Mobile Internet | 0.99/MB |
| International data roaming | 55/MB |

4.13.2 Optional Subscription for Mobile Internet Packs:

4.13.2.1 Description: Optional Mobile internet Packs (MIP) enable any Ooredoo prepaid mobile Subscriber to pre-pay for an amount of Mobile internet Megabytes (units).

4.13.2.2 Conditions:

4.13.2.2.1 Optional Subscription Packs are valid for a defined period of time after which the units expire.

4.13.2.2.2 Optional Subscription Packs cannot be transferred to another user.

4.13.2.2.3 When Optional Subscription Pack are consumed, all of a Subscriber's subsequent usage will be charged at Ooredoo's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.

4.13.2.2.4 Optional Subscription Pack units are not valid while roaming outside Qatar.

4.13.2.2.5 Optional Subscription Packs that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been unsubscribed.

4.13.2.2.6 Subscribers of Optional Subscription Packs that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.

4.13.2.2.7 Fair Usage Policy: Mobile Internet Data

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.

4.13.2.3 Charging:

4.13.2.3.1 Optional Subscription Packs are offered in the following defined packages:

| Tariff Plan | Charge (QAR) | Allowance (MB) |
|-------------------------|--------------|----------------------|
| Daily | | |
| Daily Data 1 | 1 | 10 |
| QR 2 Endless Daily Pack | 2 | Endless |
| Daily Data 3 | 3 | 150 |
| Daily Data 4 | 4 | 50 |
| QR 5 Endless Data Pack | 5 | 300 + Endless |
| Daily Flexi | 20 | 1,000 |
| Weekly | | |
| Weekly 15 | 15 | 250 |
| Weekly 20 | 20 | 750 |
| Weekly 1GB | 20 | 1,000 |
| Weekly 25 | 25 | 1,500 |
| Weekly 50 | 50 | 3,750 |
| Weekly Unlimited* | 125 | Unlimited |

*If you are a subscriber before the 28th of July 2016, you will enjoy your old Mobile Internet Unlimited Plan price of QAR 100 per week.

Daily Data 3: Hala Daily enables customer to enjoy 150MB per day for just QAR 3 per day. The bundle is automatically subscribed to everyday but if doesn't use any data, they will not be charged.

Daily Flexi: With Hala Flexi customer get 1GB for only QAR 20 daily. The customer gets refunded at end of the day for any unused data.

Weekly 1GB: With the Weekly 1GB bundle for just QAR 20/week, customer can transfer any unconsumed data to next week. Customer needs to continue the subscription to accrue as much data balance. With the Weekly 20 add-on for only QAR 20 per week customer can add more data to Weekly pack as many times as they want. If customer renews Weekly 1GB pack, data will be carried over to the next week's pack.

Endless: Data for a the whole at speed of 64Kbps download speed with no out of bundle charges. The Endless data at 64Kbps download speed will be start after the consumption of any other data cards, Mobile Internet Packs or free data allowance. (applies to QR 2 Endless Daily Pack and QR 5 Endless Data Pack)

Unlimited: Unlimited data (FUP: At 100GB usage the maximum speed you can avail on 3G is 1Mbps and on 4G is 2Mbps until the renewal date of your data pack. At 125GB usage the maximum speed you can avail on 3G is 256Kbps and on 4G 512Mbps until the renewal date of your data pack. There will be no charges after the FUP is reached. (applies to Weekly Unlimited)

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” 121.
- Speed booster (weekly pack) at QAR 100 by sending SMS with text “SB 100” to 121.

4.13.3 Blackberry™ Internet Service:

4.13.3.1 Description: Blackberry Internet Service is a mobile “push” email solution provided by Ooredoo in a special arrangement with Research in Motion, Limited.

4.13.3.2 Conditions: Blackberry Internet Service allows the Subscriber to receive and send emails from up to 10 POP3 email accounts, engage in instant messaging or browse the Internet.

4.13.3.2.1 Initial and subsequent periods of service provision are for one week (7 days) measured from service activation or recharge.

4.13.3.2.2 Subscribers must be prepaid mobile subscribers with an active account with sufficient prepaid account credit to meet the initial and ongoing charges for the service feature.

4.13.3.2.3 Subscriber usage is subject to a theoretical maximum inclusive allowance of 250MB per week. In the event that charging is invoked for excess usage above the Subscriber maximum inclusive allowance, the Subscriber will be notified by SMS when reaching 80% of their inclusive allowance.

4.13.3.2.4 Excess data usage is charged at the standard Pay As You Go rate of QAR 0.99/MB.

4.13.3.3 Charging: Blackberry Internet Service is charged for initial service feature activation and subsequently on a weekly basis for ongoing use listed on section **4.6**.

