

## General Tariff Information

<b>Service Provider Name</b>	<i>Qatar Telecom (Qtel) Q.S.C.</i>
<b>License</b>	Public Mobile Telecommunications Networks and Services
<b>Tariff Number</b>	C10-01
<b>Service Name</b>	<i>Postpaid Mobile Services</i>
<b>Tariff Type</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>1 March 2011</i>

### 1. Definitions

- 1.1** Mobile Device means cellular telephone equipment (including a mobile handset, wireless modem and/or other ancillary equipment) suitable for connection to the mobile telecommunications network.
- 1.2** OLO means Other Licensed Operator.
- 1.3** Post Paid Mobile Service means a post-paid public mobile telecommunications service offered by Qtel pursuant to the terms of this tariff.
- 1.4** Qtel means Qatar Telecom (Qtel) (Q.S.C).
- 1.5** Roaming means utilizing Qtel-enable mobile device to access services on the mobile telecommunications network of an overseas mobile network operator.
- 1.6** Subscriber means the person or entity that enters into an agreement with Qtel to acquire the Post Paid Mobile Service.
- 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 actually uses the Post Paid 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 the Post Paid 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 Qtel may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.

### 3. Service Description

The Post Paid Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options.

#### 3.1 Post-paid mechanism:

**3.1.1 Commencement of Post Paid Mobile Service:** The Post Paid 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.

**3.1.2 Service validity:** The Post Paid 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.

**3.1.3 Service duration:** The minimum contractual period for the Post Paid Mobile Service is 3 months.

**3.1.4 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

### 4.1 Standard Postpaid

**4.1.1 Description:** Subscribers to standard Post Paid Mobile Service have access to mobile telecommunication services, including calling, messaging and data, for a monthly payment.

#### 4.1.2 Charging:

##### 4.1.2.1 Basic Service Rates

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
Option to receive paper bills (per month/per account)	5
SIM Replacement	50
Migration to Prepaid	50

##### 4.1.2.2 Local Calling

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 Mobile or to a 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(9001xxx, 9002xxx)	0 – 100	

### 4.2 Postpaid Value Packs

**4.2.1 Description:** A Subscriber may also acquire the Post Paid Mobile Service in the form of various value packs, which include a mix of calls, messages and data available at a discounted price when purchased together.

#### 4.2.2 Conditions:

**4.2.2.1** National call minutes included in the value pack are for calls to any Qtel fixed-line or mobile numbers. Any unused minutes included in the chosen value pack will roll over to the subsequent billing cycle.

**4.2.2.2** Messages included in the value pack are valid for both SMS and MMS messages sent to any Qtel mobile subscriber. Any message credits unused at the end of a billing cycle may not be rolled over to a subsequent billing cycle.

**4.2.2.3** Mobile internet usage entitlements are subject to applicable terms and conditions for the standard mobile internet service feature as are noted in Section 4.8.1. Any mobile internet usage credit unused at the end of the billing period may not be rolled over to a subsequent billing cycle.

**4.2.2.4** Value packs allow a subscriber to select up to 3 Qtel fixed-line or Qtel mobile numbers to which calls or SMS messaging are not charged (**Free Numbers**). The following conditions apply:

4.2.2.4.1 subscribers select their Free Numbers upon service inception;

4.2.2.4.2 Subscribers may change their Free Number selections once per month by notification to Qtel, with immediate effect.

4.2.2.4.3 the same Free Number selections apply for both national call minutes and SMS messages

4.2.2.4.4 The Free Numbers entitlement does not apply if the Subscriber is placing calls while roaming outside the State of Qatar, or 'in-flight' at the time of the call.

4.2.2.4.5 Value packs include a 'Stop the Clock' charging mechanism for international calls to a set of country destinations as detailed below.

Far East and Southeast Asia	Bangladesh, China, Hong Kong, India, Indonesia, Japan, Malaysia, Nepal, Pakistan, Philippines, Singapore, South Korea, Sri Lanka and Thailand.
The Middle East	Algeria, Bahrain, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestine, Saudi Arabia, Sudan, Syria, UAE and Yemen.
North America and Europe	Canada, Czech Republic, Finland, France, Germany, Hungary, Italy, Norway, Portugal, Sweden, UK and USA

4.2.2.4.6 Call durations of up to 5 minutes are charged at the standard consumer mobile charge rates for international calling as noted in section 4.4.3.4.

4.2.2.4.7 Call duration in excess of 5 minutes and within the subsequent 5 minutes are free of charge until total call duration of 10 minutes is reached, whereupon the cycle of 5 minutes charged and subsequent 5 minutes free of charge repeats again.

