

**General Tariff Information**

|                              |  |
|------------------------------|--|
| <b>Service Provider Name</b> | Ooredoo Q.S.C. (formerly (QTel) Q.S.C.)                |
| <b>License</b>               | Public Mobile Telecommunications Networks and Services |
| <b>Tariff Number</b>         | C11-01   |
| <b>Service Name</b>          | Prepaid Mobile Services (“HALA Pay As You Talk”)       |
| <b>Tariff Type</b>           | Consumer   |
| <b>Tariff EffectiveDate</b>  | 26 June 2014   |

## 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 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:**

- 4.1.1** The Initial Connection is charged with QAR 50. This includes the SIM card and QAR25 credit(non transferable) with 180days service validity.
- 4.1.2** The maximum accumulative bonus allowed is 1,000 units in each “bucket” respectively for data and international minutes.
- 4.1.3** Top Up bonus cannot be transferred.
- 4.1.4** Calls made to Satellite phones like Iridium, Sky phone and Thuraya are not included in the International Bonus Minutes
- 4.1.5 Recharging:** 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       |

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

| Charge (QAR) | Validity Period (Days) | Bonus       |           |
|--------------|------------------------|-------------|-----------|
|              |                        | IDD minutes | Data (MB) |
| 10-29        | 30                     | -           | -         |
| 30-49        | 180                    | 3           | 3         |
| 50-99        | 180                    | 6           | 6         |
| 100-199      | 180                    | 20          | 20        |
| 200-499      | 180                    | 50          | 50        |
| 500+         | 180                    | 150         | 150       |

## 4.2 Mobile Calling

### 4.2.1 Local Calling

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

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

| Service  | Charges (QAR)/min           |                                 |
|--|-----------------------------|---------------------------------|
|  | Peak<br>(06:00 am-11:00 pm) | Off-peak<br>(11:00 pm-06:00 am) |
| Voice Calls to a Ooredoo Mobile or to a Ooredoo landline | 0.55                        | 0.55                            |
| Voice Calls to other mobiles and otherlandline           | 0.55                        | 0.55                            |
| Video callsto Ooredoo Mobile                             | 0.65                        | 0.55                            |
| Video callsto other Mobile                               | 0.65                        | 0.65                            |
| Postpaid Audiotext (9001xxx, 9002xxx)                    | 1 - 100                     |                                 |

## 4.3 International calling

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

### 4.3.2 Conditions:

**4.3.2.1** A customer may opt-in via SMS for a subscription charge of QR4 per month (QR1 per week) and be eligible to call India for a permanent rate of 19Dhs per minute.

**4.3.2.2** A customer may opt-in via SMS for a subscription charge of QR19 that gives customers 35 minutes of calling to the following countries: Bahrain, Bangladesh, Egypt, India, Indonesia, Nepal, Pakistan, Philippines, Saudi Arabia, Sri Lanka, Sudan, Syria, Thailand, Turkey, UAE, UK, and USA. The validity of the IDD pack is 30 days or once the QR19 has been utilized completely by the customer, they may opt-in to another pack immediately afterwards.

**4.3.2.3** International Saver Key: A customer may opt-in via SMS for a subscription charge of QAR1 per week and be eligible to make national on-net voice calls for QAR 0.20 per minute, national off-net voice call for QAR 0.35 per minute and local price of an SMS to any network is QAR 0.30 per message. In addition, a customer may make call and SMS to the following 121 countries for QAR0.45/minute and QR0.45/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, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nigeria, Norway, Omar, 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, 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.

**4.3.2.4** A customer may opt-in via SMS for a subscription charge of QR2 per week and be eligible to to call and SMS to Bangladesh for QR0.20/minute and QR0.20/message.

