

General Tariff Information

| | |
|------------------------------------|--------------------------|
| Service Provider Name | Ooredoo Q.P.S.C. |
| Tariff Number | C10-01 |
| Marketing Name of the Offer | Postpaid Mobile Services |
| Tariff Type | Standard Permanent |
| Duration | N/A |
| Customer Group | Consumer |
| Tariff Effective Date | 22 August 2022 |
| Tariff Version Number | 96 |

Contents

| | | |
|-------------|---|-----------|
| 1 | Definitions | 4 |
| 2 | Tariff Terms and Conditions | 4 |
| 3 | Service Description | 5 |
| 4 | Services | 6 |
| 4.1 | Shahry 5G and Qatarna 5G Packs | 6 |
| 4.1.1 | General Terms | 6 |
| 4.1.2 | Out of bundle rates | 8 |
| 4.1.3 | WhatsApp - Included benefit | 8 |
| 4.1.4 | Easy To Remember (ETR) number discount | 9 |
| 4.1.5 | eShop Offer | 9 |
| 4.2 | Postpaid to Prepaid Conversion | 9 |
| 4.3 | Mobile Gaming Add-on | 10 |
| 4.4 | Netflix Offer | 10 |
| 4.5 | Messaging | 11 |
| 4.6 | Data Services | 12 |
| 4.6.1 | Mobile Data Scratch Card Vouchers "Data Recharge" | 12 |
| 4.6.2 | Endless Internet Packs | 13 |
| 4.7 | International Calling | 14 |
| 4.7.1 | Standard Terms and Conditions | 14 |
| 4.7.2 | Optional International Packs | 21 |
| 4.8 | International Roaming | 22 |
| 4.8.1 | Standard Terms and Conditions | 22 |
| 4.9 | Ooredoo Passport | 26 |
| 4.10 | Additional Services | 27 |
| 4.10.1 | Device & Smartphone Data Plan | 27 |
| 4.10.2 | MyKi Devices Packs | 28 |
| 4.10.3 | Apple Watch Wireless Plan | 28 |
| 4.10.4 | Various | 29 |
| 4.10.5 | Itemized Billing for International, Mobile and Value Added Services | 29 |
| 4.10.6 | Easy-to-Remember Numbers | 29 |
| 5 | Disabilities and Retirees | 32 |

| | | |
|----------|---|-----------|
| 6 | Mobile Number Portability | 32 |
| 6.1 | Porting of mobile number away from Ooredoo..... | 32 |
| 6.2 | Porting of mobile numbers to Ooredoo..... | 33 |
| 7 | Service Provider obligations | 33 |
| 8 | Subscriber obligations | 34 |

1 Definitions

1. Mobile Device means cellular telephone equipment (including a mobile handset, wireless modem and/or other ancillary equipment) suitable for connection to the mobile telecommunications network.
2. OLO means Other Licensed Operator.
3. Post Paid Mobile Service means a post-paid public mobile telecommunications service offered by Ooredoo pursuant to the terms of this tariff.
4. Ooredoo means OoredooQ.S.C. (formerly (Qtel) Q.S.C)
5. Roaming means utilizing Ooredoo-enable mobile device to access services on the mobile telecommunications network of an overseas mobile network operator.
6. Subscriber means the person or entity that enters into an agreement with Ooredoo to acquire the Post Paid Mobile Service.
7. Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber's identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post Paid Mobile Service.
8. Tariff means the current tariff document.
9. User means the natural person who actually uses the Post Paid Mobile Service.

2 Tariff Terms and Conditions

10. This Tariff is for a permanent standard service.
11. This Tariff contains rates and charges applicable to the provision of the Post Paid Mobile Service.
12. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
13. From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.

3 Service Description

14. The Post Paid Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options.
15. Post-paid mechanism:
 - 15.1 Commencement of Post Paid Mobile Service: The Post Paid Mobile Service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Ooredoo's mobile telecommunications network.
 - 15.2 Service validity: The Post Paid Mobile Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.
 - 15.3 Service duration: The minimum contractual period for the Post Paid Mobile Service is 3 months.
 - 15.4 Post-paid timing: The Post Paid Mobile Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to change or cancel their subscription.

4 Services

4.1 Shahry 5G and Qatarna 5G Packs

4.1.1 General Terms

16. The Shahry 5G and QATARNA 5G Packs are permanent product and available for consumer customers. 5G packs portfolio and charges are as follows^{1 2 3}:

| Plan | SHAHRY 5G | | | | QATARNA 5G | | | |
|--|--|---|------------------------------|-------------------------------|----------------------------------|---------------|------------------|----------------|
| | Shahry S (Shahry Super 90/120 New Shahry 100) | Shahry M (Shahry Super 140 New Shahry 150) | Shahry L (New Shahry 200) | Shahry XL (New Shahry 250) | QATARN A Silver (Qatarna 350) | QATARNA Gold | QATARNA Platinum | |
| Monthly Rental (QAR) | 130 | 190 | 250 | 310 | 420 | 625 | 925 | |
| Local Data Allowance | Endless | Endless | Endless | Endless | Endless | Endless | Endless | |
| | Full Speed Allowance | 6 GB | 10 GB | 14 GB | 20 GB | 40 GB | 150 GB | 500 GB |
| | Second throttling allowance & speed (up to) | - | - | - | 10 GB @2Mbps | 20 GB @20Mbps | 75 GB @20Mbps | 250 GB @20Mbps |
| | Unlimited Data at Lower Speed (up to) | 128kbps | 128kbps | 512kbps | 512kbps | 512kbps | 1Mbps | 1Mbps |
| Roaming Data Allowance ⁴ | - | - | - | 2 GB | 30 GB | 50 GB | 100 GB | |
| Local Units (Voice call, SMS and MMS) allowance ⁵ | 250 | 600 | 1,000 | Unlimited | Unlimited | Unlimited | Unlimited | |
| International Voice Calls | 25 | 50 | 75 | 100 | 150 | 200 | 300 | |
| WhatsApp data (ref. section 4.1.3) | included | included | included | included | included | included | included | |
| Non-telco benefits | Monthly Subscription to | | | | Monthly Subscription to | | | |

¹ Plans in brackets are grandfathered plans, not available for new customers.

² Customers subscribed to Shahry 5G or to Qatarna 5G plans who are still under the minimum service period of 3 month as at 1 February 2022 have been informed 30 days in advance (as per CRA regulation) of price increases in the monthly rental of these plans. As such the price increases will apply in this instance. Customers can cancel their contract before the completion of the minimum service period without liability penalties.

³ Customers who availed of promotional offers before 1 February 2022 (for example - QR x discount for first Y months when subscribed via eShop) will be able to enjoy the benefits associated with the promotional offer as per earlier agreed contract terms.

