

General Tariff Information

Service Provider Name	<i>Qatar Telecom (QTel) Q.S.C.</i>
License	Public Mobile Telecommunications Networks and services
Tariff Number	B03-01
Service Name	<i>Business Mobile Services</i>
Tariff Type	<i>Business</i>
Tariff Effective Date	<i>01 December 2011</i>

1. Definitions

- 1.1 Mobile Service—means public mobile telecommunications services, including voice calling, messaging and data access provided by Qtel in respect of business customers.
- 1.2 OLO means Other Licensed Operator.
- 1.3 Qtel—means Qatar Telecom (Q.S.C).
- 1.4 Qtel General Terms and Conditions - Found at www.qtel.com.qa.
- 1.5 Roaming – means utilizing a Qtel-enabled mobile device to access services on the mobile network of a service provider other than Qtel.
- 1.6 Subscriber – means the person or entity that enters into an agreement with Qtel to receive and pay for Business Mobile Services.
- 1.7 Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber’s identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post Paid Mobile Service.
- 1.8 Tariff – means the current tariff document.
- 1.9 User – means the natural person who uses the relevant Business Mobile Service.

2. Tariff Terms and Conditions

- 2.1** This tariff is for a permanent standard service.
- 2.2** This tariff contains rates and charges applicable to the provision of Business Mobile Services.
- 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 Qtel may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this tariff.

3. Business Mobile Service

- 3.1 **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access with a range of spending options.
- 3.2 **Commencement of Business Mobile Service:** The Business Mobile 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.
- 3.3 **Service Validity:** The Business Mobile Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.
- 3.4 **Service Duration:** The minimum contractual period for the Business Mobile Service is 3 months.
- 3.5 **Post-paid timing:** The Post Paid Mobile Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to change or cancel their subscription.

4. Service Features and Charge Rates

4.1 Standard service:

4.1.1 Description: The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access, for a monthly payment.

4.1.2 Charging:

4.1.2.1 Standard mobile service charges are set out below:

Service	Fees (QAR)
Connection Fee (one-off fee)	50
Monthly Rental Fee	50
Optional Annual Rental Fee (instead of monthly fee) – First Year	300
Change of Ownership (except to corporate)	50
Change of Ownership to corporate	No charge
Migration to Prepaid	50
Migration (Prepaid to Postpaid)	No charge

4.1.2.2 Postpaid mobile bulk connection discount:

4.1.2.2.1 The discount is available to any corporate customer who registers more than 25 Postpaid mobile lines at any one time.

4.1.2.2.2 Each line registered will receive QAR50 of free call usage, to be utilised by the end of the next billing cycle following the date of connection.

4.1.2.2.3 The call usage allowance applies to calls originated to Qtel landlines and mobiles only.

4.1.2.2.4 Any portion of the QAR50 free call usage allowance unused after completion of the next billing cycle following date of connection of service will be forfeited.

4.2 Business Group Service:

4.2.1 Description: The Business Group Service provides business customers with discounted intra-group calling rates between Qtel post-paid mobile numbers that are nominated as members of a corporate user group (CUG).

4.2.2 Conditions:

4.2.2.1 The Business Group Service is available to any Qtel business customer with two or more Qtel post-paid 'lines'.

4.2.2.2 All CUG member lines must be enrolled under a single Qtel corporate customer number.

4.2.2.3 Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.

4.2.3 Features:

4.2.3.1 VIP and standard Business Group members:

4.2.3.1.1 Description: A CUG may select one ‘VIP Business Group member’ for every 50 members, up to a maximum of 5 VIP Business Group members per CUG.

4.2.3.1.2 National voice calls from the VIP Business Group member to any other members of the relevant CUG will be free of charge.

4.2.3.2 Virtual Business Group numbers:

4.2.3.2.1 Description: Virtual Business Group numbers provides business customers with discounted calling rates for numbers called frequently by a CUG.

4.2.3.2.2 Conditions: A CUG can designate any Qtel national landline or mobile number as a Virtual Business Group number, up to a maximum of 5 numbers per CUG. Premium rate or international numbers can be nominated.

4.2.3.3 Free of charge intra-Business Group calls

4.2.3.3.1 Description: New and existing customers of the Business Group service may select a service variant which entitles individual business group members to an inclusive monthly intra-business group call minute allowance that is free of charge in exchange for an increased monthly recurring charge per business group member assigned to the Business Group ‘free of charge’ service variant.

4.2.3.3.2 The service variant provides a monthly call usage allowance of up to 1,000 inclusive call minutes that can be used by Business Group members assigned to the service variant for intra-Business Group calling only.