4.2.2.4.8 Value packs include an entitlement to receive some amount of incoming call minutes per month while roaming overseas without any applicable incoming roaming call charges. Any unused entitlement may not be rolled over to a subsequent billing cycle.

**4.2.2.5 Fair Usage Policy:** The Unlimited Service plan is offered for reasonable use only. Excessive and continued use of the service beyond that which, in Qtel's reasonable discretion, is used for normal consumer Service and which, as a result has the potential to negatively impact the quality of service available to other Qtel Subscribers may result in cancellation of the service. The Fair Usage limit for this plan is set at 10,000 Minutes local call minutes, 3,000 Local SMS/MMS, 3GB Mobile Internet Data.

**4.2.3 Charging:**

**4.2.3.1** Standard Postpaid Service and Postpaid Value Packs are charged at the rates set out below:

Value Package Plan	Standard		Value Packs						
	Monthly	Yearly	Plan 60	Plan 130	Plan 200	Plan 300	Plan 575	Plan 1000	Plan 1500
Monthly Fee (QAR)	50	25	60	130	200	300	575	1000	1500
Nat'l call Min <sup>(note 1)</sup>	0	0	150	400	700	1200	2500	5000	Unlimited (subject to Fair Usage policy set out in paragraph 4.2.2 .5)
SMS & MMS <sup>(note 2)</sup>	0	0	20	50	100	250	750	1500	Unlimited (subject to Fair Usage policy set out in paragraph 4.2.2 .5)
Mob. Internet <sup>(note 2)</sup>	0	0	20 MB	50 MB	100 MB	250 MB	1 GB	3 GB	Unlimited (subject to Fair Usage policy set out in paragraph 4.2.2 .5)
Free numbers (calls and SMS)	0	0					1	2	
Free numbers (calls only)	0	0				1			
Free numbers (SMS only)	0	0			1				
Int'l calling discount ( Stop the Clock')	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Roaming incoming min. w/out charge	0	0	0	0	0	0	50	100	150
Included Blackberry rental	No	No	No	No	No	Yes	Yes	Yes	Yes

Note 1: Included call minutes to Qtel mobile phones are provided on a 'one month carry-over' basis

Note 2: 'Carry-over' also applies to SMS, MMS and data included in the Shahry Value Packages

- 4.2.3.2** A subscriber to a one (1) year contract for Value Pack Plan 1500, will pay a discounted monthly fee of 1000QAR. In the event that the subscriber terminates the contract before the expiration of one (1) year, the subscriber will be liable for any discounts received for each month subscribed to the service.
- 4.2.3.3** If a value pack Subscriber exceeds the allowances under their specific pack, charges for all such excess usage will be at the standard rates specified in this Tariff.
- 4.2.3.4** Subscribers can upgrade or downgrade between value packs as they choose and at no additional charge.
- 4.2.3.5** Value Pack Subscribers with included Blackberry rental draw their Blackberry usage from the included monthly data allowance of the Value Pack.
- 4.2.3.6** Subscribers can pay QR100 per month extra on their Shahry Value Pack monthly rental and be eligible for the 'International Key'. This will allow customers to use the included local minutes and local messages for the following call types:
- International Calls
  - Receive incoming roaming calls while roaming
  - Sending international messages (SMS/MMS)
  - Sending roaming messages whilst roaming (SMS/MMS)

This 'International and Roaming Key' will be an opt-in service and subscribers will need to text 'IR Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'IR Key STOP' to the short code 144.

- 4.2.3.7** Subscribers can pay QR20 per month extra on their Shahry Value Pack (SVP) Monthly rental and be eligible for the 'BlackBerry Key'. This will apply to all SVP plans however only customers on the SVP 60, 130 and 200 plans will need to pay the QR20 per month fee as the fee is waived on SVP plans 300 to 1500). This key gives access to the BlackBerry service and allows the Blackberry data usage to be deducted from the customer's respective plan.

This 'Blackberry Key' will be an opt-in service and subscribers will need to text 'BB Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'BB Key STOP' to the short code 144.

### 4.3 International Calling

**4.3.1 Description:** International calling allows calls to be placed from Qatar to any international destinations chosen by the subscriber.

