

General Tariff Information

Service Provider Name	Qatar Telecom (QTel) Q.S.C.
License	Public Mobile Telecommunications Networks and Services
Tariff Number	C12-01
Service Name	Postpaid Mobile Broadband
Tariff Type	Consumer
Tariff Effective Date	25 February 2013
Tariff Version Number	C12-01

1. Definitions

- 1.1. Bearer Services – Services used for transporting data over the network.
- 1.2. Bit – the lowest unit of data usage.
- 1.3. Byte – 8 bits.
- 1.4. Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.5. Data Device Rating – Maximum speed of device defined in Mbps (Mega Bits per second).
- 1.6. Data Only SIM - A USIM 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.
- 1.7. GB – Giga Bytes. 1 GB is 1024 MB.
- 1.8. HSDPA – High Speed Downlink Packet Access
- 1.9. HSPA – High Speed Packet Access which includes HSDPA and HSUPA.
- 1.10. HSUPA – High Speed Uplink Packet Access.
- 1.11. KB – KiloByte. 1 KB equals 1024 Bytes.
- 1.12. MB – Mega Bytes. 1 MB is 1024 KB.
- 1.13. Mobile Broadband – The data service which enables, by using one or more bearer_services, the subscriber to download and/or upload information.
- 1.14. Network – The telecommunications systems utilized by Qtel in providing the Mobile Broadband service.
- 1.15. Subscriber – The person or entity that enters into an agreement with Qtel to receive and pay for service.

2. Tariff Terms and Conditions

- 2.1.** This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to ictQATAR approval, Qtel publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.3.** From time to time, and subject to ictQATAR approval, Qtel may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Qtel as of the date Qtel publishes such promotions or readjustments.
- 2.4.** This tariff contains rates and charges applicable to Consumer Postpaid Mobile Broadband service.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for the Provision of Consumer Services 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 either directly in a subscriber's device or via use of a USB modem.

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.

3.3. Coverage:

3.3.1. HSPA coverage matches the Qtel 3G network which covers the greater Doha and outer skirts from Umm Salal in the north to Sealine beach in the south and from Rayyan in the west to the Corniche area in the East. An updated 3G network coverage map can be found at: <http://www.qtel.com.qa/documents/Coverage-map.pdf>.

3.3.2. Where HSPA coverage is not available then the subscriber will get the best coverage available.

3.4. Speed Achieved:

3.4.1. Speed achieved is dependent on the network and data device rating.

3.4.2. 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.

3.4.3. HSDPA 7.2 Mbps will be the theoretical downlink speed at launch. The maximum uplink speed will be 2Mbps in view of the introduction of HSUPA service capability.

3.4.4. The Data Device Rating will constrain the speed achieved by the subscriber if less than the available network speed.

3.4.5. Qtel reserves the right to reduce the theoretical maximum speed of the network, in some or all of its coverage areas from time to time, in order to maintain availability and quality of service, subject to our statutory and licence obligations and requirements.

4. Service Features

4.1. Postpaid Mobile Broadband service:

4.1.1. Description: 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 either directly in a subscriber's device or via use of a USB modem. The service is available in form of 2GB, 5GB and Unlimited Bundle.

4.1.2. Condition

- 4.1.2.1.** 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.
 - 4.1.2.2.** Both downloaded and uploaded data are accounted for in the subscriber's usage.
 - 4.1.2.3.** The subscriber will be subject to the monthly recurring charge irrespective of whether the subscriber consumes their monthly data usage allowance/bundle.
 - 4.1.2.4.** 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.
 - 4.1.2.5.** 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.
 - 4.1.2.6.** The subscriber may not rollover any unused data allowance to the next charging period.
 - 4.1.2.7.** The subscriber may move from one bundle to another at the end of the charging period.
 - 4.1.2.8.** The 'Unlimited' Bundle is subject to a 'Fair Usage Policy' as detailed on Qtel's website at http://www.qtel.qa/Mob_BrdbandPost_Sub.do#6
 - 4.1.2.9.** The subscriber may transfer the service to another subscriber.
- 4.1.3. Charging:** The charges for each pack are set out in Section **Error! Reference source not found**.5 of this Tariff.

