

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B03-01
<b>Marketing Name of the Offer</b>	Business Mobile Services
<b>Tariff Type</b>	Standard Permanent
<b>Duration</b>	N/A
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	13 October 2022
<b>Tariff Version Number</b>	075

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## 1 Definitions

1. Minimum monthly average rentals – means the combined mobile package rental (only) spend (Shahry plan, Aamali plan, Qatarna plan, mobile broadband packages) each month by the business customer.
2. Mobile Service–means public mobile telecommunications services, including voice calling, messaging and data access provided by Ooredoo in respect of business customers.
3. OLO means Other Licensed Operator.
4. Ooredoo– Ooredoo Qatar Q.P.S.C.
5. Ooredoo General Terms and Conditions – Found at [www.ooredoo.qa](http://www.ooredoo.qa).
6. Roaming – means utilizing an Ooredoo-enabled mobile device to access services on the mobile network of a service provider other than Ooredoo.
7. Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for Business Mobile Services.
8. 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.
9. Tariff – means the current tariff document.
10. User – means the natural person who uses the relevant Business Mobile Service.

## 2 Tariff Terms and Conditions

11. This tariff is for a permanent standard service.
12. This tariff contains rates and charges applicable to the provision of Business Mobile Services.
13. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
14. From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this tariff.
15. Ooredoo May offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI)

## 3 Business Mobile Service

16. **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access with a range of spending options.

17. **Commencement of Business Mobile Service:** The Business 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.
18. **Service Validity:** The Business 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.
19. **Service Duration:** The minimum contractual period for the Business Mobile Service is 3 months.
20. **Post-paid timing:** The Post Paid Mobile Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to change or cancel their subscription.

## 4 Service Features and Charge Rates

### 4.1 Standard service:

21. **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access, for a monthly payment.
22. **Charging:** Standard mobile service charges are set out below:

Service	Fees (QAR)
Connection Fee (one-off fee)	50
Monthly Rental Fee	70
Change of Ownership (except to corporate)	50
Change of Ownership to corporate	No charge
Migration to Prepaid	50
Migration (Prepaid to Postpaid)	No charge

Table 1 Standard mobile service charges

### 4.2 Shahry 5G and QATARNA 5G Packs

23. The Shahry 5G and QATARNA 5G Packs are permanent product and available for consumer customers.
24. 5G packs portfolio as follows:

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	
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	128kbps	128kbps	512kbps	512kbps	512kbps	1Mbps	1Mbps

	Lower Speed (up to)							
Roaming Data Allowance <sup>1</sup>		-	-	-	2 GB	30 GB	50 GB	100 GB
Local Units (Voice call, SMS and MMS) allowance <sup>2</sup>		250	600	1,000	Unlimited	Unlimited	Unlimited	Unlimited
International Voice Calls		25	50	75	100	150	200	300
WhatsApp (Clause) Data		included	included	included	included	included	included	included
Non-Telecom Benefits		Monthly Subscription to Urban Point; StarzPlay or ErosNow or OSN Streaming or Shahid VIP		Monthly Subscription to Urban Point; StarzPlay or ErosNow or OSN Streaming App <sup>3</sup> or Shahid VIP		Monthly Subscription to Urban Point; StarzPlay or BeIN Connect or OSN Streaming App or Shahid VIP		
<b>Add-ons:</b>								
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 <sup>4</sup>		25	50	75	100	100	100	100
International Pack 50 – QR 50 <sup>5</sup>		100	200	300	400	500	600	1,000
International Pack 35 (Bangladesh) – QR 35		700						
International Pack 35 (Egypt) – QR 35		220						

<sup>1</sup> Available in Passport Partner Networks. For the list of Passport Partner Networks see Ooredoo.qa

<sup>2</sup> Fair Usage Policy (FUP): 10,000 units per month for Shahrly 5G XL and 20,000 Units for All Qatarna 5G plans

<sup>3</sup> Customer will go through the OSN Streaming OTT app to gain access to Disney+, HBO and other content

<sup>4</sup> Available to International destinations listed in 4.4.4

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 2 5G Packs Portfolio*

**25. Conditions:**

- 25.1 All Shahry 5G and QATARNA 5G Packs will have 5G feature enabled
- 25.2 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.
- 25.3 After the consumption of the “Full Speed” local data allowance, local data speed will be reduced accordingly to the subscribed pack (Table 2).
- 25.4 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.
- 25.5 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.
- 25.6 Out of bundle rates of these packs are as follows:
- Local units: QAR 0. 50 per unit.
  - Local Data: customers will not be charged for out of bundle usage.
  - International Calls: Standard international rate charges.
  - Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exceptions mentioned at 4.14.
  - Roaming Rate for non Ooredoo Passport Networks: Standard Roaming Rates (section 4.10)