4.13.4 Mobile Data Scratch Card Vouchers “Data Recharge”

4.13.4.1 Description: This service feature that allows users to browse the Internet on their Mobile Device.

4.13.4.2 Conditions:

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

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

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

4.13.4.3 Charging: Optional Mobile Data Scratch Card Vouchers are offered in the following defined packages:

| Denomination | QR 5 | QR 10 | QR 30 | QR 60 | QR 80 | QR 100 | QR 150 | QR 200 |
|------------------------------|------|-------|-------|-------|-------|--------|--------|--------|
| Allowance (MB) | 300 | 100 | 500 | 1,000 | 3,000 | 6,000 | 10,000 | 15,000 |
| Validity (days) | 1* | 7 | 14 | 28 | 28 | 28 | 28 | 42 |
| Bonus Allowance (MB) | - | 1,000 | 1,000 | 4,000 | 4,000 | 3,000 | 4,000 | 5,000 |
| Bonus Validity (days) | - | 1 | 1 | 28 | 28 | 28 | 28 | 42 |

* Same Day at midnight

4.13.5 Hala Smart Cards

4.13.5.1 Description: This service feature that allows users to call local fixed lines and mobiles and browse the Internet on their Mobile Device.

4.13.5.2 Conditions:

4.13.5.2.1 Customers required entering the digit code via SMS or USSD to add local minutes /SMS and Mobile Data.

4.13.5.2.2 Hala Smart Cards will be consumed first if the customer has an existing Mobile Data Pack.

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

4.13.5.3 Charging: Optional Hala Smart Cards are offered in the following defined packages:

| Hala Smart Cards | Amount Local Minutes | Amount (MB) | Price (QAR) | Validity |
|--------------------|----------------------|-------------|-------------|----------|
| Hala Smart Card 5 | 50 | 30 | 5 | 5 days |
| Hala Smart Card 15 | 150 | 100 | 15 | 10 days |
| Hala Smart Card 35 | 350 | 250 | 35 | 15 days |

4.14 Smartphone Plan:

4.14.1 Description: An optional feature that allows customers to get up to 3 months of FREE data upon purchasing of a selected Smartphone and activation of the Hala SIM card.

4.14.2 Conditions:

- 4.14.2.1** Customers can benefit from FREE data of up to 36GB.
- 4.14.2.2** This feature is available only with activation of a new Hala SIM card.
- 4.14.2.3** This optional feature is limited to selected devices and is a subject to the availability of these devices.
- 4.14.2.4** Data will be first consumed from FREE data allowance. Once FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within Hala Daily / Weekly Packs or will be charged standard Pay as You Surf rate.
- 4.14.2.5** Customers will be notified via SMS when the FREE data is used up or validity period expired.
- 4.14.2.6** Selected Smartphones are available on Ooredoo Retail Shops and Ooredoo eShop.
- 4.14.2.7** Prices varies on the selected Smartphones.

4.15 Data with devices

4.15.1 Description: An optional feature that allows customers to get up to 3 months of FREE data upon purchasing of a selected Smartphone and a Hala SIM Card.

4.15.2 Conditions:

- 4.15.2.1** Customers can benefit from FREE data in amount of up to 36GB per month for a maximum period of up to 3 months and Hala SIM card. The amount of FREE data, time period and Hala SIM card varies with selected Smartphone devices.
- 4.15.2.2** This optional feature is limited to selected devices and is a subject to the availability of these devices.
- 4.15.2.3** Data will be first consumed from FREE data allowance. Once FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within Hala Daily / Weekly Packs or will be charged standard Pay as You Surf rate.
- 4.15.2.4** Customers will be notified via SMS when the FREE data is used up or validity period expired.
- 4.15.2.5** Selected Smartphones are available on Ooredoo Retail Shops, Ooredoo eShop and Third party stores.
- 4.15.2.6** Prices varies on the selected Smartphones.

4.16 Messaging

4.16.1 Short Message Service (SMS)

4.16.1.1 Description: A service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).

4.16.1.2 Charging: SMS messages are charged on a per message basis

| Service | Charges (QAR)/ message |
|---|------------------------|
| SMS messages (peak/off-peak) | 0.39 |
| SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759) | 0 – 100 |
| SMS to 'In flight' mobiles (via Access code 88299) | 5.00 |

4.16.1.3 Hala International SMS Key for Philippines: A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible to SMS to Philippines for QAR 0.12 per SMS. For opt-in, customer can send SMS contain "SPHI" to 121 for service activation. If the customer is no longer needed the service, he may opt-out by sending "STOP SPHI" to 121.

4.16.2 Multimedia Messaging (MMS)

4.16.2.1 Description: A service feature that allows the subscriber to send and receive messages containing text and/or pictures audio and video.

4.16.2.2 Charging: MMS service is charged on a per-message basis

| Service | Charges (QAR)/ message |
|-------------------------------|------------------------|
| MMS – picture (peak/off-peak) | 0.80 |
| MMS – video (peak/off-peak) | 0.80 |

4.16.3 Voice SMS:

4.16.3.1 Description: Voice SMS allows aOoredoo mobile subscriber 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.

4.16.3.2 Conditions:

4.16.3.3 Voice SMS messages may be sent or retrieved by roaming Ooredoo mobile subscribers.

4.16.3.4 Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient.

