

### 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>	C12-01
<b>Service Name</b>	Postpaid Mobile Broadband
<b>Tariff Type</b>	Consumer
<b>Tariff Effective Date</b>	27 December 2018

## 1. Definitions

- 1.1. Bearer Services – Services used for transporting data over the network.
- 1.2. Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.3. Data Device Rating – Maximum speed of device defined in Mbps (Mega Bits per second).
- 1.4. Data Only SIM – A SIM which only allows data access only (i.e. No voice access). For use in a data device such as a USB modem, PC Data card or embedded in a laptop.
- 1.5. GT&C: refers to General Terms and Conditions for the Provision of Consumer Telecommunications Services or to the Master Services Agreement for Business Services.
- 1.6. Mobile Broadband – The data service which enables, by using one or more bearer services, the subscriber to download and/or upload information.
- 1.7. Network – The telecommunications systems utilized by Ooredoo in providing the Mobile Broadband service.
- 1.8. Subscriber – The person or entity that enters into an agreement with Ooredoo to receive and pay for service.
- 1.9. Unlimited – Defined as uncapped download and upload data.

## **2. Tariff Terms and Conditions**

- 2.1.** This Tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff contains rates and charges applicable to Postpaid Mobile Broadband service.
- 2.3.** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to ictQATAR approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.4.** From time to time, and subject to ictQATAR approval, Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the GT&C where referenced.

### 3. Service Description:

- 3.1. The Postpaid Mobile Broadband service facilitates wireless broadband network access including access to the internet for consumers. The service is provided via a 'data-only' SIM card used directly in a subscriber's device (e.g. tablet, MIFI, USB modem, etc).
- 3.2. **Minimum Service Period:** The minimum service period for the Mobile Broadband Service is three (3) months commencing from the date of activation of service unless the customer subscribes to a mobile saver plan.
- 3.3. **Service validity:** The Post Paid Mobile Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.
- 3.4. **Coverage:** The coverage for the various technologies (e.g. 3G, HSDPA, HSUPA, 4G/LTE, etc) can be found on the Ooredoo website.
- 3.5. **Speed Achieved:**
  - 3.5.1. Speed achieved is dependent on the network and data device rating.
  - 3.5.2. The available network speed is best efforts and dependent on the subscriber's coverage, distance from the base station and current usage load on the cell.

#### **4. Service Features and charge rates**

##### **4.1. Postpaid Mobile Broadband Bundles**

###### **4.1.1. Conditions**

- 4.1.1.1.** Customers will receive a mobile data usage sheet within their monthly postpaid bill. This will detail all mobile data usage in excess of that customer's data allowance, and any applicable charges for this excess usage.
- 4.1.1.2.** Both downloaded and uploaded data are accounted for in the subscriber's usage.
- 4.1.1.3.** The subscriber will be subject to the monthly recurring charge irrespective of whether the subscriber consumes their monthly data usage allowance/bundle.
- 4.1.1.4.** The subscriber will receive an SMS message in both English and Arabic to notify the subscriber when they have: i) utilised 80% of their bundle limit, and ii) exceeded their bundle limit.
- 4.1.1.5.** Once the subscriber exceeds the monthly data usage allowance/bundle limit, the subscriber will be charged the 'Out of Bundle' usage rate multiplied by the subscriber's excess usage per month rounded to the nearest MB.
- 4.1.1.6.** The subscriber may not rollover any unused data allowance to the next charging period.
- 4.1.1.7.** The subscriber may move from one bundle to another at the end of the charging period.
- 4.1.1.8.** The 'Unlimited' Bundle is subject to a 'Fair Usage Policy'. As follows.

When subscribing of the mobile internet (depends on the device) will be slowed and decreased (throttled) as the following: After reaching the usage of 400GB in a given bill cycle the maximum data transfer speed will be reduced on 3G network to 1Mbps and on 4G network to 2Mbps until the renewal date of data pack. After reaching the usage of 500GB the maximum speed will be reduced on 3G network to 256Kbps and on 4G network to 512Mbps until the renewal date of data pack.

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" to 121.
  - Speed booster (weekly pack) at QAR 100 by sending SMS with text "SB 100" to 121.
- 4.1.1.9.** The subscriber may transfer the service to another subscriber.
- 4.1.1.10.** To active the 4G/LTE services customers will need to send "4G" to 114 to activate the 4G Key.

**4.1.2. Charging:** The monthly recurring charges for each monthly data usage allowance are shown in the table below:

Plan	1GB*	3GB*	5GB	6GB*	25GB	Unlimited
Initiation Fee (QR)	50	50	50	50	50	50
Monthly Rental (QAR/month)	60	80	50	100	200	500
Bundle Limit (GB)	1	3	5	6	25	N/A
Out of Bundle Rate (QR/MB)	0.10	0.10	0.10	0.10	0.1	N/A
SIM Replacement Fee (QR/SIM)**	15	15	15	15	15	15

\*These packs are no longer available to be purchased. Subscribed customers can still using these packs until they decide to move to the other packs.

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

### 4.1.3. Endless Internet Packs

**4.1.3.1. Description:** The Endless Data Pack will have unique feature where customers will not be charged for out of bundle charges when subscribing to these packs.

**4.1.3.2. Charges:** The following table are the Endless Data Packs:

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 6GB	70	6,000
Data Pack 8GB	90	8,000
Data Pack 10GB	110	10,000
Data Pack 12GB	130	12,000
Data Pack 14GB	150	14,000
Data Pack 17GB	175	17,000
Data Pack 20GB	200	20,000
Data Pack 25GB	225	25,000
Data Pack 30GB	250	30,000
Data Pack 37GB	300	37,000
Data Pack 45GB	350	45,000
Data Pack 55GB	400	55,000

*These Packs are available for subscription until 1<sup>st</sup> of Feb 2019. Customers who subscribed to the above packs prior to this date can continue using them until they unsubscribe or move to new Mobile Broadband Packs.*

Mobile Broadband Pack	Monthly Charge (QAR)	Bundle allowance (GB)
MBB Endless 90	90	8
MBB Endless 120	120	12
MBB Unlimited Lite*	250	60
MBB Unlimited MAX**	500	400

*These Packs are available for subscription from 22<sup>nd</sup> of November 2018.*

*\*MBB Unlimited Lite Fair Usage Policy (FUP): After consuming 60 GB in a given bill cycle, the maximum data transfer speed will be reduced to 1Mbps. After reaching 340GB in a given bill cycle, the maximum data transfer speed will be reduced to 64Kbps.*

*\*\*MBB Unlimited MAX Fair Usage Policy (FUP): After consuming 400 GB in a given bill cycle, the maximum data transfer speed will be reduced to 64Kbps.*

**STARZ PLAY Promotion:** All customer subscribing to the new Packs that launched on 22<sup>nd</sup> of November 2018 will have free access to StarzPlay App. The StarzPlay subscription is valid until 30<sup>th</sup> of June 2019. Starting from 1 July 2019, STARZ PLAY

subscription will automatically stop. Customer will have to activate paid subscription if he/she would like to continue using the StarzPlay service. All mobile data consumed while watching STARZ PLAY content will be deducted from available data allowance or charged at standard rate if data allowance is over.

**4.1.3.3. Conditions:**

**4.1.3.3.1.** Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.

**4.1.3.3.2.** Once reaching the data allowance, subscribers can still use internet data. However, the data speed will be reduced to the level of up to 64 Kbps.

**4.1.3.3.3.** Subscriber can restore the speed by purchasing the speed boosters **(4.1.1.8)**, top up with Data Scratch Card or wait until the next bill cycle

## 4.2 Mobile Data Scratch Card Vouchers “Data Recharge”

**4.2.1 Description:** This service feature that allow as users to browse the internet and WAP sites over their mobile device.

**4.2.2 Conditions:**

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

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

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

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

Data Recharge	Amount (MB)	Price (QAR)	Validity
Mobile Internet 100MB	500	10	1 day*
Mobile Internet 500MB	1000	30	14 days
Mobile Internet 1GB	2,500	60	28 days
Mobile Internet 3GB	4,000	80	28 days
Mobile Internet 6 GB	7,000	100	28 days
Mobile Internet 10 GB	14,000	150	28 days
Mobile Internet 15 GB	20,000	200	42 days

\* On the day of activation until midnight

## 4.3 Short Message Service (SMS)

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

**4.2.2 Charging:** Normal national SMS charges as contained in Ooredoo Service Tariff C10-01, Postpaid Mobile Services will apply to any SMS messages sent using the subscriber's data-only SIM card.

## 4.4 International data roaming

**4.4.1 Description:** International mobile internet allows Users to enjoy access to mobile internet services while roaming.

**4.4.2 Conditions:**

**4.4.2.1 International Roaming:** The Mobile Broadband Service is available outside of Qatar only in locations where Ooredoo has a roaming agreement in place. Usage outside of Qatar will be subject to roaming charges for all incoming and outgoing downloads, uploads and messages at the applicable roaming rate for the country in which the Service was provided as listed in Ooredoo Service Tariff C10-01, Postpaid Mobile Services, and via the Ooredoo website.

**4.4.2.2** 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.

**4.4.2.3** Roaming coverage may change without notice. Ooredoo is not responsible for those networks and services that are not available while roaming and does not make any representations regarding the quality of service while roaming.



- 4.4.2.4** Customers have the option to bar the roaming element of the service, instructions for which can be obtained by visiting any Ooredoo retail outlet, calling the Ooredoo Customer Service Centre or via the Ooredoo website.

#### **4.4.3 Charging:**

- 4.4.3.1** Use of the Service while roaming outside Qatar is charged at the GPRS roaming rates contained in Ooredoo Service Tariff C10-01, Postpaid Mobile Services.
- 4.4.3.2** Roaming 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 rate indicated on Ooredoo Service Tariff C10-01 Postpaid Mobile Services.

#### **4.5 Shahry Saver Key**

- 4.5.1 Description:** Customers can subscribe for QAR 10 per month extra on their monthly rental and be eligible for the 'Shahry Saver Key'. This key will allow the subscribers to make outgoing local calls, international and roaming calls.

#### **4.5.2 Charges:**

- 4.5.2.1** The local calls will be charged at the standard rate per minute. (listed in Ooredoo Service Tariff C10-01)
- 4.5.2.2** The international calls will be charged at the standard rate per minute depending on the destination (listed in Ooredoo Service Tariff C10-01) with the exception to the following 15 countries:

<b>International Destination</b>	<b>Rate (QAR/minute)</b>
India	0.15
Bangladesh	0.25
Indonesia	0.30
Egypt	0.45
Nepal (Nepal Telecom)	0.25
Philippines, KSA, UAE, Pakistan, Nepal (other networks), Syria, Sudan, Turkey, Thailand and Sri Lanka	0.55

- 4.5.2.3** The roaming calls will be charged at the standard rate per minute depending on the country and the network the subscriber is in (listed Ooredoo Service Tariff C10-01).
- 4.5.3 Conditions:** Customers will need to text SSK to the short code 114 to enable the service. The customer can opt-out from the service by texting "STOP SSK" to the short code 114.

#### **4.6 Temporary solution for Fiber Customer**

- 4.6.1 Description:** Ooredoo will provide a Mobile Broadband with Unlimited pack as temporary solution for customers who applied to fiber or copper services. The customer can signed for this pack until the fiber or copper services are provided.
- 4.6.2 Charging:** Ooredoo will be renting a MyFi device to the customer for free until the fiber or copper services are provided. The rental fee for the unlimited pack will be QAR 200.
- 4.6.3 Conditions:**
  - 4.6.3.1** Once the fiber services are installed, the Mobile Broadband will be deactivated.
  - 4.6.3.2** The customer has to return the Myfi device to any Ooredoo shop within 14 days. If the customer did not return the device to any Ooredoo Shop within 14 days, the customer will be charged for a full price of the device.

