

General Tariff Information

Service Provider Name	<i>Qatar Telecom (QTel) Q.S.C.</i>
License	Public Mobile Telecommunications Network and Services
Tariff Number	C14-01
Service Name	<i>Thuraya mobile Services</i>
Tariff Type	<i>Consumer</i>
Tariff Effective Date	9 September 2012

1. Definitions

- 1.1. Qtel: Qatar Telecom (Q.S.C)
- 1.2. Subscriber –The person or entity that enters into an agreement with Qtel to receive and pay for Service.
- 1.3. Thuraya– means the Thuraya Satellite Telecommunications Company
- 1.4. User – 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 Thuraya mobile service.
- 2.3. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Qtel General Terms and Conditions where referenced.
- 2.4. 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

3. Service Description:

- 3.1. The Thuraya service enables customers to make and receive national and international calls. The handset enables use of the Thuraya network (Satellite) and the Qtel GSM network. The Thuraya system provides coverage in areas that are not covered by the GSM network.
- 3.2. **Service duration:** The minimum contractual period for the Thuraya Service is 3 months.

4. Features

- 4.1. N/A

5. Charge Rates

5.1. Postpaid Price Plan:

Service	Fees (QAR)
Connection fees and SIM Card (connection fee)	110
Rental Fee (monthly fee)	61
SIM Replacement (one-off fee)	44
Change of Ownership (one-off fee)	110
Subscriber number change fee (one-off fee)	110

5.2. Prepaid Price Plan:

Service	Fees (QR)
Prepaid SUPER: Connection fees and SIM Card (one year validity)*	200
SIM Replacement (one-off fee)	44
Scratch Card (one-off fee)	75

* Upon connection on the prepaid plan, you are offered a 1 year validity period with an initial credit of QR35

5.3. Calling charges:

Call rates QR/min		
	Postpaid	Prepaid
Thuraya to Thuraya	3.25	3.61
Thuraya to local "on and off Qtel network"	4.89	5.44
Local(in Qatar) to Thuraya	6.00	6.00
SMS	1.61	1.79

5.4. Roaming charges

Call Type	Call Charges (QAR)
Outgoing Calls	
Call to PSTN in Qatar (QAR/min)	5.70
Call to Mobile in Qatar (QAR/min)	5.70
Zone 1 (QAR/min)	7.44
Zone 2 (QAR/min)	10.36
Zone 3 (QAR/min)	14.10
Zone 4 (QAR/min)	18.80
Zone 5 (QAR/min)	23.50
Zone 6 (QAR/min)	54.80
Zone 7 (other Satellite) (QAR/min)	54.80
Zone 8 (QAR/min)	14.10
Incoming Calls (QAR/min)	
	12.50
SMS (QAR per SMS)	
	2.33
GPRS (QAR per kb)	
	0.09

Zone 1	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
Zone 2	Bangladesh, Christmas Island, Djibouti, Ghana, Gibraltar, Iran, Iraq, Jordan, Lebanon, Macau, Mauritania, Mozambique, Nepal, Pakistan, Somalia, South Africa, Sudan, Syria, Vietnam, Yemen
Zone 3	Afghanistan, Algeria, Canary, Island, China, Cyprus, Fiji, Finland, Germany, Hong Kong, Indonesia, IsloMan, Jersey, Libya, Liechtenstein, Mauritius, Netherlands, Niue land, San Marino, Seychelles, Singapore, Solomon Islands, South Korea, Sweden, Thailand, UK, Uruguay, Vatican
Zone 4	Albania, Andorra, Angola, Anguilla, Antigua and arbuda, Argentina, Armenia, Aruba, Ascension, Austria, Barbados, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, Brunei Darussal, Burkina Faso, Burma, Burundi, Cambodia, Cameroon, Cayman island, Central African Republic, Chad, Chilli, Cocos (Keeling) Islands, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Croatia, Denmark, Diego Garcia, Dominica, Dominica Republic, Egypt, Eire, Elsalvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands, Faroe Islands, Federated States of Micronesia, Gabon, Gambia, Georgia Republic, Greece, Greenland, Grenada, Guadeloupe (French), Guam (USA), Guinea, Guinea Bissau, Haiti, Honduras, Hungary, Iceland, India, Jamaica, Kampuchea, Kazakhstan, Kiribati, Korea North, Laos, Natvia, Lesotho, Liberia, Luxembourg, Macedonia, Madagascar, Madeira , Malawi, Malaysia, Maldives, Mali, Marshall Islands, Martinique (French), Mayotte, Mexico, Moldova, Monaco, Montserrat, Namibia, Netherlands Tiles, Nicaragua, Nigeria, Norfolk Island, Palau, Papua New Guinea, Paraguay, Peru, Poland, Puerto Rico, Rep. Guyana, Reunion, Romania, Rwanda, Samoa US, Samoa Western, Sao Tome And Principe, Senegal, Sierra Leone, Slovak Republic, Spain, St Pierre Et Miquelon, St Kitts Nevis, St. Lucia, St. Vincent, St Helena, Suriname, Swaziland, Taiwan, Tanzania, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turks and Caicos Islands, Uganda, USA, Virgin Islands, Yugoslavia, Zaire, Zambia, Zimbabwe
Zone 5	Australia, AustralianExt. Terr., Azerbaijan, Belgium, Bosnia, Bulgaria, Canada, Cape Verde, France, French Guiana, French Polynesia, Italy, Japan, Kenya, Kyrgyzstan, Malta, Marina island, Mongolia, Morocco, Nauru, New Caledonia (French), New Zealand, Niger, Norway, Palestine, Panama, Philippines, Portugal, Solverina, Sri Lanka, Tahiti, Tajikistan, Tuvalu, Vanuatu, Venezuela, Wallis and Futuna Islands

Zone 6	Bahamas, Belarus, Cuba, Czech Republic, Ireland, Ivory Coast (Cote D`Ivoire), Lithuania, Russia, Serbia and Montenegro, Turkmenistan, Ukraine
Zone 7	All Immarsat Zone Countries, All Iridium Zone Countries
Zone 8	Thuraya

6. Service Provider obligations

- 6.1.** Commencement of Service: The service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Qtel's mobile telecommunications network.
- 6.2.** Service Availability and Limits: 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.
- 6.3.** Calls may be interrupted, dropped, refused or limited. Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.

7. Subscriber obligations

- 7.1. Equipment: The Subscriber shall comply with any reasonable request by Qtel concerning the configuration of their Mobile Device or the use of the service.
- 7.2. The Service is for the use of the registered Subscriber and authorized Users only. The Subscriber undertakes to remain responsible for the Service use it for his private interest and shall not transfer the service or assign it to a separate unrelated third party without obtaining Qtel's prior written consent.
- 7.3. SIM Card: The Subscriber must promptly notify Qtel if the SIM Card is damaged. In the event of loss or theft of SIM Card, the Subscriber must notify Qtel within forty-eight (48) hours of becoming aware of such loss or theft.
- 7.4. The customer shall comply with any reasonable request by Qtel concerning the configuration of their devices and/or the use of the Service.

END OF TARIFF