

General Tariff Information

Service Provider Name	<i>Qatar Telecom (QTel) Q.S.C.</i>
License	<i>Mobile</i>
Tariff Number	<i>C18-01</i>
Service Name	<i>Prepaid Mobile Broadband</i>
Tariff Type	<i>Consumer</i>
Tariff Effective Date	<i>8 January 2013</i>

1. Definitions

- 1.1 Bearer Services – Services used for transporting data over the Network.
- 1.2 GB – Giga Bytes. 1 GB is 1024 MB.
- 1.3 MB – Mega Bytes. 1 MB is 1024 KB.
- 1.4 Bit – the lowest unit of data usage.
- 1.5 Byte – 8 bits.
- 1.6 Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.7 Data Device Rating – Maximum speed of device defined in Mbps (Mega Bits per second).
- 1.8 Data Only SIM - A SIM (subscriber identity module) which is only enabled for data service usage and exceptionally for basic voice services (*i.e.* No comprehensive voice service usage). For use in a data device such as a USB modem, PC Data card or embedded in a laptop.
- 1.9 HSDPA – High Speed Downlink Packet Access
- 1.10 HSPA – High Speed Packet Access which includes HSDPA and HSUPA.
- 1.11 HSUPA – High Speed Uplink Packet Access.
- 1.12 KB – KiloByte. 1 KB equals 1024 Bytes.
- 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.
- 1.16 Grace Period – If the subscriber’s validity period expires they will enter a grace period during which they may recharge their Prepaid Mobile Broadband service account.
- 1.17 Deactivation – This occurs on the day after expiry of the subscriber’s Grace Period whereby the SIM becomes inactive and no longer of use with the service.
- 1.18 Validity – The specified time limit during which the service is available to subscribers.

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 Prepaid Mobile Broadband service.
- 2.5 These terms and conditions are in addition to the terms and conditions specified in other tariffs and Qtel General Terms and Conditions for the Provision of Consumer Telecommunications Services where referenced.

3. Service Description

3.1 The Prepaid Mobile Broadband service facilitates wireless broadband network access including access to the internet for consumers preferring the convenience of paying in advance for a period of usage with an option to extend such usage if required. 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 Commencement of Service: The subscriber will be provided with a Welcome Pack that comes in the form of a Data-only SIM card with an optional USB modem if required. The Welcome Pack will be pre-provisioned with 10 consecutive days of service validity.

3.2.1 Top-up options: The subscribers will have the option of topping up their services in increments of 3, 10 or 30 days.

3.2.2 The service is activated automatically from initial use of the data-only SIM card and not necessarily from the date of SIM card purchase.

3.2.3 Charging: Subscribers will be charged at the rates set out in Section 5.2 of this tariff.

3.2 Recharging your account:

3.2.1 The customer will be notified via SMS messages as their prepaid period of service validity is nearing expiry. Such SMS messages are deliverable to the vast majority of mobile broadband devices.

3.2.2 If the customer's service validity period expires, they will be entitled to a grace period of 30 days prior to full cancellation and recycling of their data-only SIM card number.

3.2.3 The customer can recharge their Prepaid Mobile Broadband service at any time during an existing period of service validity or 30 day grace period using a variety of payment methods for 'top-up'. In the event that a customer recharges their account prior to the expiry of their existing service period, the customer will still receive their full existing service period and that of any additional 'top-up' i.e. existing service period validity will be carried over.

3.2.4 The subscriber can recharge their Prepaid Mobile Broadband service via 'top-ups' in increments of 3, 10 or 30 days service duration. Charge rates for service 'top-ups' are included in the service charge rate table in Section 5.2 herein.

4. Features

4.1 Data-only SIM cards can be used directly in a number of hardware devices such as 'netbooks' or PDA's or indirectly via an additional USB modem. Pricing variants that include the provision of an optional USB modem at Prepaid Mobile Broadband service inception are included within the charge rate table herein.

5. Charge rates

5.1 The Prepaid Mobile Broadband service charge rates are listed in the following table and are subject to the conditions set forth herein, and the General Terms and Conditions for the Provision of Consumer Telecommunications Services.

5.2 Charges for Welcome Pack and 'top-up' options are as shown below:

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

5.2.1 The service is provided to the subscriber as 'unlimited' mobile broadband access subject to a 'Fair Usage Policy' found at www.qtel.com.qa.

5.3 Both downloaded and uploaded data are accounted for in the customer's usage.

5.4 The subscriber will pay the fee for the desired package tariff whether they use the service or not. Prepaid data-only SIMs which have not been activated will remain valid for the applicable length of service durations for a maximum period of 12 months.

