

## General Tariff Information

<b>Service Provider Name</b>	<i>Ooredoo (formerly Qatar Telecom (QTel) Q.S.C).</i>
<b>License</b>	<i>Mobile</i>
<b>Tariff Number</b>	<i>C18-01</i>
<b>Service Name</b>	<i>Prepaid Mobile Broadband</i>
<b>Tariff Type</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>21 November 2017</i>

## 1. Definitions

- 1.1.1.1 Bearer Services – Services used for transporting data over the network.
- 1.1.1.2 Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.1.1.3 Data Device Rating – Maximum speed of device defined in Mbps (Mega Bits per second).
- 1.1.1.4 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.
- 1.1.1.5 GT&C: refers to General Terms and Conditions for the Provision of Consumer Telecommunications Services or to the Master Services Agreement for Business Services.
- 1.1.1.6 Mobile Broadband – The data service which enables, by using one or more bearer services, the subscriber to download and/or upload information.
- 1.1.1.7 Network – The telecommunications systems utilized by Ooredoo in providing the Mobile Broadband service.
- 1.1.1.8 Subscriber – The person or entity that enters into an agreement with Ooredoo to receive and pay for service.
- 1.1.1.9 Unlimited – Defined as uncapped download and upload data
- 1.1.1.10 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.
- 1.1.1.11 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.
- 1.1.1.12 Validity – The specified time limit during which the service is available to subscribers.

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

- 2.1.1.1** This Tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
- 2.1.1.2** This tariff contains rates and charges applicable to Prepaid Mobile Broadband service.
- 2.1.1.3** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.1.1.4** From time to time, and subject to CRA 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.
- 2.1.1.5** 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

- 3.1.1.1 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 or MiFi modem.
- 3.1.1.2 **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.
- 3.1.2 **Top-up options:** The subscribers will have the option of topping up their services in increments of 7 days.
- 3.1.3 The service is activated automatically from initial use of the data-only SIM card and not necessarily from the date of SIM card purchase.
  - 3.1.3.1 **Charging:** Subscribers will be charged at the rates set out in Section 4 of this tariff.
  - 3.1.3.2 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.
  - 3.1.3.3 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.
  - 3.1.3.4 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.
  - 3.1.3.5 The subscriber can recharge their Prepaid Mobile Broadband service via 'top-ups' in increments of 7 days service duration. Charge rates for service 'top-ups' are included in the service charge rate table in Section 4 herein.
  - 3.1.3.6 The Prepaid 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).
  - 3.1.3.7 **Minimum Service Period:** The minimum service period for the Mobile Broadband Service is three (3) month commencing from the date of activation of service unless the customer subscribes to a mobile saver plan.
  - 3.1.3.8 **Coverage:** The coverage for the various technologies (e.g. 3G, 4G/LTE, etc) can be found on the Ooredoo website.
  - 3.1.3.9 **Speed Achieved:**
    - 3.1.4 Speed achieved is dependent on the network and data device rating.

- 3.1.5** 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

##### 4.1.1.1 Prepaid Mobile Broadband Bundles

##### 4.1.1.2 Conditions:

4.1.1.3 Customers will receive a mobile data usage sheet within their weekly 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.

4.1.1.4 Both downloaded and uploaded data are accounted for in the subscriber's usage.

4.1.1.5 The subscriber will be subject to the weekly recurring charge irrespective of whether the subscriber consumes their weekly data usage allowance/bundle.

4.1.1.6 The subscriber will receive an SMS message in both English and Arabic to notify the subscriber when they have: i) utilized 80% of their bundle limit, and ii) exceeded their bundle limit.

4.1.1.7 Once the subscriber exceeds the weekly 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.

4.1.1.8 The subscriber may not rollover any unused data allowance to the next charging period.

4.1.1.9 The subscriber may move from one bundle to another at the end of the charging period.

4.1.1.10 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 100GB 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 125GB 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.