4.2.3.3.3 Conditions: National voice calls between Business Group members in the same Business Group in excess of the relevant monthly call usage allowance are charged to the corporate subscriber at the standard intra-Business Group charge rate as noted in Section 4.2.4

4.2.3.3.4 Any unused inclusive call minute allowances per Business Group member in a particular month are carried forward for one month only.

4.2.3.3.5 Inclusive call minute allowances cannot be used for calls to Virtual Business Group numbers.

4.2.3.3.6 The service variant is not available to designated VIP Business Group members.

4.2.3.3.7 All other terms and conditions of the Business Group Service continue to apply.

4.2.4 Charging: The Business Group Service charges are set out below:

Service element	Charging increment	Applicable
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		charge rate (QAR)
Charge per Business Group member (or per VIP Business Group member)	Per 'line' per month	65 [Pro-rata adjustments for part months]
National voice calls between Business Group members in the same Business Group	Per minute	0.20
National voice calls from VIP Business Group members to Business Group members (or other VIP Business Group members) in the same Business Group	Per minute	No charge
National voice calls to Virtual Business Group numbers in the same Business Group	Per minute	0.20
National voice calls to any national Qtel fixed-line or Qtel mobile numbers that are outside the Business Group	Per minute	0.32
All other calling and/or messaging by Business Group members (or VIP Business Group members)	Per prevailing post-paid service charge increments	At prevailing postpaid charge rate(s)
Virtual Business Group number designation	Per initial designation instance and thereafter monthly	200
Business Group online web tool	Per download	No charge
Business Group set-up	Per service configuration	No charge
Business Group cancellation	Per service cancellation	No charge
Optional Service Variant- Free of Charge Intra Business Group Call Service Variant	Charging increment	Applicable charge rate (QAR)
Charge per Business Group member when assigned to the Business Group 'free of charge' service variant	Per 'line' per month	100 [Pro-rata adjustments for part months]
National voice calls between Business Group members in the same Business Group (when the calls are originated by Business Group members assigned to the Business Group 'free of charge' service variant and are within the Business Group members monthly inclusive call allowance.)	Per minute (up to 1000 minutes per month)	No charge

4.2.5 Short Numbers:

4.2.5.1 Description: A Short Number is a 1 to 4 digit number assigned to each Business Group member, VIP Business Group member and Virtual Business Group number within a Business Group Service to assist with efficiency and recollection.

4.2.5.2 The designated Short Numbers are common to all Business Group members of a Business Service Group.

4.2.5.3 Business Group service Short Numbers necessarily exclude the following reserved public and service numbers/number ranges: 1xx; 999; 20xx; 26xx; 27xx; 28xx; 29xx; and 4444

4.2.6 Provisioning

4.2.6.1 The Business Group Service will be set up within 20 working days following customer sign-up.

4.2.6.2 During the interim period between corporate customer sign-up and the completion of Business Group service provision, existing tariff rates will continue to apply to all prospective Business Group members.

4.2.7 Conditions:

4.2.7.1 Prepaid Qtel customer accounts must be migrated to post paid customer accounts prior to enrolment into a CUG.

4.2.7.2 Postpaid customers held under a separate Qtel customer number must be migrated to a single Qtel customer number prior to enrolment in the Business Group Service.

4.2.7.3 No other Qtel mobile service tariff can be active for any Business Group member or VIP Business Group member in conjunction with Business Group Service.

4.2.8 Term and cancellation

4.2.8.1 The minimum contract term for the Business Group Service is 12 months, although customers can terminate the contract after 3 months from service set-up without charge.

4.2.8.2 Processing of service cancellations is expected to occur within 20 working days.

4.2.8.3 A valid customer cancellation request will need to indicate the intentions and, where necessary, individual customer consents of all Business Group members to avoid individual line service cessation.

4.2.9 Other Terms & Conditions:

4.2.9.1 The Business Group Service is subject to the Qtel General Terms and Conditions which can be found in designated Qtel communication centres and at www.qtel.com.qa.

4.2.9.2 The Qtel General Terms and Conditions will prevail where there is any inconsistency with this Tariff.

4.2.9.3 Qtel reserves the right to replace or amend these terms and conditions or to withdraw the service at any time on reasonable notice, subject to ictQATAR approval.

4.3 Business Share Service:

4.3.1 Description: The Business Share Service provides business customers with shared call minutes that can be used by members of a corporate shared group (**CSG**).

4.3.2 Conditions:

- 4.3.2.1** The Business Share Service is available to any Qtel business customer with two or more Qtel post-paid 'lines'.
- 4.3.2.2** All CSG member lines must be enrolled under a single Qtel corporate customer number.
- 4.3.2.3** Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.