4.16.3.5 For sending or retrieving a voice SMS from/to aOoredoo mobile outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

4.16.3.6 Charging: Voice SMS messages are charged as per the following table. There is no charge to listen to messages for the first time, but replayed messages are charged as follows:

| Service | | Charges (QAR)/ message |
|-----------|-----------------|------------------------|
| Voice SMS | to send: | 0.55 |
| | message replay: | 0.20 |

4.17 Ooredoo Passport

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

4.17.2 Conditions:

- 4.17.2.1** Customers need to send “OP” to 121 to subscribe to this optional feature.
- 4.17.2.2** Subscriber will have the allowance for 7 days from the date of subscription.
- 4.17.2.3** Subscribers can re-subscribe to this optional service after the duration of 7 days is complete.
- 4.17.2.4** 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).
- 4.17.2.5** Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text ‘OPE’ to 121. Once the customer sends the text ‘OPE’ to the relevant code (121), 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).
- 4.17.2.6** Subscribers will get additional 1GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.

4.17.3 Charging:

- 4.17.3.1** Customers have to pay QAR 100 per 7 days to subscribe to this optional feature.
- 4.17.3.2** Customer will pay the following after the allowance has been used within the 7 day period on the selected network (s): QAR1 per MB and QAR 1 per roaming minute.
- 4.17.3.3** List of the passport countries and operators:

| Country | Operator |
|-------------|--------------------------------|
| Afghanistan | MTN |
| Algeria | Ooredoo Algeria |
| Australia | Telstra |
| Austria | T-Mobile |
| Azerbaijan | AzerCell |
| Bahrain | Bahrain Telecommunications Co. |
| Bahrain | Zain BH |
| Bahrain | VIVA Bahrain |
| Bangladesh | RobiAxiata Limited |
| Bangladesh | Airtel Bangladesh Limited |
| Belguim | Base |
| Brazil | Claro |
| Bulgaria | Cosmo Bulgaria Mobile |
| Bulgaria | Vivacom |
| Cambodia | Smart (Hello) |
| Canada | Bell Mobility |
| Canada | TELUS Communications |

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| Country | Operator |
|----------------|---|
| Croatia | Croatian Telecom Inc (T-Mobile) |
| Croatia | Tele 2 |
| Czech Republic | T-Mobile Czech Republic |
| Czech Republic | Vodafone Czech Republic a.s. |
| Egypt | ECMS-MobiNil |
| Egypt | Vodafone Egypt Telecommunications S.A.E. |
| Estonia | Tele 2 |
| France | Bouygues Telecom |
| France | Orange |
| Germany | E-Plus |
| Germany | Telefonica (O2) |
| Ghana | Airtel |
| Greece | Cosmote Mobile Telecom |
| Guinea | Areeba / MTN |
| 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. - Madha Pradesh |
| India | IDEA Cellular Limited - KARNATAKA |
| India | IDEA Cellular Limited |
| India | BhartiAirtel Ltd. Mumbai |
| India | BhartiAirtel Ltd. Pune |
| India | BhartiAirtel Ltd. Gujrath |
| India | BhartiAirtel Ltd. Tamil Nadu |
| India | BhartiAirtel Ltd. Haryana |
| India | BhartiAirtel Ltd. UP west |
| India | BhartiAirtel Ltd. Kerala |
| India | BhartiAirtel Ltd. Madhya Pradesh |
| India | BhartiAirtel Ltd. Punjab |
| India | BhartiAirtel Ltd. Delhi |
| India | BhartiAirtel Limited. Himachal Pradesh |
| India | BhartiAirtel Ltd. Rajasthan |
| India | BhartiAirtel Ltd. Karnataka |
| India | BhartiAirtel Ltd. Andhra Pradesh |
| India | BhartiAirtel Ltd. Kolkata |
| India | BhartiAirtel Ltd. Chennai |
| Indonesia | PT. XL Axiata, Tbk |
| Indonesia | Indosat |

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| Country | Operator |
|----------------------|---|
| Iran | MTN Iran |
| Iraq | Asiacell Communications L.L.C |
| Ireland | Vodafone Ireland Plc |
| Italy | WIND Telecomunicazioni S.P.A. |
| 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 SdnBhd |
| Malaysia | CelcomAxiataBerhad |
| Maldives | Ooredoo Maldives |
| Malta | Vodafone Malta |
| Malta | Go Mobile |
| Morocco | IAM |
| Myanmar | Ooredoo Myanmar |
| Netherlands | T-Mobile |
| Netherlands | Vodafone Libertel N.V |
| Netherlands | KPN |
| Nigeria | Airtel |
| Nigeria | MTN |
| Oman | Ooredoo Oman |
| Oman | Oman Mobile Telecommunications Company L.L.C |
| Pakistan | Warid |
| Pakistan | Ufone |
| Philippines | Globe Telecom |
| Portugal | TMN |
| Saudi Arabia | Saudi Telecom Company |
| Saudi Arabia | Etihad Etisalat Company - Mobily |
| Seychelles | Airtel |
| Seychelles | Airtel |
| Singapore | M1 Limited |
| Singapore | Starhub |
| Slovakia | T-Mobile |
| Spain | TelefonicaMovilesEspaña, S.A. |
| Spain | VodafoneEspaña, S.A.U. |
| Sri Lanka | Mobitel (Pvt) Limited |
| Sri Lanka | Dialog Axiata PLC (PQ 38) |
| Sudan | MTN |
| Switzerland | Swisscom (Switzerland) Ltd |
| Tanzania | Airtel |
| Thailand | Advanced Info Service Public |
| Thailand | Real Future (True Move) |
| Thailand | Total Access Communication |
| Tunisia | Ooredoo Tunisia |
| Turkey | AVEA IletisimHizmetleri A.S. (Aria) |
| Turkey | TurkcellIletisimHizmetleri A.S. |
| United Arab Emirates | Emirates Integrated Telecommunications Company PJSC |
| United Arab Emirates | E.T.I.S.A.L.A.T |
| United Kingdom | Telefónica UK Limited (O2) |
| United Kingdom | Vodafone Ltd. |
| United States | T-Mobile |
| Yemen | MTN |