⁴ Available in Passport Partner Networks. For the list of Passport Partner Networks see Ooredoo.qa

⁵ Fair Usage Policy (FUP): 10,000 units per month for Shahry 5G XL and 20,000 Units for All Qatarna 5G plans

| | | | | | | | |
|---|---|--------|------|-------|---|-------|-------|
| | StarzPlay or ErosNow or OSN Streaming or Shahid VIP or Netflix (T&Cs for Netflix benefit are in 4.18) | | | | StarzPlay or ErosNow or beIN CONNECT or OSN Streaming or Shahid VIP or Netflix (T&Cs for Netflix benefit are in 4.18) | | |
| | Urban point | | | | | | |
| Add-ons: | | | | | | | |
| Local Data Pack 30 – QR 30 | 2 GB | 2.5 GB | 3 GB | 5 GB | - | - | - |
| Local Data Pack 50 – QR 50 | 4 GB | 5 GB | 6 GB | 10 GB | 20 GB | 30 GB | - |
| Local Voice 30 – QR 30 | 300 | 400 | 500 | 1,000 | - | - | - |
| International Pack 30 – QR 30 ⁶ | 25 | 50 | 75 | 100 | 100 | 100 | 100 |
| International Pack 50 – QR 50 ⁷ | 100 | 200 | 300 | 400 | 500 | 600 | 1,000 |
| International Pack 35 (Bangladesh) – QR 35 | 700 | | | | | | |
| International Pack 35 (Egypt) – QR 35 | 220 | | | | | | |
| International Pack 35 (India) – QR 35 | 1200 | | | | | | |
| International Pack 35 (Nepal Telecom) – QR 35 | 475 | | | | | | |
| International Pack 35 (Pakistan) – QR 35 | 475 | | | | | | |
| International Pack 35 (Philippines) – QR 35 | 160 | | | | | | |
| International Pack 35 (Sri Lanka) – QR 35 | 160 | | | | | | |

Table 1 Shahry 5G and Qatarna 5G Packs - Charges

17. All Shahry 5G and QATARNA 5G Packs will have 5G feature enabled
18. Shahry 5G and QATARNA 5G Packs have dedicated local data allowance and roaming data allowance. One Cannot use local data allowance in roaming and roaming data allowance cannot be used locally in Qatar.
19. After the consumption of the “Full Speed” local data allowance, local data speed will be reduced accordingly to the subscribed pack (ref. Table 1).
20. Customer can restore Shahry 5G and QATARNA 5G packs local data to full speed by subscribing to Local Data Pack 30 or 50 or top up with Data Recharge Cards.
21. When subscribed to Ooredoo Passport and connected on Ooredoo Passport partner’s networks, Passport allowances will be consumed first, followed by available Shahry 5G and QATARNA 5G packs roaming data allowance.
22. Shahry 5G and QATARNA 5G packs and Add-on allowances cannot be carried over to the next monthly bill cycle.
23. Shahry 5G and QATARNA 5G and Add-on packs allowances are aligned with bill cycle.

⁶ Available to International destinations listed in 4.7.1

⁷ See footnote 6

24. "NO PERMANENT ROAMING" clause: Shahry 5G and QATARNA 5G service can be used for personal purpose only. Ooredoo will monitor use of Shahry 5G and QATARNA 5G packs and may as appropriate restrict the long term continuous usage of Shahry 5G and QATARNA 5G in international roaming. Specific terms of such restriction will be specified at the time of its introduction.
25. Non-Telecom Benefits: Shahry 5G and QATARNA 5G packs will be able to subscribe from to pre-selected benefits in the table for one (1) billing cycle. Subscribers can change their benefits anytime and the change will apply on the next bill cycle.
26. Ooredoo have the right to change or remove any of the benefit content without giving customers 30 days notice.

4.1.2 Out of bundle rates

27. Local units: QAR 0.50 per unit.
28. Local Data: customers will not be charged for out of bundle usage.
29. International Calls: Standard international calling rate charges (ref. section 4.6).
30. Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exceptions mentioned at section 4.8.
31. Roaming Rate for non Ooredoo Passport Networks: Standard Roaming Rates mentioned at section 4.8.
32. Subscribers to Shahry 5G XL and QATARNA Packs will be charged pay as you go rate for Roaming voice (incoming, outgoing); Roaming SMS (outgoing) of QAR 1/minutes and QAR/SMS, respectively while roaming on Ooredoo Passport partner networks – exceptions or any other applicable rates mentioned in section 4.8. When roaming in other than Passport partner networks customer will be charged standard roaming rates.

4.1.3 WhatsApp - Included benefit

33. The benefit of this feature is restricted to local use only, meaning the benefit will be active only when the WhatsApp messaging service is being used while the message sender is connected to a local data service in Qatar.
34. WhatsApp consumption with the use of a VPN will affect the identification of data traffic and will consume the available monthly local data allowance of the specific plan (or be charged as out-of-bundle if the monthly local data allowance has expired).
35. WhatsApp consumption while roaming will consume the available monthly roaming data allowance of the specific plan (or be charged as out-of-bundle if the monthly roaming data allowance has expired or not available as part of plan).

36. The WhatsApp- Included benefit, is dedicated only for personal use and cannot be used for commercial activities or for mass broadcasting purposes. Customers whose usage is deemed excessive will be warned in advance and if excessive usage continues may be subject to service termination.

4.1.4 Easy To Remember (ETR) number discount

37. All new subscribers getting new line with QATARNA Plans are eligible to the one-time ETR discount below:

37.1 Qatarna 5G Silver - up to 3000 QR Discount.

37.2 Qatarna 5G Gold - up to 4000 QR Discount.

37.3 Qatarna 5G Platinum - up to 6000 QR Discount.

38. ETR discount is provided with condition that customer will use new line at least 12 months from day of subscription on same or higher value tariff plan.

39. ETR discount applies only to ETR numbers valued from 300 to 6000 QR. Discount is not refundable and cannot be used for other services If discount is higher than ETR number value.

40. Customers who used ETR discount will have to pay prorated value (based on remaining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period.

4.1.5 eShop Offer

41. Customers who subscribe (including migration from Hala) to Shahry and Qatarna plans (listed below) via eShop will get 30% discount on their rental for three (3) months:

| Plan | SHAHRY 5G | | | | QATARNA 5G | | |
|---------------------|-----------|----------|----------|-----------|----------------|--------------|------------------|
| | Shahry S | Shahry M | Shahry L | Shahry XL | QATARNA Silver | QATARNA Gold | QATARNA Platinum |
| Monthly Rental (QR) | 130 | 190 | 250 | 310 | 420 | 625 | 925 |
| eShop Offer | 94 | 136 | 184 | 220 | 300 | 445 | 655 |

Table 2 Shahry 5G and Qatarna 5G Packs - eShop Offer

42. The minimum service period of three (3) months applies.

4.2 Postpaid to Prepaid Conversion

43. Description: A subscriber may migrate his or her postpaid services account to prepaid service account.

44. Charging: A subscriber will incur one-off migration charge of 30 QAR per a SIM connection.

4.3 Mobile Gaming Add-on

45. **Description:** customer who subscribes to any of the Shahry 5G plans (4.14.2) via Ooredoo App will get additional data allowances. Once the add-ons is activated, subscribers will be entitled to redeem Gaming Coins offer through UPAR platform.
46. Gaming Add-ons allowances are as follows:

| | (Lite) ⁸ | Pro |
|-----------------------|---------------------|-------|
| Rental (QAR) | 50 | 150 |
| Data Allowance (GB) | 30 | 100 |
| Gaming Credits (UP\$) | 7,00 | 18,00 |

Table 3 Shahry 5G and Qatarna 5G Packs – eShop Offer

47. Gaming Add-on will be on auto-renewal and linked to the customer bill cycle.
48. The Gaming Coins balance is valid until the end of the billing cycle and will be renewed for each new billing cycle as long as the gaming Add-on is active. Unused Gaming Coins or data allowance for this Add-on will not be carried over to the next billing cycle.
49. Customers can deactivate the Add-on at any point in time through Ooredoo App/ Ooredoo website and will remain active until the end of the bill cycle.

4.4 Netflix Offer

50. **Description:** New and existing Ooredoo mobile customers currently subscribed to selected Shahry 5G and QATARNA 5G (ref. 4.1) plans are entitled to additional non-telco benefit of one-time redemption of Netflix subscription according to non-telco benefits rules as per the table in the section 4.1.1.
51. **Conditions:**
- 51.1 New and existing Shahry (M, L, XL) and QATARNA 5G (Silver, Gold, Platinum) plans are entitled to one-time redemption of six (6) months Netflix subscription.
- 51.2 Customer who subscribe or upgrade to Shahry 5G (S) between 9 June 2022 and 31 July 2022 can redeem a 6 (six) months Netflix gift subscription compliments of Ooredoo, customers who purchased this plan before the promotion are not eligible for this benefit, but can become eligible for the 6 (six) months benefit by upgrading to a higher plan.
- 51.3 Customers are entitled to redeem one Netflix offer under each Ooredoo service. Customers who have previously redeemed the offer will not be able to redeem it again.

