

**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>	<i>26 February 2019</i>

## 1. Definitions

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

**2. Tariff Terms and Conditions**

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

### 3. Service Description

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

#### **3.2 Prepayment mechanism:**

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

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

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

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

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

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

**4. Service Features:**

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

Charge (QAR)	Validity Period (Days)
10	30
20	60
30	180
50	180
100	180
200	360

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

Charge (QAR)	Validity Period (Days)
10-19	30
20-29	60
30-49	180
50-99	180
100-199	180
200-499	360
500	360

**4.7 Hala Mini Bonus recharge:**

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

## 4.8 Mobile Calling

### 4.8.1 Local Calling

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

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

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

Voicemail: The charges will consume first from the customer's pack they subscribed to and then will be charged for normal charges rate (out of bundle charges). Retrieving voicemail messages outside Qatar will be charged based on the applicable roaming charges (or from Ooredoo Passport Packs)

## 4.9 International calling

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

### 4.9.2 Conditions:

**4.9.2.1 India Key:** A customer may opt-in via SMS for a subscription charge of QAR 1.00 per week and be eligible to call India for a permanent rate of QAR 0.15 per minute (15Dhs per minute).

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

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

Country
Turkey
UAE
UK
USA

**4.9.2.3 International Saver Key:** A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible to make national all-net voice calls for QAR 0.25 per minute and local price of an SMS to any network is QAR 0.30 per message. In addition, a customer may make voice call to the following 121 countries for QAR 0.65/minute and SMS for 0.45/SMS message.

Afghanistan, Andorra, Angola, Argentina, Armenia, Aruba, Australia, Austria, Bahrain, Bangladesh, Belgium, Bhutan, Bolivia, Botswana, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, China, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, El Salvador, Estonia, Faroe Islands, Finland, France, French Guiana, Georgia, Germany, Ghana, Gibraltar, Greece, Guadeloupe, Guatemala, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Italy, Japan, Jordan, Kazakhstan, Kenya, Korea South, Kuwait, Kyrgyzstan, Laos, Lebanon, Liechtenstein, Lithuania, Luxembourg, Macao China, Malawi, Malaysia, Malta, Martinique (French Antilles), Mauritius, Mayotte, Mexico, Mongolia, Mozambique, Namibia, Nepal(NCell), Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nigeria, Norway, Oman, Pakistan, Palestine, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Romania, Russia, San Marino, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sudan, Suriname, Swaziland, Sweden, Switzerland, Syria, Taiwan China, Tajikistan, Thailand, Turkey, Turkmenistan, Ukraine, United Arab Emirates, United Kingdom, United States of America, Uruguay, Uzbekistan, Vatican, Venezuela, Vietnam, Yemen, and Zambia.

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

**4.9.2.4 Bangladesh Key:** A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call and SMS to Bangladesh for QAR 0.25/minute and QAR 0.20/message.

**4.9.2.5 Egypt Key:** A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call to Egypt for QAR 0.45/minute and QAR 0.20/per for local calls to all all-net numbers.

**4.9.2.6 Nepal Key:** A customer may opt-in for subscription charge of QAR 1 per week and be eligible to call any number in Nepal for QAR 0.25 per minute. The Hala Nepal Key is auto renewable. Subscribers to Nepal Key cannot subscribe to Nepal Super Key.

**4.9.2.7 Nepal Super Key:** A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call any number in Nepal for QAR 0.15 per minute. The Hala Nepal Key is auto renewable. Subscribers to Nepal Super Key cannot subscribe to Nepal Key.

- 4.9.2.8 Philippines Pack (Monthly):** A customer may opt-in for subscription charge of QAR 50 per month and be eligible to call “Globe” and “Smart Mobile” Philippines number for 600 minutes. Standard international calling charges will apply when calling other operators.
- 4.9.2.9 Philippines Pack (Weekly):** A customer may opt-in for subscription charge of QAR 15 per week and be eligible to call “Globe” and “Smart Mobile” Philippines number for 250 minutes. Standard international calling charges will apply when calling other operators.
- 4.9.2.10 Pakistan Key:** A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call all Pakistan Networks for QAR 0.20 per minute.
- 4.9.2.11 Pakistan Telenor Pack:** A customer may opt-in for subscription charge of QAR 10 per week and be eligible to call Pakistan Telenor network numbers for 100 minutes. In addition, subscribers will receive 150 MB local data valid on the day of activation.
- 4.9.2.12 Nepal Telecom Packs:** A customer may opt-in for these packs and be eligible to call Nepal Telecom (NTC) numbers in Nepal with different validities which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected pack. The following are the packs available for the customers:

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

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

- 4.9.2.13 India Packs:** A customer may opt-in for these packs and be eligible to call to India with a validity which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected Pack. The following are the packs available for the customers:

Price QAR	India Minutes	Bonus Data (MB)	Bonus Local Minutes	Pack Validity (Days)	Bonus Validity (Days)
10	100	100	10	30	7
30	325	250	25	30	7
45	525	500	40	30	10
60	725	750	50	30	10
100	1250	1500	70	30	15
200	2800	10000	200	30	30

*The out of bundle charges when subscribing to India Packs is QAR 0.10 per minutes to call to India up to the validity of the packs.*



**4.9.2.14 India Super Key:** A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call to India for QAR 0.09 per minute and QAR 0.25 per minutes for local calls. The Hala India Super Key is auto-renewable.