4.18 Other Prepaid Mobile Service Features

4.18.1 Credit Transfer:

4.18.2 Description: A subscriber may transfer some or all of their existing airtime credit to another prepaid subscriber.

4.18.3 Conditions:

4.18.3.1.1 Minimum amount that may be transferred per transaction: QAR 10.

4.18.3.1.2 Maximum amount that may be transferred per transaction: QAR 1,000.

4.18.3.1.3 Service validity may not be transferred.

4.18.3.2 Charging: Each transfer is charged at

| Service | Charges (QAR) |
|-----------------|---------------|
| Credit transfer | 1.00 |

4.18.4 Prepaid to postpaid conversion

4.18.5 Description: A Subscriber may convert his or her prepaid mobile calling account to a postpaid account.

4.18.6 Charging: There is no charge for this service.

4.18.7 Easy-to-Remember Numbers:

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

4.18.9 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 | XXXXXXXX | | | | | |
| Diamond plus | XXXXXXXX | XXXXXXAX | XXXXXXA | XYYYYYYX | XAXXXXXX | |
| Diamond | XXAXXXXX | XXXAXXXX | XXXXXYYY | XXXXYYYY | XXYXXXXY | XXYXXXXX |
| Platinum Plus | XYYYYYXX | YXXXXYYY | YXXXXXXY | XXXXYYXX | XXYYYYXX | XYXXXXXX |
| Platinum | XXXXYXXY | XXXXYXXY | XXXXYXXY | XXXXYXXY | XXXXYXXY | XXXXYXXY |
| Gold Plus | XXXAYYY | XXXAYYY | XXXYYZZ | XXXYYYA | XXXYYYA | XXXAYY |
| Gold | AXXXBXX | AXXXYXY | AXXXYXX | AXXYYYX | XXXXABC | XXXXABX |
| Silver Plus | ABXXYY | XYYYYYXA | YZZZZY | ABXXYY | XXABYY | XXYYAX |
| Silver | ABXXYY | ABXYXX | AXBCXXX | ABXYXX | AXXBYY | AXXXBY |
| Bronze | ABXXCD | ABXXYXY | ABXXYXX | ABXYXX | ABYXXX | ABXYXX |
| Pearl | AXXBCXX | AXYBYXX | AXYXZZ | AXYXZZ | XXYZZZ | XXYZZY |
| Mercury | XABXYXX | XAXYZZZ | XAYXZZ | XXABCYY | XXABXY | XXYBYXX |
| Cooper | XAYXZZ | XYXXAY | XYXXYYA | XYXXYZ | XYXXYZ | XYXZYX |
| 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 | | | | |

4.18.10 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 Ooredoo guarantee the right to use any easy to remember number for more than one year following the date of assignment.

4.18.11 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 |

4.19 Other Services and Rates:

| Service | Charges (QAR) |
|--|---------------|
| SIM replacement (one-off fee) | 25 |
| Transfer of ownership (one-off fee) | 50 |
| Number Change (Standard number only, Easy to Remember Number excluded) | 50 |

4.20 Fast Credit

4.20.1 Description: the ability for customers to borrow Hala Credit from Ooredoo. Ooredoo will send SMS asking if the customer would like to use Fast Credit feature. Fast Credit gives the customers amount of QAR 5 to their account.

4.20.2 Conditions:

- 4.20.2.1 Main balance needs to be below QAR 1.
- 4.20.2.2 Fast Credit will be valid for 7 days.
- 4.20.2.3 Customers need to reply “yes” to the received message to subscribe to Fast Credit.
- 4.20.2.4 Fast Credit cannot be used for credit transfer.

4.20.3 Charging:

- 4.20.3.1 There will be a service fee deduction of QAR 1.00 for subscribing to this service .
- 4.20.3.2 An amount of QAR 6.00 will be automatically deducted upon the next recharge from the subscriber.

4.21 Hala Welcome Pack

4.21.1 Description: Mobile calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.

4.21.2 Charging:

- 4.21.2.1 The cost of the SIM card is QAR 25 and the initial credit on the SIM is zero.
- 4.21.2.2 All out of bundle charges is reflected on section **(4.7. and 4.12.)** unless the customer is subscribing to any optional subscription packs or Hala Smart Packs.