4.3.3 Features:

- 4.3.3.1** Each Business Share member will be assigned a two tiered offer as follows:
 - 4.3.3.1.1 Private entitlement:** Each member of a CSG will be entitled to a private entitlement of 250 national call minutes per month.
 - 4.3.3.1.2 Business Share minutes:** Business Share national call minutes may be consumed collectively by the Business Share members upon depletion of their respective private entitlement minutes. Once a member of a CSG has consumed their private entitlement they may consume national call minutes from the Business Share Service.

4.3.4 Charging:

- 4.3.4.1** Business share service charges are set out below:

Service element	Charging increment	Applicable charge rate (QAR)
Charge per Business Share member 'line'	Per 'line' per month	99 [Pro-rata adjustments for part months]
National voice calls to any national Qtel fixed-line or Qtel mobile numbers	Per minute	Free of charge for 250 minutes of usage per Business Share member line per month.
National voice calls to any national Qtel fixed-line or Qtel mobile numbers made using Business Share pool minutes	Per minute	Free of charge to the Business share member. [Such Business Share pool minutes are charged monthly to the Business Share corporate customer in accordance with the Business Share pool charge rates detailed below.]
All other call and messaging service usage	Per unit of usage	At prevailing standard postpaid usage charge rates
Business Share set-up	Per service configuration	No charge
Business Share cancellation	Per service cancellation	No charge
Business Share pool change	Per Business Share Service pool option change	No charge [Corporate customers can change their Business Share pool selection at any time.]

		Pro-rata adjustment of the Business Share pool of inclusive minutes and monthly Business Share pool charge will take effect as at the date of the change request.]
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4.3.4.2 Business Share pool charge rates are set out below:

Business Share pool option	Business Share pool minutes per month (min)	Business Share pool charge per month (QAR)
Business Share 3,500	3,500	1,000
Business Share 9,000	9,000	2,500
Business Share 19,000	19,000	5,000
Business Share 39,000	39,000	10,000
Business Share 82,000	82,000	20,000
Business Share 215,000	215,000	50,000
Business Share 460,000	460,000	100,000

4.3.5 Provisioning:

4.3.5.1 The Business Share Service will be set up within 20 working days following customer sign-up.

4.3.5.2 During the interim period between corporate customer sign-up and the completion of Business Share service provision, existing tariff rates will continue to apply to all prospective Business Shared members.

4.3.6 Conditions:

4.3.6.1 Prepaid Qtel customer accounts must be migrated to post paid customer accounts prior to enrolment into a Business Share Service.

4.3.6.2 Postpaid customers held under a separate Qtel customer number must be migrated to a single Qtel customer number prior to enrolment in the Business Share Service.

4.3.7 Cancellation

4.3.7.1 Processing of service cancellations is expected to occur within 20 working days.

4.3.7.2 The Business Group Service is subject to the Qtel General Terms and Conditions which can be found in designated Qtel communication centres and at www.qtel.com.qa.

4.3.7.3 The Qtel General Terms and Conditions will prevail where there is any inconsistency with this Tariff.

4.3.7.4 Qtel reserves the right to replace or amend these terms and conditions or to withdraw the service at any time on reasonable notice, subject to ictQATAR approval.

4.4 Business Share SMS Service:

4.4.1 Description: The Business Share SMS Service provides business customers with a shared monthly entitlement of local SMS credits that can be used by a member of the Business Share SMS Group.

4.4.2 Features: Each Business Share SMS Group member will be assigned a two tiered offer as follows:

4.4.2.1 Private entitlement: Each member will receive a private entitlement of 25 SMS per month; and

4.4.2.2 Business Share SMS pool: Once a member has consumed their private entitlement they consume SMS from the Business Share SMS pool.

4.4.3 Conditions:

4.4.3.1 The Business Share SMS Service is available to any Qtel business customer with two or more Qtel GSM post-paid mobile lines.

4.4.3.2 All member lines must be enrolled under a single Qtel corporate customer number.

4.4.3.3 Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.

4.4.3.4 One Business Share Service SMS pool (set out in paragraph 4.4.6.2) can be purchased per Qtel corporate customer number.

4.4.3.5 SMS included in the Business Share SMS Service are for local SMS to any Qtel mobile subscriber.

4.4.3.6 If the monthly private entitlement or monthly Business Share SMS pool is not fully consumed within a month, any remaining credit will be carried over for use in the next month only. Any carried over credits will be consumed first.

4.4.3.7 Prepaid Qtel customer accounts must be migrated to post paid customer accounts prior to enrolment into a Business Share SMS Service.

4.4.3.8 Postpaid customers held under a separate Qtel customer number must be migrated to a single Qtel customer number prior to enrolment in the Business Share SMS Service.

4.4.4 Provisioning:

4.4.4.1 The Business Share SMS Service will be set up within 20 working days following customer sign-up.

4.4.4.2 During the interim period between corporate customer sign-up and the completion of Business Share SMS service provision, existing tariff rates will continue to apply to all prospective Business Share SMS service members.