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

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

| Country             | Calls (voice/video)<br>(QAR/min.) – all<br>inclusive |
|---------------------|--|
| 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   |
| BARBADOS            | 3.99   |
| BELARUS             | 0.99   |
| BELGIUM             | 0.99   |
| BELIZE              | 0.99   |

Ooredoo Service Tariff No. C11-01

|                          |      |
|--------------------------|------|
| 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 |



Ooredoo Service Tariff No. C11-01

|                           |      |
|---------------------------|------|
| 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 |
| 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 |

Ooredoo Service Tariff No. C11-01

|                              |      |
|------------------------------|------|
| 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 |
| 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                     | 2.99 |
| 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 |
| 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 |

Ooredoo Service Tariff No. C11-01

|                                  |      |
|----------------------------------|------|
| 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 |

Ooredoo Service Tariff No. C11-01

|                               |      |
|-------------------------------|------|
| TUNISIA                       | 1.66 |
| TURKEY                        | 0.99 |
| 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)<br>(QAR/min.) – all<br>inclusive | SMS QAR/msg. | MMS Picture<br>QAR/msg. | MMS Video<br>QAR/msg. |
|------------------------|--|--------------|-------------------------|-----------------------|
| All<br>countries       | Details per country in<br>the table below            | 0.60         | 1.35                    | 1.80                  |
| Special &<br>Satellite | 30   | 0.60         | N/A                     | N/A                   |

#### 4.4 'Three Favourite Numbers'

**4.4.1 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.

**4.4.2 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            |

#### 4.4.3 Call-Me-Back:

**4.4.3.1 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.

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

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

#### 4.4.4 Collect Call:

**4.4.4.1 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.

**4.4.4.2 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.

## 4.5 Service Bundles

### 4.5.1 Optional Subscription Packs:

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

**4.5.1.2 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.

**4.5.1.3 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                      |

### la Smart Packs:

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

**4.5.2.2 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.
- To check balance: SMS “Blanace WP” to 121.
- Standard Hala out of Bundle rates will apply.

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

| Price                            | QR 10 | QR 15 | QR 25 | QR 40 |
|----------------------------------|-------|-------|-------|-------|
| Local Minutes, SMS, and MMS*     | 35    | 55    | 110   | 200   |
| International Minutes & SMS      |       |       | 11    | 20    |
| Mobile Internet (MB)             | 60    | 60    | 250   | 250   |
| Activation: SMS this code to 121 | WP 10 | WP 15 | WP 25 | WP 40 |
| Favorite Numbers**               |       |       | 1     | 2     |

\*Out of bundle rate for on-net national calling will be QAR 0.20 per minutes and off-net national calling will be QAR 0.35 per minute. National SMS out of bundle rate is QAR 0.30 per SMS for all networks.

\*\* Favorite numbers are any local number selected by the customer for free calling to an Ooredoo or any other local networks.



#### 4.6 International Roaming:

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

##### 4.6.2 Conditions:

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

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

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

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

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

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

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

|                                   |  |
|-----------------------------------|--|
| <b>GCC</b>                        | <b>Bahrain, Kuwait, Oman, Saudi Arabia, UAE</b>  |
| <b>M.E.N.A.</b>                   | <b>Algeria, Egypt, Iraq, Jordan, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen</b>   |
| <b>Americas</b>                   | <b>Argentina, Brazil, Canada, Chile, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela</b>  |
| <b>Europe</b>                     | <b>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 &amp; Montenegro, Slovak Republic, Slovenia, Spain &amp; Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan</b> |
| <b>Asia &amp; Oceania</b>         | <b>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</b>   |
| <b>Africa &amp; Rest of World</b> | <b>Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Sierra Leone, South</b>   |

|   |  |
|---|--|
|   | <b>Africa, Tanzania, Uganda</b>  |
| <b>Satellite, Thuraya &amp; 'Special Cases'</b> | <b>THURAYA, AT&amp;T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming</b> |

**4.6.2.8 Charging:**

**4.6.2.8.1** All Roaming calls are charged each 60 seconds.

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

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

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

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

| Zone  | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer Service (+974 4438 0000 QR / min.) |
|---|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| <b>GCC</b>                                      | 1                              | 1.5                                 | 2                                       | 2  | 17   | 1             | 15                     | 0  |
| <b>MENA</b>                                     | 3                              | 2.25                                | 8                                       | 17   | 17   | 1.5           | 55                     |  |
| <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   |

