



## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B01-01
<b>Marketing Name of the Retail Offer</b>	Business Landline
<b>Tariff Type</b>	Standard Permanent
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	7 June 2022
<b>Tariff Version Number</b>	009

## Contents

<b>1</b>	<b>Definitions</b> .....	<b>4</b>
<b>2</b>	<b>Tariff Terms and Conditions</b> .....	<b>5</b>
<b>3</b>	<b>DEL - Direct Exchange Line Service</b> .....	<b>5</b>
<b>3.1</b>	<b>DEL/Business Landline Plans</b> .....	<b>5</b>
<b>3.2</b>	<b>Copper to Fiber Migration</b> .....	<b>6</b>
<b>3.3</b>	<b>Business Landline National and International Packs</b> .....	<b>6</b>
<b>4</b>	<b>ISDN Primary Rate Interface (PRI)</b> .....	<b>7</b>
<b>5</b>	<b>Hosted IP Centrex</b> .....	<b>8</b>
<b>6</b>	<b>Business Collaboration Service</b> .....	<b>8</b>
<b>6.1</b>	<b>Business Collaboration Solution (BCS)</b> .....	<b>9</b>
6.1.1	Description.....	9
6.1.2	Service Features and Service Profiles.....	9
6.1.3	Charges Rates for BCS Services.....	10
<b>6.2</b>	<b>Business Collaboration Key (BCK)</b> .....	<b>11</b>
6.2.1	Description.....	11
6.2.2	Service Features and Service Profiles.....	11
6.2.3	Charges Rates for BCK Services.....	12
<b>6.3</b>	<b>Service Level Agreement for Hosted Collaboration Service (HCS)</b> .....	<b>12</b>
<b>7</b>	<b>SIP Trunking</b> .....	<b>15</b>
<b>8</b>	<b>Voice only IP Telephony Line</b> .....	<b>16</b>
<b>9</b>	<b>Charges for optional Value-Added Services for DEL/ ISDN PRI/ SIP-T</b> .....	<b>17</b>
<b>10</b>	<b>Temporary Landline Services</b> .....	<b>18</b>
<b>11</b>	<b>Call Charges</b> .....	<b>18</b>
<b>11.1</b>	<b>National calls</b> .....	<b>18</b>
<b>11.2</b>	<b>Other national calling services</b> .....	<b>18</b>
<b>11.3</b>	<b>International calls</b> .....	<b>19</b>
<b>12</b>	<b>Easy-to-Remember Numbers</b> .....	<b>21</b>



<b>13</b>	<b>Hosted Audio-Conferencing Service</b>	<b>22</b>
<b>14</b>	<b>3-Digit Short Numbers</b>	<b>23</b>
<b>15</b>	<b>Service Provider Obligation</b>	<b>23</b>
<b>16</b>	<b>Subscriber Obligations</b>	<b>23</b>

## 1 Definitions

1. Call charges - means charges payable per call
2. Call Holding - means a feature in which a user may retain an existing call while accepting or originating another call.
3. Call Hunting - is a facility in which allows an incoming call to be Terminated on a telephone number in a group of telephone numbers. There will be one "pilot number" which will be dialed by any person, and any call to that "pilot number" would land on any of the free lines in a group which belongs to the pilot number group
4. Call Waiting- means a feature that alerts someone using the phone to an incoming call and allows switching between the current call and the new call.
5. Centrex- means central exchange which is a service providing switching at a central office instead of at the customer's premises.
6. Change number Interception - meaning when a subscriber number is changed the caller will be provided with an automated request to confirm the number he dialed and based on the dialed number will be provided with the new number of subscribers.
7. Conference call - means calls involving more than one line with a maximum of 3 persons.
8. DEL - means Direct Exchange Line which provides a dedicated fixed phone line.
9. Follow Me - provides an advanced call forwarding facility, subscribers can set up the call forward either in sequence or at the same time to a list of numbers. "Follow me" forwards calls to numbers based on a time schedule.
10. Hot Line Service – A service feature that configures a line to automatically dial a pre-set number when the handset is lifted.
11. ISDN - means Integrated Services Digital Network. ISDN is an international standard for digital telephony communication.
12. Monthly rental fee - means service rental fee payable per month.
13. OLO - means Other Licensed Operator.
14. Ooredoo - means Ooredoo Q.P.S.C. (formerly (Qtel) Q.S.C.).
15. Ownership Change - means the subscription changed from one owner to another owner including the responsibilities.
16. MRC – means Monthly Recurring Charge
17. Peak / off-peak calls - Peak means calls made during the period of most heavy calling traffic. Off-peak calls mean calls made outside peak times and generally include lower calling rates which are set out in the tariff where applicable.
18. PRI - means Primary Rate Interface. ISDN PRI consists of up to 30 B-channels and 1 D-channel and may be used for voice and/or data service.
19. SIP – Trunking Standard – a link which provides a single linear path to the customer location. In the event of failure of this path the customer loses connectivity and faces downtime

- 20. SIP Trunking Premium – provides two redundant and diverse paths to the customers’ location via the fixed access network. In the event of failure on one of the paths the other begins operation providing seamless connectivity and increased uptime. By opting for a SIP-Trunking Premium link, the customer does not have to invest in building diversity and redundancy themselves.
- 21. Subscriber - means the person or entity that enters into an agreement with Ooredoo to receive and pay for service.
- 22. User - means the natural person who uses the service.

## 2 Tariff Terms and Conditions

- 23. This tariff is for permanent standard service.
- 24. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, Ooredoo publishes a new tariff for this service or publishes a notification on its webpage that this tariff is no longer effective subject to CRA approval if required.
- 25. From time to time Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will suspend or modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments subject to CRA approval, if required.
- 26. These Service terms and conditions are in addition to the terms and conditions specified in Ooredoo’s General Terms and Conditions for the Master Services Agreement for Business Telecommunications Services where referenced.

## 3 DEL - Direct Exchange Line Service

- 27. Landline Service provides subscribers with a landline telephone service, accessible 24 hours a day. Regional, national and international connections are possible. Landline is mainly provided via a wired access network. Alternative means (such as WLL) may be used when a wired access network is not available in the Subscriber’s location. Additional charges may apply for remote location services

### 3.1 DEL/Business Landline Plans

- 28. The charges are included in the table below

Plan	Charge Type	Charge - QAR
Business Landline 150	Connection fee	200
	Monthly Recurring Charge	150
	Number Change	50
	Ownership Change	50
	Unlimited Call to any local landline within Qatar	0
	200 minutes for calls to Mobile	0

Table 1 – Charges for DEL/Business Landline Plans

29. The out of bundle rate charges for both mobile and international call apply post consumption of the free allowance.

### 3.2 Copper to Fiber Migration

30. Business Customer currently subscribed to Ooredoo Copper fixed line services will qualify for the below offer when migrated to Ooredoo Fiber Broadband Services.

	Copper Plan	Current MRC QAR	Fiber Plan	Monthly Recurring Charge post migration (QAR)	Migration Offer - MRC QAR
Business Landline (Old plan)	N/A	117	N/A	150	QAR 117 for first six (6) months after migration. Thereafter the price will increase to QAR 150 as per the tariff of the new approved plan
Business Landline (New Plan)	N/A	150	N/A	150	Customer tariff is not impacted post migration

Table 2 – Charges for Copper to Fiber Migration

### 3.3 Business Landline National and International Packs

31. Business customer may subscribe to the following packs with bundled minutes with monthly fees:

International Pack	MRC - QAR	Benefits
International Landline Lite Pack	50	1,000 bundled minutes to India, Canada, US, UK and Ireland
International Landline Pack	100	200 bundled international minutes <sup>1</sup>
India Pack	35	1,200 minutes
UK Pack	35	850 minutes
France Pack	35	160 minutes
Philippines Pack	35	160 minutes
UAE	35	75 minutes
Domestic Pack 500	50	500 National minutes
Combo Pack	100	800 National minutes and 100 international minutes <sup>2</sup>

Table 3 – Charges for International Packs

<sup>1</sup> The out of bundle (OOB) rate for the applicable international destination is 1 QAR when the in-bundle minutes of a pack are consumed

<sup>2</sup> Following international destinations are excluded: Cuba, Libya, Tunisia, Algeria, Ethiopia, Benin, Equatorial Guinea, Mauritania, Mali, Seychelles, Togo, Eritrea, Comoros, Madagascar, Gabon, Burkina Faso, Cameroon, Chad, Solomon Islands, Uganda, Senegal, Guinea-Bissau, Zimbabwe, Ghana, Niger, Satellite (Thuraya, Iridium etc.)

## 4 ISDN Primary Rate Interface (PRI)

32. ISDN PRI consists of up to 30 B-channels and 1 D-channel and may be used for voice and/or data service.
33. Charges are included in the table below.

Number of PRI Channels	Connection Fee - QAR	MRC - QAR
10	2,000	1,200
20	2,000	2,400
30	2,000	3,600
40	4,000	4,800
50	4,000	6,000
60	4,000	7,200
70	6,000	8,400
80	6,000	9,600
90	6,000	10,800
100	8,000	12,000
110	8,000	13,200
120	8,000	14,400
130	10,000	15,600
140	10,000	16,800
150	10,000	18,000
160	12,000	19,200
170	12,000	20,400
180	12,000	21,600
190	14,000	22,800
200	14,000	24,000
210	14,000	25,200
220	16,000	26,400
230	16,000	27,600
240	16,000	28,800
250	18,000	30,000
260	18,000	31,200
270	18,000	32,400
280	20,000	33,600
290	20,000	34,800
300	20,000	36,000

Table 4 - Charges for ISDN Primary Rate Interface

- 34. Effective date of these prices is 16 August 2017.
- 35. Plans 300 PRI and above are available to customers. The price structure will be QAR 1200 per 10 channels per month. The connection fee for every block of 30 channels is QAR 2000 including partial block (example, connection of 10 or 20 channels will be fully charged of QAR 2000).
- 36. Prices per 10 channels and more is QAR 120 per channel/month