⁸ Plans in brackets are grandfathered plans, not available for new customers. Customers who are already subscribed can continue to enjoy the benefits until they unsubscribe or upgrade to higher pack.

- 51.4 The Netflix subscription consist of Netflix (Standard HD) service which is currently sold by Netflix at \$9.99 per month. Changing the Netflix subscription plan to Basic or Premium will affect the offer period (i.e. Ooredoo will terminate the offer).
- 51.5 The Netflix subscription offer can be used for a new Netflix subscription or for customers' existing Netflix subscription. For existing Netflix subscribers, the value of the offer (\$29.97, for the 3 months offer) or (\$59.94, for the 6 months offer) will be credited to existing plan.
- 51.6 All eligible customers will be informed of the subscription to Netflix (Standard HD) service via a SMS message.
- 51.7 Eligible customers will need to opt-in to receive the Netflix subscription to Netflix (Standard HD) services. Customer who choose to benefit from Ooredoo Netflix offer will not be able to use following non-telecom benefits (ref. section 4.1.1) until the expiry of the Netflix gift subscription: StarzPlay, ErosNow, BeIN Connect, OSN streaming, Shahid.net.
- 51.8 After the expiry of the Netflix subscription (Standard HD) service, if the subscription is not canceled, customers will automatically be charged monthly fee for further use of Netflix service. Subscription charges will be added to Ooredoo bill for all new Netflix subscribers. Existing Netflix subscribers (i.e. customers that were already subscribed to Netflix before taking this offer) will be charged as per their existing payment method. Customers may stop their Netflix subscription at any time.

4.5 Messaging

- 52. Short Message Service (SMS) is a service feature that allows a User to send and receive a text message to another Mobile Device through a Short Message Service (also referred to as text messaging).
- 53. Multimedia Messaging (MMS) is a service feature that allows a User to send and receive a multimedia message to and from another Mobile Device through a Multimedia Message Service.
- 54. Voice SMS allows a User to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message.

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

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

Ooredoo Service Tariff No. C10-01

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

55. Rates are set out in the table below:

| Service | Charges (QAR)/ message | |
|---|------------------------|----------|
| | Peak | Off-peak |
| SMS to Ooredoo mobile | 0.30 | 0.30 |
| SMS to other mobile | 0.30 | 0.30 |
| SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759) | 0 - 100 | |
| MMS to Ooredoo or other mobile - picture | 0.90 | 0.90 |
| MMS to Ooredoo or other mobile - video | 1.20 | 1.20 |
| International SMS | 0.60 | 0.60 |
| SMS to 'In flight' mobiles (via Access code 88299) | 5.00 | 5.00 |
| International MMS - picture | 1.35 | 1.35 |
| International MMS - video | 1.80 | 1.80 |

Table 4 Messages - Charges

4.6 Data Services

4.6.1 Mobile Data Scratch Card Vouchers "Data Recharge"

56. A service feature that allows Users to browse the Internet and WAP sites over their Mobile Device.

57. Conditions:

57.1 Customers are required to enter a digit code via SMS or USSD to add Mobile Data.

57.2 Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.

57.3 Customers will resume their Mobile Data Pack or pay standard Pay As You Go rates when the data allowance or validity is completed.

58. The charge rates for Mobile Internet service are set out below which include BlackBerry:

| Data Recharge | Amount (MB) | Price (QAR) | Validity |
|-----------------------|-------------|-------------|--------------------|
| Mobile Internet 500MB | 500 | 10 | 1 day ⁹ |
| Mobile Internet 1Gb | 1000 | 30 | 14 days |
| Mobile Internet 2.5GB | 2,500 | 60 | 28 days |
| Mobile Internet 4GB | 4,000 | 80 | 28 days |

⁹ Same day until Midnight

| Data Recharge | Amount (MB) | Price (QAR) | Validity |
|-----------------------|-------------|-------------|----------|
| Mobile Internet 7 GB | 7,000 | 100 | 28 days |
| Mobile Internet 14 GB | 14,000 | 150 | 28 days |
| Mobile Internet 20 GB | 20,000 | 200 | 42 days |

Table 5 Data Scratch Cards

4.6.2 Endless Internet Packs

59. The Endless Data Pack has a unique Data Safety Key feature (see below) where customers will not be charged for out of bundle charges when subscribing to these packs.

60. The following table includes the Endless Data Packs:

| Data Pack | Monthly Charge (QAR) | Bundle allowance (MB) |
|---------------------|----------------------|-------------------------|
| Data Pack 250MB | 20 | 250 |
| Data Pack 6GB | 70 | 6,000 |
| Data Pack 8GB | 90 | 8,000 |
| Data Pack 10GB | 110 | 10,000 |
| Data Pack 12GB | 130 | 12,000 |
| Data Pack 14GB | 150 | 14,000 |
| Data Pack 17GB | 175 | 17,000 |
| Data Pack 20GB | 200 | 20,000 |
| Data Pack 25GB | 225 | 25,000 |
| Data Pack 30GB | 250 | 30,000 |
| Data Pack 37GB | 300 | 37,000 |
| Data Pack 45GB | 350 | 45,000 |
| Data Pack 55GB | 400 | 55,000 |
| Data Pack Unlimited | 500 | Unlimited ¹⁰ |

Table 6 Data Endless Packs

61. **Data Safety Key (DSK):** The DSK will be activated whenever a customer's data charges at standard local data rate of QAR 0.99/MB reach QAR 70. The DSK will automatically add the 6GB Endless Internet Pack at no additional charge. The 6GB will be valid until the end of a given bill cycle. If the 6GB is consumed before the end of the bill cycle, the data speed will be reduced to the level of up to 64Kbps. The Automatic activation for the DSK will occur:

¹⁰ Fair Usage Policy, for data: After reaching the usage of 400GB in a given bill cycle the maximum data transfer speed will be reduced on 3G network to 1Mbps and on 4G network to 2Mbps until the renewal date of data pack. After reaching the usage of 500GB the maximum speed will be reduced on 3G network to 256Kbps and on 4G network to 512Mbps until the renewal date of data pack.

- 61.1 When the New Shahry Pack allowance is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB) or;
- 61.2 When the Mobile Internet Pack is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB).
- 62. **Conditions:**
- 62.1 Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.
- 62.2 Once reaching the data allowance, subscribers can still use internet data. However, the data speed will be reduced to the level of up to 64 Kbps.
- 62.3 Subscribers can restore the speed by purchasing the speed boosters (**ref. 4.6.2**), top up with Data Scratch Card (**ref. Error! Reference source not found.**) or wait until the next bill cycle.

4.7 International Calling

4.7.1 Standard Terms and Conditions

- 63. International calling allows calls to be placed from Qatar to any international destinations chosen by the subscriber.
- 64. **Conditions:**
- 64.1 The billing interval for international calls is 60 seconds.
- 64.2 The peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and the off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday for Shahry Standard.
- 65. **Charging:**
- 65.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame.
- 65.2 International calling rates for Shahry Standard customers are set out below:

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|------------------|--|
| ASCENSION ISLAND | 10.00/10.00 |
| AFGHANISTAN | 2.20/1.80 |
| ALBANIA | 2.00 |
| ALGERIA | 2.50 |
| AMERICAN SAMOA | 2.20/1.80 |
| ANDORRA | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|--------------------------|--|
| ANGOLA | 2.20/1.80 |
| ANGUILLA | 3.99 |
| ANTARCTICA | 5.00 |
| ANTIGUA AND BARBUDA | 3.99 |
| ARGENTINA | 2.20/1.80 |
| ARMENIA | 2.20/1.80 |
| ARUBA | 2.20/1.80 |
| AUSTRALIA | 2.20/1.80 |
| AUSTRIA | 2.20/1.80 |
| AZERBAIJAN | 2.20/1.80 |
| BAHAMAS | 3.99 |
| BAHRAIN | 1.80/1.30 |
| BANGLADESH | 2.20/1.80 |
| BARBADOS | 3.99 |
| BELARUS | 1.50 |
| BELGIUM | 1.50 |
| BELIZE | 2.20/1.80 |
| BENIN | 1.5 |
| BERMUDA | 3.99 |
| BHUTAN | 2.20/1.80 |
| BOLIVIA | 2.20/1.80 |
| BOSNIA AND HERZEGOVINA | 2.00 |
| BOTSWANA | 2.20/1.80 |
| BRAZIL | 2.20/1.80 |
| BRITISH VIRGIN ISLANDS | 3.99 |
| BRUNEI Darussalam | 2.20/1.80 |
| BULGARIA | 1.50 |
| BURKINA FASO | 2.20/1.80 |
| BURUNDI | 2.20/1.80 |
| CAMBODIA | 2.20/1.80 |
| CAMEROON | 1.50 |
| CANADA | 2.20/1.80 |
| CAPE VERDE | 1.50 |
| CAYMAN ISLANDS | 3.99 |
| CENTRAL AFRICAN REPUBLIC | 4.00 |
| CHAD | 2.20/1.80 |
| CHILE | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|---------------------------|--|
| CHINA | 2.20/1.80 |
| CHRISTMAS ISLAND | 3.99 |
| COCOS ISLANDS | 3.99 |
| COLOMBIA | 2.20/1.80 |
| COMOROS | 2.50 |
| CONGO | 2.00 |
| CONGO/Zaire | 2.00 |
| COOK ISLANDS | 4.00 |
| COSTA RICA | 2.20/1.80 |
| CROATIA | 1.50 |
| CUBA | 2.99 |
| CYPRUS | 2.20/1.80 |
| CZECH REPUBLIC | 2.20/1.80 |
| DENMARK | 2.20/1.80 |
| DIEGO GARCIA | 5.99 |
| DJIBOUTI | 1.50 |
| DOMINICA | 3.99 |
| DOMINICAN REPUBLIC | 3.99 |
| EAST TIMOR (Timor-Leste) | 3.99 |
| ECUADOR | 2.20/1.80 |
| EGYPT | 2.20/1.80 |
| EL SALVADOR | 2.20/1.80 |
| EQUATORIAL GUINEA | 2.00 |
| ERITREA | 2.20/1.80 |
| ESTONIA | 1.50 |
| ETHIOPIA | 2.20/1.80 |
| FALKLAND ISLANDS MALVINAS | 9.00 |
| FAROE ISLANDS | 2.20/1.80 |
| FIJI | 1.00 |
| FINLAND | 1.50 |
| FRANCE | 2.20/1.80 |
| FRENCH GUIANA | 2.20/1.80 |
| FRENCH POLYNESIA/Tahiti | 1.50 |
| GABON | 2.20/1.80 |
| GAMBIA | 2.20/1.80 |
| GEORGIA | 1.50 |
| GERMANY | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|---------------|--|
| GHANA | 1.00 |
| GIBRALTAR | 2.20/1.80 |
| GREECE | 2.20/1.80 |
| GREENLAND | 2.20/1.80 |
| GRENADA | 3.99 |
| GUADELOUPE | 2.20/1.80 |
| GUAM | 3.99 |
| GUATEMALA | 2.20/1.80 |
| GUINEA | 2.20/1.80 |
| GUINEA-BISSAU | 3.00 |
| GUYANA | 2.20/1.80 |
| HAITI | 1.50 |
| HONDURAS | 2.20/1.80 |
| HONG KONG | 2.20/1.80 |
| HUNGARY | 2.20/1.80 |
| ICELAND | 2.20/1.80 |
| INDIA | 2.20/1.80 |
| INDONESIA | 2.20/1.80 |
| IRAN | 2.20/1.80 |
| IRAQ | 2.20/1.80 |
| IRELAND | 2.20/1.80 |
| ISRAEL | 2.20/1.80 |
| ITALY | 2.20/1.80 |
| IVORY COAST | 2.00 |
| JAMAICA | 3.99 |
| JAPAN | 2.20/1.80 |
| JORDAN | 2.20/1.80 |
| KAZAKHSTAN | 2.20/1.80 |
| KENYA | 2.20/1.80 |
| KIRIBATI | 10.00 |
| KOREA NORTH | 2.00 |
| KOREA SOUTH | 2.20/1.80 |
| KUWAIT | 1.80/1.30 |
| KYRGYZSTAN | 2.20/1.80 |
| LAOS | 2.20/1.80 |
| LATVIA | 2.20/1.80 |
| LEBANON | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|------------------------------|--|
| LESOTHO | 2.00 |
| LIBERIA | 2.00 |
| LIBYA | 1.50 |
| LIECHTENSTEIN | 2.20/1.80 |
| LITHUANIA | 1.50 |
| LUXEMBOURG | 2.20/1.80 |
| MACAO, CHINA | 2.20/1.80 |
| MACEDONIA | 1.50 |
| MADAGASCAR | 2.99 |
| MALAWI | 2.00 |
| MALAYSIA | 2.20/1.80 |
| MALDIVES | 2.50 |
| MALI | 1.50 |
| MALTA | 2.00 |
| MARSHALL ISLANDS | 3.99 |
| MARTINIQUE (French Antilles) | 2.20/1.80 |
| MAURITANIA | 2.20/1.80 |
| MAURITIUS | 2.20/1.80 |
| MAYOTTE | 2.20/1.80 |
| MEXICO | 2.00 |
| MICRONESIA | 2.20/1.80 |
| MOLDOVA | 1.50 |
| MONACO | 2.20/1.80 |
| MONGOLIA | 2.20/1.80 |
| MONTENEGRO | 1.50 |
| MONTSERRAT | 3.99 |
| MOROCCO | 2.20/1.80 |
| MOZAMBIQUE | 2.20/1.80 |
| MYANMAR (Burma) | 2.20/1.80 |
| NAMIBIA | 2.20/1.80 |
| NAURU | 2.99 |
| NEPAL | 2.20/1.80 |
| NETHERLANDS | 2.20/1.80 |
| NETHERLANDS ANTILLES | 2.20/1.80 |
| NEW CALEDONIA | 1.00 |
| NEW ZEALAND | 2.20/1.80 |
| NICARAGUA | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|----------------------------------|--|
| NIGER | 1.50 |
| NIGERIA | 2.20/1.80 |
| NIUE | 3.99 |
| NORFOLK ISLAND | 3.99 |
| NORTHERN MARIANA ISLANDS | 3.99 |
| NORWAY | 2.20/1.80 |
| OMAN | 1.80/1.30 |
| PAKISTAN | 2.20/1.80 |
| PALAU | 2.00 |
| PALESTINE | 2.20/1.80 |
| PANAMA | 2.20/1.80 |
| PAPUA NEW GUINEA | 3.50 |
| PARAGUAY | 2.20/1.80 |
| PERU | 2.20/1.80 |
| PHILIPPINES | 2.20/1.80 |
| POLAND | 2.20/1.80 |
| PORTUGAL | 2.00 |
| PUERTO RICO | 3.99 |
| REUNION | 2.00 |
| ROMANIA | 2.20/1.80 |
| RUSSIA | 2.20/1.80 |
| RWANDA | 2.20/1.80 |
| SAINT BARTHELEMY | 3.99 |
| SAINT HELENA | 4.99 |
| SAINT KITTS AND NEVIS | 3.99 |
| SAINT LUCIA | 3.99 |
| SAINT MARTIN | 3.99 |
| SAINT PIERRE AND MIQUELON | 3.99 |
| SAINT VINCENT AND THE GRENADINES | 3.99 |
| SAN MARINO | 6.00 |
| SAO TOME AND PRINCIPE | 3.99 |
| SAUDI ARABIA | 1.80/1.30 |
| SENEGAL | 1.50 |
| SERBIA | 1.50 |
| SEYCHELLES | 2.50 |
| SIERRA LEONE | 2.20/1.80 |
| SINGAPORE | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|------------------------------|--|
| SLOVAKIA | 2.20/1.80 |
| SLOVENIA | 1.50 |
| SOLOMON ISLANDS | 4.00 |
| SOMALIA | 2.20/1.80 |
| SOUTH AFRICA | 2.20/1.80 |
| SOUTH SUDAN | 2.50 |
| SPAIN | 2.20/1.80 |
| SRI LANKA | 2.20/1.80 |
| SUDAN | 2.20/1.80 |
| SURINAME | 9.00 |
| SWAZILAND | 1.50 |
| SWEDEN | 1.50 |
| SWITZERLAND | 1.50 |
| SYRIA | 2.20/1.80 |
| TAJIKISTAN | 2.20/1.80 |
| TAIWAN, CHINA | 2.20/1.80 |
| TANZANIA | 1.50 |
| THAILAND | 2.20/1.80 |
| TOGO | 1.50 |
| TOKELAU | 7.50 |
| TONGA | 3.50 |
| TRINIDAD AND TOBAGO | 3.99 |
| TUNISIA | 2.50 |
| TURKEY | 2.20/1.80 |
| TURKMENISTAN | 2.20/1.80 |
| TURKS AND CAICOS ISLANDS | 3.99 |
| TUVALU | 3.99 |
| UGANDA | 1.50 |
| UKRAINE | 1.50 |
| UNITED ARAB EMIRATES | 1.80/1.30 |
| UNITED KINGDOM | 1.50 |
| UNITED STATES OF AMERICA | 2.20/1.80 |
| UNITED STATES VIRGIN ISLANDS | 3.99 |
| URUGUAY | 2.20/1.80 |
| UZBEKISTAN | 2.20/1.80 |
| VANUATU | 3.50 |
| VATICAN | 2.20/1.80 |

| Country | Int'l rates/min (QR) – (peak/off-peak) |
|-------------------------------|--|
| VENEZUELA | 2.20/1.80 |
| VIETNAM | 2.50 |
| WALLIS AND FUTUNA | 2.99 |
| WESTERN SAMOA / SAMOA COUNTRY | 3.99 |
| YEMEN | 2.20/1.80 |
| ZAMBIA | 2.00 |
| ZIMBABWE | 2.00 |

Table 7 International Calling

4.7.2 Optional International Packs

66. Optional International Packs enable a Subscriber to pre-pay for a bundle of call minutes and messaging services that can be used for any international destination at lower than standard international rates.
67. International Packs are valid for a period of 1 month.
68. **Conditions:**
- 68.1 Optional International Pack credit is not valid for calls or messages made while roaming or for premium-rated numbers.
- 68.2 Optional International Pack credit may not be transferred to another user or carried over to subsequent months.
69. **Charging:**
- 69.1 International pack service is charged at the rates set out below:

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

Table 8 International Packs

- 69.2 The subscriber will continue to be charged the applicable monthly fee for the relevant Optional International Pack until their selection is revoked, upgraded or downgraded.
- 69.3 Once a subscriber has consumed their usage allowance in any given month, all subsequent international service usage is charged at standard international service charges as set out in section 4.7.1). The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

69.4 Ooredoo customers subscribed to the Optional International Pack can use their packs allowance to call or SMS numbers in Tunisia on the Ooredoo network only. All calls and SMS to other service providers' numbers in Tunisia will be charged at QR 1.66/min and QR 0.6/SMS respectively.

4.8 International Roaming

4.8.1 Standard Terms and Conditions

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

71. Conditions:

71.1 Roaming is offered by Ooredoo's international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.

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

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

71.4 'Special case' charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

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

71.6 Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.

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

| | |
|----------|---|
| GCC | Bahrain, Kuwait, Oman, Saudi Arabia, UAE |
| M.E.N.A. | Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen |
| Americas | Saint Kitts, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad & Tabago, Turks and Caicos, Puerto Rico, Montserrat, Netherlands, Antilles, Nicaragua, Mexico, Guyana, Haiti, Honduras, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bolivia, British Virgin Islands, Colombia, Costa Rica, Curacao, Dominica, Dominican |

| | |
|--------------------------------------|---|
| | Republic, Ecuador, Grenada, Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela |
| Europe | San Marino, Moldova, Monaco, Montenegro, Isle of Man, Kosova, Guernsey, Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan |
| Asia & Oceania | Fiji, French Polynesia, Laos, Papua New Guinea, Samoa, Tonga, Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Iran, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam |
| Africa & Rest of World | Lesotho, Madagascar, Malawi, Mali, Namibia, Niger, Republic of Congo, Rwanda, Sao Tome and Principe, Somalia, Swaziland, Togo, Zambia, Zimbabwe, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comores, Guinea Bissau, Ivory Coast, Anguilla, Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda |
| Satellite, Thuraya & 'Special Cases' | THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming |

Table 9 List of Roaming Countries

72. Charging:

72.1 All Roaming calls are charged each 60 seconds.

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

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

73. Where Outbound roaming is available, the following rates apply:

| Zone | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min |
|-------------------|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| GCC ¹¹ | 0.85 | 0.80 | 1 | 1 | 1 | 0.20 | 1.00 | No charge |

¹¹ The roaming prices in the table are in effect from 1st of April 2018.

Table 10 Roaming – GCC Countries

| Zone | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min |
|--|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| MENA, Americas, Europe, Asia & Oceania, Africa & Rest of World | 5 | 3 | 17 | 17 | 17 | 2 | 55 | No Charge |
| Satellite, Thurawal& 'Special Cases' | 30 | 30 | 30 | 30 | 30 | 2 | 75 | 30 |
| Lebanon (effective from 3 rd September 2019) | 5 | 5 | 5 | 5 | 5 | 5 | 5 | No Charge |
| On Air (effective from 16 th October 2019) | 15 | 15 | 15 | 15 | 15 | 15 | 15 | No Charge |
| Monaco (effective from 31 st October 2019) | 5 | 5 | 5 | 5 | 5 | 5 | 5 | No Charge |

Table 11 Roaming – Other Countries

74. These rates apply when:

74.1 No Ooredoo Passport partners are available in the roaming country; or

- 74.2 The subscriber roams to the country without first obtaining an Ooredoo Passport (see Section 4.9); or
- 74.3 The Ooredoo Passport bundled minutes or data (see Section 4.9) have been fully consumed when roaming.
75. Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

| Exception Case | Roaming Local (QAR/min.) | Roaming Terminated (QAR/min.) | Roaming Calls to Qatar (QAR/min.) | Roaming Calls to Ooredoo Zone (QAR/min.) | Roaming International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) |
|---------------------------------|--------------------------|-------------------------------|-----------------------------------|--|--|---------------|------------------------|
| Australia | - | - | - | - | - | - | 55 |
| Cuba | 5 | - | 17 | - | - | - | - |
| Morocco | 5 | - | 17 | - | - | - | - |
| Canada | - | 3 | - | - | - | - | - |
| USA | - | 3 | - | - | - | - | - |
| Seychelles | - | 3 | - | - | - | - | - |
| India | - | 3 | - | - | - | - | - |
| Sri Lanka | - | - | 17 | - | - | - | - |
| Czech Republic | - | - | 17 | - | - | - | - |
| Malta | - | - | 17 | - | - | - | - |
| Italy | - | - | 17 | - | - | - | - |
| Russia | - | - | 17 | - | - | - | - |
| Senegal | - | - | - | - | - | - | 55 |
| Kazakhstan, Serbia & Montenegro | - | - | 17 | - | - | - | - |
| Switzerland | - | - | 17 | - | - | - | - |
| Tajikistan | - | - | - | - | - | - | 55 |

| Exception Case | Roaming Local (QAR/min.) | Roaming Terminated (QAR/min.) | Roaming Calls to Qatar (QAR/min.) | Roaming Calls to Ooredoo Zone (QAR/min.) | Roaming International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) |
|--------------------------------|--------------------------|-------------------------------|-----------------------------------|--|--|---------------|------------------------|
| Uzbekistan, Macedonia, Moldova | - | - | 17 | - | - | - | - |