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

| 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      | -                        | -                             | -                                 | -  | -  | -             | <b>80</b>              |
| Morocco        | <b>6</b>                 | -                             | <b>13</b>                         | -  | -  | -             | -                      |
| Canada         | -                        | <b>5</b>                      | -                                 | -  | -  | -             | -                      |
| USA            | -                        | <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         | - | -        | <b>15</b> | - | - | - | -         |
| Tajikistan          | - | -        | -         | - | - | - | <b>80</b> |
| Uzbekistan          | - | -        | <b>15</b> | - | - | - | -         |

### 4.6.3 Call Back Roaming

**4.6.3.1 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.

**4.6.3.2 Conditions:**

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

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

**4.6.3.3 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          | <b>QAR 5.00</b>         |
| International Zone | <b>QAR 15.00</b>        |

## 4.7 Data Services

### 4.7.1 Mobile Internet:

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

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

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

### 4.7.2 Optional Subscription for Mobile Internet Packs:

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

#### 4.7.2.2 Conditions:

- 4.7.2.2.1** Optional Subscription Packs are valid for a defined period of time after which the units expire.
- 4.7.2.2.2** Optional Subscription Packs cannot be transferred to another user.
- 4.7.2.2.3** 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.
- 4.7.2.2.4** Optional Subscription Pack units are not valid while roaming outside Qatar.
- 4.7.2.2.5** 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 un-subscribed.
- 4.7.2.2.6** 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.

#### 4.7.2.3 Charging:

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

| Tariff Plan               | Weekly Charge | Bundle Limit (MB) | Out of Bundle Cost |
|---------------------------|---------------|-------------------|--------------------|
| Mobile Internet 1GB       | QAR 15        | 250               | QAR 0.1/MB         |
| Mobile Internet 3GB       | QAR 20        | 750               | QAR 0.1/MB         |
| Mobile Internet 6GB       | QAR 25        | 1500              | QAR 0.1/MB         |
| Mobile Internet 15GB      | QAR 50        | 3750              | QAR 0.1/MB         |
| Mobile Internet Unlimited | QAR 100       | N/A               | N/A                |

#### 4.7.3 Blackberry™ Internet Service:

- 4.7.3.1 Description:** Blackberry Internet Service is a mobile “push” email solution provided by Ooredoo in a special arrangement with Research in Motion, Limited.
- 4.7.3.2 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.
- 4.7.3.2.1** Initial and subsequent periods of service provision are for one week (7 days) measured from service activation or recharge.
- 4.7.3.2.2** 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.
- 4.7.3.2.3** 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.
- 4.7.3.2.4** Excess data usage is charged at the standard Pay As You Go rate of QAR0.01/MB.
- 4.7.3.3 Charging:** Blackberry Internet Service is charged for initial service feature activation and subsequently on a weekly basis for ongoing use listed on section **4.6.2.3.1**

#### 4.7.4 Mobile Data Scratch Card Voucher:

- 4.7.4.1 Description:** This service feature that allows users to browse the Internet and WAP their Mobile Device.
- 4.7.4.2 Conditions:**
- 4.7.4.2.1** Customers required entering the digit code via SMS or USSD to add Mobile Data.
- 4.7.4.2.2** Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.
- 4.7.4.2.3** Customers will resume their Mobile Data Pack or to the standard Pay As You Surf rate when the data allowance or validity is completed.
- 4.7.4.3 Charging:** Optional Subscription Packs are offered in the following defined packages:

| Scratch Card Voucher  | Amount (MB) | Price (QR) | Validity |
|-----------------------|-------------|------------|----------|
| Mobile Internet 250MB | 250         | 20         | 30 days  |
| Mobile Internet 1GB   | 1000        | 60         | 30 days  |
| Mobile Internet 3GB   | 3000        | 80         | 30 days  |
| Mobile Internet 6 GB  | 6000        | 100        | 30 days  |

**4.7.5 Daily Mobile Internet Packs:**

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

**4.7.5.2 Conditions:**

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

**4.7.5.2.2** Out of Bundle rate will be charged at the standard rate QR 0.55 per MB.

**4.7.5.2.3** All unused data will not be carried over.

**4.7.5.3 Charging:** Daily Mobile Internet Packs are offered in the following defined packages:

| Scratch Card Voucher | Amount (MB) | Prices (QAR) | Validity |
|----------------------|-------------|--------------|----------|
| Mobile Internet 10   | 10          | 1            | 1 Day    |
| Mobile Internet 50   | 50          | 4            | 1 Day    |