## 5 Hosted IP Centrex

- 37. This service is grandfathered and not sold anymore from xx of xx 2019.
- 38. Hosted IP Centrex is designed for enterprise locations requiring all the features of a PBX or key system, except that the features and intelligence reside outside of the Company with Ooredoo.
- 39. Conditions:
  - 39.1 Call rates will apply (as set out in section 11)
  - 39.2 Subscribers will pay for the IP access separately based on the bandwidth required for number of voice trunks.
  - 39.3 The IP access tariff is in detail on the CRA approved IP VPN tariff (Reference: B 14-01) on the Ooredoo Regulatory website.
  - 39.4 To the extent applicable, terms and conditions for necessary network cabling, equipment room configuration, equipment rental or purchase and applicable maintenance are covered by separate agreement between Subscriber and Ooredoo according to the Subscriber's particular needs.
- 40. Charging for Hosted IP Centrex:

		One-time setup charges - QAR	MRC - QAR
Hosted IP Centrex	Site charge	QAR 3,000 per site	
	Extension charge	QAR 50 per extension	QAR 45 for up to 99 extensions QAR 40 for 100 to 299 extensions QAR 35 for 300 + extensions

Table 5 – Charges for Hosted IP Centrex

## 6 Business Collaboration Service

- 41. Business Collaboration Services are Managed IP Telephony service provided from Cisco Hosted Collaboration (CHS) Platform, (next-generation unified communication and collaboration platform). This platform is hosted in Ooredoo Data centers in Qatar. The Business Collaboration Services (BSC) replaces the traditional PBX and allows the subscribers to use cloud-based telephony services instead.
- 42. The service also provides Messaging services that integrate with Ooredoo CHS are provided via Cisco's Unity Connection server, an enterprise-class messaging platform that integrates



automatic call distribution functions, voicemail boxes, voicemail to email functions, connectivity with Microsoft Exchange and other features.

43. There are two service variants, Business Collaboration Solution (BCS) and Business Collaboration Key (BCK).

## 6.1 Business Collaboration Solution (BCS)

### 6.1.1 Description

44. This Service provides communication and collaboration primarily **in the office**, this is why **fixed connectivity** between Ooredoo and the customer's site/premises is a prerequisite. To take advantage of the service's rich IP features, office endpoints like desk phones and/or video-conference consoles are necessary.

45. This service shall commence from the date of activation of service.

46. The minimum service period is 3 months commencing from the date of activation of service.

### 6.1.2 Service Features and Service Profiles

47. Available Service Features are:

- 47.1 IP-Telephony features: includes Call Forwarding, Call Waiting, Call Hold, Speed Dial, Personal Address Book, Caller ID, Conference Calling, Call Transfer, Call Lists (missed, received, placed)

- 47.2 Unified Communications: Voice, video, instant messaging on a single device & across devices

- 47.3 Unified Messaging: Voice messaging unified to e-mail system

- 47.4 Point to Point video: Video conversation between actual or soft terminals

- 47.5 Mobility: Soft client to access collaboration service on mobile device

- 47.6 Instant Messaging & Presence: Text messaging between users & availability information

- 47.7 Single Number Reach: Enables you to answer your landline on your mobile

- 47.8 Voice (IP) VPN: is an integral part of the solution, enabling connectivity from customer site to Ooredoo HCS platform for the use of desk IP phones.

48. Available Service Profiles are:

- 48.1 Premium;

- 48.2 Advanced; and

- 48.3 Standard.

49. The subscriber can select any one or two or all 3 of the above Service Profiles for their telephony users, depending on their end-users features needs and business requirements; IP Telephony, Messaging and other features available with each profile is defined below:

Features / Profiles	Maximum Number of Devices	IP Telephony	Unified Communications	Unified Messaging	Point to Point Video	Mobility	IM & Presence	Single number Reach
Premium	10	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Advanced	2	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Standard	1	Yes		Yes			Yes	Yes

Table 6 – Features and Profiles

- 49.1 A subscriber may subscribe to one or all 3 from the above Service Profiles above for HCS service;
- 49.2 IP Phones: Customer can also opt to take Cisco IP Phones from Ooredoo (optionally) for their end-users;
- 49.3 In case, the customer already has the IP Phones available, the customer has to inform the Make and the Model of those Phones for Ooredoo to check the compatibility with the BCS platform.