4.4.5 Cancellation: The customer can terminate the service at any time without penalty. Processing of service cancellations is expected to occur within 20 working days.

4.4.6 Charging:

4.4.6.1 The following rates apply:

A Service element	Charging increment	Applicable charge rate (QAR)
Charge per Business Share SMS member 'line'	Per 'line' per month	7 [Pro-rata adjustments for part months]
Local SMS to any Qtel mobile numbers using private entitlement	Per unit of usage	Free of charge for 25 units of usage per Business Share SMS member line per month.
Local SMS to any Qtel mobile numbers made using Business Share SMS pool	Per unit of usage	Free of charge up to the number of units included in the Business Share SMS Service Pool charge rates set out in paragraph 4.3.4.2
All other SMS	Per prevailing post paid mobile service charge increments	Per prevailing post paid mobile service charge rates
Business Share set-up	Per service configuration	No charge
Business Share cancellation	Per service cancellation	No charge
Business Share SMS pool change or cancellation	Per Business Share SMS Service pool option change	No charge [Corporate customers can change their Business Share SMS pool selection at any time. Pro-rata adjustment of the Business Share SMS pool of inclusive SMS and monthly Business Share SMS pool charge will take effect as at the date of the change request.]

4.4.6.2 **Business Share SMS pool charge rates:** The Business Share SMS service customer must choose one of the following options:

Business Share pool option	Business Share SMS pool units per month	Business Share SMS pool charge per month (QAR)
Business Share SMS 400	400	100
Business Share SMS 1,000	1,000	200
Business Share SMS 3,000	3,000	450

4.5 'Hayak' Welcome Pack:

4.5.1 **Description:** Business customers can request mobile services on behalf of employees who are new to Qatar and who lack the necessary documentary evidence with which to request their own services, in the form of a Hayak Welcome Pack.

4.5.2 The Hayak pack is available on a 12 month minimum term contract, and includes the following components:

- Postpaid mobile account
- Postpaid (3G) Data-only SIM
- USB Modem

4.5.3 Conditions:

4.5.3.1 Term: The Hayak Welcome Pack is only available to an individual employee for a period of 3 months at a time, following which the Hayak Welcome Pack can be:

- 4.5.3.1.1 converted into an account under the individual employee’s name;
- 4.5.3.1.2 transferred back to the employer to allow for re-allocation to another employee;
or
- 4.5.3.1.3 subject to termination.

4.5.4 Charging: The ‘Hayak’ Package will be charged to the corporate account of the sponsoring employer at the package rates of QAR250 for a one-off Connection/Set Up fee and QAR265 per month.

4.6 Local Calling

4.6.1 Charging: Local call charge rates are set out below:

Service	Charge (QAR)/min	
	Peak (06:00 am- 11:00 pm)	Off-peak (11:00 pm-06:00 am)
Voice calls to a Qtel Mobile or to a Qtel landline	0.35	0.35
Voice calls to OLO landline	0.35	0.35
Video calls to a Qtel mobile	0.45	0.45
Video calls to OLO mobile	0.45	0.45
Postpaid Audiotext	0 – 100	0 – 100

4.7 International Calling

4.7.1 Description: Calling and messaging placed from Qatar to any international destinations chosen by the subscriber.

4.7.2 Conditions:

4.7.2.1 The billing interval for international calls is 60 seconds.

4.7.2.2 Peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday.

4.7.2.3 Countries included within each zone are illustrated in the table below:

Zone	Country/Platform Destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest Of World	Angola, Ascension Island, Benin, Botswana, Burkina Fasso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe
Americas	Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti (French Polynesia), Trinidad & Tobago, Turks & Caicos Island, Uruguay, Usa, Venezuela, Virgin Islands (British), Virgin Islands (Us)
Asia	Afghanistan, Bangladesh, Bhutan, Burma (Myanmar), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hongkong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco,

	Netherlands, Norway, Poland, Portugal (Azores / Madeira), Roumania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Belaric Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, Uk, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antartica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti (French Polynesia), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

4.7.3 Charging:

4.7.3.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame and are set out below:

Zone	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive			
GCC	0.3	1.5	1.8	0.3	1	1.3	0.6	1.35	1.8
M.E.N.A.	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Americas	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Europe	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Oceania	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Asia	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Africa & Rest of World	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Special & Satellite	0.3	30	30.3	0.3	30	30.3	0.6	N/A	N/A

4.7.3.2 The following all-inclusive rates apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges):

Exception	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive			
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	0.3	3.4	3.7	0.3	2.9	3.2	-	-	-

Greenland	0.3	2.4	2.7	0.3	2	2.3	-	-	-
Iridium Local	0.3	16	16.3	0.3	16	16.3	-	-	-
Skyphone	0.3	36	36.3	0.3	36	36.3	-	-	-
Thuraya	0.3		1.			1.	1	1	

4.8 Three Favourite Numbers

4.8.1 Description: The Three Favourite Numbers service offers a 25 % discount to the International charge rates for calls made to a maximum of three pre-selected International numbers.

4.8.2 Conditions: This service is available for calls made to any international location.

4.8.3 Charging: The Three Favourite Numbers service charges are set out below:

Fee	Charge (QAR)
Set-Up fee (one-off fee)	10
Monthly fee per user	10
Number change (up to three numbers per month)	5

4.9 Optional International Packs

4.9.1 Description: Optional International Packs enable a Subscriber to pre-pay for a bundle of call minutes and messaging services that can be used for any international destination at lower rates than standard international rates.

4.9.2 Validity: International Packs are valid for a period of 1 month.

4.9.3 Conditions:

4.9.3.1 International Value Pack credit is not valid for calls or messages made while Roaming or for premium-rate numbers.

4.9.3.2 International Value Pack credit may not be transferred to another account or carried over to subsequent months

4.9.4 Charging:

4.9.4.1 International Pack service charge rates are set out below:

International Pack Price (QAR)	50	100	130	200	300	500	575
Included International call minutes	50	120	135	220	350	650	720

Included International SMS	N/A	N/A	25	50	100	N/A	200
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4.9.4.2 The Subscriber will continue to be charged the applicable monthly fee for the relevant International Pack until their selection is revoked, upgraded or downgraded.

4.9.4.3 Once a Subscriber has consumed their usage allowance in any given month, all subsequent international service usage is charged at standard international service charges as set out in this tariff.

4.9.4.4 The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

4.10 International Roaming:

4.10.1 Description: Qtel offers Roaming to its Subscribers, which includes the ability to make and receive voice calls and SMS messages and use data services in certain countries outside Qatar.

4.10.2 Conditions:

4.10.2.1 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.

4.10.2.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.

4.10.2.3 Roaming service is only available in areas that are covered by Qtel roaming partners. Qtel is not responsible for those networks and some services may not be available while roaming. Qtel does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

4.10.2.4 ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Qtel In-Flight Service.

4.10.2.5 Calls made to destinations which are other than ‘local’ or ‘Qatar’ will be charged at QAR17 per minute unless specifically noted. Qtel may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

4.10.2.6 Roaming Wireless 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 Roaming rate.

4.10.2.7 The list of roaming countries available to Subscribers as listed below:

GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Djibouti, Egypt, Iran, Iraq, Jordan, Lebanon, Libya,

	Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan
Asia & Oceania	Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam
Africa & Rest of World	Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda
Satellite, Thuraya & 'Special Cases'	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

4.10.3 Charging:

- 4.10.3.1** All Roaming calls are charged each 60 seconds.
- 4.10.3.2** All Roaming SMS messages are charged for each message or message part sent.
- 4.10.3.3** All Roaming Wireless Data usage is charged in 10KB increments.
- 4.10.3.4** MMS messages are charged using the applicable Wireless Data Roaming rate.
- 4.10.3.5** Where Outbound roaming is available, the following rates apply:

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Qtel Customer Service (+974 4438 0000 QR/min.)
GCC	1	1.5	2	2	17	1	15	0
Americas	3	2.25	10	17	17	1.5	55	0
Europe	3	2.25	10	17	17	1.5	55	0

Asia & Oceania	3	2.25	12	17	17	1.5	55	0
Africa & Rest of World	5	2.25	12	17	17	1.5	55	0
Satellite, Thuraya & 'Special Cases'	30	30	30	30	30	2	75	30

4.10.3.6 Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Qtel Zone (QAR/min.)	Roaming International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)
Australia	-	-	-	-	-	-	80
Cuba	8	-	15	-	-	-	-
Morocco	6	-	13	-	-	-	-
Canada	-	5	-	-	-	-	-
USA	-	5	-	-	-	-	-
Seychelles	-	5	-	-	-	-	-
India	-	7	-	-	-	-	-
Sri Lanka	-	-	17	-	-	-	-
Czech Republic	-	-	15	-	-	-	-
Malta	-	-	15	-	-	-	-
Italy	-	-	15	-	-	-	-
Russia	-	-	15	-	-	-	-
Senegal	-	-	-	-	-	-	80
Serbia & Montenegro	-	-	15	-	-	-	-
Switzerland	-	-	15	-	-	-	-
Tajikistan	-	-	-	-	-	-	80
Uzbekistan	-	-	15	-	-	-	-

4.10.3.7 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Qtel may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

4.11 Optional International Roaming Packs

4.11.1 Description: Optional International Roaming Packs enable a subscriber to pre-pay for a bundle of roaming call minutes and/or data usage for specified destinations and networks.