#### **4.8 Smartphone Plan:**

**4.8.1 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.

#### **4.8.2 Conditions:**

- 4.8.2.1** Customers can benefit from FREE data in amount of up to 3GB per month for a maximum period of up to 3 months. The amount of FREE data and time period varies with selected Smartphone devices.
- 4.8.2.2** This feature is available only with activation of a new Hala SIM card.
- 4.8.2.3** This optional feature is limited to selected devices and is a subject to the availability of these devices.
- 4.8.2.4** 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.
- 4.8.2.5** Customers will be notified via SMS when the FREE data is used up or validity period expired.
- 4.8.2.6** Selected Smartphones are available on Ooredoo Retail Shops and Ooredoo eShop.
- 4.8.2.7** Prices varies on the selected Smartphones.

## 4.9 Messaging

### 4.9.1 Short Message Service (SMS)

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

**4.9.1.2 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                   |

**4.9.1.3 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.

### 4.9.2 Multimedia Messaging (MMS)

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

**4.9.2.2 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                   |

### 4.9.3 Voice SMS:

**4.9.3.1 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.

#### 4.9.3.2 Conditions:

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

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

**4.9.3.5** 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.

**4.9.3.6 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:



Ooredoo Service Tariff No. C11-01

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

#### 4.10 Ooredoo 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 “OP” 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).
- 4.10.2.5** 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 QR100. 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).

##### 4.10.3 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.
- 4.10.3.3** List of the passport countries and operators:

|             |                                |
|-------------|--------------------------------|
| Afghanistan | MTN                            |
| Algeria     | Wataniya Telecom Algerie       |
| Australia   | Telstra                        |
| Austria     | T-Mobile                       |
| 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)                  |

Ooredoo Service Tariff No. C11-01

|                |   |
|----------------|---|
| Canada         | Bell Mobility                                       |
| Canada         | TELUS Communications                                |
| 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                   |

## Ooredoo Service Tariff No. C11-01

|             |  |
|-------------|--|
| 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                                  |
| 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                                  |
| Latvia      | Tele 2                                   |
| Malaysia    | Maxis Mobile Services SdnBhd             |
| Malaysia    | CelcomAxiataBerhad                       |
| Maldives    | Ooredoo                                  |
| Malta       | Vodafone Malta                           |
| Malta       | Go Mobile                                |
| Morocco     | IAM                                      |
| Netherlands | T-Mobile                                 |
| Netherlands | Vodafone Libertel N.V                    |
| Netherlands | KPN                                      |
| Nigeria     | Airtel                                   |

## Ooredoo Service Tariff No. C11-01

|                      |   |
|----------------------|---|
| Nigeria              | MTN   |
| Oman                 | Omani Qatari Telecommunications Company S.A.O.G<br>(Nawras) |
| 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              | TUNISIANA S.A   |
| 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                                       |
| United Kingdom       | Vodafone Ltd.   |
| United States        | AT&T Mobility LLC   |
| United States        | T-Mobile  |
| Yemen                | MTN   |

**4.11 Other Prepaid Mobile Service Features**

**4.11.1 Credit Transfer:**

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

**4.11.3 Conditions:**

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

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

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

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

| Service         | Charges (QAR) |
|-----------------|---------------|
| Credit transfer | 0.50          |