- 25.7 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 4.6.3. When roaming in other than Passport partner networks customer will be charged standard roaming rates.
- 25.8 Shahry 5G and QATARNA 5G packs and Add-on allowances cannot be carried over to the next monthly bill cycle.
- 25.9 Shahry 5G and QATARNA 5G and Add-on packs allowances are aligned with bill cycle.
- 25.10 “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.
- 25.11 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.
- 25.12 Ooredoo have the right to change or remove any of the benefit content without giving customers 30 days’ notice.
- 25.13 Easy To Remember (ETR) number discount – All new subscribers getting new line with QATARNA Plans are eligible to one-time ETR discount.
- Qatarna 5G Silver - up to 3000 QR Discount.
  - Qatarna 5G Gold - up to 4000 QR Discount.
  - Qatarna 5G Platinum – up to 6000 QR Discount.
- 25.14 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.
- 25.15 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 that ETR number value.
- 25.16 Customers who used ETR discount will have to pay prorated value (based on remining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period
- 25.17 **WhatsApp - Included benefit**
- 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.

- 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).
- 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).
- 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.

## 4.3 Aamali Packs

### 4.3.1 Aamali Business Mobile Packs 2.0

26. The following are the Aamali Business Mobile Packs (2.0):

	Aamali 35	Aamali 65	Aamali 70 <sup>5</sup>	Aamali 90	Aamali 150	Aamali 200	Aamali 250	Aamali 300	Aamali 500	Aamali 750	Aamali 1000
<b>Local Minutes /SMS<sup>6</sup></b>	200	300	750	500	1000	1500	Unlimited <sup>7</sup>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Endless Data<sup>8</sup></b>	0.5 GB	2 GB	64 Kbps <sup>9</sup>	4 GB	8 GB	14 GB	22 GB	30 GB	100 GB	Unlimited <sup>10</sup>	Unlimited
<b>Favorite Local numbers</b>	-	-	-	-	1 number	2 numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Business Group</b>	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free	Free
<b>Landline Key</b>	QAR 50	QAR 50	QAR 50	QAR 50	Free	Free	Free	Free	Free	Free	Free
<b>International minutes (121 Countries)</b>	-	-	-	25	50	100	150	200	350	1000	2000
<b>IRK (QAR 120) Minutes or SMS<sup>11</sup></b>	Up to 200 units	Up to 300 units	Up to 750 units	Up to 500 units	Up to 1000 units	Up to 1500 units	Up to 2000 units	Up to 2500 units	Up to 3500 units	Up to 4500 units	Up to 6500 units
<b>ILK (FREE) Minutes or SMS to India, UK, USA and Canada</b>	Up to 200 units	Up to 300 units	Up to 750 units QR 25/month	Up to 500 units	Up to 1000 units	Up to 1500 units	Up to 2000 units	Up to 2500 units	Up to 3500 units	Up to 4500 units	Up to 6500 units
<b>Receiving Roaming (OP Partner)</b>	-	-	-	-	-	-	-	-	75	350	650
<b>Dialing Roaming (OP Partner)</b>	-	-	-	-	-	-	-	-	35	60	100
<b>Roaming Data (OP Partner)</b>	-	-	-	-	-	-	-	10 GB	50 GB	100 GB	150 GB
<b>Business Collaboration Key</b>	QAR 70	QAR 70	QAR 70	QAR 70	QAR 70	QAR 70	Free	Free	Free	Free	Free

5 Maximum number of lines per customer for Aamali 70 is 20. ILK is charged QR 25/month for Aamali 70.

6 Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

7 Unlimited have a Fair Usage Policy of 20,000 minutes or SMS per month. Out of bundle rate will be charged as per the standard rate.

8 After consuming the Endless Data allowance customers will not be charged for out of bundle usage. The data speed will be lowered to 64kbps.

9 Aamali 70 has endless internet at 64 Kbps.

10 Fair Usage Policy, for unlimited data: At 400GB usage the maximum speed you can avail on 3G will be 1Mbps and on 4G will be 2Mbps until the renewal date of your data pack. At 500GB usage the maximum speed you can avail on 3G is 256Kbps and on 4G 512Mbps until the renewal date of your data pack. There will be no further usage charges after the FUP is reached.