Table 12 Roaming – Surcharges

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

4.9 Ooredoo Passport

77. **Description:** This optional subscription will allow the subscribers to have of data and voice calls minutes (Inbound and outbound) while roaming. A weekly and monthly Ooredoo Passport are available for the subscribers.
78. **Conditions:**
- 78.1 Customers need to send “OP” for weekly or “OPM” for monthly to 114 to subscribe to this optional feature. To check the balance customers can send a SMS to 114 with a keyword “BAL OP” for weekly and “BAL OPM” for monthly. To Stop the OPM, customers can send a SMS to 114 with a keyword “STOP OP” for weekly and “STOP OPM” for monthly.
- 78.2 Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport (OP) or 30 days for monthly Ooredoo Passport (OPM) from the date of subscription.
- 78.3 Subscribers to the weekly Ooredoo Passport will have 1GB data and 100 voice call minutes while roaming. Subscribers to the monthly Ooredoo Passport will have 4GB data and voice call 300 minutes.
- 78.4 Subscribers can re-subscribe to this optional service after the weekly (7 days) is complete. The monthly Ooredoo Passport is an auto-renewal subscription.
- 78.5 Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.9 list of the passport countries and operators).
- 78.6 Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text ‘OPE’ to 114. Once the customer sends the text ‘OPE’ to the relevant code (114), they will receive a confirmation SMS that they have successfully pre-ordered Ooredoo Passport and they have been charged QAR 100. Immediately upon their

Ooredoo Service Tariff No. C10-01

current validity expiry a new Passport will be activated and the allowances will be reset to 1GB and 100mins for the next week (the unused allowances will not be transferred into the next week). This feature can be used once every week, (customers can pre-order Ooredoo Passport only 1 week upfront and then repeat it a week later).

78.7 Subscribers on the weekly Ooredoo Passport will get additional 1GB of data allowance if they are roaming in GCC countries. Subscribers on the monthly Ooredoo Passport will get additional 4GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.

78.8 Customers will have a choice to activate the OPM for a number of months (up to 3) of their choice; OPM is not auto-renew and it will expire at the end of the last selected month automatically. Customers can use a keyword "OPMX (X = 1 to 3)

79. **Charging:**

79.1 Customers have to pay QAR 100 for the weekly Ooredoo Passport to subscribe to the feature and QAR 350 for the monthly Ooredoo Passport.

79.2 Customer will pay the following after the allowance has been used within the weekly and monthly period on the selected network (s): QAR 1 per MB and QAR 1 per roaming minute.

79.3 When customers who will be charged for standard out of bundle roaming rates or OP out of bundle roaming rates, applicable when OP is not activated, expired or OP allowances are consumed, Ooredoo will automatically activate OP, at no additional charge, when the customer spends QAR 100 on OP partner networks only. The customer will get full OP benefits. No action is required from the customer in order to get this feature.

80. List of the passport countries and operators is available at www.ooredoo.qa

4.10 Additional Services¹²

4.10.1 Device & Smartphone Data Plan

81. **Description:** An optional feature that allows customers to get up to 36 GB of free data upon purchase of a selected Smartphone or Mobile Broadband Devices.

82. **Conditions:**

82.1 Customers can get benefit of FREE data of up to 36GB.

82.2 This optional feature is limited to selected devices and is a subject to the availability of these devices.

¹² BlackBerry Global BIS and BES will no longer be offered to new customers from the 28th of January, 2015.

82.3 Data will be first consumed from the FREE data allowance. Once the FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within the Shahry Smart Pack or Mobile Internet Packs.

82.4 Customers will be notified via SMS when the FREE data is used up or the validity period has expired.

4.10.2 MyKi Devices Packs

83. These packs are dedicated to the use on MyKi Touch Watch and MyKi Pet tracking devices with support of MyKi Touch App and MyKi Pet App, both available for iOS and Android users.

84. Users of the above devices can subscriber to the following packs from Ooredoo:

| | MyKi Touch Pack | MyKi Pet Pack |
|---------------------------|-----------------|---------------|
| Monthly Fee [QAR] | 35 | 35 |
| Local Data allowance [MB] | 500 | 500 |
| Voice Allowance [minutes] | 500 | - |

Table 13 MyKi Packs

85. **Conditions:**

85.1 Subscribers to MyKi device packs can opt to pay an annual fee of QAR340 for the first year. This will be charged upfront. In case customer deactivates the service after three month mimum service period he/she will be charged prorated amount for the service usage period (up to end of the billing period for the month in which service was terminated) and remaining amount of annual fee will be returned back to customer.

85.2 After first year customer will be charged a monthly fee of QR 35.

85.3 To subscribe to MyKi Packs, customer needs to purchase the MyKi device (MyKi Touch or MyKi Pet)

85.4 Once Local Data allowance is consumed, customers will be able to continue using the internet at a lower speed (64Kbps).

85.5 Once voice allowance is consumed, Customers will be charged at normal rate (QR 0.50/minute).

85.6 The use of MyKi devices are subject to terms and conditions of MyKi device supplier and can be found on <https://myki.watch/>. By using the MyKi device and related service you agree to the MyKi device supplier Terms and Conditions.

4.10.3 Apple Watch Wireless Plan

86. Supported Apple Watch models (cellular) can be paired with a mobile number and a mobile tariff plan (New Shahry and Qatarna Plans). Customers who activate and pair Apple Watch with their mobile device and Ooredoo tariff plan can make and receive local calls, send and receive local SMS, make and receive international calls and use local data directly using Apple watch without the need of paired mobile device proximity.
87. Supported Apple Watch models and pairing instructions can be found on www.ooredoo.qa
88. **Charges:**
- 88.1 One Time activations fee: QAR 50
- 88.2 Recurring monthly rental fee: QAR 30
89. All mobile service usage made on Apple Watch after pairing it with the user’s tariff plan will be charged and deducted according to the rates of the Ooredoo mobile tariff plan to which user subscribes to.

4.10.4 Various

| Service | Set-Up Fee (QAR) | Monthly Fee (QAR) | Usage Fee (QAR) |
|---------------------------|------------------|-------------------|--|
| Mobile Email | 50 | 50 | No charge |
| GSM Data/Fax | 50 | 15 | Per applicable calling rate in section 4.1.2.2 |
| Mobinet (3 month minimum) | No charge | 20 | QAR 0.01/Kb (First 2MB free usage per month) |

Table 14 Additional Services

4.10.5 Itemized Billing for International, Mobile and Value Added Services

90. A monthly billing statement will itemize subscriber charges separately namely, for calls made to a mobile phone, value added services, and/or to international calls.
91. The Subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.

4.10.6 Easy-to-Remember Numbers

92. Easy to remember numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.
93. The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of number of permutations available, an exhaustive list is not shown.

| Number Category | Typical format example | | | | | |
|-----------------|------------------------|----------|-----------|-----------|----------|--|
| Royal | XXXXXXXX | | | | | |
| Diamond plus | XXXXXXXX | XXXXXXAX | XXXXXXXXA | XXXXXXXXX | XAXXXXXX | |

| Number Category | Typical format example | | | | | |
|------------------|------------------------|----------|----------|----------|----------|----------|
| Diamond | XXAXXXXX | XXXAXXXX | XXXXXYYY | XXXXYYYY | XXXVXXXV | XXXVXXXX |
| Platinum Plus | XXYYYYXX | XYXXYYYY | YXXXXXXY | XXXXYYYY | XXYYYYXX | YYYYXXXX |
| Platinum | XXXXYXXY | XXXXYXYX | XXXXXYYY | XXXXYXYX | XXXVXYYY | XXXVYXXY |
| Gold Plus | XXXXAYYY | XXXAYYYY | XXXYYYZZ | XXXXYYVA | XXXYYYVA | XXXXAYY |
| Gold | AXXXXBXX | AXXXXXYX | AXXXXYXX | AXXXXYYY | XXXXABC | XXXXABX |
| Silver Plus | ABXXXXYY | XYYYYYXA | XYZZZZY | ABXXXXYY | XXXABYYY | XXXYYYAX |
| Silver | ABXXXXYY | ABXXXXYY | AXBCXXX | ABXXXXYY | AXXBYYY | AXXXBYY |
| Bronze | ABXXXXCD | ABXXXXXY | ABXXXXYX | ABXXXXYY | ABXXXXXY | ABXXXXYY |
| Pearl | AXXBCXXX | AXXYBYYY | AXYXZZZ | AXYXZZZ | XXYZZZZ | XXYZZZZ |
| Mercury | XABXXXXY | XAXYZZZ | XAYXZZZ | XXABCYYY | XXABYYY | XXYBYYY |
| Cooper | XAYXZZZ | XXYXXAYY | XXYXXYYA | XXYXXYZZ | XXYXZZZ | XYXZZYZ |
| 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 | | | | |

Table 15 ETR - Examples

94. 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.
95. Easy to remember numbers are subject to a one-time charge as follows:

| Number Classification | Applicable one-time charge (QAR) |
|---------------------------|----------------------------------|
| Royal | 1,000,000 |
| Diamond plus (with "0"s) | 500,000 |
| Diamond plus | 300,000 |
| Diamond (with "0"s) | 200,000 |
| Diamond | 150,000 |
| Platinum Plus (with "0"s) | 50,000 |
| Platinum Plus | 40,000 |
| Platinum (with "0"s) | 35,000 |
| Platinum | 25,000 |
| Gold Plus (with "0"s) | 20,000 |
| Gold Plus | 15,000 |
| Gold (with "0"s) | 13,000 |
| Gold | 10,000 |

| Number Classification | Applicable one-time charge (QAR) |
|-------------------------|----------------------------------|
| 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 |

Table 16 ETR - Charges

5 Disabilities and Retirees

96. 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 following services:, New Shahry 5G – XL pack and all QATARNA 5G plans.
97. This discount is limited up to one (1) GSM line and one (1) Fixed line only per ID.

6 Mobile Number Portability

6.1 Porting of mobile number away from Ooredoo

98. Subscriber may port mobile number: The Subscriber may port a mobile number allocated to the Subscriber by Ooredoo to the OLO by requesting the port of that mobile number from the OLO. Not all mobile numbers will be technically capable of being ported.
99. Charges payable as at date of port: The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.
100. Charges that are owed but which have not been invoiced also payable: The Subscriber must pay all charges that have been incurred by the Subscriber but which have not been invoiced by Ooredoo as at the date of the port, including any early contract termination fees. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:
 - 100.1 within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
 - 100.2 within 45 days of the invoice date, Ooredoo may direct the OLO to suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
 - 100.3 within 60 days of the invoice date, Ooredoo may direct the OLO to terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
101. Termination: This agreement will automatically terminate on the earlier of:

- 101.1 the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and
- 101.2 the date that the supply of public mobile telecommunications services to the Subscriber is terminated by the OLO due to non-payment of Ooredoo's outstanding invoices, if applicable.

6.2 Porting of mobile numbers to Ooredoo

- 102. A Subscriber that ports a mobile number from the OLO to Ooredoo must pay all charges that are owed to the OLO in respect of that ported mobile number, notwithstanding the fact that the Subscriber has ceased to acquire public mobile telecommunications services from the OLO.
- 103. If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:
 - 103.1 within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
 - 103.2 within 45 days of the invoice date, Ooredoo will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
 - 103.3 within 60 days of the invoice date, Ooredoo will, upon request of the OLO, terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
- 104. If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

7 Service Provider obligations

- 105. Commencement of Service: The Post Paid Mobile Service shall commence from the date of service connection activation by Ooredoo.
- 106. Service Availability and Limits:
 - 106.1 Certain factors, such as network changes, traffic volume, transmission limits, service outages, technical limitations, signal strength, customer device, terrain, structures, weather, or other

Ooredoo Service Tariff No. C10-01

conditions that may arise from time to time, may interfere with actual service quality and availability.

106.2 Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.

8 Subscriber obligations

107. **Equipment:**

107.1 The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their Mobile Device or the use of the Post Paid Mobile Service.

107.2 The Post Paid Mobile Services for the use of the registered Subscriber and authorized Users only. The Subscriber undertakes to remain responsible for the Post Paid Mobile Service use it for his private interest and shall not transfer the service or assign it to a separate unrelated third party without obtaining Ooredoo's prior written consent.

108. **SIM Card:**

108.1 The Subscriber must promptly notify Ooredoo if the SIM Card is damaged.

- END OF TARIFF -

Tariff Version Control

| Tariff Version Number | Approval Date | Effective Date | Tariff Modifications |
|-----------------------|---------------|-------------------|---|
| 01 | | 1 December 2011 | Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge. |
| 02 | | 1 March 2012 | Permanent Tariff Change, International Key |
| 03 | | 20 May 2012 | Permanent Tariff Change, BlackBerry Key |
| 04 | | 1 October 2012 | Ooredoo Passport Permanent |
| 05 | | 14 November 2012 | Permanent Tariff Change, Shahry Value Plans price reductions |
| 06 | | 8 January 2013 | New Mobile Data Plans Permanent Change |
| 07 | | 31 January 2013 | Permanent Tariff Change, Mobile Number Portability |
| 08 | | 25 February 2013 | Permanent Tariff Change, Shahry Value Plans Upgrade |
| 09 | | 1 October 2013 | Permanent Tariff Change, 4G Key |
| 10 | | 1 November 2013 | Permanent Tariff Change, International Calling |
| 11 | | 13 February 2014 | Permanent Tariff change, Shahry Smart Packs |
| 12 | | 7 April 2014 | Permanent Tariff change, Passport |
| 13 | | 16 April 2014 | Permanent Tariff Change, Data Scratch Card |
| 14 | | 1 May 2014 | Permanent Tariff Change, Smartphone Plan |
| 15 | | 1 May 2014 | Permanent Tariff Change, Ooredoo Passport |
| 16 | | 16 June 2014 | Permanent Tariff Change, Shahry Saver Key |
| 17 | | 17 July 2014 | Permanent Tariff Change, Data Services |
| 18 | | 22 September 2014 | Permanent Tariff Change, Fair Usage Policy |
| 19 | | 1 November 2014 | Permanent Tariff Change, Ooredoo Passport |
| 20 | | 22 November 2014 | Permanent Tariff Change, Service Features |
| 21 | | 28 January 2015 | Permanent Tariff Change, BlackBerry Global |
| 22 | | 13 July 2015 | Permanent Tariff Change, Shahry Smart Packs |
| 23 | | 23 August 2015 | Permanent Tariff Change, Smartphone Tariff |
| 24 | | 27 August 2015 | Permanent Tariff Change, Smartphone Shahry Combo |
| 25 | | 17 September 2015 | Permanent Tariff Change, Shahry Discount Offer |
| 26 | | 25 December 2015 | Permanent Tariff Change, Shahry Saver Key |
| 27 | | 12 February 2016 | Permanent Tariff Change, Shahry Refresh, increased data |
| 28 | | 28 February 2016 | Permanent Tariff Change, Unlimited data first month |
| 29 | | 15 March 2016 | Permanent Tariff Change, IDD rate increase, India pack permanent. |