**4.9.2.15 Bangladesh Packs:** A customer may opt-in for these packs and be eligible to call to Bangladesh with a validity which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected Pack. The follow are the packs available for the customers:

Price QAR	Bangladesh Minutes	Bonus Data (MB)	Bonus Local Minutes	Pack Validity (Days)	Bonus Validity (Days)
10	60	100	10	30	7
30	200	250	25	30	7
45	325	500	40	30	10
60	450	750	50	30	10
100	850	2000	70	30	15
200	1750	10000	250	30	30

*The out of bundle charges when subscribing to Bangladesh Packs is QAR 0.15 per minutes to call to Bangladesh up to the validity of the packs.*

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

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

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

Country	Calls (voice/video) (QAR/min.) – all inclusive
BELGIUM	0.99
BELIZE	0.99
BENIN	0.99
BERMUDA	3.99
BHUTAN	0.99
BOLIVIA	0.99
BOSNIA AND HERZEGOVINA	0.99
BOTSWANA	0.99
BRAZIL	0.99
BRITISH VIRGIN ISLANDS	3.99
BRUNEI Darussalam	0.99
BULGARIA	0.99
BURKINA FASO	0.99
BURUNDI	1.99
CAMBODIA	0.99
CAMEROON	0.99
CANADA	0.99
CAPE VERDE	0.99
CAYMAN ISLANDS	3.99
CENTRAL AFRICAN REPUBLIC	1.66
CHAD	0.99
CHILE	0.99
CHINA	0.99
CHRISTMAS ISLAND	3.99
COCOS ISLANDS	3.99
COLOMBIA	0.99
COMOROS	1.66
CONGO	1.66
CONGO/Zaire	1.66
COOK ISLANDS	1.99
COSTA RICA	0.99
CROATIA	0.99
CUBA	2.99
CYPRUS	0.99
CZECH REPUBLIC	0.99
DENMARK	0.99
DIEGO GARCIA	5.99
DJIBOUTI	1.66
DOMINICA	3.99
DOMINICAN REPUBLIC	3.99
EAST TIMOR (Timor-Leste)	3.99
ECUADOR	0.99
EGYPT	0.99
EL SALVADOR	0.99
EQUATORIAL GUINEA	0.99
ERITREA	0.99
ESTONIA	0.99
ETHIOPIA	0.99
FALKLAND ISLANDS MALVINAS	4.99

Country	Calls (voice/video) (QAR/min.) – all inclusive
FAROE ISLANDS	0.99
FIJI	0.99
FINLAND	0.99
FRANCE	0.99
FRENCH GUIANA	0.99
FRENCH POLYNESIA/Tahiti	0.99
GABON	1.66
GAMBIA	1.99
GEORGIA	0.99
GERMANY	0.99
GHANA	0.99
GIBRALTAR	0.99
GREECE	0.99
GREENLAND	1.99
GRENADA	3.99
GUADELOUPE	0.99
GUAM	3.99
GUATEMALA	0.99
GUINEA	1.66
GUINEA-BISSAU	1.66
GUYANA	0.99
HAITI	0.99
HONDURAS	0.99
HONG KONG	0.99
HUNGARY	0.99
ICELAND	0.99
INDIA	0.99
INDONESIA	0.99
IRAN	0.99
IRAQ	0.99
IRELAND	0.99
ISRAEL	0.99
ITALY	0.99
IVORY COAST	0.99
JAMAICA	3.99
JAPAN	0.99
JORDAN	0.99
KAZAKHSTAN	0.99
KENYA	0.99
KIRIBATI	1.99
KOREA NORTH	1.99
KOREA SOUTH	0.99
KUWAIT	0.99
KYRGYZSTAN	0.99
LAOS	0.99
LATVIA	1.99
LEBANON	0.99
LESOTHO	0.99
LIBERIA	1.66

Country	Calls (voice/video) (QAR/min.) – all inclusive
LIBYA	0.99
LIECHTENSTEIN	0.99
LITHUANIA	0.99
LUXEMBOURG	0.99
MACAO, CHINA	0.99
MACEDONIA	1.66
MADAGASCAR	2.99
MALAWI	0.99
MALAYSIA	0.99
MALDIVES	2.50
MALI	0.99
MALTA	0.99
MARSHALL ISLANDS	3.99
MARTINIQUE (French Antilles)	0.99
MAURITANIA	1.66
MAURITIUS	0.99
MAYOTTE	0.99
MEXICO	0.99
MICRONESIA	0.99
MOLDOVA	0.99
MONACO	0.99
MONGOLIA	0.99
MONTENEGRO	1.66
MONTSERRAT	3.99
MOROCCO	1.66
MOZAMBIQUE	0.99
MYANMAR (Burma)	0.99
NAMIBIA	0.99
NAURU	2.99
NEPAL	0.99
NETHERLANDS	0.99
NETHERLANDS ANTILLES	0.99
NEW CALEDONIA	0.99
NEW ZEALAND	0.99
NICARAGUA	0.99
NIGER	0.99
NIGERIA	0.99
NIUE	3.99
NORFOLK ISLAND	3.99
NORTHERN MARIANA ISLANDS	3.99
NORWAY	0.99
OMAN	0.99
PAKISTAN	0.99
PALAU	0.99
PALESTINE	0.99
PANAMA	0.99
PAPUA NEW GUINEA	1.99
PARAGUAY	0.99
PERU	0.99

Country	Calls (voice/video) (QAR/min.) – all inclusive
PHILIPPINES	0.99
POLAND	0.99
PORTUGAL	0.99
PUERTO RICO	3.99
REUNION	3.99
ROMANIA	0.99
RUSSIA	0.99
RWANDA	0.99
SAINT BARTHELEMY	3.99
SAINT HELENA	4.99
SAINT KITTS AND NEVIS	3.99
SAINT LUCIA	3.99
SAINT MARTIN	3.99
SAINT PIERRE AND MIQUELON	3.99
SAINT VINCENT AND THE GRENADINES	3.99
SAN MARINO	0.99
SAO TOME AND PRINCIPE	3.99
SAUDI ARABIA	0.99
SENEGAL	1.66
SERBIA	0.99
SEYCHELLES	1.99
SIERRA LEONE	1.99
SINGAPORE	0.99
SLOVAKIA	0.99
SLOVENIA	0.99
SOLOMON ISLANDS	2.99
SOMALIA	1.66
SOUTH AFRICA	0.99
SOUTH SUDAN	3.99
SPAIN	0.99
SRI LANKA	0.99
SUDAN	0.99
SURINAME	0.99
SWAZILAND	0.99
SWEDEN	0.99
SWITZERLAND	0.99
SYRIA	0.99
TAIWAN, CHINA	0.99
TAJKISTAN	0.99
TANZANIA	0.99
THAILAND	0.99
TOGO	1.66
TOKELAU	3.99
TONGA	1.66
TRINIDAD AND TOBAGO	3.99
TUNISIA	1.66
TURKEY	0.99
TURKMENISTAN	0.99
TURKS AND CAICOS ISLANDS	3.99

Country	Calls (voice/video) (QAR/min.) – all inclusive
TUVALU	3.99
UGANDA	0.99
UKRAINE	0.99
UNITED ARAB EMIRATES	0.99
UNITED KINGDOM	0.99
UNITED STATES OF AMERICA	0.99
UNITED STATES VIRGIN ISLANDS	3.99
URUGUAY	0.99
UZBEKISTAN	0.99
VANUATU	1.66
VATICAN	0.99
VENEZUELA	0.99
VIETNAM	0.99
WALLIS AND FUTUNA	2.99
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	0.99
ZAMBIA	0.99
ZIMBABWE	1.66

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

#### 4.10 'Three Favourite Numbers'

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

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

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

#### 4.10.3 Call-Me-Back:

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

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

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

**4.10.4 Collect Call:**

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

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

## 4.11 Service Bundles

### 4.11.1 Optional Subscription Packs:

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

**4.11.1.2 Conditions:**

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

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

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



#### 4.11.2 Hala Smart Packs:

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

**4.11.2.2 Conditions:**

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

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

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

Out of bundle local rates are as follows:

Local SMS out of bundle rate - QAR 0.30 per SMS

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

#### 4.12 International Roaming:

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

**4.12.2 Conditions:**

- 4.12.2.1** Roaming is offered by Ooredoo’s international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.
- 4.12.2.2** Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
- 4.12.2.3** Roaming service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks and some services may not be available while roaming. Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.
- 4.12.2.4** ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

- 4.12.2.5** Calls made to destinations which are other than ‘local’ or ‘Qatar’ will be charged at QAR 17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.
- 4.12.2.6** Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.
- 4.12.2.7** The list of roaming countries available to Subscribers as listed below:

<b>Region</b>	<b>Countries</b>
<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 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>

**4.12.2.8 Charging:**

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

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
*GCC	0.85	1	1	1	1	0.20	1.00	No charge

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

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

The roaming prices in the above table are in effect from 14<sup>th</sup> April 2017.

**4.12.2.8.5** Standard Roaming Rates for all Ooredoo Passport Partners are as the following:

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

Roaming rates for Ooredoo Passport partners in GCC

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

Roaming rates for Ooredoo Passport partner in non-GCC

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

Effective the 16<sup>th</sup> of May 2017, the roaming prices in the below table will be applicable

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Ooredoo Zone (QAR/min.)	Roaming International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)
Australia	-	-	-	-	-	-	55
Cuba	5	-	17	-	-	-	-
Morocco	5	-	17	-	-	-	-
Canada	-	3	-	-	-	-	-
USA	-	3	-	-	-	-	-
Seychelles	-	3	-	-	-	-	-
India	-	3	-	-	-	-	-
Sri Lanka	-	-	17	-	-	-	-
Czech Republic	-	-	17	-	-	-	-
Malta	-	-	17	-	-	-	-
Italy	-	-	17	-	-	-	-
Russia	-	-	17	-	-	-	-
Senegal	-	-	-	-	-	-	55
Kazakhstan, Serbia & Montenegro	-	-	17	-	-	-	-
Switzerland	-	-	17	-	-	-	-
Tajikistan	-	-	-	-	-	-	55
Uzbekistan, Macedonia, Moldova	-	-	17	-	-	-	-

#### 4.12.3 Call Back Roaming

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

#### 4.12.3.2 Conditions:

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

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

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

<b>Zone</b>	<b>Charge (QAR) per minute</b>
<b>Home Zone</b>	<b>QAR 5.00</b>
<b>International Zone</b>	<b>QAR 15.00</b>

#### 4.13 Data Services

##### 4.13.1 Mobile Internet:

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

**4.13.1.2 Charging:** PAYG Mobile Internet charges

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

##### 4.13.2 Optional Subscription for Mobile Internet Packs:

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

##### 4.13.2.2 Conditions:

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

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

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

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

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

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

##### 4.13.2.2.7 Fair Usage Policy: Mobile Internet Data

The Unlimited Service plan is offered for “reasonable” use only. Excessive use of the service beyond that which in Ooredoo’s reasonable discretion, is used for normal consumer service and which, as a result has the potential to negatively impact the quality of service available to other Ooredoo subscribers, may result in the suspension, speed throttling, traffic shaping or termination of the service.

