

General Tariff Information

Service Provider Name	<i>Qatar Telecom (QTel) Q.S.C.</i>
License	Public Fixed Telecommunications Network and Services Public Mobile Telecommunications Network and Services
Tariff Number	C17-01
Service Name	<i>Residential Service Bundle</i>
Tariff Type	<i>Consumer</i>
Tariff Effective Date	This product is "stop sale" and not offered in the market. This document is to inform existing customers on the terms and conditions of this service
Tariff Version Number	<i>C17-01</i>

1. Definitions

- 1.1. Bit – the lowest unit of data usage.
- 1.2. Broadband–High-speed Internet access through fixed and wireless networks.
- 1.3. Connection Charges – the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.4. Mbps – Mega Bits per second.
- 1.5. Monthly Rental Fee - the monthly subscription fee identified in the applicable tariff and payable every months in advance
- 1.6. Qtel: Qatar Telecom (Qtel) Q.S.C

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 the provision of consumer residential service bundle.
- 2.5. 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.
- 2.6. The terms and conditions established for each of the services that comprise the Residential Service bundle are included in the Consumer Postpaid mobile Service Tariff (C10-01), the Consumer Landline Tariff (C01-01), and the Fixed Consumer Broadband Service (C05-01) remain applicable unless it is superseded by rates terms and conditions specified in this Tariff.

3. Service Description

- 3.1. The Residential Bundle provides Subscribers through a single access Subscription with: Consumer Postpaid Mobile Service(Shahry standard), Consumer Landline, and Fixed Broadband Service.

4. Features

- 4.1. Features established for each of the services that comprise the Residential Service bundle are included in the Consumer Postpaid mobile Service Tariff (C10-01), the Consumer Landline Tariff (C01-01), and the Fixed Consumer Broadband Service (C05-01) remain applicable unless it is superseded by rates terms and conditions specified in this Tariff.

5. Charge rates

5.1. Monthly fee:

Service Variant	Monthly Fee
Residential Bundle - 1MB Fixed Broadband including: <ul style="list-style-type: none"> • Landline Monthly fee • Shahry Standard Monthly fee • ADSL 1MB Monthly fee 	QR 250
Residential Bundle - 2MB Fixed Broadband including: <ul style="list-style-type: none"> • Landline Monthly fee • Shahry Standard Monthly fee • ADSL 2MB Monthly fee 	QR 325
Residential Bundle - 4MB Fixed Broadband including: <ul style="list-style-type: none"> • Landline Monthly fee • Shahry Standard Monthly fee • ADSL 4MB Monthly fee 	QR 400

5.2. Individual Services: Pursuant to Article 1.10 Annex D of Qtel licenses, the prices of the individual services comprising the Residential bundle are shown in the following chart:

Services Acquired Individually	Connection Fee (QAR)	Monthly Fee Individually Offered (QAR/month)
Postpaid mobile service (Shahry standard)	50	50
Landline	200	33
1MB Fixed Broadband	199	200

Qtel Service Tariff No. C17-01

2MB Fixed Broadband	199	300
4MB Fixed Broadband	199	400

- 5.3. Any other tariff for each individual service offered in the Residential service bundle or any of its features are listed in the Consumer Postpaid Mobile Service (C10-01), the Consumer Landline Tariff (C01-01), and the Consumer Fixed Broadband Service (C05-01).
- 5.4. Connection Fee: The connection fee for Residential Bundle services shall be equal to the connection fees for each service element as described in the relevant Service Tariff, whether connected separately or all at once.

6. Service Provider obligations

- 6.1. Commencement of Service: The Post Paid Mobile Service shall commence from the date of service connection activation by Qtel.
- 6.2. Service Availability and Limits:
 - 6.2.1. 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.
 - 6.2.2. 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, license and other obligations.
- 6.3. Broadband may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection. In order to verify that Qtel can provide this service, Qtel will need to do the following:
 - 6.3.1. Verify that the subscriber's landlines is in an area where they can receive broadband services;
 - 6.3.2. Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.
- 6.4. Qtel is responsible for servicing and providing technical maintenance of the service. Qtel will not provide any maintenance of the subscriber's equipment, including the modem or any additional equipment necessary to connect the service. Qtel is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
- 6.5. Qtel may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

7. Customer obligations

- 7.1. Minimum service period: The minimum service period for the broadband service is three (3) months commencing from the date of activation of service.
- 7.2. Customers may terminate the service before the end of the relevant minimum service period but the customer will be liable for any charges waived at inception of the service if cancelling within the minimum service period.

END OF TARIFF