4.21.3 Conditions:

- 4.21.3.1 This SIM will be available to all new Hala customers, customers porting to Ooredoo, customers migrating from Ooredoo Postpaid to Ooredoo Prepaid and Hala SIM replacement.
- 4.21.3.2 The customer will have to recharge through any of the Ooredoo to-up channels for any other mobile services.
- 4.21.3.3 Customers will be notified daily about the remaining local on-net minutes and data available within the seven days bonus period.

4.22 Mobile Money

4.22.1 Payroll customers, Top-Up offer

4.22.1.1 Description: Any Hala Mobile Money Payroll customer on doing a Top Up of QR 50 and above will get 2GB extra data. This benefit is over and above standard credit and bonus local minutes.

4.22.1.2 Charging: None.

4.22.1.3 Conditions:

4.22.1.3.1 The extra data will be valid for 7 days.

4.22.2 International Transfer, Top-Up offer

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

4.22.2.2 Charging: None.

4.22.2.3 Conditions:

4.22.2.3.1 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 |

4.22.2.4 The validity of the free data allowance is 5 days.

4.22.2.5 General Terms and Conditions Applies.

4.22.3 Updating Ownership Offer

4.22.3.1 Description: Customers who update their ownership documents (QID) in Ooredoo's system and then registers to Ooredoo Mobile Money will get 300MB free data for 10 days validity.

4.22.3.2 Conditions: Customers needs to register for Full Ooredoo Mobile Money Wallet within 7 days of the takeover or transfer of ownership.

4.22.3.3 Charging: The transfer of ownership is free of charge.

4.23 Hala Go

4.23.1 Description: Any customer with valid QID can opt for this hybrid product, credit will Automatically added to the Hala account and the customer can pay later (PostPaid).

4.23.2 Charging:

- 4.23.2.1 The minimum credit charges for Hala GO is QR 35 per month and customer will get QR 25 Hala credit per month valid for 60 days.
- 4.23.2.2 Customer can “order/borrow” more Hala credit/Data Recharge via USSD *115#,Ooredoo App or Portal.
- 4.23.2.3 The Hala credit/Data recharge will be instantly added in customer account upon ordering/borrowing.
- 4.23.2.4 All the Hala credit/Data recharge orders in a bill cycle “will be accumulated” and customer would be required to pay for same after bill cycle is over.
- 4.23.2.5 Customer can order maximum QR 300 worth of Hala credit/Data recharge in a particular bill cycle.
- 4.23.2.6 Customer is required to pay monthly charges exactly like any Shahry customer via Ooredoo SSM, Ooredoo App or Portal.
- 4.23.2.7 The Shahry bill payment/bill outstanding/dunning rules and logic will be applicable for Hala GO customers once bill is generated.
- 4.23.2.8 Hala GO customer will be able to use the Hala credit/Data recharge exactly like any other Hala customer i.e. for any usage, subscription of packs and keys and credit transfer etc.

4.23.3 Conditions: The following conditions apply to this promotion:

- 4.23.3.1 The Hala Go can only be activated in Ooredoo Shops and Premium Dealers.
- 4.23.3.2 Hala customers’ remaining credit and allowances will be carried forward when migrating to Hala Go.
- 4.23.3.3 Shahry customers migrating to Hala Go will lose any remaining (unused) allowance.
- 4.23.3.4 The Hala Go monthly minimum credit charges is QR 25 (non-prorated and non-transferable).
- 4.23.3.5 Hala Go customers can request Credit (“Hala Go Credit”) and Data recharge (“Hala Go Data Recharge”) for immediate usage and pay for those later (by settling a monthly bill).
- 4.23.3.6 The total cumulative monthly limit for “Hala Go Credit” and “Hala Go Data Recharges” is QR 300.
- 4.23.3.7 The Hala validity applies to all “Hala Go Credit” and “Hala Go Data Recharges”.
- 4.23.3.8 The standard Hala tariffs and add-ons will be applicable for Hala Go customers.
- 4.23.3.9 Hala Go customers cannot subscribe to any Shahry subscription packs.

- 4.23.3.10** Hala Go line will be barred if outstanding bill is not settled before due date irrespective of Hala Go Credit validity.
- 4.23.3.11** Hala Go customer is liable to pay for monthly minimum credit charge along with all “Hala Go Credit” and “Hala Go Data Recharges” requested during the bill cycle (by settling a monthly bill).
- 4.23.3.12** Hala Go customer is liable to pay all charges applicable - including monthly minimum credit charges that are applicable irrespective of the line status (i.e. active, barred, suspended) - before the line termination.
- 4.23.3.13** Hala Go line can't be migrated to Hala or Shahry until outstanding amount is cleared.

4.24 Flexi Cards and Packs

4.24.1 Description: Customers can top up with Flexi Card and/or subscribe to Flexi Pack to gain Flexi Points. The Flexi Point can be used for national voice calling/SMS, International Voice calling/SMS and local data services. Hala Go customers are applicable to use these products.