4.1.1.11 The subscriber may transfer the service to another subscriber.

4.1.1.12 To active the 4G/LTE services customers will need to send "4G" to 114 to activate the 4G Key.

4.1.1.13 Mobile Internet is charged on a per 50 KB basis.

4.1.1.3 **Charging:** The weekly recurring charges for each weekly data usage allowance are shown in the table below:

Plan	250MB	750MB	1500MB	3750MB	Unlimited*
Initiation Fee (QR/week)	50	50	50	50	50
Weekly Rental	15	20	25	50	125
Bundle Limit (MB)	250	750	1500	3750	N/A
Out of Bundle Rate (QR/MB)	0.10	0.10	0.10	0.10	N/A
SIM Replacement Fee (QR/SIM)	50	50	50	50	50
4G KEY available	YES (QR0)	YES (QR0)	YES (QR0)	YES (QR0)	YES (QR0)

\*If you are a subscriber before the 28<sup>th</sup> of July 2016, you will enjoy your old Mobile Unlimited Plan price of QAR 100 per week.

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

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

##### 4.1.1.4.2 Conditions:

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

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

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

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

Denomination	QR 5	QR 10	QR 30	QR 60	QR 80	QR 100	QR 150	QR 200
Allowance (MB)	300	100	500	2,500	4,000	7,000	14,000	20,000
Validity (days)	1*	7	14	28	28	28	28	42
Bonus Allowance (MB)	-	500	1,000	0	0	0	0	0
Bonus Validity (days)	-	1	1	0	0	0	0	0

\* On the day of activation until midnight

## 4.2 Short Message Service (SMS)

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

**4.2.1.2 Charging:** Normal national SMS charges as contained in Ooredoo Service Tariff C11-01, Prepaid Mobile Service will apply to any SMS messages sent using the subscriber’s data only SIM card.

### 4.3 International data roaming

- 4.3.1.1 **Description:** International mobile internet allows Users to enjoy access to mobile internet services while roaming.
- 4.3.1.2 Conditions:
- 4.3.1.3 **International Roaming:** The Prepaid 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.
- 4.3.1.4 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.
- 4.3.1.5 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.
- 4.3.1.6 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.
- 4.3.1.7 All Data Roaming usage is charged in 50 KB increments.



## **5. Service Provider Obligations**

- 5.1 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 Ooredoo's mobile network and the subscriber will have access to the service. The service shall commence from the date of activation of service.
- 5.2** 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 3.1.12
- 5.3** 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.

### **5.4 Service Availability and Limits:**

- 5.4.1.1** 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.
- 5.4.1.2** 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**

- 6.1 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.
- 6.2 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 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.
- 6.3** 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.
- 6.4** Ooredoo may require the subscriber to submit information reasonably related to their service, data device or data-only SIM card.
- 6.5** The customer must notify Ooredoo of such change within 14 days in the case of change of customer billing address.
- 6.6** 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 Ooredoo's prior written consent.
  - 6.6.1.1** 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 7 days at which point the SIM can be removed and discarded.

## 7. Mobile Number Portability

**7.1.1.1** Porting of mobile number away from Ooredoo

**7.1.2 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.

**7.1.3 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.

**7.1.4 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:

**7.1.4.1** 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 organization numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.1.4.2** 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

**7.1.4.3** 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.

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

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

**7.1.5.2** 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.

**7.1.5.3** Porting of mobile numbers to Ooredoo:

**7.1.6** 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.

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

- 7.1.7.1** 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 organization numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
  - 7.1.7.2** 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
  - 7.1.7.3** 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.
- 7.1.8** 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>
003		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
006		14 April 2013	Permanent Tariff Change, unifying C/B
007		16 April 2014	Permanent Tariff Change, Data Scratch Card
008		17 July 2014	Permanent Tariff Change, Data Services
009		1 October 2015	Permanent Tariff Change, Data Service and International Roaming
010		28 July 2016	Permanent Tariff Change, Mobile Internet Pack
011		2 August 2016	Permanent Tariff Change, Data Services
012		18 November 2016	Permanent Tariff Change, Unlimited Data Pack and Fair Usage Policy
013	5 January 2017	5 January 2017	Permanent Tariff Change, Fair Usage Policy update
014	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges.
015	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge.