

**General Tariff Information**

<b>Service Provider Name</b>	Qatar Telecom (QTel) Q.S.C.
<b>License</b>	Public Mobile Telecommunications Networks and Services
<b>Tariff Number</b>	C11-01
<b>Service Name</b>	Prepaid Mobile Services (“HALA Pay As You Talk”)
<b>Tariff Type</b>	Consumer
<b>Tariff Effective Date</b>	27 September 2012

## 1. Definitions

- 1.1 Qtel means Qatar Telecom (Qtel) (Q.S.C)
- 1.2 Roaming means utilizing Qtel-enable mobile device to access services on the mobile network of a service provider other than Qtel.
- 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 Qtel 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 Prepaid Mobile 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 Prepayment timing:** The subscriber may prepay for usage and service validity at any time, even if the subscriber's account has remaining credit.

**3.2.2 Maximum duration:** The maximum duration of service validity that may be accumulated through prepaid top-up is 365 days. Any additional top-up over this threshold will provide usage credit only.

**3.2.3 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.

**3.2.4 Account suspension:** If the subscriber fails to pay for additional usage and/or service validity before the end of the grace period, a suspension period of 90 days will immediately commence.

**3.2.5 Account termination:** If the subscriber fails to pay for additional usage and/or service validity before the end of the suspension period, the account will be terminated. In such cases, the subscriber will forfeit any remaining usage credit and may permanently lose the assigned telephone number.

#### 4. Service Features and Charge Rates

- 4.1 Initial Connection:** The Initial Connection is charged with QAR 50. This includes the SIM card and QAR25 credit (non transferable) with 180 days service validity.
- 4.2 The maximum accumulative bonus allowed is 1,000 units in each “bucket” respectively for data and international minutes.
- 4.3 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

**4.5.1** Recharging with card/e-vouchers is available with the following options:

Charge (QAR)	Validity Period (Days)	Bonus	
		IDD minutes	Data (MB)
10	30	-	-
30	180	3	3
50	180	6	6
100	180	20	20
200	180	50	50
500	180	150	150

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

Charge (QAR)	Additional eTopUp Bonus	Validity Period (Days)	Bonus	
			IDD minutes	Data (MB)
10-29	10%	30	-	-
30-49	10%	180	3	3
50-99	10%	180	6	6
10-199	10%	180	20	20
200-499	10%	180	50	50
500	10%	180	150	150

## 4.6 Mobile Calling

### 4.6.1 Local Calling

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

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

Service	Charges (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	0.55	0.55
Voice Calls to other mobiles and other landline	0.55	0.55
Video calls to Qtel Mobile	0.65	0.55
Video calls to other Mobile	0.65	0.65
Postpaid Audio text (9001xxx, 9002xxx)	0 – 100	

#### 4.6.2 International calling

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

**4.6.2.2 Conditions:**

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

**4.6.2.2.2** Calls from mobile services attract a mobile surcharge equivalent to the peak/off-peak local call rate as applicable at the time of calling. The peak/off-peak periods for the mobile surcharge are different from the peak/off-peak periods for international services.

**4.6.2.2.3** Countries included within each 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

**4.6.2.3 Charging:** International Mobile calling is charged on a per-minute basis.

**4.6.2.3.1** Calls and messages to Standard Destinations are available at following rates (including international call rate and airtime) during the applicable time frame:

Zone	Calls (voice/video) Peak Rate (QAR/min.) – all inclusive	Calls (voice/video) Off-Peak Rate (QAR/min.) – all inclusive	SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
GCC	0.66	0.66	0.60	1.35	1.80
M.E.N.A.	0.66	0.66	0.60	1.35	1.80
Americas	0.66	0.66	0.60	1.35	1.80
Europe	0.66	0.66	0.60	1.35	1.80
Oceania	0.66	0.66	0.60	1.35	1.80
Asia	0.66	0.66	0.60	1.35	1.80
Africa & Rest of World	0.66	0.66	0.60	1.35	1.80
Qtel Zone	0.66	0.66	0.60	1.35	1.80
Special & Satellite	30	30	0.60	N/A	N/A