4.4 Mobile Broadband commitment plans

- 4.4.1 Description:** A Subscriber may acquire the postpaid mobile broadband Service in the form of 'month-to-month' or 'yearly commitment'. Yearly commitment service variants will include discounted tariff rates and an option of receiving a discounted or free access device.
- 4.4.1.1 12-Month Commitment Discount:** subscribers committing for a period of 12 months will be receiving a monthly discount of 20% of their monthly recurring charges Customers will continue to be billed any out of bundle charges or roaming charges.
- 4.4.1.2 12-Month Up-Front Discount:** subscribers committing for a period of 12 months and pay for their service in advance will receive a 30% discount for their tariff. Customers will continue to be billed any out of bundle charges or roaming charges.
- 4.4.1.3 First Month:** During the subscriber's first prorated and full month of service, Lite and Plus subscribers will receive an additional data allowance of 2GB and 5GB, respectively. At the end of each period Qtel will send an SMS which clearly displays their Data usage.
- 4.4.1.4 The subscriber may move from one bundle to another at the end of the charging period.
- 4.4.1.5 Service Termination:** Subscribers can terminate their service after the minimum service period outlined in Section 2 herein. If subscribers of the 12-month plans terminate their service before the end of their 12-month commitment period and were supplied with a Qtel device they will be liable for the full or the discounted retail price at the time of purchase.
- 4.4.1.5.1 12-month commitment:** Subscribers terminating their service before the end of their contractual period will be liable to pay the discounted amount received on their monthly recurring charges.
- 4.4.1.5.2 12-month- Up-front:** Subscribers terminating their service before the end of their contractual period will be liable for the discounted amount received on their monthly recurring charges. Subscribers will be reimbursed with the remaining amount of their up-front payment, if applicable.
- 4.4.2 Charging:** subscribers will be charged at the rates set out in section 5.3 of this tariff.

4.2. Messaging

4.2.1. Short Message Service (SMS)

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

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

4.3. International data roaming:

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

4.3.2. Conditions:

4.3.2.1. International Roaming: The Mobile Broadband Service is available outside of Qatar only in locations where Qtel 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 Qtel Service Tariff C10-01, Postpaid Mobile Services, and via the Qtel website.

4.3.2.2. Roaming is offered by Qtel's international roaming partners. Qtel is not responsible for quality of service or coverage made available to Users while Roaming.

4.3.2.3. Roaming coverage may change without notice. Qtel 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.

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

4.3.3. Charging:

4.3.3.1. Use of the Service while roaming outside Qatar is charged at the GPRS roaming rates contained in Qtel Service Tariff C10-01, Postpaid Mobile Services.

4.3.3.2. 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 Qtel Service Tariff C10-01 Postpaid Mobile Services.

4.3.3.3. Billing increments for all roaming zones are in units of 10 KB.

5. Charge rates

5.1. The rates for Mobile Broadband postpaid service as listed in the following rate schedules are subject to the conditions set forth herein, and the General Terms and Conditions for Consumer Services.

5.2. Recurring monthly tariff: The subscriber selects a monthly data usage allowance or 'bundle'. The monthly recurring charges for each monthly data usage allowance or bundle are shown in the table below, together with incremental usage charge rates for out of bundle usage:

Tariff Plan	Monthly Charge	Bundle Limit (MB)	Out of Bundle Cost
Mobile Internet 1GB	QAR 60	1000	QAR 0.1/MB
Mobile Internet 3GB	QAR 160	3000	QAR 0.1/MB
Mobile Internet 6GB	QAR 200	6000	QAR 0.1/MB
Mobile Internet Unlimited	QAR 400	N/A	N/A

5.3.

