

**General Tariff Information**

<b>Service Provider</b>	<i>Ooredoo Q.P.S.C</i>
<b>License</b>	Public Fixed Telecommunications Network and Services and Public Mobile Telecommunications Networks and services
<b>Tariff Number</b>	C04-01
<b>Service Name</b>	<i>Calling Card for International calling (Dawli Card)</i>
<b>Customer Group</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>4<sup>th</sup> July 2019</i>
<b>Tariff Version Number</b>	<i>010</i>

**1. Definitions**

- 1.1. Call Charges** – the charges for the local and international calls per unit of time at the rate set out in the applicable tariff and payable monthly at the end of the billing cycle for charges incurred.
- 1.2. International Calling Card** - A prepaid card that may be used to make voice calls to international destinations from any Ooredoo telephone in Qatar, including payphones, fixed-line and mobile telephones.

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

- 2.1.** This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval (where required), Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.3.** From time to time, and subject to CRA approval (where required), Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.4.** This tariff contains rates and charges applicable to the provision of consumer international calling cards.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions for the Provision of Consumer Telecommunications Services available at [www.ooredoo.qa](http://www.ooredoo.qa)

## **3. Service Description**

- 3.1.** Service Description: International Calling Card is a prepaid card that may be used to make voice calls to international destinations from any Ooredoo telephone in Qatar, including payphones and fixed and mobile telephones.

#### 4. Features

4.1. International Calling card is provided in the following variants:

4.1.1. Basic International Calling Card:

4.1.1.1. Available to call all destinations

4.1.1.2. Calling Card denominations of QAR 10, QAR 30, and QAR50.

4.1.2. Asia International Calling Card:

4.1.2.1. Available to call all destinations with preferential rates to Asia destinations

4.1.2.2. Calling Card denominations of QAR 25 and QAR 75.

4.1.3. MENA International Calling Card:

4.1.3.1. Available to call all destinations with preferential rates to Middle East and North Africa (MENA) destinations

4.1.3.2. Calling Card denominations of QAR 25, and QAR 75.

4.2. Calls are charged at one minute intervals.

4.3. Peak rate applies from 7am to 7pm on all weekdays (Saturday to Thursday), and off-peak rate applies from 7 pm to 7am on all week days and all day on Fridays.

4.4. Countries included for each International Calling variant are illustrated in the table below:

International Calling Card Variant	ZONE	INCLUDES
Basic Calling Card	Zone 1: GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
	Zone 2: MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
	Zone 3: 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
	Zone 2: 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 )
	Zone 3: 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

International Calling Card Variant	ZONE	INCLUDES
	Zone 2: 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.
	Zone 2: 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 & Futuna
Asia Calling Card	Zone 1	Bangladesh, India, Mongolia, Pakistan, Sri Lanka, Brunei, Hong Kong, Indonesia, Japan, Cambodia, South Korea, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand
	Zone 2	Nepal, Bhutan
MENA Calling Card	Zone 1	Egypt, Sudan, Syria
	Zone 2	Iraq, Iran, Jordan, Lebanon, Libya, Mauritania, Palestine, Yemen
	Zone 3	Algeria, Morocco, Somalia, Tunisia.

#### 4.5. Dawli Scratch Card:

**4.5.1. Description:** This service feature allows users to make international calls over their Mobile Devices.

##### 4.5.2. Conditions:

**4.5.2.1.** Customer required to activate via SMS to 127 by entering the scratch card number or scanning the QR Code.

**4.5.2.2.** Customer can load multiple scratch card at one point in time.

**4.5.2.3.** Only Hala and Shahry customer can use this scratch card (Dawli 5 is only available for Hala)

##### 4.5.3. Charging:

Price (QAR)	International Minutes	Validity (days)	Destination
5 (Hala only)	30	Same day of Activation	Bangladesh, India, Indonesia, Nepal Telecom, Pakistan and Philippines (Globe)* *The offer is valid for all Globe Telecom numbers except with the prefix of 63 817, 63 937 and 63 996.

10	18	7	India, Nepal, Bangladesh, Philippines, Indonesia, Sudan, Pakistan, Sri Lanka, Syria, Thailand, Turkey, Egypt, Bahrain, UAE, Saudi Arabia valid for 7 days.
20	38	30	Bangladesh (+880), Egypt (+20), India (+91), Jordan (+962), Indonesia (+62), Nepal (+977), Pakistan (+92), Philippines (+63), Sri Lanka (+94), Syria (+963), Thailand (+66), Turkey (+90), Bahrain (+973), U.A.E (+971), and Saudi Arabia (+966).

## 5. Charge rates

**5.1.** International calls using the International Calling Card from Payphone, Mobiles and fixed lines are charged at the rates listed in the table below. No local airtime charge is applicable in respect of calls originated from Ooredoo mobile phones.

### 5.1.1. Calling rates for Basic International Calling Card variant

Zone 1: GCC Countries (QAR/min.)		Zone 2: Other Arab Countries + Europe + Americas + Oceania (QAR/min.)		Zone 3: Africa & Rest of the world + Asia (QAR/min.)		Other destinations (Surcharges apply as stated in section 5.2) (QAR/min.)	
Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
1.00	0.50	1.50	1.00	1.75	1.25	2.00	2.00

### 5.1.2. Calling rates for MENA International Calling Card variant

MENA: Zone 1 (QAR/min.)		MENA: Zone 2 (QAR/min.)		MENA: Zone 3 (QAR/min.)		Other destinations (Surcharges apply as stated in section 5.2) (QAR/min.)	
Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
0.49	0.49	0.69	0.69	0.99	0.99	2.00	2.00

### 5.1.3. Calling rates for Asia International Calling Card variant

Asia: Zone 1 (QAR/min.)		Asia: Zone 2 (QAR/min.)		Other destinations (Surcharges apply as stated in section 5.2) (QAR/min.)	
Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
0.49	0.49	0.49	0.49	2.00	2.00

- 5.2.** Surcharges, in addition to charge rates listed in section 5.1, will apply to specific calling destinations in all calling card variants. Surcharges, where applicable, to these destinations are shown in the table below:

Exception Destinations	Peak Rate (QAR/min.)	Off-Peak Rate (QAR/min.)
Wallis & Futuna	1.50	1.50
Norfolk Island	1.50	1.50
Nauru	1.50	1.50
Australian Ext. Territories	1.50	1.50
Cuba	1.50	1.50
Sao Tome Principe	1.50	1.50
St. Helena	1.50	1.50
Diego Garcia	1.50	1.50
Somalia	0.50	0.50
Greenland	0.50	0.50
Liechtenstein	0.50	0.50
Bulgaria	0.50	0.50
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

- 5.3 Dawli 10 Card Value:** Hala customers can get 32 bonus minutes valid for 1 day (Activation Day + 1 Day) to call the following countries/operators: India, Nepal (NTC), Pakistan, Bangladesh, Indonesia and Philippines (Globe). The offer is valid for all Globe Telecom numbers except with the prefix of 63 817, 63 937 and 63 996.

- 5.4 Dawli 20 Card Value:** The customers have an option to get extra value when using the Dawli 20 Card. When choosing the extra value when opting in, customers can choose only one destination from selected country / operator as follows:

Destination	Operator	Minutes
Indonesia	All	60
Nepal	Nepal Telecom	100
Pakistan	All	100
Philippines	Globe	200
Sri Lanka	Dialog	50
India	All	150
Bangladesh	All	100

- 5.4.1** Customer needs to dial a prefix 1776 for accessing Philippines Globe numbers. Number ranges 63817, 63937 and 63996 are excluded from the offer for Philippines Globe.
- 5.4.2** Customer needs to activate a Dali 20 Card and have a balance of 38 minutes to activate the value offer. With each 38 minutes, one value offer can be activated.
- 5.4.3** The value minutes are all inclusive and not in addition or over and above the 38 minutes.

- 5.4.4 The validity will be changed to 14 days (including day of activation) from 30 days when opting in to the value offer.

**6. Service Provider obligations**

- 6.1. Validity: The International Calling Card in any variant is valid for 1 year from date of first usage.

**7. Customer obligations**

- 7.1. The customer is obliged to safeguard their international calling card at any time as cards lost or stolen cannot be replaced.

**END OF TARIFF**



**Tariff Version Control**

Tariff Version Number	Effective Date	Tariff Modifications
001	1 October 2014	First version
002	26 May 2016	Permanent Tariff Change, number of inclusive IDD minutes changed from 45 to 38.
003	29 May 2016	2GB Bonus data added.
004	1 October 2016	2GB Bonus data removal
004	24 February 2017	Dawli 20 Card Value
006	10 April 2017	Dawli 5 card
007	16 May 2017	Dawli 10 card
008	30 April 2018	Dawli 20 card allowance Adjustment
009	24 June 2018	Dawli 10 Card Value
010	4 July 2019	Revision in Philippines calling products