

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C
<b>Tariff Number</b>	C05-02
<b>Service Name</b>	<i>Fibre Broadband Services</i>
<b>Tariff Type</b>	<i>Standard Permanent</i>
<b>Customer Group</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>6<sup>th</sup> of October 2020</i>
<b>Tariff Version</b>	<i>023</i>

## 1. Definitions

- 1.1. Additional Service Point is an extension of the physical reach of the Service within the customer's premises. This typically requires additional cabling.
- 1.2. Broadband means High-speed Internet access through fixed and wireless networks.
- 1.3. Connection Charges means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.4. CPE means Customer Premises Equipment. This includes the Wi-Fi router and the Set Top Box (if applicable).
- 1.5. Domain-Name means an Internet address, i.e. "Ooredoo.qa".
- 1.6. Email Account means the required user to access to certain email box
- 1.7. Email Address means Domain-base address by which a user is referred to i.e. user@domain.name.
- 1.8. Email Box means an allocated space on Ooredoo servers associated with an email address/email account where the user can send and receive emails.
- 1.9. Mbps – Mega Bits per second.
- 1.10. Monthly Rental Fee means the monthly subscription fee identified in the applicable tariff and payable every month in advance
- 1.11. Optical Network Terminal (ONT) means a media converter necessary to provide the fibre broadband service, which is installed on the customer premises.
- 1.12. Ooredoo means Qatar Q.P.S.C. (Ooredoo).
- 1.13. OTT means Over The Top.
- 1.14. Router means an intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
- 1.15. Set Top Box (STB) means a media device which is connected to a television that can receive digital signals.
- 1.16. Service is the Fibre Broadband Service. This includes Landline Services, Broadband Services and can include IPTV.
- 1.17. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.18. User means the natural person who actually uses the Service.
- 1.19. Web Hosting means a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
- 1.20. Wi-Fi means Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

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

- 2.1.** This tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff contains charges and conditions applicable to the provision of Consumer Fibre Broadband services.
- 2.3.** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.4.** From time to time, and subject to CRA approval, Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff (subject to CRA approval) as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the General Terms & Conditions where referenced.

### **3. Service Description**

- 3.1.** The Fibre Broadband Service offers fast access to the Internet for surfing the Web, downloading and uploading data, landline services and optional IPTV. The service is delivered to the subscriber via a fibre access network. External factors outside Ooredoo's control may impact speed or access to certain sites / destinations. Wi-Fi speeds are not guaranteed and will vary depending on customer premise environment and client device capabilities.
- 3.2.** Subscribers may select an Internet and Landline package (Double play) or an Internet, Landline and basic IP television subscription (Triple play).
- 3.3.** Commencement of Service: The subscriber will be provided with the service installation required in order to use the service. The service will be provided within 10 consecutive days from order, subject to technical feasibility and availability of the network.

#### 4. Features and Charging:

##### 4.1. Fibre broadband service

**New Tariffs Table 1**

Pack	Connection fee* – one-time charge at inception (QAR)	Double Play Unlimited Internet (1) and Landline Package	Triple Play Unlimited Internet (1), Landline and IP Television Package		
		Monthly recurring charge rate (QAR)	Set Top Box (QAR)	Monthly recurring charge rate (QAR)	Content included
50 Mbps <sup>1</sup>	300	330	Free of Charge	330	StarzPlay
150 Mbps	300	400	Free of Charge	400	StarzPlay and OSN Streaming App <sup>2</sup> + BeIN or Dosraa TV Package
250 Mbps	300	450	Free of Charge	450	StarzPlay and OSN Streaming App + BeIN Elite or Dosraa TV Package
500 Mbps	300	550	Free of Charge	550	StarzPlay and OSN Streaming App + BeIN Elite or Dosraa TV Package
750 Mbps	300	700	Free of Charge	700	StarzPlay and OSN Streaming App + BeIN Elite or Dosraa TV Package
1 Gbps	300	1,500	Free of Charge	1,500	StarzPlay and OSN Streaming App + BeIN Elite or Dosraa TV Package
10 Gbps	300	6,900	Free of Charge	6,900	StarzPlay and OSN Streaming App + BeIN Elite or Dosraa TV Package

\*This connection fee covers the physical installation of the services at customer premises, which requires technician visit.