| Tariff Version Number | Approval Date | Effective Date | Tariff Modifications |
|-----------------------|-----------------|------------------|--|
| 30 | | 27 March 2016 | Permanent Tariff Change, PAYG rate changed to QAR 0.99 |
| 31 | | 1 April 2016 | Permanent Tariff Change, Intra GCC roaming rates. |
| 32 | | 1 May 2016 | Permanent Tariff Change, student discount changed to young person, under 26 years of age. |
| 33 | | 29 May 2016 | Ascension Island rate increased to QAR 10. |
| 34 | | 13 June 2016 | Permanent Tariff Change, revisions of credits |
| 35 | | 17 June 2016 | Permanent Tariff Change, Smart Packs |
| 36 | | 5 July 2016 | Permanent Tariff Change, Ooredoo Passport |
| 37 | | 18 July 2016 | Permanent Tariff Change, revision of credits |
| 38 | | 28 July 2016 | Permanent Tariff Change, Mobile Internet Data |
| 39 | | 2 August 2016 | Permanent Tariff Change, Data Services |
| 40 | | 5 August 2016 | Permanent Tariff Change, roaming rate change |
| 41 | | 29 August 2016 | Permanent Tariff Change, short codes |
| 42 | | 8 September 2016 | Permanent Tariff Change, Voicemail |
| 43 | | 18 November 2016 | Permanent Tariff Change, Unlimited Data Pack |
| 44 | | 30 November 2016 | Unlimited Data Pack changes removed. Permanent Tariff Change, Mobile Money international transfer bonus data. |
| 45 | | 19 December 2016 | Fair Usage Policy for Unlimited data corrected. |
| 46 | | 29 December 2016 | Permanent Tariff Change, Shahry Smart Pack and Young Discount. |
| 47 | 5 January 2017 | 5 January 2017 | Permanent Tariff Change, Fair Usage Policy updated. |
| 48 | 6 February 2017 | 6 February 2017 | Permanent Tariff Change, Fair Usage Policy increase. |
| 49 | 16 March 2017 | 16 March 2017 | Permanent Tariff Change, Endless Internet Pack |
| 50 | 1 April 2017 | 1 April 2017 | Permanent Tariff Change, GCC Roaming rate change. |
| 51 | 15 April 2017 | 15 April 2017 | Permanent Tariff Change, Shahry Smart Pack and Roaming |
| 52 | 16 May 2017 | 16 May 2017 | Permanent Tariff Change, Standard PAYG changes |
| 53 | 17 July 2017 | 17 July 2017 | Permanent Tariff Change, Standard Validity of Selected Data Recharges |
| 54 | 18 July 2017 | 18 July 2017 | Permanent Tariff Change, Shahry 450 data allowance and Shahry QATARNA. |
| 55 | 3 August 2017 | 3 August 2017 | Permanent Tariff Change, Shahry International Calling Rate Change. |

| Tariff Version Number | Approval Date | Effective Date | Tariff Modifications |
|-----------------------|-------------------|-------------------|--|
| 56 | 17 August 2017 | 17 August 2017 | Permanent Tariff Change, Shahry QATARNA Packs. |
| 57 | 21 September 2017 | 21 September 2017 | Permanent Tariff Change, |
| 58 | 21 November 2017 | 21 November 2017 | Permanent Tariff Change, Data Recharge. |
| 59 | 22 November 2017 | 22 November 2017 | Permanent Tariff Change, India Pack |
| 60 | 18 February 2018 | 18 February 2018 | Permanent Tariff Change, Roaming Rates for OP change |
| 61 | 21 February 2018 | 21 February 2018 | Permenent Tariff Change, OPM and DSK |
| 62 | 8 March 2018 | 8 March 2018 | Permanent Tariff Change, young discount and first month removal |
| 63 | 20 March 2018 | 20 March 2018 | Permanent Tariff Change, Calls to Tunisia |
| 64 | 1 April 2018 | 1 April 2018 | Permanent Tariff Change, GCC Roaming rate change. |
| 65 | 5 April 2018 | 5 April 2018 | Permanent Tariff Change, Shahry Super Packs and Mobile Data Adjustments |
| 66 | 17 April 2018 | 17 April 2018 | Permanent Tariff Change, Introduction of New Shahry Packs, New Mobile International Pack for 50QAR, Increase in IRK Price, Change in price for international calls on Shahry Saver Key, Mobile data Scratch Card bonus removal and data allowance plus validity change |
| 67 | 24 May 2018 | 24 May 2018 | Disabilities and retirees |
| 68 | 11 July 2018 | 11 July 2018 | Permanent Tariff Change, International and Roaming Key and rates |
| 69 | 9 September 2018 | 9 September 2018 | Permanent Tariff Change, Qatarna Packs |
| 70 | 18 October 2018 | 18 October 2018 | Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase |
| 71 | 4 December 2018 | 4 December 2018 | Adding MyKi Devices Packs |
| 72 | 27 December 2018 | 27 December 2018 | Permanent Tariff Change, SIM Replacement Fee Change |
| 73 | 24 January 2019 | 24 January 2019 | Permanent Tariff Change, Qatar Petroleum Offer |
| 74 | 7 February 2019 | 7 February 2019 | Permanent Tariff Change, Qatar Petroleum Offer |
| 75 | 26 March 2019 | 26 March 2019 | Permanent Tariff Change, Apple Watch |
| 76 | 7 August 2019 | 7 August 2019 | Permanent Tariff Change, Lebanon exception rate |
| 77 | 16 October 2019 | 16 October 2019 | Permanent Tariff Change, On Air Rate |
| 78 | 1 November 2019 | 1 November 2019 | Monaco as Ooredoo Passport partner (4.6.3) |
| 79 | 10 December 2019 | 10 December 2019 | Shahry 5G and QATARNA 5G Packs (4.14) |
| 80 | 18 February 2020 | 18 February 2020 | Speed Boosters FUP update (4.3.1.1.) |
| 81 | 9 September 2020 | 9 September 2020 | Netflix as Permanent Product (4.15) |
| 82 | 12 September 2020 | 12 September 2020 | India and Syria price revisions |

| Tariff Version Number | Approval Date | Effective Date | Tariff Modifications |
|-----------------------|-------------------|-------------------|--|
| 83 | 6 October 2020 | 6 October 2020 | OSN Streaming App (4.14.) |
| 84 | 23 November 2020 | 23 November 2020 | eShop Permanent Offer (4.14.4.) |
| 85 | 31 December 2020 | 31 December 2020 | Shahid VIP (4.14.2) |
| 86 | 1 February 2021 | 1 February 2021 | Postpaid Price Revisions (4.1, 4.2, 4.3, 4.12, 4.14) |
| 87 | 11 March 2021 | 11 March 2021 | OSN extension to lower tier (4.14.2) |
| 88 | 21 July 2021 | 21 July 2021 | Price and Product adjustment (4.4.3) and (4.14) |
| 89 | 23 September 2021 | 23 September 2021 | eShop Offer (4.14.4) |
| 90 | 28 October 2021 | 28 October 2021 | Migration to Prepaid (4.15) |
| 91 | 26 November 2021 | 26 November 2021 | Mobile Gaming Add-ons (4.16) |
| 92 | 1 February 2022 | 1 February 2022 | Postpaid Price Adjustments (4.2.3, 4.2.5, 4.3, 4.12, 4.14.2, 4.14.4) |
| 93 | 23 March 2022 | 23 March 2022 | Netflix Offer (4.18) |
| 94 | 14 April 2022 | 14 April 2022 | Ooredoo Passport Monthly update (4.10) |
| 95 | 9 June 2022 | 9 June 2022 | Netflix Offer (4.18) |
| 96 | 22 August 2022 | 22 August 2022 | Mobile Gaming Add-on (4.3) |