4.11.2 Validity: International Roaming Packs are valid for a period of one(1) month (30 calendar days).

4.11.3 Conditions:

4.11.3.1 International Roaming Pack credit may not be transferred to another user or carried over to subsequent months.

4.11.3.2 The list of roaming countries and network partners for International Roaming Packs are listed below:

Region 1	
Country	Network Partner
France	FRANCE TELECOM
	SFR
Germany	O2
	T-MOBILE
Italy	WIND
Spain	FRANCE TELECOM
	TELEFONICA MOVILES
Switzerland	Swisscom
	Orange
UK	T-Mobile
	O2
USA	VODAFONE
	T-Mobile

4.11.3.3 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.

4.11.3.4 While roaming, service is only available in areas that are covered by Qtel roaming partners. Qtel is not responsible for those networks and some services may not be available while roaming. Therefore, Qtel does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

4.11.3.5 The subscriber will continue to be charged the applicable monthly fee for the relevant international roaming pack until their selection is revoked, upgraded or downgraded.

4.11.3.6 The monthly billing cycle for the international roaming packs is independent of any other monthly billing cycle which may apply in respect of a subscriber.

4.11.3.7 The Subscriber may subscribe or cancel their subscription to international roaming packs at any time via the usual Qtel subscription channels including SMS short code service, Qtel shops or by calling the Qtel call centre.

4.11.3.8 In the event a Subscriber cancels the subscription within 24 hours, without using the service, the Subscriber will be refunded the full amount of the subscription.

4.11.3.9 In the event a Subscriber cancels the Subscription after 24 hours or after the Subscriber has commenced using the International Roaming pack, the Subscriber will be charged the full amount of the Subscription.

4.11.4 Charging: International Roaming Packs are charged at the rates set out below:

Pack Type	Monthly fee (QR)	Allowance	Excess rate
Calling Package Region 1	200	100 minutes (cumulative of local calls, calls to Qatar & received call minutes.)	Standard roaming rate per call type

4.12 Data Services

4.12.1 Mobile Internet:

4.12.1.1 Description: This service feature allows Users to browse the Internet and WAP sites using their Mobile Device.

4.12.1.2 Conditions:

4.12.1.2.1 The service feature is available only when a data-enabled Mobile Device is within the covered service area. An updated 3G network coverage map can be found at <http://www.qtel.com.qa/documents/Coverage-map.pdf>.

4.12.1.2.2 Certain factors may interfere with actual service quality and availability and connection may be interrupted, dropped, refused or limited.

4.12.1.2.3 Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to its statutory and licence obligations and requirements.

4.12.1.2.4 The 'Unlimited' Bundle is subject to a 'Fair Usage Policy' as detailed on Qtel's web site.

4.12.1.3 Charging: The charge rates for the Mobile Internet service are listed below:

Tariff Plan	Monthly Charge	Bundle Limit ^(See note 1)	Out of Bundle Cost
Included Mobile Internet	N/A	N/A	QAR 0.55/MB
Mobile Internet 50MB	QAR 25	50 MB	QAR 0.55/MB
Mobile Internet 250MB	QAR 50	250MB	QAR 0.55/MB
Mobile Internet 1 GB	QAR 100	1 GB	QAR 0.1/MB
Mobile Internet 3 GB	QAR 200	3 GB	QAR 0.1/MB
Mobile Internet Unlimited	QAR 400	N/A	N/A
Shahry Value Pack 60	QAR 60	N/A	QAR 0.55/MB
Shahry Value Pack 130	QAR 130	50 MB	QAR 0.55/MB
Shahry Value Pack 200	QAR 200	100 MB	QAR 0.55/MB
Shahry Value Pack 300	QAR 300	250 MB	QAR 0.55/MB
Shahry Value Pack 575	QAR 575	1 GB	QAR 0.55/MB
Shahry Value Pack 1000	QAR 1000	3 GB	QAR 0.55/MB

Note 1: Both download and upload data usage are accounted for and contribute towards a subscriber's relevant usage Bundle Limit.

4.12.2 International data roaming:

4.12.2.1 Description: International mobile internet allows Users to enjoy access to mobile internet services while Roaming.

4.12.2.2 Conditions:

4.12.2.2.1 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.

4.12.2.2.2 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.

4.12.2.3 Charging:

4.12.2.3.1 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 charges are set out below:

Zone	Zone Charge per MB (QAR)
GCC	15
M.E.N.A.	55
Europe	55
Americas	55
Asia & Oceania	55
Africa & 'Rest of the World'	55
Satellite, Thuraya & 'Special Cases'	75

4.12.2.3.2 Surcharges are applied in specific countries or operators that modify the retail tariff to those listed in the table below:

Exception Case	Zone Charge per MB (QAR)
Australia	80
Tajikistan	80
Senegal	80

4.12.2.3.3 Roaming data services may not be available in some countries. Customers should always refer to the Qtel website for the most up to date listing of GPRS and 3G roaming-enabled networks.