## **5 Service Provider Obligations**

- 5.2 Commencement of Service:** The subscriber will be provided with a Data Only SIM card. When the Data Only SIM card is placed in the subscriber's Data Device, the Data Device will be registered into Ooredoo's mobile network and the subscriber will have access to the service. The service shall commence from the date of activation of service.
- 5.3** Ooredoo will fully reimburse the subscriber for the Postpaid Mobile Broadband service if the subscriber is consistently unable to receive service during the minimum service period in locations that Ooredoo has advertised as being covered with the exception of the service availability and limits described in section 3.4.
- 5.4** Ooredoo shall exercise all reasonable efforts to provide access that is continuous, except in cases in which the provision of service is affected as set forth in other applicable sections of this tariff and/or the GT&C.
- 5.5 Service Availability and Limits:**
- 5.5.1** 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.
- 5.5.2** Connection 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, licence and other obligations.

## 6 Subscriber Obligations

- 6.2 Equipment:** The Subscriber may acquire equipment from a third-party, provided that all equipment used to connect to Ooredoo's network complies with the technical standards and specifications described in Ooredoo's GT&C.
- 6.3 Data-only SIM Card:** It is the subscriber's responsibility to keep safe the SIM card that is provided to them. SIM Cards are easily damaged and should be handled with care. The subscriber must promptly notify Ooredoo if the SIM Card is damaged. In the event of loss or theft of the subscriber's SIM Card, the subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft. The subscriber may be charged in the event of loss or theft of the SIM Card.
- 6.4** The subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of the subscriber's data device, data-only SIM Card and/or the use of the service.
- 6.5** Ooredoo may require the subscriber to submit information reasonably related to their service, data device or data-only SIM card.
- 6.6** The customer must notify Ooredoo of such change within 14 days in the case of change of customer billing address.
- 6.7** The subscriber undertakes to use the service personally and for the subscriber's own private interest, and shall not transfer the service or assign it to a third party without obtaining Ooredoo's prior written consent.

## **7 Mobile Number Portability**

### **7.2 Porting of mobile number away from Ooredoo**

**7.2.1 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.

**7.2.2 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.

**7.2.3 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:

**7.2.3.1** 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;

**7.2.3.2** 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

**7.2.3.3** 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.

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

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

**7.2.4.2** 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.

### **7.3 Porting of mobile numbers to Ooredoo:**

**7.3.1** 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.

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

**7.3.2.1** 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;

**7.3.2.2** 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

**7.3.2.3** 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.

**7.3.3** 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**

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
03		1 November 2010	Permanent changes to Postpaid Mobile Broadband
04		8 January 2013	New Mobile Data Plans Permanent Change
05		25 February 2013	Permanent Tariff Change, Mobile Number Portability
06		14 April 2013	Permanent Tariff Change, unifying C/B
07		2 February 2014	Permanent Tariff Change, 4G key for FREE
08		16 April 2014	Permanent Tariff Change, Data Scratch Card
09		17 July 2014	Permanent Tariff Change, Data Services
10		22 September 2014	Permanent Tariff Change, Fair Usage Policy
11		19 May 2015	Permanent Tariff Change, Temporary solution
12		16 June 2015	Permanent Tariff Change, Monthly Packs
13		13 July 2015	Permanent Tariff Change, Temporary solution
14		23 September 2015	Permanent Tariff Change, Mobile Broadband Packs
15		28 July 2016	Permanent Tariff Change, Mobile Internet Packs
16		2 August 2016	Permanent Tariff Change, Data Services
17		18 November 2016	Permanent Tariff Change, Unlimited Data Pack and Fair Usage Policy
18	5 January 2017	5 January 2017	Permanent Tariff Change, Unlimited Data Pack update
19	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges.
20	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge.
21	5 April 2018	5 April 2018	Permanent Tariff Change, Mobile Data Adjustment
22	17 April 2018	17 April 2018	Mobile data Scratch Card bonus removal and allowance validity change
23	16 August 2018	16 August 2018	Permanent Tariff Change, ShahrySaver Key
24	22 November 2018	22 November 2018	Permanent Tariff Change, Mobile Broadband Revamp
25	27 December 2018	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change