4.24.2 Charging: The Cards and Packs are available on the following denomination:

| Flexi Denomination (QAR) | Allocated Points | National Minutes | National SMS | International Minutes | International SMS | Local Data |
|--------------------------|------------------|------------------|--------------|-----------------------|-------------------|---------------|
| 60 | 500 | 1point/min | 1point/SMS | Per the list | 1point/SMS | 0.13 point/MB |
| 100 | 1000 | 1point/min | 1point/SMS | Per the list | 1point/SMS | 0.13 point/MB |
| 150 | 1700 | 1point/min | 1point/SMS | Per the list | 1point/SMS | 0.13 point/MB |
| 200 | 2500 | 1point/min | 1point/SMS | Per the list | 1point/SMS | 0.13 point/MB |

| Points per Minute | Countries / Destination |
|-------------------|---|
| 1 | India |
| 1.5 | Bangladesh |
| 2 | Nepal |
| 3 | Egypt |
| 4 | Pakistan and Philippines |
| 4.5 | Sri Lanka |
| 6 | Trinidad and Tabago, Grenada, Sudan, Mauritius, El Salvador, Italy, Cayman Islands, Turkmenistan, Tahikistan, Suriname, Yemen, Kenya, Saudi Arabia, Oman, United Arab Emirates, Bahrain, New Caledonia, Andorra, Turkey, Syria, Russia, Belgium, Nigeria, Venezuela, Mexico, Netherlands Antilles, Portugal, Kazakhstan, Liechtenstein, Taiwan (China), Costa Rica, Macao (Chine), Greece, Kuwait, Czech Republic, Namibia, Bhutan, Spain, Uzbekistan, French Guiana, Cambodia, Brazil, Japan, Thailand, Bermuda, France, Indonesia Hungary, Singapore, Colombia, Germany, Faroe Islands, Norway, New Zealand, South Africa, Brunei Darussalam, Ireland, Australia, Malaysia, Finland, Netherlands, Slovakia, San Marino, Chine, Hong Kong, Cyprus, Romania, Mongolia, South Korea, Sweden, United Kingdom, Denmark, United States, Canada, Laos, Martinique (French Antilles), Vietnam, Montserrat, Northern Marian Island, Puerto Rico, Saint Vincent and the Grenadines and Turk and Caicos Islands. |
| 10 | Slovenia, Iraq, Iran, Austria, Jordan, Afghanistan and Palestine. |
| 15 | Estonia, Kyrgyzstan, Albania, Belarus, Ivory Coast, Niger, Liberia, Senegal, Cameroon, Benin, Somalia, Serbia, Switzerland, Malawi, Burkina Faso, Djibouti, Zambia, Comoros, Montenegro, British Visgin Islands, Uganda, Morocco, Macedonia, Tanzania, Congo/Zair, Georgia, Bosnia and Herzegovina, Rwanda, Togo, Fiji, Bulgaria, Ghana, Moldova, Lesotho, Belize, Cape Verde, French Polynesia/Tahiti, Palau, Ethiopia, Angola, Haiti, Eritrea, Armenia, Ukraine, Croatia, Mozambique, Antigua and Barbuda, Nicaragua, Aruba, Ecuador, Guyana, Botswana, Honduras, Bolivia, Monaco, Guatemala, Uruguay, Swaziland, Argentina, Panama, Poland, Guadeloupe, Paraguay, Reunion, Gibraltar, Peru, Luxembourg, Iceland, American |

| | |
|----|--|
| | Samoa, Malta Myanmar (Burma), Vatican, Christmas Island, Cocos Islands, Congo, Saint Barthelemym Saint Martin, Saint Pierre and Miquelon and Western Samao / Samoa Country. |
| 25 | Micronesia |
| 28 | Equatorial Guinea, North Korea, Algeria, Micronesia, South Sudan, Anguilla, Saint Lucia, Maldives, Papua Nw Guinea, Vanuatu, Cuba, Tunisia, Madagascar, Sechelles, Brundi, Cook Islands, Chad, Chile, Mauritania, Guinea-Bissau, Guinea, Sierra Leone, Greenland, Gambia, Mali, Zimbabwe, Gabon, Libya, Lithuania, Latvia, Azerbaijan, Dominica, Barbados, Jamaica, Bahamas, Antarctica, Mayotte, Central African Republic, Dominican Republic, East Timor (Timor-Leste), Guam, Marshall Islands, Saint Kitts and Nevis, Tuvalu and Wallis and Futuna. |
| 60 | Saint Helena, Sao Tome and Principe, Solomon Islands, Nauru, Norfolk Island, Tokelau, Deigo Garcia and Ascension Island. |
| 65 | Falkland Islands Malvinas, Kiribati, Niue, Tonga and Western Samoa/Samoa country |