### 6.1.3 Charges Rates for BCS Services

50. The following charge rates apply:

#### 50.1 Monthly Recurring Charges

Profile	Premium MRC - QAR	Advanced MRC - QAR	Standard MRC - QAR
Max devices	10	2	1
1 to 99 Subs	100	70	50
100 to 299 Subs	70	65	60
>300 Subs	50	45	40

Table 7 – MRC Charges Rates for BCS Services

#### 50.2 One-off charges

	One-off charges - QAR
Set-up fee per Site	3,000
Activation fee per subscriber	50

Table 8 – One-off Charges Rates for BCS Services

#### 50.3 Voice VPN Charges:

Profiles	Voice VPN bandwidth MRC - QAR	Number of Employees (OR total Telephony users)
One-time Charges		QAR 200

Profiles	Voice VPN bandwidth MRC - QAR	Number of Employees (OR total Telephony users)
512 kbps	600	Up to 20 users
1 Mbps	900	21—60
2 Mbps	1,200	61- 120
4 Mbps	2,400	121- 240
6Mbps	3,600	241- 360
8 Mbps	4,800	361- 480
10 Mbps	6,000	481 - 600
16 Mbps	9,600	601 - 1,000

Table 9 – Voice VPN Charges for BCS Services

51. For more than 1000 users, where Voice VPN bandwidth requirement is more than 16 Mbps, the MPLS VPN Price (B14-01 National IP VPN can be found on <https://www.ooredoo.qa/portal/OoredooQatar/regulatory>) tariff with Platinum CoS can be used.
52. The monthly charges above apply for single fiber Voice VPN. For redundant fiber used for First Class SLA<sup>3</sup> the monthly charges will be 1.4 multiples of the above rates.
53. Usage charges
54. All voice calls and messages generated directly from the End user device using the fixed handset will be charged at the corresponding rate in Section 11.
55. All calls generated via a mobile handset, from a Business Group Mobile subscription (provided in some variants) will be charged at the corresponding Business Mobile Services tariff charge rates (as documented in Ooredoo Service Tariff B03-01).

## 6.2 Business Collaboration Key (BCK)

### 6.2.1 Description

56. This service is mainly targeting smaller companies with high mobility.
57. This is why customers can use all the communication / collaboration features through their mobile device and dedicated office VPN connectivity is optional.

### 6.2.2 Service Features and Service Profiles

58. Available Service Features are:
  - 58.1 Unified Communications: Voice, video, instant messaging on a single device & across devices
  - 58.2 Unified Messaging: Voice messaging unified to e-mail system

<sup>3</sup> For further information on the SLA's for this service, refer to the section 17 below.

- 58.3 Point to Point video: Video conversation between actual or soft terminals
- 58.4 Mobility: Soft client to access collaboration service on mobile device
- 58.5 Instant Messaging & Presence: Text messaging between users & availability information
- 59. Only one service profile is available in order to minimize complexity
- 60. For BCK Service, below is the minimum order requirement
- 60.1 Minimum 2 users
- 60.2 Maximum 30 users

### 6.2.3 Charges Rates for BCK Services

61. The following charge rates apply:

Service	One-off - QAR
Set-up fee per Site	0
Activation fee per subscriber	70

Table 10 – Charges Rates for BCK Services

- 62. Usage charges as per the current Fixed Line tariff.
- 63. Usages charges as per the current B03-01 Business Mobile Services.

### 6.3 Service Level Agreement for Hosted Collaboration Service (HCS)

- 64. Ooredoo offers SLA as set out below to identify and define Service and support levels provided by Ooredoo to the Subscriber of Hosted Collaboration Service (“Service”)
- 65. If the Subscriber qualifies for the SLA it may be incorporated into and shall form part of the Service Agreement for the supply of the Service by Ooredoo to the Subscriber pursuant to the terms of the Service Agreement.
- 66. Service Level Agreement:
  - 66.1 Access Circuits and Wide Area network connectivity required for the Service must be provided and maintained by Ooredoo. This SLA does not apply if Access Circuits are provided by Customer itself or by a third party.
  - 66.2 Ooredoo records of network performance data shall be the basis for all SLA calculations and determinations.
- 67. Definitions:
  - 67.1 Demarcation (or Service Access) Point: The Demarcation Point, or Service Access Pont is defined as where Ooredoo SLA responsibility ends and customer responsibility begins, and is identified specifically per site in the site survey design. Ooredoo demarcation point for Hosted Collaboration Service services will be till Ooredoo CPE that will be placed at customer site.
  - 67.2 Mean Time to Restore (MTTR) Service Commitment\_- is the average time to restore the service after reporting an incident; this time includes the time to diagnose and locate the fault. The MTTR is measured from time when a Fault Ticket has been logged by OOREDOO Customer