The following particular plan is no longer for sale

Yearly commitment price plan

	Lite 2GB	Plus 5GB	Unlimited*			
Initiation Fee	QAR 50					
Detaild Price Plan						
Plan	12-Month Commitment	12-Month Up-Front	12-Month Commitment	12-Month Up-Front	12-Month Commitment	12-Month Up-Front
Discount	20%	30%	20%	30%	20%	30%
Charge	QAR 80	QAR 840	QAR 160	QAR 1,660	QAR 320	QAR 3,360
Out of Bundle usage	QAR 0.10/MB		0.10/MB		N/A*	
Transferring service to another subscriber	QAR50					
Data-only SIM replacement charge	One-time charge for the replacement of an existing postpaid mobile broadband data-only SIM card				QAR50	

* Subject to Qtel's Fair Usage Policy

6. Service Provider Obligations

6.1. 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 Qtel's mobile network and the subscriber will have access to the service. The service shall commence from the date of activation of service.

6.2. Qtel 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 Qtel has advertised as being covered with the exception of the service availability and limits described in Section 4 to 3.3.2.

6.3. Qtel shall exercise all reasonable efforts to make the bearer services available to subscribers at all times. However, due to the constraints of radio and electronic communication, the bearer services shall not be fault free.

6.4. Qtel 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 or the Qtel General Terms and Conditions for Consumer Services ("Section 19 Force Majeure and Matters Beyond Qtel's Reasonable Control").

6.5. Service Availability and Limits:

6.5.1. 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.

6.5.2. Connection may be interrupted, dropped, refused or limited. Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.

7. Subscriber Obligations

- 7.1. Equipment:** The Subscriber may acquire equipment from a third-party, provided that all equipment used to connect to Qtel's network complies with the technical standards and specifications described in Qtel's General Terms and Conditions for the Provision of Consumer Telecommunications Services, Article 10 (Connecting Subscriber Equipment).
- 7.2. 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 Qtel if the SIM Card is damaged. In the event of loss or theft of the subscriber's SIM Card, the subscriber must notify Qtel 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 as noted in Section **Error! Reference source not found.**
- 7.3.** The subscriber shall comply with any reasonable request by Qtel concerning the configuration of the subscriber's data device, data-only SIM Card and/or the use of the service.
- 7.4.** Qtel may require the subscriber to submit information reasonably related to their service, data device or data-only SIM card.
- 7.5.** The customer must notify Qtel of such change within 14 days in the case of change of customer billing address.
- 7.6.** 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 Qtel's prior written consent. The subscriber may transfer the service to another user for a charge as noted in Section **Error! Reference source not found..**

8. Mobile Number Portability

8.1. Porting of mobile number away from Qtel

8.1.1. Subscriber may port mobile number: The Subscriber may port a mobile number allocated to the Subscriber by Qtel 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.

8.1.2. 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, Qtel 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.

8.1.3. 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 Qtel as at the date of the port, including any early contract termination fees. Qtel will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:

8.1.3.1. within 30 days of the invoice date, Qtel 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;

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

8.1.3.3. within 60 days of the invoice date, Qtel 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.

8.1.4. Termination: This agreement will automatically terminate on the earlier of:

8.1.4.1. the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Qtel; and

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

8.2. Porting of mobile numbers to Qtel:

8.2.1. A Subscriber that ports a mobile number from the OLO to Qtel 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.

- 8.2.2.** If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:
- 8.2.2.1.** within 30 days of the invoice date, Qtel 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;
 - 8.2.2.2.** within 45 days of the invoice date, Qtel will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
 - 8.2.2.3.** within 60 days of the invoice date, Qtel 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.
- 8.2.3.** If the Subscriber requests the porting of a mobile number to Qtel 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 Qtel, Qtel 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
003	27 May 2010	1 November 2010	Permanent changes to Postpaid Mobile Broadband
004		8 January 2013	New Mobile Data Plans Permanent Change
005		25 February 2013	Permanent Tariff Change, Mobile Number Portability