11 The IRK converts the monthly local units to international and roaming receiving units. The units are consumed specifically for the international destinations (121 countries)

ETR Discount	QAR 500	QAR 500	-	QAR 500	QAR 1000	QAR 1500	QAR 1500	QAR 2000	QAR 2000	QAR 4000	QAR 6000
Monthly rental (QAR)	35	65	70	90	150	200	250	300	500	750	1000

*Table 3 Aamali Business Mobile Packs (2.0)*

27. The following Add-ons are applicable for the Aamali Packs:

27.1 Shahry Endless Data Pack Add-ons:

Tariff Name	Add on Data	Price (QAR)
Local Data Pack 20	2 GB	20
Local Data Pack 25	3 GB	25
Local Data Pack 30	4 GB	30
Local Data Pack 35	5 GB	35
Local Data Pack 40	6 GB	40
Local Data Pack 45	7 GB	45
Local Data Pack 50	10 GB	50
Local Data Pack 80	20 GB	80
Local Data Pack 25 @ 256 kbps	UNL 256 Kbps	25
Shahry Data Pack 500	Unlimited	500

*Table 4 Shahry Endless Data Pack Add-ons*

27.2 International Minutes Add-ons:

Tariff Name	International Minutes <sup>12</sup>	Price (QAR)
International Unit Pack 15	25	15
International Unit Pack 30	50	30
International Unit Pack 45	100	45
International Unit Pack 90	200	90

*Table 5 International Minutes Add-ons*

27.3 Roaming Dial Minutes Add-ons:

Tariff Name	Roaming Dial Minutes <sup>13</sup>	Price (QAR)
Roaming 100	100	100
Roaming 200	200	200

*Table 6 Roaming Dial Minutes Add-ons*

27.4 Local Minutes Add-ons:

<sup>12</sup> Standard out of bundle rate applies after consumption of the selected International minutes allowance

<sup>13</sup> Standard out of bundle rate applies after consumption of the Roaming Dial Minutes allowance.

Tariff Name	Local Minutes <sup>14</sup>	Price (QAR)
Local 8	200	8
Local 20	500	20
Local 40	1000	40
Local 60	1500	60

Table 7 Local Minutes Add-ons

27.5 **International Lite Key (ILK):** <sup>15</sup>Subscribers can pay QR25 per month extra on their Aamali Pack monthly rental and be eligible for the 'International Lite Key'. This will allow customers to use the included local units to dialing set of countries like India, Canada, United States of America, United Kingdom all operators. ILK is free of charge for all Aamali Packs except Aamali 70.

#### 4.3.2 Aamali Starter

28. **Description:** Aamali Starter plan is monthly plan priced at QAR 10 that has 500MB local data allowance.

29. **Conditions:**

29.1 Aamali Starter has Close User Group between the subscribers within the same account included in the plan.

29.2 All Aamali Add-ons listed in (Clause 26) is accessible for Aamali Starter.

29.3 Business customer has to request a minimum 8,000 lines to qualify for Aamali Starter.

#### 4.3.3 Aamali Unlimited Local All Net Add-on

30. **Description:** Aamali Unlimited Local All Net Add-on is monthly plan price at QAR 50 will provide the subscriber to have unlimited calls to all networks in Qatar.

31. **Conditions:**

31.1 The Add-on is applicable to Aamali 70 and above.

31.2 Business customer has to request a minimum 10 line to qualify for Aamali Unlimited Local All Net Add-on and through account managers.

31.3 Fair Usage Policy applies.

<sup>14</sup> Standard out of bundle rate applies after consumption of the Local Minutes allowance.

<sup>15</sup> This 'International Lite Key' will be an opt-in service and subscribers will need to request this add-on on OAPP (Admin approval required) or OPortal to enable the service. Likewise customers can opt-out ILK using OAPP or OPortal.

## 4.4 Hala Business

32. **Description:** The Hala Business is hybrid tariff that has a monthly subscription enabling any Ooredoo business subscriber to get a bundle similar to Shahry Smart services. Any services used outside the bundle are charged at the standard Hala rate.

33. **Conditions:**

33.1 Business customers will be able to subscribe to 7 packs on any Hala line

33.2 Fees for these packs will be charged to the business subscriber account

33.3 Packs will be renewed each 30 calendar days until the business subscriber terminates them

33.4 Rental fees are not prorated

33.5 Hala Business Pack can be terminated, upgraded, downgraded after expiry pack

33.6 After the Hala Business bundle is complete the customer can continue using the service but at standard Hala tariff

33.7 Business Group service is available for Hala Business customers (section 4.5)

34. **Charging:**

34.1 The Hala Business Packs are offered in the following defined packages:

Hala Business	35	55	80	100	150	150	200	250	325	450	525	750	825
Rental fee (QAR)	35	55	80	100	150	150	200	250	325	450	450	750	825
Local calls / Messages <sup>16</sup>	120	200	200	500	500	1000	1000	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data	250MB	500MB	1GB	1GB	1GB	2GB	2GB	3GB	3GB	10GB	10GB	Unlimited	Unlimited
International voice calling minutes <sup>17</sup>	-	-	60	-	150	-	200	100	800	300	1600	600	3200
Receiving Roaming minutes	-	-	-	-	-	-	-	-	-	60	60	300	300

Table 8 Hala Business Packs

35. **Hala Add-ons:**

35.1 Hala Balance Protection Feature: The Feature will automatically be activated whenever the customer have no local data pack activated or when they consume the local data pack allowance (Data Card Allowance or Mobile Internet Allowance. For the first 100 MB of Pay As You Go (PAYG), the data usage will be charged at 0.03 QAR per MB. The rest of the data usage until midnight of

<sup>16</sup> Fair Usage Policy for unlimited calls/SMS is 5,000 local call minutes per month or 3,000 Local SMS per month.