4.24.3 Terms and Conditions:

- 4.24.3.1** Flexi Points cannot be used for Premium Service SMS and Short Codes. Flexi Point are not applicable for any kind of roaming usage and satellite calls.
- 4.24.3.2** Flexi Points are non-transferable.
- 4.24.3.3** Customers cannot block/assign points for specific service types within Flexi Point remaining balance and points will be consumed automatically as and when customer uses any of the allowed service type.
- 4.24.3.4** Flexi Cards are valid for 30 days exluding card activation day. Flexi Packs are valid for 30 days and will be auto-renewed automatically in case sufficient balance is available for ewnewal.
- 4.24.3.5** The validity of Flexi Points will not be accumulated in case multiple cards are activated and validity will be extended by 30 days every time new card is activated.
- 4.24.3.6** Flexi Card does not offer Hala line validity and customer’s line needs to be in active status in order to activate Flexi Card or use Flexi Points.
- 4.24.3.7** Any remaining Flexi Point in customer’s account will be forfeited in case active line validity expires before the expiry of Flexi Card and will not be refunded even if the line is reactivated. Any remaining Flexi Point in customer’s account will be forfeited in case active line validity expires before the renewal/expiry of Flexi Pack and will not be refunded even if the line is reactivated.
- 4.24.3.8** Customers can activate multiple Flexi Cards and carry forward of points is allowed in case subsequent card is activated before the expiry of currently active card. Customers can activate only one Flexi Pack at on point of time and upgrade/downgrade can happen only after the expiry of the current pack.
- 4.24.3.9** Any remainin Flexi Points will be forfeited in case customer does not activate another Flexi Card before the expiry of the current card. Any remaining Flexi Points

in the customer's account will be carried forward in case of renewal for the Flexi Pack.

- 4.24.3.10** Any remaining Flexi Points in the customer's account will be forfeited in case the active line validity expires before the renewal/expiry of Flexi Pack and will not be refunded even if the line is reactivated.
- 4.24.3.11** Any remaining Flexi Points will be forfeited in case renewal of Flexi Packs fails due to any reason.
- 4.24.3.12** The Flexi Pack will be on hold for 30 days in case renewal fails due to insufficient credits and will be auto-renewed as and when sufficient credit is available in customer account.
- 4.24.3.13** Customers can use Nojoom top up credit and main account credit for subscription charged of Flexi Packs. The priority will be given to Nojoom balance first.
- 4.24.3.14** The subscription charges for Flexi Pack are non-refundable.
- 4.24.3.15** Flexi Points will be used first for local and international calls/SMS and local data services in case the customer has subscribed to any other pack or key which offers the same allowances with any validity.
- 4.24.3.16** Ooredoo reserves the right to forfeit/cancel Flexi Points in case any customer is using the same for commercial purposes or reselling.

5. Service Provider obligations

5.1 Commencement of Service:

5.1.1 The service shall commence from the Service connection date.

5.1.2 The customer must activate the service by making a call or sending a SMS in Qatar within 30 days of purchase.

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 and licence obligations and requirements.

6. Subscriber obligations:

6.1 Equipment:

6.1.1 The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

6.1.2 Prepaid mobile services are for the use of the registered Subscriber only. The Subscriber may not transfer the registered PrepaidSIM card to another person without Ooredoo's prior written approval. Unauthorized transfer of a prepaidSIM card may result in service cancellation.

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 Data | Effective Date | Tariff Modifications |
|-----------------------|---------------|-------------------|---|
| 001 | | 1 December 2011 | Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge. |
| 02 | | 10 May 2012 | Permanent Tariff Change |
| 03 | | 1 October 2012 | Ooredoo Passport Permanent |
| 04 | | 8 January 2013 | New Mobile Data Plans Permanent Change |
| 05 | | 31 January 2013 | Permanent Tariff Change, Mobile Number Portability |
| 06 | | 25 March 2013 | Permanent Tariff Change, Data Services |
| 07 | | 9 May 2013 | Permanent Tariff Change, Haha IDD Packs |
| 08 | | 24 July 2013 | Permanent Tariff Change, Fast Credit |
| 09 | | 1 October 2013 | Permanent Tariff Change, 4G Key |
| 10 | | 1 November 2013 | Permanent Tariff Change, International Calling |
| 11 | | 28 January 2014 | Permanent Tariff Change, Bangladesh IDD Key |
| 12 | | 1 April 2014 | Permanent Tariff Change, e Top Up notice |
| 13 | | 2 April 2014 | Permanent Tariff Change, Hala Weekly Packs |
| 14 | | 16 April 2014 | Permanent Tariff Change, Data Scratch Card |
| 15 | | 1 May 2014 | Permanent Tariff Change, Smartphone Plan |
| 16 | | 1 May 2014 | Permanent Tariff Change, Ooredoo Passport |
| 17 | | 8 June 2014 | Permanent Tariff Change, International Calling and Hala Smart Packs |
| 18 | | 26 June 2014 | Permanent Tariff Change, Data Packs |
| 19 | | 6 July 2014 | Permanent Tariff Change, Top-Up Bonus |
| 20 | | 13 July 2014 | Permanent Tariff Change, Hala Smart Cards |
| 21 | | 17 July 2014 | Permanent Tariff Change, Data Services |
| 22 | | 24 July 2014 | Permanent Tariff Change, Hala SIM card |
| 23 | | 10 August 2014 | Permanent Tariff Change, Hala Smart Packs |
| 24 | | 22 September 2014 | Permanent Tariff Change, Fair Usage Policy |
| 25 | | 1 November 2014 | Permanent Tariff Change, Ooredoo Passport |
| 26 | | 4 November 2014 | Permanent Tariff Change, ISK and Hala Smart |
| 27 | | 21 December 2014 | Permanent Tariff Change, Hala Top Ups |
| 28 | | 1 January 2015 | Permanent Tariff Change, Hala Welcome Pack |
| 29 | | 22 January 2015 | Permanent Tariff Change, Hala Smart Packs |
| 30 | | 4 March 2015 | Permanent Tariff Change, Hala Egypt Key and Data Framework |
| 31 | | 10 March 2015 | Permanent Tariff Change, Hala Smart Packs and Hala Smart Cards |
| 32 | | 23 July 2015 | Permanent Tariff Change, Hala India Key |
| 33 | | 23 September 2015 | Permanent Tariff Change, Smartphone Plan |
| 34 | | 7 October 2015 | Permanent Tariff Change, Hala Mini Bonus recharge |
| 35 | | 5 November 2015 | Permanent Tariff Change, All-net charges |

| Tariff Version Number | Approval Data | Effective Date | Tariff Modifications |
|-----------------------|-----------------|------------------|--|
| 36 | | 25 December 2015 | Permanent Tariff Change, ISK |
| 37 | | 27 March 2016 | Permanent Tariff Change, PAYG data changed to QAR 0.99 |
| 38 | | 1 April 2016 | Permanent Tariff Change, Intra GCC roaming rates. |
| 39 | | 24 April 2016 | Small corrections to the tariff applied by Marketing. |
| 40 | | 3 May 2016 | Permanent Tariff Change, India rate increased to 12dhms. |
| 41 | | 3 May 2016 | India rate increased to 12dhms, small change to the text. |
| 42 | | 10 May 2016 | Mobile Money Top-Up offer. |
| 43 | | 15 May 2016 | Permanent Tariff Change, ISK rate increase IDD to 0.55, national to 0.2. |
| 44 | | 29 May 2016 | Ascension Island rate increased to QAR 10. |
| 45 | | 3 June 2016 | India rate increased to QAR 0.12 Minute. |
| 46 | | 13 June 2016 | Permanent Tariff Change, revisions of credits |
| 47 | | 21 June 2016 | Permanent Tariff Change, service features |
| 48 | | 18 July 2016 | Permanent Tariff Change, revision of credits |
| 49 | | 28 July 2016 | Permanent Tariff Change, Mobile Internet Packs |
| 50 | | 2 August 2016 | Permanent Tariff Change, Data Services |
| 51 | | 5 August 2016 | Permanent Tariff Change, roaming rate change |
| 52 | | 29 August 2016 | Permanent Tariff Change, short codes |
| 53 | | 6 September 2016 | Permanent Tariff Change, Hala Nepal Key |
| 54 | | 8 September 2016 | Permanent Tariff Change, Voicemail |
| 55 | | 1 October 2016 | Permanent Tariff Change, Hala Globe Philippines |
| 56 | | 18 November 2016 | Permanent Tariff Change, Unlimited Data Pack and Fair usage Policy Permanent Tariff Change, QAR 2 for 64kbps unlimited for the day. |
| 57 | | 30 November 2016 | Unlimited Data Pack and Fair usage Policy, removed. Permanent Tariff Change, International Money Transfer – Data Top-Up bonus. |
| 58 | | 13 December 2016 | Permanent Tariff Change, Hala Go Added. |
| 59 | | 19 December 2016 | Unlimited data, correction made to the FuP. |
| 60 | 5 January 2017 | 5 January 2017 | Permanent Tariff Change, Fair Usage Policy update |
| 61 | 13 January 2017 | 13 January 2017 | Permanent Tariff Change, Services updates |
| 62 | 1 April 2017 | 1 April 2017 | Permanent Tariff Change, GCC Roaming rate change. |
| 63 | 5 April 2017 | 5 April 2017 | Permanent Tariff Change, Daily Mobile Internet Pack |
| 64 | 15 April 2017 | 15 April 2017 | Permanent Tariff Change, Pay As You Go |
| 65 | 16 May 2017 | 16 May 2017 | Permanent Tariff Change, Standard PAYG changes |

| Tariff Version Number | Approval Data | Effective Date | Tariff Modifications |
|-----------------------|-------------------|-------------------|---|
| 66 | 8 June 2017 | 8 June 2017 | <i>Permanent Tariff Change, Data Recharge</i> |
| 67 | 17 July 2017 | 17 July 2017 | <i>Permanent Tariff Change, Standard Validity of Selected Data Recharges and SIM card price.</i> |
| 68 | 20 July 2017 | 20 July 2017 | <i>Permanent Tariff Change, QR 5 Endless Data Pack</i> |
| 69 | 27 July 2017 | 27 July 2017 | <i>Permanent Tariff Change, Pakistan Telenor Pack, Pakistand Key, Flexi Card and Pack and Ooredoo Mobile Money offer.</i> |
| 70 | 21 September 2017 | 21 September 2017 | <i>Permanent Tariff Change, Nepal Telecom Pack</i> |