- Services and to the Fault Ticket has been resolved, which is the time when the Service has been restored and is operational.
- 67.3 Response Time Commitment - is defined as the time taken for the OOREDOO support team to acknowledge the Incident trouble ticket within the response timescales defined in the SLA matrix. This acknowledgement will confirm receipt of the ticket, its Severity and indicate that diagnosis has commenced.
- 67.4 End to End Client Network Availability -\_Service Unavailability shall mean a failure resulting in Customer being unable to connect to the OOREDOO Network from Customer's location. Service Unavailability shall not include failure as a result of OOREDOO Network planned/scheduled maintenance, other planned outages, packet loss, problems with Customer's applications, equipment or facilities, acts or omissions of Customer, any use or user of the service authorized by Customer, or Force Majeure.
- 67.5 Service Restoration Commitment -\_Service Restoration (SR) Commitment is the commitment from OOREDOO for the restoration of the service in the event of a fault. It is defined in terms of Response Time and Mean Time to Restore Service (MTTR). Service Restoration can include the provision of a Workaround.
- 67.6 Severity Priority 1 (P1) - Major Service affecting\_- Is an Incident when a Customer Site experiences a total loss of Service. If no correction is immediately available but a Workaround is created, the P1 Incident will be closed and a P2 Incident will be opened. The object is to neutralize a P1 Incident as soon as possible.
- 67.7 Severity Priority 2 (P2) – Partial Service Affecting - Is an Incident that results in a partial service degradation of performance or a loss of resilience or redundancy of the Site but which does not result in a total loss of Service.
68. Scheduled Maintenance:
- 68.1 Scheduled maintenance and upgrade by Ooredoo on their network will necessarily occasionally cause downtime periods that may affect the Service provided to the Customer. During these periods, service is not guaranteed.
- 68.2 In addition, there will be rare occasions when planned maintenance may need to be undertaken outside of these times. In these instances, the customer will be advised 48 hours in advance of any planned outage which is likely to affect the Customer's Services, and if necessary a workaround will be put in place to ensure the uninterrupted continuation of the Customer's business. Notice of such maintenance will be provided to the customer by a method elected by Ooredoo (telephone, e-mail or fax).
69. End to End Client Network Availability
- 69.1 Service Unavailability shall mean a failure resulting in Customer being unable to connect to the Ooredoo network from the Ooredoo CPE located at Customer's location. Service Unavailability shall not include failure as a result of Ooredoo Network planned/scheduled maintenance, other planned outages, packet loss, problems with Customer's applications, equipment or facilities, acts or omissions of Customer, any use or user of the service authorized by Customer, Force Majeure.
- 69.2 HCS Standard: It is an HCS service delivered over a single last Mile
- 69.3 HCS Premium: It is an HCS service with redundant last Mile.

- 70. Subject to feasibility, a subscriber may choose a redundancy with diversity service which duplicate the last mile access from two network points on the Ooredoo network. Redundancy is ensured by providing two fibers with diversity by ensuring that both the fibers do not share same trench.
- 71. The Subscriber must provide an additional duct from the subscriber premise to the outside boundary wall of the site and all necessary links from inside the premise to the outside boundary wall.

Service	SLA Parameter	Applicability	
Domain		HCS Standard	HCS Premium (First Class SLA)
Availability	End to End Client Network Availability	99.0%	99.5%
Incident Management	Average Response Time - All Faults	8 hours	2 hours
Incident Management	Average MTTR - P1 Incidents (within city limits)	10 hours	6 hours
Incident Management	Average MTTR - P1 Incidents (outside city limits)	24 hours	12 hours
Incident Management	Average MTTR - P2 Incidents	48 hours	24 hours

Table 11 – SLA parameters

- 72. Any problem/outage arises in the Local Area Network of customer; (e.g. switches configuration or hardware malfunction, Cabling damage or other Passive infrastructure); resulting in the Service outage will not be applicable or counted towards Ooredoo HCS SLA commitment.
- 73. Service Availability Guarantee:
  - 73.1 Ooredoo guarantees Service Availability uptime as per the appropriate SLA Matrix Table defined above. The service will be considered unavailable in the event of any unscheduled service outage on the OOREDOO network due to the transmission or equipment failure causing cent percent (100%) blocking of movements of packets ahead of the customer link and will be calculated on the monthly basis.
  - 73.2 Service Availability is calculated using the following formula:
 
$$\frac{((\text{Hours in a day} \times \text{Days in a month}) - \text{Schedule Maintenance} - \text{Unavailability})}{((\text{Hours in a day} \times \text{Days in a mont}) - \text{Schedule Maintenance})} \times 100$$
  - 73.3 Scheduled Maintenance and Unavailability are measured in hours during the month involved.
  - 73.4 Unavailability of Hosted Collaboration Service is when the customer is not able to access Ooredoo network from Ooredoo provided CPE.
  - 73.5 If customer opt SLA for multi locations scenario, the committed availability shall be determined for overall network. The availability shall be sum of bandwidth weight and respective availability across all legs.
  - 73.6 Service Unavailability will not include any unavailability resulting from:
    - (a) Schedule Maintenance of OOREDOO Network;

- (b) An interruption during any period when the Customer elects not to release the service for testing or repair and continues to use the Service on an impaired basis;
- (c) Interruptions during any period when the customer has not released the service to OOREDOO for maintenance or for implementation;
- (d) Acts or omissions of Customer (including the provision of inaccurate information knowingly or unknowingly), or any use or user of the service authorized by Customer or Customer caused outages or disruptions;
- (e) Interconnections to or from and connectivity that is considered unauthorized as per the present or future telecommunication guidelines; or
- (f) Disconnection/s due to non-payment of OOREDOO's dues; or
- (g) Reasons of Force Majeure.