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

4.13 Messaging

4.13.1 Short Message Service (SMS)

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

4.13.1.2 Charging: SMS messages are charged on a per message basis as set out below:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Qtel mobile	0.30	0.20
SMS to other mobile	0.40	0.40
SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759)	0 – 100	
MMS to Qtel or other mobile – picture	0.90	0.90
MMS to Qtel or other mobile – video	1.20	1.20
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00

International MMS - picture	1.35	1.35
International MMS - video	1.80	1.80

4.13.2 Multimedia Messaging (MMS)

4.13.2.1 Description: A service feature that allows the subscriber to send and receive messages containing text and/or pictures audio and video.

4.13.2.2 Charging: MMS service is charged on a per-message basis as set out in paragraph 4.13.1.2.

4.13.3 Optional Features:

4.13.3.1 Upon request, and subject to credit requirements, Qtel will provide optional features at the charges set out below:

Service		Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Call Forward		No charge	No charge	Per applicable calling rate.
Call Waiting		No charge	No charge	No charge
Call Barring		No charge	15	No charge
Calling Line Identification		No charge	No charge	No charge
Conference Calling		No charge	No charge	Per applicable calling rate.
Missed Call Alerts		No charge	No charge	No charge
Mobile Email		50	50	No charge
GSM Data/Fax		50	15	Per applicable calling rate.
Muzdawaj –new Subscribers (two SIM cards)		350	15	Per applicable calling rate.
Muzdawaj – existing Subscribers (one additional SIM card)		200	15	Per applicable calling rate.
Number Change		50	No charge	No charge
Voicemail: The subscriber will be charged for the time used while listening to the messages in his mailbox.	Peak	No charge	No charge	0.35/min
	Off-Peak	No charge	No charge	0.30/min
Local Video Calling to Qtel mobiles	Peak	No charge	No charge	0.45/min
	Off-Peak	No charge	No charge	0.40/min
Local Video Calling to OLO mobiles	Peak	No charge	No charge	0.65/min
	Off-Peak	No charge	No charge	0.65/min
SIMCam		100	30	n/a
Credit Transfer to prepaid account		n/a	n/a	0.50 per transfer (Min QAR10)

4.13.4 Easy-to-Remember Numbers:

4.13.4.1 Description: Easy-to-Remember numbers are special desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

4.13.4.2 Examples: The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of permutations available, an exhaustive list is not shown.

Platinum	Gold	Silver	Bronze	Mercury
XXXXXXX	XYYYYYX	XYYYXY	XYZZZYX	XYZZYXX
	XYYYYXX	XYYYXXX	XYZZZXY	XYZZXYZ
	XXXXXXXX	XYXYXXX	XYZYZY	XYZYXYZ
	XYYYYYX	XYXXYXX	XYYZZXX	XYZXYZZ

4.13.4.3 Regulation: Easy-to-Remember numbers remain under the administrative jurisdiction of ictQATAR, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Qtel guarantee the right to use any easy to remember number for more than one year following the date of assignment.

4.13.4.4 Charging: Subscribers may request assignment of special numbers at the following rates:

Number Classification	Applicable one-time charge (QAR)
Mercury	500
Bronze	2,000
Silver	5,000
Gold	10,000
Platinum	20,000

4.13.4.4.1 Self-selected numbers: QAR 200 (based on availability).

4.13.5 BlackBerry™ Services:

4.13.5.1 Description: A service that supports use of email account and personal information management on BlackBerry Mobile Devices.

4.13.5.2 Validity: Minimum period of 3 months.

4.13.5.3 Conditions:

4.13.5.3.1 Qtel will provide 2 service types:

- BEE: BlackBerry Enterprise Edition service for large business customers with more than 15 Users.
- SBE: Small Business Edition service for business customers with 1-30 users.
- BIS: BlackBerry Internet Service provides access to Internet to individual users using Blackberry devices.
- Blackberry Global Pack: Upgrade from BIS or SBE that enable user to do Blackberry roaming with 8 MB free data usage over qtel.blackberry.net.

4.13.5.3.2 The Subscriber is responsible for obtaining and maintaining all server hardware, software and communications equipment.

4.13.5.3.3 The Subscriber maintains responsibility to terminate the Blackberry subscription of individual users as termination is not automatic in the case of number change or service termination by a particular User.

4.13.5.3.4 BlackBerry subscription is subject to a fair-usage policy with a limit of 10MB per user per month for BlackBerry data traffic. Data traffic that exceeds the limit can and may be billed by Qtel.