5.5 International usage: The Prepaid Mobile Broadband service cannot be used outside of the State of Qatar, although the optional USB modem may be capable of operation with other network provider services and in other countries subject to applicable terms and conditions of service. For the avoidance of doubt, the optional USB modem is not 'SIM locked' to Qtel's network and may be used with other network providers subject to their applicable terms and conditions of service.

5.6 Mobile Data Scratch Card Vouchers

5.6.1 **Description:** This service feature that allows users to browse the Internet and WAP sites over their Mobile Device.

5.6.2 Conditions:

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

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

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

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

Scratch Card Voucher	Amount (MB)	Price (QR)	Validity
Mobile Internet 1GB	1000	60	30 days
Mobile Internet 3GB	3000	160	30 days
Mobile Internet 6 GB	6000	200	30 days

6. Service Provider obligations

- 6.1 Upon activation the customer will receive an SMS message (in both English and Arabic) displaying the date and time when the length of service duration will expire. The customer will be sent further SMS message notifications as they approach expiry of their relevant period of service duration.
- 6.2 Coverage:
 - 6.2.1 Prepaid Mobile Broadband service is provided via HSPA coverage which matches the Qtel 3G network covering the greater Doha region and outskirts 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.
 - 6.2.2 Where HSPA coverage is not available, the subscriber will get the best coverage available.
- 6.2 Service speed achievable
 - 6.2.1 The speed of service achieved is dependent on the Network and customer's data device rating.
 - 6.2.2 HSDPA 7.2 Mbps will be the theoretical maximum download speed and the theoretical maximum upload speed will be HSUPA 2Mbps.
 - 6.2.3 The customer's data device rating will constrain the speed achieved or achievable by the subscriber if less than the available network service speed. For example, a customer may have a USB modem which may constrain the maximum download speed to 3.6 Mbps and the maximum upload speed to 384kbps.
 - 6.2.4 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 relevant base station/cell.
- 6.3 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.
- 6.4 Customers will be fully reimbursed if they are consistently unable to receive service during the prepaid service period in locations that are advertised as having service coverage, with the exception of the service availability and limits described in Sections 6.5 and 6.7.
- 6.5 Qtel shall exercise all reasonable efforts to make the Bearer Services available to our subscribers at all times. However, due to the constraints of radio and electronic communication, the Bearer Services shall not be fault free.
- 6.6 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 the Provision of Consumer Telecommunications Services ("Section 19 Force Majeure and Matters Beyond Qtel's Reasonable Control").
- 6.7 Service Availability and Limits: The Service is available only when the customer Data Device is within the covered service area. Certain factors, such as network changes, traffic volume, transmission limits, service outages, technical limitations signal strength, your Device, terrain, structures, weather, or other conditions may interfere with actual service quality and availability. 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 and licence obligations and requirements.

7. Customer obligations

- 7.1 Equipment: With the exception of the Data Only SIM card, the customer may also acquire the equipment that they intend to use to receive the Service from a third-party, provided that all equipment used to connect to Qtel's networks and facilities is approved by ictQATAR and is compliant with current requirements for technical standards and specifications. Qtel General Terms and Conditions for the Provision of Consumer Telecommunications Services, Article 11 (Connecting Subscriber Equipment) refers.
 - 7.2 Data-only SIM Card: It is the customer's responsibility to keep safe the SIM Card that is provided to them. SIM cards are easily damaged and should be handled with care. Customers must promptly notify Qtel if their SIM Card is damaged. In the event of loss or theft of a customer's SIM Card, they must notify Qtel within forty-eight (48) hours of becoming aware of such loss or theft. The customer will be charged in the event of loss or theft of the SIM card as noted in the applicable service charge rate table.
 - 7.3 The customer shall comply with any reasonable request by Qtel concerning the configuration of their data device, the data-only SIM Card and/or the use of the Service.
 - 7.4 Qtel may require the customer to submit information reasonably related to their service, their data device or their data-only SIM card.
 - 7.5 The subscriber undertakes to use the service personally and for their private interest, and shall not transfer the service or assign it to a third party without obtaining Qtel's prior written consent.
 - 7.6 Customers of the service cannot migrate to other Qtel SIM-based services such as Hala, Shahry, or the Postpaid Mobile Broadband service.
 - 7.7 The service requires no customer involvement for termination. Dependent upon the length of service duration, the data-only SIM service capability will automatically suspend after 3, 10, or 30 days at which point the SIM can be removed and discarded.
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END OF TARIFF