- 4.1.1.** Voice only customers are charged a recurring monthly fee of QAR 33 and may upgrade to a Double or Triple Play service at any time and pay the new respective monthly fee.
- 4.1.2.** The content included in the Triple Play Service requires activation by the customer. More information on how to activate the content can be found at [www.ooredoo.qa](http://www.ooredoo.qa).
- 4.1.3.** Fair Usage Policy: The Service is provided to the subscriber as 'unlimited' fibre broadband access subject to a 'Fair Usage Policy' found at [www.Ooredoo.qa](http://www.Ooredoo.qa)
- 4.1.4.** The terms applicable to charges for Broadband Router device provided by Ooredoo are specified for individual situations below. Note that to ensure good and consistent customer service experience and to expedite resolution of potential broadband service interruptions, Ooredoo customers are asked to use Wi-Fi device provided by Ooredoo.

<sup>1</sup> Existing customers who are subscribed to 50 Mbps plan are offered to redeem six (6) months of Netflix (Standard at USD 9.99) or twelve 12 months BeIN Connect subscription free of charge. This offer is only valid during 25<sup>th</sup> of July 2020 to 24<sup>th</sup> of October 2020 via Ooredoo App only. On expiration of the redemption offer, the standard tariff is reverted to the selected plan.

<sup>2</sup> OSN is an aggregated Streaming OTT app which includes Disney+, HBO and other content.

#### **4.1.4.1. Customer Moving Home**

- Customer pays connection fee QAR 300 for the installation at the new address.
- If customer has Broadband Router currently on a loan repayment with outstanding payments customer will not be asked to pay the loan in full at the time of home move. Customer can use his Broadband Router on the new address and continues to pay device loan.
- If customer has Broadband Router, which was supplied by Ooredoo free of charge (prior to March 2017), customer will not be asked to purchase a new Broadband device. Customer simply takes Broadband Device to new home address.

#### **4.1.4.2. Transfer of service ownership**

- Customer must repay the outstanding loan on the Broadband Router (if any) before transferring services to another person.
- New customer has the option to purchase new Broadband device or take the existing one from transferee.
- The connection fee of QAR 300 will not be charged.

#### **4.1.4.3. Moving from Old Fibre plan to New Fibre Plans**

- Customer will not be charged connection fee of QAR 300.
- Loan on the Broadband Router (if any) is carried forward. Customer is not required to pay loan in full at the time of changing the tariff plan.
- If customer has Broadband Router, which was supplied free of charge (prior to March 2017) customer will not be asked to purchase a new Broadband Router.

#### **4.1.4.4. Service termination**

- Customer is requested to repay charges outstanding, including any loan payments outstanding on the supplied Broadband Router.

#### **4.1.4.5. Double to Triple Play Migration**

- Broadband Router loan if any is carried forward, customer will not have to pay outstanding loan repayments at the time of migration.
- If customer has Broadband Router, which was supplied free of charge (prior to March 2017) customer will not be asked to purchase a new Broadband device.
- No connection fee of QAR 300 is charged.

#### **4.1.4.6. Returning Customers**

- Customers who previously had Ooredoo's Fibre Broadband with an approved Broadband Device can be re-provisioned at retail outlets with the same landline number (if available) and without need to purchase a new Broadband device.
- The maximum time-period allowed from termination to re-provisioning is 6 months.
- Customers returning after 6 months will have to purchase new Fibre Router device.