<sup>17</sup> International minutes to 121 countries available at [www.ooredoo.qa](http://www.ooredoo.qa).

the same day will be charged at 0.10 QAR per MB. Hala Balance Protection Feature only applies once a day and will start again in the next day in case of PAYG data usage

- 35.2 Hala International Keys and Packs: A customer may opt-in for several Key and Packs which can be found in C11-01 Prepaid Mobile Services Tariff Document

## 4.5 Business Group Service

36. The Business Group Service is available to any Ooredoo business customer with two or more Ooredoo services.
37. All CUG member lines must be enrolled under a single Ooredoo corporate customer number (e.g. the benefits of the intra-Business Group discount are administered by a single corporate customer).
38. Any individual service line can only be included within one Business Group Service at any one time.
39. Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.
40. Intra-Business Group call minutes cannot be used while roaming abroad and standard roaming rates will apply.
41. Standard rates apply to intra-Business Group calls once the intra-Business Group allowance is consumed.
42. Prevailing rates (based on other product selections where applicable), apply for all calls outside of the intra-Business Group.

## 4.6 Local Calling

### 43. Charging:

- 43.1 Local call charge rates are set out below for Aamali Mobile Plans, Hala Business and Hala Business International Plans:

Service	Charge (QAR)/min
Voice calls to a Ooredoo Mobile or to a Ooredoo landline	0.35
Voice calls to OLO landline	0.35
Video calls to a Ooredoo mobile	0.45
Video calls to OLO mobile	0.45
Voicemail (all Qatar Networks) <sup>18</sup>	0.35
Postpaid Audio text	0 - 100

<sup>18</sup> Voicemail: The charges will consume first from the customer's pack they subscribed to and then will be charged for normal charges rate (out of bundle charges). Retrieving voicemail messages outside Qatar will be charged based on the applicable roaming charges (or from Ooredoo Passport Packs)

Three Digit Short Code voice calls	0 - 100
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Table 9 Local Call charges rates

## 4.7 Three Favorite Numbers

- 44. **Description:** The Three Favorite Numbers service offers a 25 % discount to the International charge rates for calls made to a maximum of three pre-selected International numbers.
- 45. **Conditions:** This service is available for calls made to any international location.
- 46. **Charging:** The Three Favorite Numbers service charges are set out below:

Fee	Charge (QAR)
Set-Up fee (one-off fee)	10
Monthly fee per user	10
Number change (up to three numbers per month)	5

## 4.8 International Calling

- 47. **Description:** Calling and messaging placed from Qatar to any international destinations chosen by the User.
- 48. **Conditions:**
  - 48.1 The billing interval for international calls is 60 seconds.
  - 48.2 Peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday.
  - 48.3 Countries included within each zone are illustrated in the table below:

Zone	Country/Platform Destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest Of World	Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe



Zone	Country/Platform Destination
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 (Belaric Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, United Kingdom, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antartica, 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

Table 10 Country / Platform Destination

#### 49. Charging:

49.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame and are set out below:

Zone	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
	Airtim e	Int'l	All inclusive	Airtime	Int'l	All inclusive			
GCC	0.3	1.5	1.8	0.3	1	1.3	0.6	1.35	1.8
M.E.N.A.	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Americas	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8

Zone	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
	Airtim e	Int'l	All inclusive	Airtime	Int'l	All inclusive			
Europe	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Oceania	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Asia	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Africa & Rest of World	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Special & Satellite	0.3	30	30.3	0.3	30	30.3	0.6	N/A	N/A

Table 11 International rates peak and off peak rates

49.2 The following all-inclusive rates apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges).

Country (English)	Standard International Rate (QR/Min)
ASCENSION ISLAND	10.00
AFGHANISTAN	0.99
ALBANIA	2.00
ALGERIA	2.50
AMERICAN SAMOA	1.66
ANDORRA	0.99
ANGOLA	0.99
ANGUILLA	0.99
ANTARCTICA	5.00
ANTIGUA AND BARBUDA	0.99
ARGENTINA	0.99
ARMENIA	0.99
ARUBA	0.99
AUSTRALIA	0.99
AUSTRIA	0.99
AZERBAIJAN	1.66
BAHAMAS	1.50
BAHRAIN	0.99
BANGLADESH	0.99
BARBADOS	1.50
BELARUS	1.50
BELGIUM	1.50
BELIZE	0.99
BENIN	1.50
BERMUDA	0.99