**4.6.2.3.2** For the following Specific Destinations SMS/MMS messaging is not available. The following rates (including international call rate and airtime) during the applicable time frame apply to these destinations:

Exceptions	Calls (voice/video) All inclusive Peak Rate (QAR/min.)	Calls (voice/video) All inclusive Off-Peak Rate (QAR/min.)
Comoros	1.66	1.66
Congo/Zaire	3.66	3.66
Cook Islands	1.66	1.66
Cuba	2.66	2.66
Diego Garcia	2.66	2.66
Djibouti	1.66	1.66
Falkland Islands Malvinas	2.66	2.66
Gambia	1.66	1.66
Greenland	1.66	1.66
Guinea-Bissau	1.66	1.66

Kiribati	1.66	1.66
Madagascar	1.66	1.66
Maldives	1.66	1.66
Nauru	2.66	2.66
Norfolk Island	3.66	3.66
North Korea	1.66	1.66
Papua New Guinea	1.66	1.66
Saint Helena	2.66	2.66
Saint Pierre and Miquelon	1.66	1.66
Samoa	1.66	1.66
Sao Tome and Principe	2.66	2.66
Sierra Leone	1.66	1.66
Solomon	2.66	2.66
Somalia	1.66	1.66
Timor-Leste	1.66	1.66
Togo	1.66	1.66
Tokelau	3.66	3.66
Tonga	1.66	1.66
Tunisia	1.66	1.66
Vanuatu	1.66	1.66
Wallis and Futuna	2.66	2.66
Zimbabwe	1.66	1.66
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

#### 4.6.3 'Three Favourite Numbers'

**4.6.3.1 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.

**4.6.3.2 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

#### 4.6.4 Call-Me-Back:

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

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

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

**4.6.5 Collect Call:**

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

**4.6.5.2 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 Qtel's network.

#### 4.6.6 International Roaming:

**4.6.6.1 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.

#### 4.6.6.2 Conditions:

- 4.6.6.2.1** 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.
- 4.6.6.2.2** Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
- 4.6.6.2.3** 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.
- 4.6.6.2.4** ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Qtel In-Flight Service.
- 4.6.6.2.5** 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.
- 4.6.6.2.6** 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.
- 4.6.6.2.7** 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
America & Europe	Canada, Peru, USA, Armenia, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, France, Germany, Hungary, Italy, Kazakhstan, Malta, Portugal, Serbia, Spain, Tajikistan, Turkey, United Kingdom, Ukraine, Uzbekistan
Asia & Oceania	Afghanistan, Bangladesh, Cambodia, India, Indonesia, Iran, Malaysia, Maldives, Pakistan, Singapore, Sri Lanka, Taiwan, Thailand
Africa & Rest of World	Ghana, Kenya, Mauritius, South Africa, Tanzania
Satellite, Thuraya & ‘Special Cases’	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

#### 4.6.6.3 Charging:

- 4.6.6.3.1** All Roaming calls are charged each 60 seconds.

**4.6.6.3.2** All Roaming SMS messages are charged for each message or message part sent.

**4.6.6.3.3** All Roaming Wireless Data usage is charged in 10KB increments.

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

**4.6.6.3.5** Where available, the following Standard Rates for Outbound roaming apply:

<b>Zone</b>	<b>Roaming Local Voice (QAR/min.)</b>	<b>Roaming Terminated Voice (QAR/min.)</b>	<b>Roaming Voice Calls to Qatar (QAR/min.)</b>	<b>Roaming Voice Calls to GCC Zone (QAR/min.)</b>	<b>Roaming Voice International &amp; All Other Calls (QAR/min.)</b>	<b>SMS (QAR/SMS)</b>	<b>Wireless Data (QAR/MB)</b>	<b>Roaming Voice Calls to Qtel Customer Service (+974 4438 0000 QR / min.)</b>
<b>GCC</b>	1	1.5	2	2	17	1	15	0
<b>Americas</b>	3	2.25	10	17	17	1.5	55	0
<b>Europe</b>	3	2.25	10	17	17	1.5	55	0
<b>Asia &amp; Oceania</b>	3	2.25	12	17	17	1.5	55	
<b>Africa &amp; Rest of World</b>	5	2.25	12	17	17	1.5	55	0
<b>Satellite, Thuraya &amp; 'Special Cases'</b>	30	30	30	30	30	2	75	30

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

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

Switzerland	-	-	15	-	-	-	-
Tajikistan	-	-		-	-	-	80
Uzbekistan	-	-	15	-	-	-	-

**4.6.7 Call Back Roaming**

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

**4.6.7.2 Conditions:**

**4.6.7.2.1** Home Zone rate applies when calling from abroad to Qatar

**4.6.7.2.2** International Zone rate applies when calling from abroad to ‘local’ numbers within that country, or to international destinations excluding Qatar.