- In each case customer will have to pay service activation fee of QAR 300.
- 4.1.5.** TV for additional rooms is QAR 100 per month per additional STB, which comes with free Ooredoo Basic TV. Additional premium add on packages are chargeable at 50% of the current retail price per additional STB. No connection fee charges apply.
- 4.1.6.** Secondary room pricing is QAR 100 monthly recurring plus 50% of the Extra / Premium Package(s) received on the primary room. Note packages subscribed to on the Primary room are automatically made available on each secondary room and charged.
- 4.1.7.** If the customer is subscribed to double play packs, the upload and download speed ratio is 1:2. If the customer is subscribed to Triple play packs, the upload and download speed ratio is 1:4. Example: Customer subscribed to 100mb double play pack will get download speed up to 100Mbps and upload speed up to 50Mbps; customer subscribed to 100 Mbps Triple play pack will get download speed up to 100Mbps and upload speed up to 25Mbps.
- 4.1.8.** The Access Points (WiFi) are now chargeable and customer's owned. The customer can pay QAR 840 with easy repayment plans as follows:
  - 4.1.8.1.** QAR 35 per month for 24 months.
  - 4.1.8.2.** QAR 70 per month for 12 months.
- 4.1.9.** Customer can also purchase an advance WiFi solution The customer can pay QAR 1324 with easy repayment plans as follows:
  - 4.1.9.1.** QAR 55 per month for 24 months.
- 4.1.10.** QAR 110 per month for 12 months. The Access Points sold to the customer will come with a 24 month warranty.
- 4.1.11.** Once the customer is provisioned to the service he applied and paid the bills for the first month, he can pay the rest of the Access Point price at any time.
- 4.1.12.** The customer is free to terminate the Fibre Broadband service any point of time after the minimum service period of three (3) months.
- 4.1.13.** The New Ooredoo TV UHD STB (Sagemcom DIW387) is priced at QAR 350. Customers can get the new STB for free with following conditions. If customer terminates triple play service within 24 months after purchase of new TV UHD STB customers will have two options:
  - 4.1.13.1.** Pay the pro-rated part of its price (QAR 350) and keep the STB<sup>3</sup>; or
  - 4.1.13.2.** Return the device Ooredoo without any additional charges for the STB.
- 4.1.14.** If customer terminates the service later than 24 months from the STB purchase he/she can either return the STB to Ooredoo or keep the STB at no extra charge.
- 4.1.15. BeIN:** Standalone package for a price of QAR 110 per month with a commitment period of three months (3). Customers who cancel their subscription within the first three (3) months will be charged 110 QAR for each of the remaining of the 3 months to complete the commitment period. Customers who subscribe to the 150 Mbps pack and above are eligible

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<sup>3</sup> The pro-rated price of the STB will be calculated based on 24 months cost recovery period. For example, if customer terminates contract 12 months after purchase of new STB and decides to keep the STB he/she will have to pay 50% of the STB price, that is QAR 175.

to subscribe to Dosraa TV Package for free The commitment period of months (3) months applies in this case for:

- 4.1.15.1.** Customers who downgrade to 150 Mbps within the first 3 months will be charged 110 QAR for each of the remaining of the 3 months to complete the commitment period.
- 4.1.15.2.** Customers who cancel their subscription within the first three (3) months will be charged 110 QAR for each of the remaining of the 3 months to complete the commitment period.
- 4.1.16. BeIN Elite:** Standalone package for a price of QAR 165 per month with a commitment period of twelve (12) months. Customers who subscribe to the 250 Mbps pack and above are eligible to subscribe to BeIN Elite package for free. The commitment period of twelve (12) months applies in this case for:
  - 4.1.16.1.** Customers who downgrade from 250 Mbps to 150 Mbps and below within the first 12 months will be charged 165 QAR for each of the remaining months to complete the 12 months contract.
  - 4.1.16.2.** Customers who cancel their subscription within the first 12 months will be charged 165 QAR for each of the remaining months to complete the 12 months contract.
- 4.1.17.** Customers are not liable to pay early termination fee on this package after the commitment period of 12 months has expired.
- 4.1.18.** The BeIN Elite pack is composed of all channels available in the BeIN package plus BeIN MAX 1, 2, 3 and 4 and BeIN 4K channels.
- 4.1.19.** BeIN Elite customers are also entitled to have access to the BeIN connect service for free.
- 4.1.20.** More detailed information about the BeIN Elite package can be found at [www.ooredoo.qa](http://www.ooredoo.qa).