**4.13.2.3 Charging:**

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

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

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

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

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

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

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

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

**Speed booster:** The subscriber can restore the speed by purchasing one of the following:

- Speed booster (daily pack) at QAR 20 by sending SMS with text “SB 20” 121.
- Speed booster (weekly pack) at QAR 100 by sending SMS with text “SB 100” to 121.

**Hala Balance Protection Feature:** The Feature will automatically be activated whenever customers have no local data pack activated or when they consume the local data pack allowance (Data Card Allowance or Mobile Internet Allowance. For the first 100 MB of Pay As You Go (PAYG), the data usage will be charged at 0.05 QAR per MB. The rest of the data usage until midnight of the same day will be charged at 0.15 QAR per MB. Hala Balance Protection Feature only applies once a day and will start again in the next day in case of PAYG data usage.

#### **4.13.3 Blackberry™ Internet Service:**

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

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

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

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

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

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

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



**4.13.4 Mobile Data Scratch Card Vouchers “Data Recharge”**

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

**4.13.4.2 Conditions:**

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

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

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

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

Denomination	QR 5	QR 10	QR 20**	QR 30	QR 60	QR 80	QR 100	QR 150	QR 200
<b>Allowance (MB)</b>	210	500	250 / day	1000	2,500	4,000	7,000	14,000	20,000
<b>Validity (days)</b>	1*	1*	5	14	28	28	28	28	42
<b>Bonus</b>	-	-	5 local minutes / day	-	-	-	-	-	-

\* On the day of activation until midnight

\*\* The remaining allowance from the 250MB and local minutes will expire at midnight everyday. The 250MB data and local minutes are non-transferable and carry over is not allowed.

#### 4.13.5 Hala Smart Cards

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

**4.13.5.2 Conditions:**

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

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

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

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

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

#### **4.14 Smartphone Plan:**

**4.14.1 Description:** An optional feature that allows customers to get up to 3 months of FREE data upon purchasing of a selected Smartphone.

#### **4.14.2 Conditions:**

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

#### **4.15 Data with devices (Device Offer)**

**4.15.1 Description:** An optional feature that allows customers to get FREE data upon purchasing of a selected devices.

##### **4.15.2 Offer One (up to 5GB):**

**4.15.2.1** Customer doing a minimum Top Up buy 25<sup>th</sup> of every month will be able to get up to 5GB data allowance for free every month.

**4.15.2.2** The free data allowance (up to 5GB) will be posted into the phone on 26<sup>th</sup> of every month up to six (6) months duration.

**4.15.2.3** The free data allowance, data validity, duration and minimum Top Up required will be dependent on the device model.

**4.15.2.4** The free data allowance can be check using USSD code (by dialing \*129\*13#).

##### **4.15.3 Offer Two (Usage Offer):**

**4.15.3.1** Customer using X MB/GB data by the 25<sup>th</sup> of every month will get X MB/GB data allowance for free (X depends on the customers usage)

**4.15.3.2** The free data allowance will be posted into the phone on 26<sup>th</sup> of every month for up to six (6) months duration.

**4.15.3.3** The free data allowance validity will be dependent on the selected device model.

**4.15.3.4** The free data allowance can be checked using USSD code (by dialing \*129\*13#)

##### **4.15.4 Conditions:**

**4.15.4.1** This optional feature is limited to selected devices and is a subject to the availability of these devices.

**4.15.4.2** Customers will be notified via SMS when the FREE data is used up or validity period expired.

**4.15.4.3** Selected devices are available on Ooredoo Retail Shops, Ooredoo eShop and Third party stores.

**4.15.4.4** Prices varies on the selected Smartphones.

## 4.16 Messaging

### 4.16.1 Short Message Service (SMS)

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

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

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

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

### 4.16.2 Multimedia Messaging (MMS)

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

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

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

### 4.16.3 Voice SMS:

**4.16.3.1 Description:** Voice SMS allows aOoredoo mobile subscriber to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message.

**4.16.3.2 Conditions:**

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

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

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

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

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

#### 4.17 Ooredoo Passport

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

##### 4.17.2 Conditions:

- 4.17.2.1** Customers need to send “OP” to 121 to subscribe to this optional feature.
- 4.17.2.2** Subscriber will have the allowance for 7 days from the date of subscription.
- 4.17.2.3** Subscribers can re-subscribe to this optional service after the duration of 7 days is complete.
- 4.17.2.4** Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10.4 list of the passport countries and operators).
- 4.17.2.5** Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text ‘OPE’ to 121. Once the customer sends the text ‘OPE’ to the relevant code (121), they will receive a confirmation SMS that they have successfully pre-ordered Ooredoo Passport and they have been charged QAR 100. Immediately upon their current validity expiry a new Passport will be activated and the allowances will be reset to 1GB and 100mins for the next week (the unused allowances will not be transferred into the next week). This feature can be used once every week, (customers can pre-order Ooredoo Passport only 1 week upfront and then repeat it a week later).
- 4.17.2.6** Subscribers will get additional 1GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.