#### 4.3.2 Conditions:

**4.3.2.1** The billing interval for international calls is 60 seconds.

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

**4.3.2.3** Countries included within each charging 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 Faso (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, Hong Kong, 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), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antarctica, 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

### 4.3.3 Charging:

**4.3.3.1** International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame.

**4.3.3.2** International calling rates for Shahry Standard customers 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	0.30	1.50	1.80	0.30	1.00	1.30	0.60	1.35	1.80
M.E.N.A.	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Americas	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Europe	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Oceania	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Asia	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Africa & Rest of World	0.30	1.90	2.20	0.30	1.50	1.80	0.60	1.35	1.80
Special & Satellite	0.30	29.70	30.00	0.30	29.70	30.00	0.60	N/A	N/A

**4.3.3.3** 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	0.30	3.40	3.70	0.30	2.90	3.20	-	-	-
Greenland	0.30	2.40	2.70	0.30	2.00	2.30	-	-	-
Iridium Local	0.30	16.00	16.30	0.30	16.00	16.30	-	-	-
Skyphone	0.30	36.00	36.30	0.30	36.00	36.30	-	-	-
Thuraya	0.30	6.00	6.30	0.30	6.00	6.30	-	-	-

**4.3.3.4** International calling rates for Shahry Value Pack customers 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	0.30	0.69	0.99	0.30	0.69	0.99	0.60	1.35	1.80
M.E.N.A.	0.30	0.69	0.99	0.30	0.69	0.99	0.60	1.35	1.80
Americas	0.30	1.20	1.50	0.30	1.20	1.50	0.60	1.35	1.80
Europe	0.30	1.20	1.50	0.30	1.20	1.50	0.60	1.35	1.80
Oceania	0.30	1.45	1.75	0.30	1.45	1.75	0.60	1.35	1.80
Asia	0.30	0.69	0.99	0.30	0.69	0.99	0.60	1.35	1.80
Africa & Rest of World	0.30	1.45	1.75	0.30	1.45	1.75	0.60	1.35	1.80
Special & Satellite	0.30	29.70	30.00	0.30	29.70	30.00	0.60	N/A	N/A

**4.3.3.5** The all-inclusive rates set out below apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges). SMS/MMS messaging may not be available to some of these destinations.

Exception	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)		
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive
Algeria	0.30	1.19	1.49	0.30	1.19	1.49
Antartica	0.30	3.45	3.75	0.30	3.45	3.75
Ascension	0.30	4.45	4.75	0.30	4.45	4.75
Australian Ext. Terr.	0.30	2.95	3.25	0.30	2.95	3.25
Chile	0.30	1.70	2.00	0.30	1.70	2.00
Comoros	0.30	1.95	2.25	0.30	1.95	2.25
Cuba	0.30	3.20	3.50	0.30	3.20	3.50
Diego Garcia	0.30	2.69	2.99	0.30	2.69	2.99
Djibouti	0.30	1.69	1.99	0.30	1.69	1.99
Estonia	0.30	1.95	2.25	0.30	1.95	2.25
Falkland Islands Malvinas	0.30	1.95	2.25	0.30	1.95	2.25
Gibraltar	0.30	1.20	1.50	0.30	1.20	1.50
Greenland	0.30	1.95	2.25	0.30	1.95	2.25
Kiribati	0.30	1.95	2.25	0.30	1.95	2.25

Korea North	0.30	1.69	1.99	0.30	1.69	1.99
Libya	0.30	1.19	1.49	0.30	1.19	1.49
Maldives	0.30	1.69	1.99	0.30	1.69	1.99
Morocco	0.30	1.19	1.49	0.30	1.19	1.49
Norfolk Island	0.30	3.45	3.75	0.30	3.45	3.75
Papua New Guinea	0.30	1.95	2.25	0.30	1.95	2.25
Sao Tome Principe	0.30	3.45	3.75	0.30	3.45	3.75
Solomon Islands	0.30	3.45	3.75	0.30	3.45	3.75
Somalia	0.30	1.69	1.99	0.30	1.69	1.99
St. Helena	0.30	3.45	3.75	0.30	3.45	3.75
Tokelau	0.30	2.45	2.75	0.30	2.45	2.75
Tunisia	0.30	1.69	1.99	0.30	1.69	1.99
Vanuatu	0.30	1.95	2.25	0.30	1.95	2.25
Wallis & Futuna	0.30	1.95	2.25	0.30	1.95	2.25
Iridium Local	0.30	15.55	16.00	0.30	15.55	16.00
Skyphone	0.30	35.55	36.00	0.30	35.55	36.00
Thuraya	0.30	5.55	6.00	0.30	5.55	6.00

#### 4.4 Three Favourite Numbers

**4.4.1 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.

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

**4.4.3 Charging:** The Three Favourite Numbers service is charged at the rates 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

#### 4.5 Optional International Packs

**4.5.1 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 than standard international rates.

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

**4.5.3 Conditions:**

- 4.5.3.1** International Value Pack credit is not valid for calls or messages made while roaming or for premium-rated numbers.
- 4.5.3.2** International Value Pack credit may not be transferred to another user or carried over to subsequent months.