## 4.2. Grandfathered Fibre Broadband Service

### 4.2.1. Grandfathered Fibre Broadband Service Plans:

**Grandfathered Tariff Table 2**

Pack	Connection fee – one-time charge at inception (QAR)	Double Play Unlimited Internet (1) and Landline Package	Triple Play Unlimited Internet (1), Landline and IP Television Package	
		Monthly recurring charge rate (QAR)	Set Top Box (QAR)	Monthly recurring charge rate (QAR)
10 Mbps	300	300	Free of Charge	300
25 Mbps	300	350	Free of Charge	350
50 Mbps	300	400	Free of Charge	400
75 Mbps	300	450	Free of Charge	450
100 Mbps	300	500	Free of Charge	500
150 Mbps	300	550	Free of Charge	550
200 Mbps	300	600	Free of Charge	600
300 Mbps	300	650	Free of Charge	650



1 Gbps	300	1,900	Free of Charge	1,900
10 Gbps	300	7,500	Free of Charge	7,500

These packs are no longer available for sale from the 28<sup>th</sup> of November 2017. Customers subscribed to these packs can continue using these packs until they unsubscribe or move to other pack

**4.2.2.** Customers subscribed to the Grandfathered Fibre Broadband Service plans in **Table 2** may

**4.2.2.1.** Remain subscribed to their existing Grandfathered Tariff.

At no charge, upgrade/downgrade to any of the New Tariff and pay the monthly charges as per table 1 above.

**4.2.3.** These customers will be also given an option to upgrade to the new Fibre Broadband portfolio and benefit from 12 months discounts on the new plans as follows:

**Upgrade to new tariffs- Table 3**

Old Pack	New Pack	New Price per month (QAR)	Price after the offer expires per month (QAR)
25 Mbps	150 Mbps	350	400
100 Mbps	500 Mbps	500	550
300 Mbps	750 Mbps	650	700

**4.2.4.** After 12 months the customer will be charged standard price as per the new Fiber Broadband Tariff portfolio in Table 1.

**4.2.5.** Customers subscribed to tariff launched on 28 November 2017 will be upgraded to new tariff as per table 4 below.

**Upgrade to New Tariffs - Table 4**

Existing Tariff: <sup>(3)</sup>	Upgraded to:	Double Play Unlimited Internet and Landline Package	Triple Play Unlimited Internet, Landline and IP Television Package
		Monthly recurring charge rate (QAR)	Monthly recurring charge rate (QAR)
15 Mbps / 300 QAR	50 Mbps	300	300
30 Mbps / 400 QAR	150 Mbps	400	400
50 Mbps / 450 QAR	250 Mbps <sup>(1)</sup>	450	450
75 Mbps / 500 QAR	500 Mbps <sup>(2)</sup>	500	500
100 Mbps / 550 QAR	500 Mbps	550	550
150 Mbps / 600 QAR	750 Mbps <sup>(1,2)</sup>	600	600
200 Mbps / 650 QAR	750 Mbps <sup>(1,2)</sup>	600	600
300 Mbps / 700 QAR	750 Mbps <sup>(1)</sup>	700	700
1 Gbps / 1'500 QAR	1 Gbps	1'500	1'500
10 Gbps / 6'900 QAR	10 Gbps	6'900	6'900

<sup>(1)</sup> These new tariffs are for upgrade purposes only they are not available to purchase by new customers.

<sup>(2)</sup> These prices are valid for 12 months. After 12 months customers will pay full price as per table 1.

<sup>(3)</sup> These packs are no longer available from the 25<sup>th</sup> of February 2019.