##### 4.17.3 Charging:

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

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

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Country	Operator
Croatia	Croatian Telecom Inc (T-Mobile)
Croatia	Tele 2
Czech Republic	T-Mobile Czech Republic
Czech Republic	Vodafone Czech Republic a.s.
Egypt	ECMS-MobiNil
Egypt	Vodafone Egypt Telecommunications S.A.E.
Estonia	Tele 2
France	Bouygues Telecom
France	Orange
Germany	E-Plus
Germany	Telefonica (O2)
Ghana	Airtel
Greece	Cosmote Mobile Telecom
Guinea	Areeba / MTN
Hungary	Magyar Telekom
India	IDEA Cellular Ltd. - Ap
India	IDEA Cellular Ltd. - Gujarat
India	Vodafone Cellular Limited(VCL)
India	IDEA Cellular Ltd. - Maharashtra
India	VODAFONE CELLULAR LIMITED (VCL)
India	Vodafone East Limited
India	Vodafone Mobile Services Limited
India	IDEA Cellular Ltd. - Haryana
India	IDEA Cellular Ltd. - Kerala
India	IDEA Cellular Ltd. - U.P.West
India	Vodafone West Ltd
India	Vodafone India Limited
India	IDEA Cellular Ltd. - State of Bihar
India	IDEA Cellular Ltd. Delhi
India	IDEA Cellular Ltd. - Himachal Pradesh
India	IDEA Cellular Limited Kolkata
India	IDEA Cellular Ltd. - Mumbai
India	IDEA Cellular Limited - Orissa
India	IDEA Cellular Ltd. - Rajasthan
India	IDEA Cellular Limited - Tamil Nadu & Chennai (TN&C)
India	IDEA Cellular Ltd. - U.P. East
India	IDEA Cellular Limited West Bengal
India	Idea Cellular Ltd. - Madha Pradesh
India	IDEA Cellular Limited - KARNATAKA
India	IDEA Cellular Limited
India	BhartiAirtel Ltd. Mumbai
India	BhartiAirtel Ltd. Pune
India	BhartiAirtel Ltd. Gujrath
India	BhartiAirtel Ltd. Tamil Nadu
India	BhartiAirtel Ltd. Haryana
India	BhartiAirtel Ltd. UP west
India	BhartiAirtel Ltd. Kerala
India	BhartiAirtel Ltd. Madhya Pradesh
India	BhartiAirtel Ltd. Punjab
India	BhartiAirtel Ltd. Delhi
India	BhartiAirtel Limited. Himachal Pradesh
India	BhartiAirtel Ltd. Rajasthan
India	BhartiAirtel Ltd. Karnataka
India	BhartiAirtel Ltd. Andhra Pradesh
India	BhartiAirtel Ltd. Kolkata
India	BhartiAirtel Ltd. Chennai
Indonesia	PT. XL Axiata, Tbk
Indonesia	Indosat



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Country	Operator
Iran	MTN Iran
Iraq	Asiacell Communications L.L.C
Ireland	Vodafone Ireland Plc
Italy	WIND Telecomunicazioni S.P.A.
Jordan	Petra Jordanian Mobile Telecom
Jordan	Umniah Mobile
Jordan	Zain
Kenya	Airtel
Kuwait	Kuwait Telecom Company
Kuwait	Mobile Telecommunications Company (Zain)
Kuwait	Ooredoo Kuwait
Latvia	Tele 2
Malaysia	Maxis Mobile Services SdnBhd
Malaysia	CelcomAxiataBerhad
Maldives	Ooredoo Maldives
Malta	Vodafone Malta
Malta	Go Mobile
Morocco	IAM
Myanmar	Ooredoo Myanmar
Netherlands	T-Mobile
Netherlands	Vodafone Libertel N.V
Netherlands	KPN
Nigeria	Airtel
Nigeria	MTN
Oman	Ooredoo Oman
Oman	Oman Mobile Telecommunications Company L.L.C
Pakistan	Warid
Pakistan	Ufone
Philippines	Globe Telecom
Portugal	TMN
Saudi Arabia	Saudi Telecom Company
Saudi Arabia	Etihad Etisalat Company - Mobily
Seychelles	Airtel
Seychelles	Airtel
Singapore	M1 Limited
Singapore	Starhub
Slovakia	T-Mobile
Spain	TelefonicaMovilesEspaña, S.A.
Spain	VodafoneEspaña, S.A.U.
Sri Lanka	Mobitel (Pvt) Limited
Sri Lanka	Dialog Axiata PLC (PQ 38)
Sudan	MTN
Switzerland	Swisscom (Switzerland) Ltd
Tanzania	Airtel
Thailand	Advanced Info Service Public
Thailand	Real Future (True Move)
Thailand	Total Access Communication
Tunisia	Ooredoo Tunisia
Turkey	AVEA IletisimHizmetleri A.S. (Aria)
Turkey	TurkcellIletisimHizmetleri A.S.
United Arab Emirates	Emirates Integrated Telecommunications Company PJSC
United Arab Emirates	E.T.I.S.A.L.A.T
United Kingdom	Telefónica UK Limited (O2)
United Kingdom	Vodafone Ltd.
United States	T-Mobile
Yemen	MTN

#### 4.18 Other Prepaid Mobile Service Features

##### 4.18.1 Credit Transfer:

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

##### 4.18.3 Conditions:

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

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

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

**4.18.3.1.4** Extra credit on main balance from Ooredoo Money top up cannot be transferred.

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

Service	Charges (QAR)
Credit transfer	1.00

##### 4.18.4 Prepaid to postpaid conversion

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

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

##### 4.18.7 Easy-to-Remember Numbers:

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

**4.18.9 Examples:** The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of number of permutations available, an exhaustive list is not shown.