73.7 Applicable Site hours of operation, excluding scheduled downtime, are measured monthly. A trouble ticket created in one month and closed in a subsequent month shall be included in the measurement for such later month. Ooredoo will track the time between report of trouble and restoration of service to determine availability.

74. Escalation Process

74.1 Should it not be possible to restore the service within the target commitments, the status will be escalated by the Ooredoo Technical Assistance Centre at more senior level within Ooredoo, who may allocate more technical resource as required to restore service. The customer will be advised as soon possible where Ooredoo technical staff consider that the service cannot be restored in the committed timeframe.

74.2 Corporate Help Desk: Ooredoo operates a Corporate Help Desk, which is the corporate customers dedicated point of contact when dealing with technical problem related to Hosted Collaboration Service covered by this SLA. The Corporate Held Desk is available 24x7x365, though depending on grade of SLA. Corporate Help Desk Toll free number: 8008000

## 7 SIP Trunking

75. These lines are for use with the Hosted IP Centrex service above.

76. Available services are:

76.1 SIP Trunking Standard (SIP T Standard): a link which provides a single linear path to the customer location. In the event of failure of this path the customer loses connectivity and faces downtime.

76.2 SIP Trunking Premium (SIP T Premium): provides two redundant and diverse paths to the customer's location via the fixed access network. In the event of failure on one of the paths the other begins operation providing seamless connectivity and increased uptime. By opting for a SIP-Trunking Premium link, the customer does not have to invest in building diversity and redundancy themselves.

77. Please see below for SIP Trunking Standard and SIP-Trunking Premium pricing. The base tariff including the number of channels, installation charges and Standard Monthly rental.

No. of Channels	Connection Fee - QAR	SIP-T Standard MRC - QAR	SIP-T Premium MRC - QAR
10	2,000	1,050	1,470
20	2,000	1,860	2,604
30	2,000	2,450	3,430
40	4,000	3,500	4,900
50	4,000	4,310	6,034
60	4,000	4,900	6,860
70	6,000	5,950	8,330
80	6,000	6,760	9,464
90	6,000	7,350	10,290
100	8,000	8,400	11,760
110	8,000	9,210	12,894
120	8,000	9,800	13,720
130	10,000	10,850	15,190
140	10,000	11,660	16,324
150	10,000	12,250	17,150
160	12,000	13,300	18,620
170	12,000	14,110	19,754
180	12,000	14,700	20,850
190	14,000	15,750	22,050
200	14,000	16,560	23,184
210	14,000	17,150	24,010
220	16,000	18,200	25,480
230	16,000	19,010	26,614
240	16,000	19,600	27,440
250	18,000	20,650	28,910
260	18,000	21,460	30,044
270	18,000	22,050	30,870
280	20,000	23,100	32,340
290	20,000	23,910	33,474
300	20,000	24,500	34,300

Table 12 – Charges for SIP Trunking Standard and SIP-Trunking Premium

78. Call rates will apply (as set out in section 11).

## 8 Voice only IP Telephony Line

79. Charges for Voice only IP Telephony Line, without Redundancy (Required with BCS Service, optional for BCK) are below:



Profiles Mbps	One Time charge (per site) QAR	MRC (per site) QAR
0.512	200	600
1	200	900
2 to 15	200	1200 per 2Mbps
16	200	9,600
24	200	13,938
32	200	15,813
50	200	19,563
100	200	25,813
200	200	30,000
500	200	42,194
1,024	200	53,075

Table 13 – Charges for Voice only IP Telephony Line without redundancy

80. Charges for Voice only IP Telephony Line, Tariff-Voice VPN with Redundancy (Required with BCS Service, optional for BCK) will be 40% in addition to the charges above. One Time Charges per site is QAR 200.

## 9 Charges for optional Value-Added Services for DEL/ ISDN PRI/ SIP-T

Optional Value-Added Services	One-time setup charges QAR	MRC QAR
International Call Barring	50	8
Call Waiting	50	8
Call Forwarding	50	25
Conference call	50	8
Caller ID	50	15
Hotline / pilot number	180	90
Follow me	50	25
Change Number Interception	0	25
Outgoing Call Barred (OCB)	50	0
Incoming Call Barred (ICB)	50	0
Hunting Facility	50	8
Customer Controlled International Barring	50	8

Table 14 – Charges for optional Value-Added Services for DEL/ ISDN PRI/ SIP-T

## 10 Temporary Landline Services

81. A Subscriber can request any landline service temporarily and will be charged for a minimum of 3 months service.

## 11 Call Charges

### 11.1 National calls

82. Local call charges are set out below:

Service	Peak Rate per minute - QAR	Off-Peak Rate per minute - QAR
Calls to landline telephones within Qatar	No charge	No charge
Calls to Mobile phones	0.45	0.30

Table 15 – Charges for Local Calls

83. The peak rate for national calls applies from 6am to 11pm, and off-peak rate for national calls apply from 11pm to 6am.