Country (English)	Standard International Rate (QR/Min)
BHUTAN	0.99
BOLIVIA	0.99
BOSNIA AND HERZEGOVINA	2.00
BOTSWANA	0.99
BRAZIL	0.99
BRITISH VIRGIN ISLANDS	0.99
BRUNEI Darussalam	0.99
BULGARIA	1.50
BURKINA FASO	1.50
BURUNDI	1.99
CAMBODIA	0.99
CAMEROON	1.50
CANADA	0.99
CAPE VERDE	1.50
CAYMAN ISLANDS	0.99
CENTRAL AFRICAN REPUBLIC	4.00
CHAD	2.50
CHILE	0.99
CHINA	0.99
CHRISTMAS ISLAND	1.50
COCOS ISLANDS	1.50
COLOMBIA	0.99
COMOROS	2.00
CONGO	2.00
CONGO/Zaire	4.00
COOK ISLANDS	1.99
COSTA RICA	1.50
CROATIA	0.99
CUBA	2.99
CYPRUS	0.99
CZECH REPUBLIC	0.99
DENMARK	0.99
DIEGO GARCIA	3.50
DJIBOUTI	1.50
DOMINICA	0.99
DOMINICAN REPUBLIC	2.50
EAST TIMOR (Timor-Leste)	3.50
ECUADOR	0.99
EGYPT	0.99
EL SALVADOR	0.99
EQUATORIAL GUINEA	2.00
ERITREA	0.99

Country (English)	Standard International Rate (QR/Min)
ESTONIA	1.50
ETHIOPIA	0.99
FALKLAND ISLANDS MALVINAS	9.00
FAROE ISLANDS	0.99
FIJI	1.00
FINLAND	1.50
FRANCE	0.99
FRENCH GUIANA	0.99
FRENCH POLYNESIA/Tahiti	1.50
GABON	1.66
GAMBIA	1.99
GEORGIA	1.50
GERMANY	0.99
GHANA	1.50
GIBRALTAR	0.99
GREECE	0.99
GREENLAND	1.99
GRENADA	0.99
GUADELOUPE	0.99
GUAM	3.50
GUATEMALA	0.99
GUINEA	1.66
GUINEA-BISSAU	3.00
GUYANA	0.99
HAITI	1.50
HONDURAS	0.99
HONG KONG	0.99
HUNGARY	0.99
ICELAND	0.99
INDIA	1.25
INDONESIA	0.99
IRAN	0.99
IRAQ	0.99
IRELAND	0.99
ITALY	0.99
IVORY COAST	2.00
JAMAICA	1.50
JAPAN	0.99
JORDAN	0.99
KAZAKHSTAN	0.99
KENYA	0.99
KIRIBATI	10.00

Country (English)	Standard International Rate (QR/Min)
KOREA NORTH	2.00
KOREA SOUTH	0.99
KUWAIT	0.99
KYRGYZSTAN	0.99
LAOS	0.99
LATVIA	1.99
LEBANON	0.99
LESOTHO	2.00
LIBERIA	2.00
LIBYA	1.50
LIECHTENSTEIN	0.99
LITHUANIA	1.50
LUXEMBOURG	0.99
MACAO, CHINA	0.99
MACEDONIA	1.50
MADAGASCAR	2.50
MALAWI	2.00
MALAYSIA	0.99
MALDIVES	2.99
MALI	1.50
MALTA	2.00
MARSHALL ISLANDS	0.99
MARTINIQUE (French Antilles)	0.99
MAURITANIA	2.50
MAURITIUS	0.99
MAYOTTE	0.99
MEXICO	2.00
MICRONESIA	0.99
MOLDOVA	1.50
MONACO	0.99
MONGOLIA	0.99
MONTENEGRO	1.50
MONTSERRAT	0.99
MOROCCO	1.50
MOZAMBIQUE	0.99
MYANMAR (Burma)	0.99
NAMIBIA	0.99
NAURU	2.99
NEPAL	0.99
NETHERLANDS	0.99
NETHERLANDS ANTILLES	0.99
NEW CALEDONIA	1.00

Country (English)	Standard International Rate (QR/Min)
NEW ZEALAND	0.99
NICARAGUA	0.99
NIGER	1.50
NIGERIA	0.99
NIUE	2.50
NORFOLK ISLAND	3.50
NORTHERN MARIANA ISLANDS	3.99
NORWAY	0.99
OMAN	0.99
PAKISTAN	0.99
PALAU	2.00
PALESTINE (972)	0.99
PALESTINE (970)	0.99
PANAMA	0.99
PAPUA NEW GUINEA	3.50
PARAGUAY	0.99
PERU	0.99
PHILIPPINES	0.99
POLAND	0.99
PORTUGAL	2.00
PUERTO RICO	0.99
REUNION	2.00
ROMANIA	0.99
RUSSIA	0.99
RWANDA	0.99
SAINT BARTHELEMY	3.99
SAINT HELENA	2.80
SAINT KITTS AND NEVIS	2.50
SAINT LUCIA	0.99
SAINT MARTIN	0.99
SAINT PIERRE AND MIQUELON	2.50
SAINT VINCENT AND THE GRENADINES	0.99
SAN MARINO	6.00
SAO TOME AND PRINCIPE	2.50
SAUDI ARABIA	0.99
SENEGAL	1.50
SERBIA	1.50
SEYCHELLES	2.50
SIERRA LEONE	1.99
SINGAPORE	0.99
SLOVAKIA	0.99
SLOVENIA	1.50