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	XXXXXXXX	XXXXXXAX	XXXXXXAX	XYYYYYYX	XXXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXXYY	XXXXYYYY	XXYXXXXY	XXYXXXXX
Platinum Plus	XYYYYYXX	XYXXXYYY	XYXXXXXY	XXXXYYXX	XYYYYYXX	XYXXXXXX
Platinum	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY
Gold Plus	XXXXAYYY	XXXXAYYY	XXXXYYZZ	XXXXYYYA	XXXXYYYA	XXXXAYYY
Gold	AXXXBXX	AXXXYXX	AXXXYXX	AXXXYXX	XXXXABC	XXXXABX
Silver Plus	ABXXYY	XYYYYYXA	XYZZZXY	ABXXYY	XXABYY	XXYYAX
Silver	ABXXYY	ABXXYY	AXBCXXX	ABXXYY	AXXXBY	AXXXBY
Bronze	ABXXCD	ABXXYY	ABXXYY	ABXXYY	ABXXYY	ABXXYY
Pearl	AXXBCXX	AXYBY	AXYZZ	AXYZZ	XXYZZZ	XXYZZZ
Mercury	XABXXYY	XAXYZZZ	XAXYZZZ	XXABYY	XXABYY	XXABYY
Cooper	XAXYZZZ	XXYXXAY	XXYXXAY	XXYXXAY	XXYXXAY	XXYXXAY
8 digit sequence	23456789	34567890	45678901	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

**4.18.10 Regulation:** Easy to remember numbers remain under the administrative jurisdiction of ictQATAR, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Ooredoo guarantee the right to use any easy to remember number for more than one year following the date of assignment.

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

Number Classification	Applicable one-time charge (QAR)
Royal	1,000,000
Diamond plus (with "0"s)	500,000
Diamond plus	300,000
Diamond (with "0"s)	200,000
Diamond	150,000
Platinum Plus (with "0"s)	50,000
Platinum Plus	40,000
Platinum (with "0"s)	35,000
Platinum	25,000
Gold Plus (with "0"s)	20,000
Gold Plus	15,000
Gold (with "0"s)	13,000
Gold	10,000
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500
Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Cooper (with "0"s)	500
Cooper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

#### 4.19 Other Services and Rates:

Service	Charges (QAR)
SIM replacement (one-off fee)	15*
Transfer of ownership (one-off fee)	50
Number Change (Standard number only, Easy to Remember Number excluded)	50

*\*The SIM replacement will be free of charges if the replacement is from a physical SIM with an eSIM.*

#### 4.20 Fast Credit

**4.20.1 Description:** the ability for customers to borrow Hala Credit from Ooredoo. Ooredoo will send SMS asking if the customer would like to use Fast Credit feature. Fast Credit gives the customers amount up to QAR 25 to their account.

##### 4.20.2 Conditions:

- 4.20.2.1 Main balance needs to be below QAR 1.
- 4.20.2.2 Fast Credit will be valid for 7 days.
- 4.20.2.3 Customers need to reply “yes” to the received message to subscribe to Fast Credit.
- 4.20.2.4 Fast Credit cannot be used for credit transfer.
- 4.20.2.5 The fast credit amount depends on the customer’s usage behavior.

##### 4.20.3 Charging:

- 4.20.3.1 The service fee charged for Fast Credit will also depend on the loan advanced and will vary between QAR 1 to QAR 10.
- 4.20.3.2 An amount up to QAR 26.00 will be automatically deducted upon the next recharge from the subscriber.

#### 4.21 Hala Welcome Pack

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

##### 4.21.2 Charging:

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

##### 4.21.3 Conditions:

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

## 4.22 Mobile Money

### 4.22.1 Payroll customers, Top-Up offer

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

**4.22.1.2 Charging:** None.

**4.22.1.3 Conditions:**

**4.22.1.3.1** The extra data will be valid for 7 days.

**4.22.1.3.2** Mobile Money Terms and Conditions Applies.

### 4.22.2 International Transfer, Top-Up offer

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

**4.22.2.2 Charging:** None.

**4.22.2.3 Conditions:**

**4.22.2.3.1** International remittance transaction:

Remittance slab
1-100
101-500
501-1000
1001-2000
2001-4000
4001-10000

**4.22.2.4** Bonus Data if the International remittance transaction was done during the weekend (Fridays and Saturdays)

**4.22.2.5** Mobile Money Terms and Conditions Applies.

**4.22.2.6** General Terms and Conditions Applies.

### 4.22.3 Updating Ownership Offer

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

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

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

**4.22.4 Mobile Money Top UP offer (Extra Credit)**

**4.22.4.1 Description:** Mobile Money customer who top up through mobile money channels will be receiving extra credits as the following denomination table:

Top Up Range (QAR)	Extra Credit
1 – 10	-
11 – 20	-
21 – 30	10%
31 – 50	10%
51 – 100	15%
101 – 200	20%
201 – 500	25%

**4.22.4.2 Conditions:**

- 4.22.4.2.1** Ehte extra credit can be consumed by the customer same as the main balance
- 4.22.4.2.2** The extra credit received by this offer will be added in the main balance hence its validity will be as per the last higher validity top up denomination.
- 4.22.4.2.3** Extra credit on the main balance rom Ooredoo Money top up cannot be transferred.
- 4.22.4.2.4** Mobile Money Terms and Condions Applies.
- 4.22.4.2.5** General Terms and Conditions Applies.