### 11.2 Other national calling services

84. Other charges are set out below:

Service	Dialing Pattern	Charge per minute QAR
Domestic Toll-free	800 xxxx	No charge
Audio text	9001xxx, 9002xxx	0-500
Directory Inquiry	180	No charge
International Call Barring	150	No charge
Call Centre	111	No charge
Telegram	130	No charge
'Telegram by Phone'	131	No charge
Speaking Clock - Arabic	141	No charge
Speaking Clock - English	140	No charge
Emergency Services	999	No charge
Kahramaa Emergency Services	991	No charge
Worldwide Emergency Services	112	No charge
Ooredoo Call Center	910	No charge
Emergency Service for the deaf (MOI)	992	No charge
Coast Guard Emergency Services	996	No charge
Fire Emergency Services	997	No charge

Table 16 – Charges for Other Calls

### 11.3 International calls

85. Countries included within each zone are set out below:

Zone	Country/Platform Destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, United Arab Emirates
MENA	Algeria, Djibouti, Egypt, Iraq, Israel, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest of World	Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Congo-Zaire, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mayotte, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Saint Helena, Sao Tome And Principe, Senegal, Seychelles, Sierra Leone, South Africa, South Sudan, Swaziland, Tanzania, Togo, Uganda, Zambia, Zimbabwe
Americas	Anguilla, Antigua And Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island Malvinas, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique (French Antilles), Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint Bartheleme, Saint Kitts And Nevis, Saint Lucia, Saint Martin, Saint Pierre And Miquelon, Saint Vincent And The Grenadines, Surinam, Trinidad & Tobago, Turks And Caicos Islands, United States Of America, United States Virgin Islands, Uruguay, Venezuela
Asia	Afghanistan, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, China, Diego Garcia, Hong Kong, India, Indonesia, Iran, Japan, Korea North, Korea South, Laos, Macao (China), Malaysia, Maldives, Mongolia, Myanmar (Burma), Nepal, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan (China), Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia And Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyzstan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, Ukraine, United Kingdom, Uzbekistan, Vatican
Oceania	American Samoa, Antarctica, Australia, Christmas Island, Cocos Islands, Cook Islands, East Timor (Timor-Leste), Fiji, French Polynesia (Tahiti), Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue, Norfolk Island, Northern Mariana Islands, Palau, Papua New Guinea, Solomon Islands, Tokelau, Tonga, Tuvalu, Vanuatu, Wallis And Futuna, Western Samoa / Samoa Country,
Special & Satellite	Calls made to satellite phone systems other than Thuraya and Iridium, such as Skyphone and Immarsat.

Zone	Country/Platform Destination
Iridium	Calls to Iridium satellite system
Thuraya	Calls to Thuraya satellite system

Table 17 – Zones for International Calls

86. Charges for the zones are as follows:

Zone	Peak Rate per minute	Off-Peak Rate per minute
	QAR	QAR
GCC	1.64	1.08
M.E.N.A.	2.08	1.64
Americas	2.08	1.64
Europe	2.08	1.64
Oceania	2.08	1.64
Asia	2.64	1.92
Africa & Rest of World	2.64	1.92
Special Case	30.00	30.00
Iridium	16.00	16.00
Thuraya	6.00	6.00

Table 18 – Charges for International Calls per Zones

87. The following exceptions apply for charges:

Exception	Peak Rate per minute	Off-Peak Rate per minute
	QAR	QAR
Wallis & Futuna	3.76	2.96
Norfolk Island	3.76	2.96
Nauru	3.76	2.96
Australian Ext. Territories	3.76	2.96
Cuba	3.76	2.96
Sao Tome Principe	3.76	2.96
St. Helena	3.76	2.96
Diego Garcia	3.76	2.96
Greenland	2.48	1.92

Table 19 – Charges for International Calls for specific countries

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

89. The billing interval for international calls is 60 seconds.

## 12 Easy-to-Remember Numbers

90. Easy to remember numbers (ETR) are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.
91. 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.