Country (English)	Standard International Rate (QR/Min)
SOLOMON ISLANDS	4.00
SOMALIA	1.50
SOUTH AFRICA	0.99
SOUTH SUDAN	2.50
SPAIN	0.99
SRI LANKA	0.99
SUDAN	0.99
SURINAME	9.00
SWAZILAND	1.50
SWEDEN	1.50
SWITZERLAND	1.50
SYRIA	1.25
TAIWAN, CHINA	0.99
TAJIKISTAN	0.99
TANZANIA	1.50
THAILAND	0.99
TOGO	1.50
TOKELAU	7.50
TONGA	3.50
TRINIDAD AND TOBAGO	0.99
TUNISIA	2.50
TURKEY	0.99
TURKMENISTAN	0.99
TURKS AND CAICOS ISLANDS	0.99
TUVALU	3.50
UGANDA	1.50
UKRAINE	1.50
UNITED ARAB EMIRATES	0.99
UNITED KINGDOM	1.50
UNITED STATES OF AMERICA	0.99
UNITED STATES VIRGIN ISLANDS	0.99
URUGUAY	0.99
UZBEKISTAN	0.99
VANUATU	3.50
VATICAN	0.99
VENEZUELA	0.99
VIETNAM	2.50
WALLIS AND FUTUNA	2.50
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	0.99
ZAMBIA	2.00
ZIMBABWE	2.00

Table 12 Specific calling destination rates

## 49.3 Countries included in the Bundle:

Country			
Afghanistan	Germany	Mayotte	Sweden
Andorra	Ghana	Mexico	Switzerland
Angola	Gibraltar	Mongolia	Syria
Argentina	Greece	Mozambique	Taiwan, China
Armenia	Guadeloupe	Namibia	Tajikistan
Aruba	Guatemala	Nepal	Thailand
Australia	Honduras	Netherlands	Turkey
Austria	Hong Kong	Netherlands Antilles	Turkmenistan
Bahrain	Hungary	New Caledonia	Ukraine
Bangladesh	Iceland	New Zealand	United Arab Emirates
Belgium	India	Nigeria	United Kingdom
Bhutan	Indonesia	Norway	United States
Bolivia	Iran	Oman	Uruguay
Botswana	Iraq	Pakistan	Uzbekistan
Brazil	Ireland	Palestine	Vatican
Brunei Darussalam	Italy	Panama	Venezuela
Bulgaria	Japan	Paraguay	Viet Nam
Cambodia	Jordan	Peru	Yemen
Canada	Kazakhstan	Philippines	Zambia
China	Kenya	Poland	
Colombia	Korea South	Portugal	
Costa Rica	Kuwait	Romania	
Cyprus	Kyrgyzstan	Russia	
Czech Rep.	Lao P.D.R.	San Marino	
Denmark	Lebanon	Saudi Arabia	
Ecuador	Liechtenstein	Singapore	
Egypt	Lithuania	Slovakia	
El Salvador	Luxembourg	Slovenia	
Estonia	Macao, China	South Africa	
Faroe Islands	Malawi	Spain	
Finland	Malaysia	Sri Lanka	
France	Malta	Sudan	
French Guiana	Martinique	Suriname	
Georgia	Mauritius	Swaziland	

Table 13 Countries included in the Bundle



## 4.9 Ooredoo Passport

50. **Description:** This optional subscription will allow the Users to have 1GB of data and 100 minutes (Inbound and outbound) while roaming. A weekly and monthly Ooredoo Passport are available for the subscribers.
51. **Conditions:**
- 51.1 Business customers will need to contact their account manager to have this feature enabled.
- 51.2 Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport (OP) or 30 days for monthly Ooredoo (OPM) Passport from the date of subscription.
- 51.3 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.
- 51.4 Subscribers can re-subscribe to this optional service after the weekly (7 days) is completed. The monthly Ooredoo Passport is an auto-renewal subscription.
- 51.5 Roaming Business Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10.4 list of the passport countries and operators).
- 51.6 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 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).
- 51.7 Subscribers will get additional 1GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed 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.
- 51.8 Business Aamali 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. They can activate OPM only by sending an email to 8008000 or login to Ooredoo APP and select number of months (which need to be approved by their company admin).
- 51.9 Business Shahry/Qatarna 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, they can activate OPM only by sending an email to 8008000 or

login to Ooredoo APP and select number of months or by sending an SMS to 114 with keyword "OPMX (X = 1 to 3)

52. **Charging:**

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

52.2 Business 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.

52.3 When business 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.

53. List of the passport countries and operators can be found at [www.ooredoo.qa](http://www.ooredoo.qa)

#### 4.10 International Roaming:

54. **Description:** 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.