**4.6.7.3 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

## 4.7 Messaging

### 4.7.1 Short Message Service (SMS)

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

**4.7.3 Charging:** SMS messages are charged on a per message basis

Service	Charges (QAR)/ message
SMS messages(peak/off-peak)	0.40
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 – 100
SMS to 'In flight' mobiles (via Access code 88299)	5.00

### 4.7.4 Multimedia Messaging (MMS)

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

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

Service	Charges (QAR)/ message
MMS – picture (peak/off-peak)	0.90
MMS – video (peak/off-peak)	1.20

## 4.8 Voice SMS:

**4.8.1 Description:** Voice SMS allows a Qtel 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.

### 4.8.2 Conditions:

**4.8.3** Voice SMS messages may be sent or retrieved by roaming Qtel mobile subscribers.

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

**4.8.5** For sending or retrieving a voice SMS from/to a Qtel 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.

**4.8.6 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

## 4.9 Data Services

### 4.9.1 Mobile Internet:

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

**4.9.3 Charging:** Mobile Internet is charged on a per 10 KB basis

Service	Charges (QAR)
Mobile Internet	0.55/MB
International data roaming	55/MB

### 4.9.4 Optional Subscription for Mobile Internet Packs:

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

**4.9.4.2 Conditions:**

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

**4.9.4.2.2** Optional Subscription Packs cannot be transferred to another user.

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

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

**4.9.4.2.5** 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 un-subscribed.

**4.9.4.2.6** 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.

**4.9.4.3 Charging:**

**4.9.4.3.1** Optional Subscription Packs are offered in the following defined packages:

Optional Subscription Pack	Charge (QAR)	Validity (Days)	Units (Megabytes)	Service Re-subscription
Mobile internet Pack 50	10	7	50	No
Mobile internet Pack 250	25	7	250	No
Mobile internet Pack 50 Monthly	15	30	50	Yes

### 4.9.5 Blackberry™ Internet Service:

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

**4.9.7 Conditions:**

**4.9.8** 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.

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

**4.9.8.1.2** 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.

**4.9.8.1.3** 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.

**4.9.8.1.4** Excess data usage is charged at the standard Pay As You Go rate of QAR0.55/MB.

**4.9.9 Charging:** Blackberry Internet Service is charged for initial service feature activation and subsequently on a weekly basis for ongoing use

Service	Charges (QAR)
Blackberry Internet Service – activation fee	0
Blackberry Internet Service – weekly recurring usage fee	15
Blackberry Internet Service – weekly data allowance for all Blackberry and Mobile Internet usage	250MB

#### 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 121 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
Bahrain	Bahrain Telecommunications Co.
Bahrain	zain BH
Bahrain	VIVA Bahrain
Bangladesh	Robi Axiata Limited
Bangladesh	Airtel Bangladesh Limited
Canada	Bell Mobility
Canada	TELUS Communications
Czech Republic	Telefónica Czech Republic, a.s
Denmark	TDC A/S
Egypt	ECMS-MobiNil
Egypt	Etisalat Misr
Egypt	Vodafone Egypt Telecommunications S.A.E.
France	Bouygues Telecom
France	Orange
Germany	Telefónica Germany
Hong Kong	China Mobile Hong Kong Company Limited
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