- 4.2.6. Besides these upgrades customer can choose to subscribe to any new home broadband tariff plan.
- 4.2.7. The content included in the Triple Play Service requires activation by the customer. For more information on how to activate the content can be found at [www.ooredoo.qa](http://www.ooredoo.qa).
- 4.2.8. Some customers who opt to upgrade may be required to purchase new Access Points (WiFi) for additional fees (**check 4.1.8.**) to benefit from higher data speed. These customers will be waived the installation fee.
- 4.2.9. There will be no new minimum service period applied to these customers.
- 4.2.10. Due to technical restrictions, customers in some locations may not be eligible for all new Home Broadband plans. To fully benefit from new Home Broadband plans, some customers using older access point equipment (WiFi) might be required to purchase new equipment from Ooredoo.

### 4.3. Home Broadband Speed Boost:

- 4.3.1. **Description:** Only applicable on the new plans listed in **Table 1**.
- 4.3.2. Consumer fiber customers will have the option to upgrade their current fiber broadband plan to the any higher speed for the same price as their current speed for three months.
- 4.3.3. **Charging:** After the customer has been on the higher plan for three months, he will have the option to downgrade to his original plan (e.g. the customer may request to move back from the 150 Mbps to 50Mbps plan) at the same price he was paying previously or stay on their upgraded plan at the price set for that higher plan (e.g. customer that was upgraded to 150 Mbps will pay the price of 150 Mbps as reflected on **Table 1** if applicable).
- 4.3.4. **Condition:** The offer can be applicable for the same customer only once in 12 months' time period.

### 4.4. Dosraa TV Package

- 4.4.1. Standalone package available for a price of QAR 120 per month with a commitment period of three (3) months. Customers who cancel their subscription within the first three (3) months will be charged 120 QAR for each of the remaining of the 3 months to complete the commitment period.
- 4.4.2. Customers who subscribe to the 150 Mbps pack and above are eligible to subscribe to Dosraa TV Package for free. The commitment period of months (3) months applies in this case for:
  - 4.4.2.1. Customers who downgrade to 50 Mbps within the first 3 months will be charged 120 QAR for each of the remaining of the 3 months to complete the commitment period.
  - 4.4.2.2. Customers who cancel their subscription within the first three (3) months will be charged 120 QAR for each of the remaining of the 3 months to complete the commitment period.
- 4.4.3. If the customer wishes to subscribe to both the Dosraa TV Package and the BeIN package (BeIN or BeIN Elite), the FREE subscription will apply only to the first package subscription.
- 4.4.4. The complete list of channel offered within the Dosraa TV Package are available at [www.ooredoo.qa](http://www.ooredoo.qa).

#### 4.5. Landline Service

**4.5.1.**Description: Landline allows a User to call and receive calls from local and international fixed and mobile telephone numbers from their landline handset

**4.5.2.**Voice only customers are charged a recurring monthly fee of QAR 33.

**4.5.3.**Landline modification charges

**Table 1**

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Number Change	50	No charge	n/a
Landline Service reconnection	50	No charge	n/a
Landline Temporary Suspension	No charge	No charge	n/a

#### 4.5.4.Landline national calling

**4.5.4.1.** The billing interval for national calls is 60 seconds.

**4.5.4.2.** The national calling charges are in the table below:

**Table 2**

Calling Rates	Peak Rates (QAR) daily 6am-11pm	Off Peak Rates (QAR) daily 11pm-6am
Calls to Ooredoo and other fixed operator Landline	Free of charge (included in monthly recurring charge set out in paragraph 4.1)	Free of charge (included in monthly recurring charge set out in paragraph 4.1)
Calls to Ooredoo Mobile	0.45	0.30
Calls to other mobile operator	0.45	0.30

**4.5.4.3.** Landline other national numbers and calling charges

**Table 3**

Service	Dialling Pattern	Charge (QAR)/minute
Freefone	800 xxxx	No charge
Landline Audiotext	9001xxx, 9002xxx	0-100
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
Environment Emergency Services	998	No charge