55. **Conditions:**

55.1 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.

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

55.3 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.

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

55.5 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR 17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

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

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

<b>GCC</b>	<b>Bahrain, Kuwait, Oman, Saudi Arabia, UAE</b>
<b>M.E.N.A.</b>	<b>Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen</b>
<b>Americas</b>	<b>Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela</b>
<b>Europe</b>	<b>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 &amp; Montenegro, Slovak Republic, Slovenia, Spain &amp; Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan</b>
<b>Asia &amp; Oceania</b>	<b>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</b>
<b>Africa &amp; Rest of World</b>	<b>Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda</b>
<b>Satellite, Thuraya &amp; 'Special Cases'</b>	<b>THURAYA, AT&amp;T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming</b>

*Table 14 Roaming countries available to subscribers*

**56. Charging:**

- 56.1 All Roaming calls are charged each 60 seconds.
- 56.2 All Roaming SMS messages are charged for each message or message part sent.
- 56.3 MMS messages are charged using the applicable Wireless Data Roaming rate.
- 56.4 Roaming rates for Ooredoo non-Passport Partners:

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 4438000) QR/Min
<b>GCC</b>	0.85	0.80	1	1	1	0.20	1	No charge
<b>MENA Americas Europe Asia &amp; Oceania Africa &amp; Rest of World</b>	5	3	17	17	17	2	55	No Charge
<b>Satellite, Thuraya &amp; 'Special Cases'</b>	30	30	30	30	30	2	75	30
<b>Lebanon</b>	5	5	5	5	5	5	5	No Charge
<b>On Air</b>	15	15	15	15	15	15	15	No Charge
<b>Monaco</b>	5	5	5	5	5	5	5	No Charge

Table 15 Roaming rates for Ooredoo Non-Passport Partners

56.5 The Roaming rates (Table 15) apply when:

- No Ooredoo Passport partners are available in the roaming country; or
- The subscriber roams to the country without first obtaining an Ooredoo Passport (Section 4.10); or
- The Ooredoo Passport bundled minutes or data (Section 4.10) have been fully consumed when roaming.

56.6 Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to 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
Uzbekistan, Macedonia, Moldova	-	-	17	-	-	-	-

Table 16 Surcharges to specific counties or operators

56.7 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.

#### 4.10.1 Optional International Roaming Packs

57. **Description:** Optional International Roaming Packs enable a subscriber to pre-pay for a bundle of roaming call minutes and/or data usage for specified destinations and networks.

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

59. **Conditions:**

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

59.2 The list of roaming countries and network partners for International Roaming Packs are listed below:

Region 1	
Country	Network Partner
France	FRANCE TELECOM
	SFR
Germany	O2
	T-MOBILE
Italy	WIND
Spain	FRANCE TELECOM
	TELEFONICA MOVILES
Switzerland	Swisscom
	Orange
UK	T-Mobile
	O2
USA	VODAFONE
	T-Mobile

*Table 17 Roaming countries and network partners for international roaming packs*

59.3 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.

59.4 While 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. Therefore, Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

59.5 The subscriber will continue to be charged the applicable monthly fee for the relevant international roaming pack until their selection is revoked, upgraded or downgraded.

59.6 The monthly billing cycle for the international roaming packs is independent of any other monthly billing cycle which may apply in respect of a subscriber.

59.7 The Subscriber may subscribe or cancel their subscription to international roaming packs at any time via the usual Ooredoo subscription channels including SMS short code service, Ooredoo shops or by calling the Ooredoo call center.

- 59.8 In the event a Subscriber cancels the subscription within 24 hours, without using the service, the Subscriber will be refunded the full amount of the subscription.
- 59.9 In the event a Subscriber cancels the Subscription after 24 hours or after the Subscriber has commenced using the International Roaming pack, the subscriber will be charged the full amount of the subscription.
- 60. **Charging:** International Roaming Packs are charged at the rates set out below:

Pack Type	Monthly fee (QR)	Allowance	Excess rate
Calling Package Region 1	200	100 minutes (cumulative of local calls, calls to Qatar & received call minutes.)	Standard roaming rate per call type

## 4.11 Data Services

### 4.11.1 Mobile Internet

- 61. **Description:** This service feature allows Users to browse the Internet and WAP sites using their Mobile Device.
- 62. **Conditions:**
  - 62.1 The service feature is available only when a data-enabled Mobile Device is within the covered service area.
  - 62.2 Certain factors may interfere with actual service quality and availability and connection may be interrupted, dropped, refused or limited.
  - 62.3 Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to its statutory and license obligations and requirements.
  - 62.4 The Unlimited Service plan is offered for “reasonable” use only. Excessive use of the service beyond that which in Ooredoo’s reasonable discretion, is used for normal consumer service and which, as a result has the potential to negatively impact the quality of service available to other Ooredoo subscribers, may result in the suspension, speed throttling, traffic shaping or termination of the service.
- 63. **Charging:**
  - 63.1 Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.
  - 63.2 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.