#### 4.23 Hala Go

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

##### 4.23.2 Charging:

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

##### 4.23.3 Conditions: The following conditions apply to this promotion:

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

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



#### 4.24 Flexi Cards and Packs

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

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

Flexi Denomination (QAR)	Allocated Points	National Minutes	National SMS	International Minutes	International SMS	Local Data	Bonus
5	30*	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	-
10	70**	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	-
20	150	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	400 MB***
60	500	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	-
100	1000	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	-
150	2100	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	-
200	3100	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	-

\*Points are valid for until midnight from the time of recharge.

\*\*Points are valid for one day. (day of activation plus the following day until midnight)

\*\*\*The bonus data is non-transferrable and carry over is not allowed. The bonus data is valid for 7 days.

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

	Polynesia/Tahiti, Palau, Ethiopia, Angola, Haiti, Eritrea, Armenia, Ukraine, Croatia, Mozambique, Antigua and Barbuda, Nicaragua, Aruba, Ecuador, Guyana, Botswana, Honduras, Bolivia, Monaco, Guatemala, Uruguay, Swaziland, Argentina, Panama, Poland, Guadeloupe, Paraguay, Reunion, Gibraltar, Peru, Luxembourg, Iceland, American Samoa, Malta Myanmar (Burma), Vatican, Christmas Island, Cocos Islands, Congo, Saint Barthelemym Saint Martin, Saint Pierre and Miquelon and Western Samao / Samoa Country.
25	Micronesia
28	Equatorial Guinea, North Korea, Algeria, Micronesia, South Sudan, Anguilla, Saint Lucia, Maldives, Papua Nw Guinea, Vanuatu, Cuba, Tunisia, Madagascar, Sechelles, Brundi, Cook Islands, Chad, Chile, Mauritania, Guinea-Bissau, Guinea, Sierra Leone, Greenland, Gambia, Mali, Zimbabwe, Gabon, Libya, Lithuania, Latvia, Azerbaijan, Dominica, Barbados, Jamaica, Bahamas, Antarctica, Mayotte, Central African Republic, Dominican Republic, East Timor (Timor-Leste), Guam, Marshall Islands, Saint Kitts and Nevis, Tuvalu and Wallis and Futuna.
60	Saint Helena, Sao Tome and Principe, Solomon Islands, Nauru, Norfolk Island, Tokelau, Deigo Garcia and Ascension Island.
65	Falkland Islands Malvinas, Kiribati, Niue, Tonga and Western Samoa/Samoa country

#### 4.24.3 Terms and Conditions:

- 4.24.3.1** Flexi Points cannot be used for Premium Service SMS and Short Codes. Flexi Point are not applicable for any kind of roaming usage and satellite calls.
- 4.24.3.2** Flexi Points are non-transferable.
- 4.24.3.3** Customers cannot block/assign points for specific service types within Flexi Point remaining balance and points will be consumed automatically as and when customer uses any of the allowed service type.
- 4.24.3.4** Flexi Cards are valid for 30 days (7 days for Flexi 20 including day of activation) exluding card activation day. Flexi Packs are valid for 30 days (7 days for Flexi 20 including day of activation) and will be auto-renewed automatically in case sufficient balance is available for ewnewal.
- 4.24.3.5** The validity of Flexi Points will not be accumulated in case multiple cards are activated and validity will be extended by 30 days every time new card is activated.
- 4.24.3.6** Customer's line needs to be in active status in order to activate Flexi Card or use Flexi Points. Hala customers will with the activation of Hala Flexi Card also get line validity. Flexi Card QR 20 will give line validity of 7 days and all other denominations will give 30 days line validity. In case customer has top up that grants longer time validity, this validity will prevail.
- 4.24.3.7** Any remaining Flexi Point in customer's account will be forfeited in case active line validity expires before the expiry of Flexi Card and will not be refunded even if the line is reactivated. Any remaining Flexi Point in customer's account will be forfeited

in case active line validity expires before the renewal/expiry of Flexi Pack and will not be refunded even if the line is reactivated.

- 4.24.3.8** Customers can activate multiple Flexi Cards and carry forward of points is allowed in case subsequent card is activated before the expiry of currently active card. Customers can activate only one Flexi Pack at on point of time and upgrade/downgrade can happen only after the expiry of the current pack.
- 4.24.3.9** Any remainin Flexi Points will be forfeited in case customer does not activate another Flexi Card before the expiry of the current card. Any remaining Flexi Points in the customer's account will be carried forward in case of renewal for the Flexi Pack.
- 4.24.3.10** Any remaining Flexi Points in the customer's account will be forfeited in case the active line validity expires before the renewal/expiry of Flexi Pack and will not be refunded even if the line is reactivated.
- 4.24.3.11** Any remaining Flexi Points will be forfeited in case renewal of Flexi Packs fails due to any reason.
- 4.24.3.12** The Flexi Pack will be on hold for 30 days (7 days for Flexi 20 including day of activation) in case renewal fails due to insuffiecent credits and will be auto-renewed as and when sufficient credit is available in customer account.
- 4.24.3.13** Customers can use Nojoom top up credit and main account credit for subscription charged of Flexi Packs. The priority will be given to Nojoom balance first.
- 4.24.3.14** The subscription charges for Flexi Pack are non-refundable.
- 4.24.3.15** Flexi Points will be used first for local and international calls/SMS and local data services in case the customer has subscribed to any other pack or key which offers the same allowances with any validity.
- 4.24.3.16** Ooredoo reserves the right to forfeit/cancel Flexi Points in case any customer is using the same for commercial purposes or reselling.