**4.5.4 Charging:**

**4.5.4.1** International pack service is charged at the rates set out below:

<b>International Pack Price (QAR)</b>	<b>50</b>	<b>100</b>	<b>130</b>	<b>200</b>	<b>300</b>	<b>500</b>	<b>575</b>
Included International call minutes	75	160	215	350	545	1000	1150
Included International SMS	N/A	N/A	25	50	100	N/A	200

- 4.5.4.2** The subscriber will continue to be charged the applicable monthly fee for the relevant International Pack until their selection is revoked, upgraded or downgraded.
- 4.5.4.3** 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 as noted in section 4.4.3.2 The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

#### 4.6 International Roaming:

**4.6.1 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.

#### 4.6.2 Conditions:

**4.6.2.1** 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.

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

**4.6.2.3** 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.

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

**4.6.2.5** 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.

**4.6.2.6** 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.

**4.6.2.7** 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

**4.6.3 Charging:**

**4.6.3.1** All Roaming calls are charged each 60 seconds.

**4.6.3.2** All Roaming SMS messages are charged for each message or message part sent.

**4.6.3.3** All Roaming Wireless Data usage is charged in 10KB increments.

**4.6.3.4** MMS messages are charged using the applicable Wireless Data Roaming rate.

**4.6.3.5** 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 44380000) QR/Min
GCC	1	1.5	2	2	17	1	15	No charge
Americas	3	2.25	10	17	17	1.5	55	No charge
Europe	3	2.25	10	17	17	1.5	55	No charge
Asia & Oceania	3	2.25	12	17	17	1.5	55	No charge
Africa & Rest of World	5	2.25	12	17	17	1.5	55	No charge
Satellite, Thuraya& 'Special Cases'	30	30	30	30	30	2	75	30

**4.6.3.6** 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	-	-	-	-

**4.6.3.7** 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.

#### **4.7 Optional International Roaming Packs**

**4.7.1 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.

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

#### **4.7.3 Conditions:**

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

**4.7.3.2** 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

- 4.7.3.3** 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.
- 4.7.3.4** 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.
- 4.7.3.5** 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.
- 4.7.3.6** 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.
- 4.7.3.7** 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.
- 4.7.3.8** 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.
- 4.7.3.9** 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.

**4.7.4 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



## 4.8 Data Services

### 4.8.1 Mobile Internet:

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

### 4.8.3 Conditions:

**4.8.3.1** The service feature is available only when a data enabled 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>.

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

**4.8.3.3** 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.

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

### 4.8.4 Charging:

**4.8.4.1** The charge rates for Mobile Internet service are set out below

Tariff Plan	Monthly Charge	Bundle Limit <sup>(See note 1)</sup>	Out of Bundle Cost
Included Mobile Internet	N/A	N/A	QAR 0.55/MB
Mobile Internet 50MB	QAR 15	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.

**4.8.5 Additional Services**

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Mobile Email	50	50	No charge
Blackberry Internet Service	0	60	Including Blackberry and Mobile Internet usage allowance of 1000MB. If exceeded then GPRS standard rates apply: QAR0.55/MB
Blackberry Global Package  (Existing subscribers of the Blackberry Internet Service can upgrade to the Global Package at no charge other than the increased monthly fee)		275	fair usage limit: including BlackBerry and Mobile internet usage allowance of 1000MB roaming: 1GB (only via BB APN) Excess usage: If exceeded then GPRS standard rates apply: QAR0.55/MB Roaming: see clause 4.7.3.2
GSM Data/Fax	50	15	Per applicable calling rate in section 4.1.2.2
Mobinet (3 month minimum)	No charge	20	QAR 0.01/Kb (First 2MB free usage per month)

## 4.9 Messaging

### 4.9.1 Short Message Service (SMS)

**4.9.1.1 Description:** A service feature that allows a User to send and receive a text message to another Mobile Device through a Short Message Service (also referred to as text messaging).

### 4.9.2 Multimedia Messaging (MMS)

**4.9.2.1 Description:** A service feature that allows a User to send and receive a multimedia message to and from another Mobile Device through a Multimedia Message Service.