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India	Idea Cellular Ltd. - Madha Pradesh
India	IDEA Cellular Limited - KARNATAKA
India	IDEA Cellular Limited
India	Bharti Airtel Ltd. Mumbai
India	Bharti Airtel Ltd. Pune
India	Bharti Airtel Ltd. Gujrath
India	Bharti Airtel Ltd. Tamil Nadu
India	Bharti Airtel Ltd. Haryana
India	Bharti Airtel Ltd. UP west
India	Bharti Airtel Ltd. Kerala
India	Bharti Airtel Ltd. Madhya Pradesh
India	Bharti Airtel Ltd. Punjab
India	Bharti Airtel Ltd. Delhi
India	Bharti Airtel Limited. Himachal Pradesh
India	Bharti Airtel Ltd. Rajasthan
India	Bharti Airtel Ltd. Karnataka
India	Bharti Airtel Ltd. Andhra Pradesh
India	Bharti Airtel Ltd. Kolkata
India	Bharti Airtel Ltd. Chennai
Indonesia	PT. XL Axiata, Tbk
Iraq	Asiacell Communications L.L.C
Ireland	Telefonica Ireland Limited
Italy	TIM-GOS
Italy	WIND Telecomunicazioni S.P.A.
Jordan	Zain JO
Kuwait	Kuwait Telecom Company
Kuwait	Mobile Telecommunications Company (Zain)
Kuwait	National Mobile Telecommunications Co.
Malaysia	Maxis Mobile Services Sdn Bhd
Malaysia	Celcom Axiata Berhad
Maldives	Wataniya Telecom Maldives
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
Saudi Arabia	Saudi Telecom Company
Saudi Arabia	Etihad Etisalat Company - Mobily
Saudi Arabia	Mobile Telecommunications Co. Saudi Arabia (Zain)
Singapore	M1 Limited
Singapore	Starhub

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)
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)

#### 4.11 Service Bundles

##### 4.11.1 Optional Subscription Packs:

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

##### 4.11.3 Conditions:

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

**4.11.3.1.2** Optional Subscription Packs cannot be transferred to another user.

**4.11.3.1.3** When Optional Subscription Pack minutes and/or messages are consumed, all of a Subscriber's subsequent international call minutes or messages are charged at Qtel's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.

**4.11.3.1.4** Optional Subscription Pack units are not valid for calls or messages made while roaming outside Qatar or for premium-rated numbers.

**4.11.3.1.5** Local Calls units can be used to call any local fixed or mobile network within Qatar.

**4.11.3.1.6** 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 4.6.2.2.2.

**4.11.3.1.7** Local SMS units can be used to message any local mobile network within Qatar.

**4.11.3.1.8** 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 4.6.2.2.2

**4.11.3.1.9** 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.

**4.11.3.1.10** 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.

**4.11.3.2 Charging:**

**4.11.3.2.1** 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

**4.12 Other Prepaid Mobile Service Features**

**4.12.1 Credit Transfer:**

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

**4.12.3 Conditions:**

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

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

**4.12.3.1.3** Service validity may not be transferred.

**4.12.3.2 Charging:** Each transfer is charged at

Service	Charges (QAR)
Credit transfer	0.50

**4.12.4 Prepaid to postpaid conversion**

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

**4.12.6 Charging:** There is no charge for this service.

**4.12.7 Easy-to-Remember Numbers:**

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

**4.12.9 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.

Platinum	Gold	Silver	Bronze	Mercury
XXXXXXX	XYYYYYX	XYYYYYY	XYZZZYX	XYZZYXX
	XYYYYYX	XYYYYXX	XYZZZXY	XYZZXYZ
	XXYYYYY	XYYXXXX	XYZYZYZ	XYZYXYZ
	XXYYYYX	XYYXXXX	XYZZZXX	XYZXYZZ

**4.12.10 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 Qtel guarantee the right to use any easy to remember number for more than one year following the date of assignment.

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

Number Classification	Applicable one-time charge (QAR)
Mercury	500
Bronze	2,000
Silver	5,000
Gold	10,000
Platinum	20,000

**4.13 Other Services and Rates:**

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

## **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. 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.

## 6. Subscriber obligations

### 6.1 Equipment:

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

**6.1.2** Prepaid mobile service is for the use of the registered Subscriber only. The Subscriber may not transfer the registered Prepaid SIM card to another person without Qtel's prior written approval. Unauthorized transfer of a prepaid SIM card may result in service cancellation.

### 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.

\* \* \* 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.