4.13.5.4 Charging:

4.13.5.4.1 Blackberry Services is charged as per the rates set out below:

	BlackBerry Enterprise Edition BEE: (QAR)	BlackBerry Small Business Edition SBE: (QAR)	BlackBerry Global Package	BlackBerry Internet Service BIS: (QAR)	BlackBerry Global Package for BIS: (QAR)
Registration Fee (one-off)	12,000	2,000	Same as BEE or SBE	n/a	n/a
Installation Fee (one-off)	3,000	3,000	3,000		
Registration Fee per user (one-off)	450	450	450	150	150
Enterprise Service Monthly Fee	1,000	500	Same as BEE or SBE	n/a	n/a
Monthly Fee per user of BlackBerry Enterprise Service	175	175	275	125	275
Upgrade Fee from SBE to BEE	n/a	10,200	Same as BEE or SBE	n/a	n/a
Upgrade Fee from SBE or BEE to BlackBerry Global Package Option	no charge	no charge	n/a	n/a	n/a

4.13.6 Mobile Email Corporate Edition:

4.13.6.1 Description: The Mobile Email Service allows a Subscriber to provide multiple Users with access to corporate emails and other information using a Mobile Device.

4.13.6.2 Conditions:

4.13.6.2.1 The Subscriber maintains responsibility for modification or termination of the Mobile Email Service in the event of a number change or service termination by a particular user.

4.13.6.2.2 Additional terms and conditions may apply for configuration of software for access to enterprise email systems per the end user license agreement, which is provided to the Subscriber.

4.13.6.3 Charges: Mobile Email Corporate edition service charge rates are set out below:

Applicable Service	Rate QAR
One-off corporate registration fees	3,000
One-off registration per user	30
Monthly fee per user	100
GPRS Traffic per user	Included
Roaming data charges	As per section Error! Reference source not found. of this tariff.

4.13.7 Wireless Corporate Data Access Service:

4.13.7.1 Description: The Wireless Corporate Data Access Service (WCDAS) is a data-only service used to securely connect Mobile Devices through a wireless virtual private network (VPN), utilising end-to end VPN security.

4.13.7.2 Validity: Minimum service period of 3 months.

4.13.7.3 Conditions:

4.13.7.3.1 The Subscriber is responsible for obtaining and maintaining all server hardware, software and communications equipment needed to utilise the WCDAS.

4.13.7.3.2 Qtel will configure a Subscriber’s local area network equipment and perform other installations required to utilise the WCDAS.

4.13.7.3.3 The WCDAS requires subscription to Qtel IP VPN service.

4.13.7.3.4 All users included in a WCDAS subscription must have a valid Qtel mobile subscription.

4.13.7.4 Charging:

4.13.7.4.1 Wireless Corporate Data Access charge rates are outlined below:

	Data transfer usage included per month	Monthly fee QAR	Usage fee for usage in excess of included monthly usage level QAR
Option 1	500 MB	2,500	4/MB
Option 2	1 GB	4,000	4/MB
Option 3	5 GB	8,000	4/MB
Option 4	10 GB	10,000	4/MB

4.13.7.4.2 Connection Fees /Installation charge: QAR 5,000

5. Service Provider obligations

5.1 Commencement of Service: The relevant Business Mobile Service shall commence from the service connection date.

5.2 Service Availability and Limits:

5.2.1 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. 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 Qtel's statutory and licence obligations and requirements.

5.2.2 The service is only available when the User's Mobile Device is within a mobile coverage area.

5.2.3 While Roaming, the service is only available in areas that are covered by Qtel roaming partners. Qtel is not responsible for those networks and some services may not be available while Roaming. Qtel does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

6. Customer obligations

- 6.1 Equipment:** With the exception of the SIM Card, the subscriber may acquire the equipment that they intend to use to receive the service from Qtel from a third-party, provided that all equipment used to connect to Qtel's networks and facilities is in compliance with the technical standards and specifications described in the Qtel General Terms and Conditions.
- 6.2** The customer shall comply with any reasonable request by Qtel concerning the configuration of handsets, SIM cards and/or the use of the service. Qtel may require the subscriber to submit information reasonably related to the service, devices or SIM cards.
- 6.3 SIM Card:** It is the subscriber's responsibility to keep safe SIM cards that are provided to the subscriber. SIM Cards are easily damaged and should be handled with care. The subscriber must promptly notify Qtel if SIM cards are damaged. In the event of loss or theft of a customer 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 for replacement of the SIM card.
- 6.4 Assignment of service:** 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.
- 6.5 Billing:** The customer must notify Qtel of a change of customer billing address within 14 days.

END OF TARIFF

Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	1 December 2011	Permanent Tariff Change, Roaming Voice Calls to Qtel Call Centre Free of Charge.