### 4.9.3 Voice SMS:

**4.9.3.1 Description:** Voice SMS allows a User to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message.

#### 4.9.3.2 Conditions:

4.9.3.2.1 Voice SMS messages may be sent or retrieved by Users that are Roaming.

4.9.3.2.2 Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient.

4.9.3.2.3 For sending or retrieving a voice SMS from/to a Qtel mobile customer outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

### 4.9.4 Charging:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Qtel mobile	0.30	0.30
SMS to other mobile	0.30	0.30
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

#### 4.10 Optional Features

##### 4.10.1 Itemized Billing for International, Mobile and Value Added Services

**4.10.1.1 Description:** A monthly billing statement will itemize subscriber charges separately namely, for calls made to a mobile phone, value added services, and/or to international calls.

**4.10.1.2 Conditions:** The Subscriber may elect to receive a non-itemized or censored bill by informing Qtel.

##### 4.10.2 Easy-to-Remember Numbers

**4.10.2.1 Description:** Easy to remember numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

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

Number Category	Typical format example					
Royal	XXXXXXX					
Diamond plus	AXXXXXX	XXXXXXAX	XXXXXXA	YYYYYYX	AXXXXXX	
Diamond	XXAXXXX	XXXAXXXX	XXXXXXYY	XXXXYYX	XXYXXXY	XXYXXXX
Platinum Plus	XYYYXXX	YXXXXYY	YXXXXXY	XXXXYYX	XXYYXX	XYYYXXX
Platinum	XXXXXXY	XXXXXXY	XXXXXXY	XXXXXXY	XXXXXXY	XXXXXXY
Gold Plus	XXXXAYY	XXXAYYY	XXYYZZ	XXXXYYA	XXYYYA	XXXXAAY
Gold	AXXXBXX	AXXXXYX	AXXXYYX	AXYYXX	XXXXABC	XXXXABX
Silver Plus	ABXXYY	XYYYXA	YZZZX	ABXXYY	XXABYY	XXYYAX
Silver	ABXXYY	ABYYXX	ABCCXX	ABYYXX	ABBYXX	ABBYXX
Bronze	ABXXCD	ABXXYY	ABXXYY	ABXXYY	ABXXYY	ABXXYY
Pearl	AXXBCXX	AXYBY	AXYZZ	AXYZZ	XXYZZ	XXYZZ
Mercury	XABXX	XAXYZZ	XAYXZZ	XXBCYY	XXABYY	XXABYY
Cooper	XAYXZZ	XYXXAY	XYXXYA	XYXXYZ	XYXXYZ	XYXXYZ
8 digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

**4.10.2.3 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.

**4.10.2.4 Charging:** Easy to remember numbers are subject to a one-time charge as follows:

Number Classification	Applicable one-time charge (QAR)

Royal	1,000,000
Diamond plus (with "0"s)	500,000
Diamond plus	300,000
Diamond (with "0"s)	200,000
Diamond	150,000
Platinum Plus (with "0"s)	50,000
Platinum Plus	40,000
Platinum (with "0"s)	35,000
Platinum	25,000
Gold Plus (with "0"s)	20,000
Gold Plus	15,000
Gold (with "0"s)	13,000
Gold	10,000
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500
Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Cooper (with "0"s)	500
Cooper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

#### 4.10.3 Muzdawaj

**4.10.3.1 Description:** This service allows a subscriber to have 2 duplicate SIM cards with the same number and services.

**4.10.3.2 Conditions:** Only one SIM Card may be used at a time.

**4.10.4 Charging:** Optional features are charged at the rates 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	
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

Qtel Service Tariff No. C10-01

SIMCam	100	30	n/a
Credit Transfer to Qtel mobile account	n/a	n/a	0.50 per transfer (Min QAR10)

**5. Service Provider obligations**

**5.1 Commencement of Service:** The Post Paid Mobile Service shall commence from the date of service connection activation by Qtel.

**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.

**5.2.2** 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, licence and other obligations.

## 6. Subscriber obligations

### 6.1 Equipment:

- 6.1.1** The Subscriber shall comply with any reasonable request by Qtel concerning the configuration of their Mobile Device or the use of the Post Paid Mobile Service.
- 6.1.2** The Post Paid Mobile Service is for the use of the registered Subscriber and authorized Users only. The Subscriber undertakes to remain responsible for the Post Paid Mobile 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.

### 6.2 SIM Card:

- 6.2.1** The Subscriber must promptly notify Qtel if the SIM Card is damaged.
- 6.2.2** 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.

\* \* \* 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.