## **5. Service Provider obligations**

### **5.1 Commencement of Service:**

- 5.1.1** The service shall commence from the Service connection date.
- 5.1.2** The customer must activate the service by making a call or sending a SMS in Qatar within 30 days of purchase.

### **5.2 Service Availability and Limits:**

- 5.2.1** Certain factors, such as network changes, traffic volume, transmission limits, service outages, technical limitations, signal strength, customer device, terrain, structures, weather, or other conditions that may arise from time to time, may interfere with actual service quality and availability.
- 5.2.2** Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory and licence obligations and requirements.

**6. Subscriber obligations:**

**6.1 Equipment:**

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

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

**6.2 SIM Card:**

**6.2.1** The Subscriber must promptly notify Ooredoo if the SIM Card is damaged.

**6.2.2** In the event of loss or theft of SIM Card, the Subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft.

## 7. Mobile Number Portability

### 7.1 Porting of mobile number away from Ooredoo

**7.1.1 Subscriber may port mobile number:** The Subscriber may port a mobile number allocated to the Subscriber by Ooredoo to the OLO by requesting the port of that mobile number from the OLO. Not all mobile numbers will be technically capable of being ported.

**7.1.2 Charges payable as at date of port:** The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.

**7.1.3 Charges that are owed but which have not been invoiced also payable:** The Subscriber must pay all charges that have been incurred by the Subscriber but which have not been invoiced by Ooredoo as at the date of the port, including any early contract termination fees. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:

**7.1.3.1** within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.1.3.2** within 45 days of the invoice date, Ooredoo may direct the OLO to suspend the ability of Users to receive public telecommunications services using the ported mobile number; and

**7.1.3.3** within 60 days of the invoice date, Ooredoo may direct the OLO to terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.

**7.1.4 Termination:** This agreement will automatically terminate on the earlier of:

**7.1.4.1** the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and

**7.1.4.2** the date that the supply of public mobile telecommunications services to the Subscriber is terminated by the OLO due to non-payment of Ooredoo's outstanding invoices, if applicable.

### 7.2 Porting of mobile numbers to Ooredoo:

**7.2.1** A Subscriber that ports a mobile number from the OLO to Ooredoo must pay all charges that are owed to the OLO in respect of that ported mobile number, notwithstanding the fact that the Subscriber has ceased to acquire public mobile telecommunications services from the OLO.

**7.2.2** If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:

- 7.2.2.1** within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
  - 7.2.2.2** within 45 days of the invoice date, Ooredoo will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
  - 7.2.2.3** within 60 days of the invoice date, Ooredoo will, upon request of the OLO, terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
- 7.2.3** If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

**\*\*\* END OF TARIFF \*\*\***

## Tariff Version Control

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



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

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
66	8 June 2017	8 June 2017	Permanent Tariff Change, Data Recharge
67	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges and SIM card price.
68	20 July 2017	20 July 2017	Permanent Tariff Change, QR 5 Endless Data Pack
69	27 July 2017	27 July 2017	Permanent Tariff Change, Pakistan Telenor Pack, Pakistand Key, Flexi Card and Pack and Ooredoo Mobile Money offer.
70	21 September 2017	21 September 2017	Permanent Tariff Change, Nepal Telecom Pack.
71	19 October 2017	20 October 2017	Permanent Tariff Change, Mobile Money Top Up offer
72	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge and Flexi 20
73	18 January 2018	18 January 2018	Permanent Tariff Change, Hala India Packs.
74	1 February 2018	1 February 2018	Permanent Tariff Change, Hala India Super Key and Flexi Data change.
75	18 February 2018	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change and Hala Bangladesh Key
76	21 February 2018	21 February 2018	Permanent Tariff Change, DSK
77	25 February 2018	25 February 2018	Permanent Tariff Change, Protection Feature
78	16 March 2018	16 March 2018	Permanent Tariff Change, Nepal Super Key
79	22 March 2018	22 March 2018	Permanent Tariff Change, Mobile Money
80	1 April 2018	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
81	17 April 2018	17 April 2018	Permanent Tariff Change, Top Up Bonus Removal, Data and Voice Allowance Changes
82	30 April 2018	30 April 2018	Permanent Tariff Change, amendment of the rates for international calls on Hala Keys .
83	1 May 2018	1 May 2018	Permanent Tariff Change, amendment of the rates for national and international calls on International Saver Key.
84	3 May 2018	3 May 2018	Permanent Tariff Change, Hala Flexi Card and Pack changes.
85	24 June 2018	24 June 2018	Permanent Tariff Change, Hala Philippines Packs, Data Card 20.
86	28 June 2018	28 June 2018	Permanent Tariff Change, Device Offer.
87	9 July 2018	9 July 2018	Permanent Tariff Change, Hala Flexi update.
88	26 July 2018	26 July 2018	Permanent Tariff Change, Fast Credit.
89	18 September 2018	18 September 2018	Permanent Tariff Change, Smartphone Plan.
90	28 September 2018	28 September 2018	Permanent Tariff Change, Flexi Denomination.
91	5 October 2018	5 October 2018	Permanent Tariff Change, Hala Balance Protection Feature.
92	12 October 2018	12 October 2018	Permanent Tariff Change, Flexi Denomination.
93	1 November 2018	1 November 2018	Permanent Tariff Change, Mobile Money

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Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
94	27 December 2018	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change
95	3 January 2019	4 January 2019	Permanent Tariff Change, Data Recharge Adjustment
96	26 February 2019	26 February 2019	Permanent Tariff Change, Hala Data Standard Charges Change