**4.11.4 Prepaid to postpaid conversion**

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

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

**4.11.7 Easy-to-Remember Numbers:**

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

**4.11.9 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     | AXXXXXX                | XXXXXXAX | XXXXXXAX | XYYYYYYX | XAXXXXXX |          |
| Diamond          | XXAXXXXX               | XXXAXXXX | XXXXXXYY | XXXXYYYY | XXYXXXY  | XXYXXXY  |
| Platinum Plus    | XYYYYYXX               | YXXXXYYY | YXXXXXXY | XXXXYYXX | XXYYYYXX | XYXXYYXX |
| Platinum         | XXXXYXXY               | XXXXYXXY | XXXXYXXY | XXXXYXXY | XXXXYXXY | XXXXYXXY |
| Gold Plus        | XXXXAYYY               | XXXAYYYY | XXXYZZZ  | XXXXYYYA | XXXXYYYA | XXXXAYYY |
| Gold             | AXXXBXX                | AXXXYXX  | AXXXYXX  | AXXYYYX  | XXXXABC  | XXXXABX  |
| Silver Plus      | ABXXYY                 | XYYYXA   | XYZZZY   | ABXXYY   | XXXABYY  | XXYYAX   |
| Silver           | ABXXYY                 | ABYYXX   | AXBCXXX  | ABXXYY   | AXXBYY   | AXXXBY   |
| Bronze           | ABXXCD                 | ABXXYY   | ABXXYY   | ABXXYY   | ABXXYY   | ABXXYY   |
| Pearl            | AXXBCXX                | AXYBYZZ  | AXYXZZZ  | AXYXZZZ  | XXYZZZ   | XXYZZZ   |
| Mercury          | XABXXYY                | XAXYZZZ  | XAYXZZZ  | XXABCYY  | XXABYY   | XXYABYY  |
| Cooper           | XAYXZZZ                | XYXXAY   | XYXXYYA  | XYXXYZZ  | XYXXYZZ  | XYXXYZZ  |
| 8 digit sequence | 23456789               | 34567890 | 45678991 | 56790092 | 67901193 | 79012294 |
| 7 digit sequence | X0123456               | X1234567 | X2345678 | X3456789 | X4567901 | X5679013 |
| 6 digit sequence | XY012345               | XY123457 | XY234567 | XY345678 | XY456789 |          |
| Descending       | 654321XY               | 543210XY |          |          |          |          |

**4.11.10 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.

**4.11.11 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                              |

#### 4.12 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            |

#### 4.13 Fast Credit

**4.13.1 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.

##### 4.13.2 Conditions:

**4.13.2.1** Main balance needs to be below QAR 1.

**4.13.2.2** Fast Credit will be valid for 7 days.

**4.13.2.3** Customers need to reply “yes” to the received message to subscribe to Fast Credit.

**4.13.2.4** Fast Credit cannot be used for credit transfer.

##### 4.13.3 Charging:

**4.13.3.1** There will be a service fee deduction of QAR 0.50 for subscribing to this service.

**4.13.3.2** An amount of QAR 5.50 will be automatically deducted upon the next recharge from the subscriber.



## **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 service is for the use of the registered Subscriber only. The Subscriber may not transfer the registered Prepaid SIM card to another person without Ooredoo'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 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 | Effective Date  | Tariff Modifications  |
|-----------------------|-----------------|---|
| 001                   | 1 December 2011 | Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge. |
| 002                   | 10 May 2012     | Permanent Tariff Change   |
| 003                   | 1 October 2012  | Ooredoo Passport Permanent  |
| 004                   | 8 January 2013  | New Mobile Data Plans Permanent Change  |
| 005                   | 31 January 2013 | Permanent Tariff Change, Mobile Number Portability                                  |
| 006                   | 25 March 2013   | Permanent Tariff Change, Data Services  |
| 007                   | 9 May 2013      | Permanent Tariff Change, Haha IDD Packs   |
| 008                   | 24 July 2013    | Permanent Tariff Change, Fast Credit  |
| 009                   | 1 October 2013  | Permanent Tariff Change, 4G Key   |
| 010                   | 1 November 2013 | Permanent Tariff Change, International Calling                                      |
| 011                   | 28 January 2014 | Permanent Tariff Change, Bangladesh IDD Key   |
| 012                   | 1 April 2014    | Permanent Tariff Change, e Top Up notice  |
| 013                   | 2 April 2014    | Permanent Tariff Change, Hala Weekly Packs  |
| 014                   | 16 April 2014   | Permanent Tariff Change, Data Scratch Card  |
| 015                   | 1 May 2014      | Permanent Tariff Change, Smartphone Plan  |
| 016                   | 1 May 2014      | Permanent Tariff Change, Ooredoo Passport   |
| 017                   | 8 June 2014     | Permanent Tariff Change, International Calling and Hala Smart Packs                 |
| 018                   | 26 June 2014    | Permanent Tariff Change, Data Packs   |