Number Category	Typical format example					
<b>Royal</b>	XXXXXXX					
<b>Diamond plus</b>	AXXXXXX	XXXXXAX	XXXXXXA	XYYYYYX	XAXXXXX	
<b>Diamond</b>	XXXXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXXYYXXY	XXXYYXXX
<b>Platinum Plus</b>	XYYYYXXX	XYXXYYYY	YXXXXXY	XXXXYYX	XXYYYYXX	XYYYXXX
<b>Platinum</b>	XXXXYXY	XXXXYXYX	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY
<b>Gold Plus</b>	XXXXAYY	XXXAYYY	XXXXYYZ	XXXXYYA	XXXXYYA	XXXXAYY
<b>Gold</b>	AXXXBXX	AXXXXYX	AXXXYXY	AXYYYYX	XXXXABC	XXXXABX
<b>Silver Plus</b>	ABXXYYY	XYYYYYXA	XYZZZXY	ABXXYYY	XXXABYY	XXXYYAX
<b>Silver</b>	ABXXXY	ABXXYYX	AABCXXX	ABXXYYY	AXXBYYY	AXXXBY
<b>Bronze</b>	ABXXCD	ABXXXYX	ABXXYXY	ABXXYXY	ABXXXYX	ABXXYXY
<b>Pearl</b>	AABCXXX	AAXYBY	AXYXZZ	AXYXZZ	XXYZYZ	XXYZYZ
<b>Mercury</b>	XABXXYY	XAXYZZZ	XAYXZZ	XXABCYY	XXABYYY	XXYABYY
<b>Cooper</b>	XAYXZZ	XYXXAY	XYXXYYA	XYXXYZ	XYXYXZ	XYXZYX
<b>8-digit sequence</b>	23456789	34567890	45678991	56790092	67901193	79012294
<b>7-digit sequence</b>	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
<b>6-digit sequence</b>	XY012345	XY123457	XY234567	XY345678	XY456789	
<b>Descending</b>	654321XY	543210XY				

Table 20 – Examples of ETR

92. Easy to remember numbers remain under the administrative jurisdiction of CRA, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Ooredoo guarantee the right to use any easy to remember number for more than one year following the date of assignment.
93. 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

Number Classification	Applicable one-time charge QAR
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
Copper (with "0"s)	500
Copper	300
8-digit sequence	10,000
7-digit sequence	3,000
6-digit sequence	1,500
Descending	300

Table 21 - Charges for ETR

## 13 Hosted Audio-Conferencing Service

94. Hosted Audio-Conferencing service is a fully-managed, network-based audio-conferencing service.
95. Conditions:
- 95.1 Access to the Conferencing Website: As part of the Service, Ooredoo provides subscribers with a unique username and PIN numbers which can then be used by the Subscriber to schedule conference calls at their discretion via Ooredoo's interactive Conferencing Website.
- 95.2 Scheduling a Conference Call: The interactive conferencing platform will ask for Name and Contact Information for each Conference Participant and call that Participant at the time of the conference call. Additionally, Users can also "dial-in" to the conference platform to attend a conference call (Freephone dial-in option is not available). A maximum of 20 users can dial

into conference at the same time. International dial in is available and can dial into conference.

96. Charging:

96.1 Subscription: Subscribers will be charged a onetime subscription fee of QAR 500. There is no contract length associated with the conferencing service.

96.2 Usage Charges: Usage charges are QAR 0.50 per minute per user of Conferencing time.

## 14 3-Digit Short Numbers

97. Charges for calls to a 3-digit Short Number are included in Table 15 – Charges for Local Calls or in Table 16 – Charges for Other Calls.

98. Customers will be charged QAR 10,000 per month for a 3-digit Short Number<sup>4</sup>.

## 15 Service Provider Obligation

99. Commencement of Service: The service shall commence from the date of activation of service.

100. Responsibility for service: Ooredoo is responsible for service only up to the Customer Premises Equipment and shall not be responsible for any quality of service, continuity of service or other matters impacted by subscriber cabling, equipment or other facilities (not provided by Ooredoo) beyond this point.

101. Service Provisioning Time: If the customer location is feasible from a network perspective, Ooredoo endeavor to provision the services within a lead time of 4-6 week from the date of release of Purchase Order.

102. Service availability and limits: 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.

## 16 Subscriber Obligations

103. Equipment: The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

104. Minimum service period: The service will be provided for a minimum service period of three (3) months from the date of activation.

105. Cancellation: If a Subscriber terminates the contract before the end of the minimum service period term, the Subscriber will be liable to pay the full charges for duration for the minimum service period.

106. Equipment: Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo.

---

<sup>4</sup> Such numbers will be made available to customers as per the CRA National Numbering Plan (v. 8.0, dated 1 September 2020)

**Ooredoo Service Tariff No. B01-01**

107. 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 Ooredoo's prior written consent.
108. Unlicensed Services: The Subscriber may not use the Service to provide any kind of telecommunications services that require a license from CRA. Failure to comply with this provision may result in immediate cessation of service without notice.



## Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		12 January 2015	Permanent Tariff Change
002		15 September 2016	Permanent Tariff Change, Three-digit codes
003	22 June 2017	16 July 2017	Permanent Tariff Change, ISDN Price change.
004	20 May	25 July 2018	Permanent Tariff Change, New Business Landline Plan
005	17 July 2019	1 September 2019	Permanent Tariff change, update to the Hosted IP Centrex/SIP Line - replacement with more modern cloud-based services (BCS). New Business Landline Plan.
006	22 July 2019	1 September 2019	Permanent Tariff Change, ISDN PRI Re-pricing.
007	6 October 2019	19 October 2019	Permanent Tariff change, Copper to Fiber Migration
008	14 July 2020	16 August 2020	Business Landline National and International Pack (3.5)
009	6 June 2022	7 June 2022	New format

**\*\*\* END OF TARIFF \*\*\***