#### 4.5.5. Landline international calling:

- 4.5.5.1. Description: Landline international calling allows calls to be placed from Qatar to any international destination chosen by the subscriber.
- 4.5.5.2. The billing interval for international calls is 60 seconds.
- 4.5.5.3. Countries included within each charging zone are illustrated in the table below:

**Table 4**

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

**4.5.5.4. Charging for standard destinations:** The following all-inclusive charges for voice and video calls apply to standard international destinations:

**Table 5**

Zone	Calls (voice/video) Peak Rate (QAR/min.) daily 6am-11pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 11pm-6am
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 & Satellite	30.00	30.00

**4.5.5.5. Charging for specific international destinations**

The following all-inclusive rates apply to specific calling destinations:

**Table 6**

Exception for specific destinations	Calls (voice/video) Peak Rate (QAR/min.) daily 7am-7pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 7pm-7am
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	3.76	2.96
Greenland	2.48	1.92
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

**4.5.6.Landline Value Added Services:**

- 4.5.6.1.** Number change announcement: The service allows the Customer to benefit from a temporary recorded message announcing a permanent change in their telephone number.
- 4.5.6.2.** Call line identification (CLI): The service allows the called Customer to view a calling party's directory number.
- 4.5.6.3.** Call Waiting: The service allows a user to be notified of another incoming call while a call is already in progress, and gives the user the ability to answer the second call while the first call remains on 'hold'.

- 4.5.6.4.** Conference calling: The service allows a telephone call to be established in such a way that three or more stations can communicate directly with all the other stations.
- 4.5.6.5.** Call forwarding: The service allows the customer to forward incoming calls to another phone number.
- 4.5.6.6.** International call barring: International Call Barring is a facility that prevents a landline from originating international calls
- 4.5.6.7.** AudioText: is an Interactive Voice Response (IVR) which provides information in the form of recorded messages over telephone lines in response to caller input.
- 4.5.6.8.** Hunting Facility: The service allows multiple telephone lines to single residential premises to act collectively as a 'hunting group'. If an individual hunting group line is engaged, the caller will be forwarded to the next available 'hunting group' line.
- 4.5.6.9.** Ex-Directory: The service allows the subscriber to withhold their phone number from all directory services.
- 4.5.6.10.** Outgoing call barred (OCB): Outgoing Calls Barred is a facility that prevents all outgoing calls and only allows the subscriber to receive calls.
- 4.5.6.11.** Incoming call barred (ICB): Incoming Calls Barred prevents a subscriber from receiving incoming calls and only facilitates outgoing calls.
- 4.5.6.12.** Itemized Billing for International, Mobile and Value Added Services: A monthly billing statement will itemize charges for calls made to mobile numbers, value added services, and/or to international calls. The subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.
- 4.5.6.13.** Charging: Subscribers will be charged at the rates as set below:

**Table 7**

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Call Forwarding**	Free	8	n/a
Call Line Identification (CLI) Service	Free	15	n/a
Call Waiting Service*	Free	8	n/a
Conference Calling Service*	Free	8	n/a
Subscriber controlled International Call Barring*	Free	8	n/a
Call forward	Free	15	
International call barring	Free	15	
Incoming call barred (ICB)	50	No charge	n/a
Outgoing call barred (OCB)	50	No charge	n/a
Number Change Announcement	No charge	First month free of charge and QAR25 per month thereafter	n/a
Calling Line Hot Line Service	No charge	30	n/a

\* Star Services: Subscribers selecting Call Barring, Call Waiting and Conference Calling as a combined package receive a discounted monthly rental of QAR17 instead of the collective separate charges of QAR24 for monthly rental.

#### 4.5.7. Easy-to-Remember Numbers

**4.5.7.1.** Description: Easy to Remember (ETR) numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

**4.5.7.2.** 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.

**Table 8**

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	AXXXXXXX	XXXXXXAX	XXXXXXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXXYYXXY	XXXYYXXX
Platinum Plus	XYYYYYXX	XYXXXYYY	XYXXXXXY	XXXXYYYY	XXYYYYXX	XYYYXXXX
Platinum	XXXXYXXY	XXXXYXYX	XXXXXYYY	XXXXYXYX	XXXYYYY	XXXYYXXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXXYYZZ	XXXXYYA	XXXYYYA	XXXXXAYY
Gold	AXXXXBXX	AXXXXYXY	AXXXXYX	AXYYYYX	XXXXABC	XXXXXABX
Silver Plus	ABXXYYY	XYYYYYXA	XYZZZXY	ABXXYYY	XXXABYYY	XXXYYAX
Silver	ABXXXY	ABYYYYX	AXBCXXX	AXBYYYY	AXXBYYY	AXXXBYY
Bronze	ABXXXCD	ABXXXY	ABXXYYX	ABXXYYX	ABYXXX	ABYXXX
Pearl	AXXBCXX	AXXYBY	AXYXZZ	AXYXZZ	XXYZYZ	XXYZYZ
Mercury	XABXY	XAXYZZ	XAYXZZ	XXABCYY	XXABXY	XXYBY
Cooper	XAYXZZ	XYXXAY	XYXXYA	XXYXZZ	XXYXZZ	XYXZY
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				

**4.5.7.3.** Regulation: 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 ETR number for more than one year following the date of assignment.

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

**Table 9**

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

#### **4.5.8. Disabilities and Retirees**

- 4.5.8.1.** Customers who are registered and hold a valid Special Needs or Retirement Card (ID) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (Eligible Customer) can get a benefit of having a discount of 50% off the Fiber Plans. This discount limited to one (1) line only per ID.



#### 4.6. Apple TV

**Description: Existing and New** subscribers of any Ooredoo ONE plan (as detailed in Table 1) will have the option to purchase/claim one Apple TV set-top box (STB).

**4.6.1.Charging:** subscribers will be charged for Apple TV as follows:

**Apple TV STB Table 10**

Pack	Connection fee* – one-time charge at inception (QAR)	Triple Play Unlimited Internet (1), Landline and IP Television Package		
		Set Top Box (QAR)	Monthly recurring charge rate (QAR)	Content included
50 Mbps	300	QR770	330	StarzPlay
150 Mbps	300	QR385	400	StarzPlay and OSN Streaming App <sup>4</sup> + OSN EL Farq Free of Charge
250 Mbps	300	QR385	450	StarzPlay and OSN Streaming App + OSN EL Farq Free of Charge
500 Mbps	300	QR385	550	StarzPlay and OSN Streaming App + OSN EL Farq Free of Charge
750 Mbps	300	Free of Charge	700	StarzPlay and OSN Streaming App + OSN EL Farq Free of Charge
1 Gbps	300	Free of Charge	1,500	StarzPlay and OSN Streaming App + OSN EL Farq Free of Charge
10 Gbps	300	Free of Charge	6,900	StarzPlay and OSN Streaming App + OSN EL Farq Free of Charge

- 4.6.1.1.** Existing customers residing on any Ooredoo ONE 50Mbps plan (as detailed in Table 10), may purchase one Apple TV STB at a full retail price of 770 QAR (one time charge).
- 4.6.1.2.** Existing customers residing on Ooredoo ONE plans above 500 Mbps may claim one free Apple STB providing the customer agrees to a “Commitment Period” of twelve (12) months as per 4.6.2.1 conditions.
- 4.6.1.3.** Existing Ooredoo ONE subscribers who upgrade to Ooredoo ONE plans 150, 250 or 500 may purchase one Apple STB for 385 QAR (one time charge) providing the customer agrees to a “Commitment Period” of twelve (12) months as per 4.6.2.1 conditions.
- 4.6.1.4.** Existing Ooredoo ONE subscribers who upgrade to Ooredoo ONE plans above 500Mbps, may claim one free Apple STB purchase providing the customer agrees to a “Commitment Period” of twelve (12) months as per 4.6.2.1 conditions.
- 4.6.1.5.** New subscribers to Ooredoo ONE plan 50 have the option to buy Apple TV STB for 770 QAR.
- 4.6.1.6.** New subscribers to Ooredoo ONE plan 150, 250 and 500 plans may purchase one Apple STB for 385 QAR (one time charge) providing the customer agrees to a “Commitment Period” of twelve (12) months as per 4.6.2.1 conditions.

<sup>4</sup> OSN is an aggregated Streaming OTT app which includes Disney+, HBO and other content.

- 4.6.1.7. New subscribers to Ooredoo ONE plan above 500 Mbps, may claim one free Apple STB providing the customer agrees to a “Commitment Period” of twelve (12) months as per 4.6.2.1 conditions.

**4.6.2. Conditions:**

- 4.6.2.1. **Commitment Period:** twelve (12) months period applies to customers who selected Apple TV STB for 385 QAR or get it free of charge. Customers who terminate or downgrade within the Commitment Period from their selected Ooredoo ONE plan will result a penalty charge of 385 QAR or 770 QAR.
- 4.6.2.2. The OTV content provided by Ooredoo via Apple TV may differ from that provided over Ooredoo TV STB. For more details, please check [www.ooredoo.qa](http://www.ooredoo.qa).

## **5. Service Provider obligations:**

- 5.1.** Some or all fibre broadband services may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection. In order to verify that Ooredoo can provide this service, Ooredoo will need to do the following:
  - 5.1.1.** Verify that the subscriber's landline is in an area where they can receive broadband services.
  - 5.1.2.** Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.
- 5.2.** Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including any additional equipment necessary to connect the service. Ooredoo is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
- 5.3.** Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

## 6. Subscriber obligations:

- 6.1. Minimum service period:** The minimum service period for the fibre broadband service is three (3) months commencing from the date of activation of service. Subscribers terminating before the end of the minimum service period, will be liable to pay any outstanding monthly recurring charges for the full minimum service period.
- 6.2.** Subscribers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
- 6.3. Equipment:** With the exception of the CPE equipment provided by Ooredoo, the subscriber may also acquire the equipment that they intend to use to receive the service from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is approved by CRA and is compliant with current requirements for technical standards and specifications. Ooredoo's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment).
- 6.4.** The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 6.5.** Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
- 6.6.** 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.

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

### Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		22 January 2012	New tariff
002		1 April 2012	Introduction of connection fee and cost for secondary Set-top box
003		7 October 2014	Speed Upgrade for 1Mbps and 10Mbps subscribers
004		3 September 2015	Home Broadband Speed Boost
005		29 May 2016	New 1GB speed, plus updates for Speed increase and Ooredoo TV.
006		14 June 2016	Price packs prices changes
007		5 July 2016	Addition Plans
008		15 July 2016	Price Pack prices changes
009		23 February 2017	Introducing New 10GB speed
010		4 April 2017	Access Points
011	16 October 2017	28 November 2017	Packages changes; change in fee for shifting location
012	24 May 2018	24 May 2018	Disabilities and Retirees
013	11 July 2018	11 July 2018	Access Point WiFi change
014	2 July 2018	5 August 2018	Fiber Broadband Price Change
015	24 February 2019	27 February 2019	Consumer Fiber Portfolio Revamp
016	16 July 2019	16 July 2019	New Set Top Box (STB)
017	21 July 2019	23 July 2019	BeIN Elite
018	21 July 2019	23 July 2019	BeIN Elite content
019	2 October 2019	23 October 2019	Introducing Dosraa TV Package
020	30 March 2020	22 April 2020	Introducing Apple TV (4.6)
021	9 June 2020	6 October 2020	OSN Offer (4.1.)
022	22 June 2020	25 July 2020	New Entry Plan (4.1)
023	28 July 2020	30 July 2020	Apple TV Additions (4.6)