63.3 Subscribers can restore the speed by purchasing the speed boosters, top up with Data Scratch Card or wait until the next bill cycle.

#### 4.11.2 International Data Roaming

64. **Description:** International mobile internet allows Users to enjoy access to mobile internet services while roaming.

65. **Conditions:**

65.1 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.

65.2 Roaming coverage may change without notice. Ooredoo is not responsible for those networks and services that are not available while roaming and does not make any representations regarding the quality of service while roaming.

66. **Charging:**

66.1 Roaming data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage charges are set out below:

Zone	Zone Charge per MB (QAR)
<b>GCC</b>	15
<b>M.E.N.A.</b>	55
<b>Europe</b>	55
<b>Americas</b>	55
<b>Asia &amp; Oceania</b>	55
<b>Africa &amp; ‘Rest of the World’</b>	55
<b>Satellite, Thuraya &amp; ‘Special Cases’</b>	75

Table 18 Roaming Data usage charges

66.2 Surcharges are applied in specific countries or operators that modify the retail tariff to those listed in the table below:

Exception Case	Zone Charge per MB (QAR)
<b>Australia</b>	80
<b>Tajikistan</b>	80
<b>Senegal</b>	80

Table 19 Surcharging to specific counties or operators



66.3 Roaming data services may not be available in some countries. Customers should always refer to the Ooredoo website for the most up to date listing of GPRS and 3G roaming-enabled networks.

## 4.12 Messaging

### 4.12.1 Short Message Service (SMS)

67. **Description:** A service feature that allows the User to send a text message to another handset (also referred to as text messaging).

68. **Charging:** SMS messages are charged on a per message basis as set out below:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Ooredoo mobile	0.30	0.30
SMS to other mobile	0.40	0.40
SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759)	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 20 SMS charges

### 4.12.2 Multimedia Messaging (MMS)

69. **Description:** A service feature that allows the User to send and receive messages containing text and/or pictures audio and video.

70. **Charging:** MMS service is charged on a per-message basis as set out in Table 20.

## 4.13 Optional Features

71. Upon Request, and subject to credit requirements, Ooredoo will provide optional features at the charges set out below:

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)	
Call Forward	No charge	No charge	Per applicable calling rate.	
Call Waiting	No charge	No charge	No charge	
Call Barring	No charge	15	No charge	
Calling Line Identification	No charge	No charge	No charge	
Conference Calling	No charge	No charge	Per applicable calling rate.	
Missed Call Alerts	No charge	No charge	No charge	
Mobile Email	50	50	No charge	
GSM Data/Fax	50	15	Per applicable calling rate.	
Muzdawaj –new Subscribers (two SIM cards)	350	15	Per applicable calling rate.	
Muzdawaj – existing Subscribers (one additional SIM card)	200	15	Per applicable calling rate.	
Number Change	50	No charge	No charge	
Local Video Calling to Ooredoo mobiles	Peak	No charge	No charge	0.45/min
	Off-Peak	No charge	No charge	0.40/min
Local Video Calling to OLO mobiles	Peak	No charge	No charge	0.65/min
	Off-Peak	No charge	No charge	0.65/min
SIM Cam	100	30	n/a	
Credit Transfer to prepaid account	n/a	n/a	1.00 per transfer (Min QAR10)	

Table 21 Optional Feature charges

#### 4.14 Easy-to-Remember Numbers

72. **Description:** Easy-to-Remember numbers are special desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.
73. **Examples:** The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of permutations available, an exhaustive list is not shown.

Platinum	Gold	Silver	Bronze	Mercury
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XXXXXXX	XYYYYYX	XYYYYYY	XYZZZYX	XYZZYXX
	XYYYYYXX	XYYYYXXX	XYZZZXY	XYZZXYZ
	XXYYYYYY	XYXYXXX	XYZYZYZ	XYZYXYZ
	XXYYYYYX	XYXXYXX	XYZZZXX	XYZXZZZ

Table 22 Easy to Remember category examples

74. **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 easy to remember number for more than one year following the date of assignment.

75. **Charging:** Subscribers may request assignment of Easy to Remember at the following rates:

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

Table 23 Easy to Remember charge rates

76. Self-selected numbers: QAR 200 (based on availability)

#### 4.15 Mobile Money – International Transfer, Top-Up offer

77. **Description:** Any Hala Mobile Money Payroll customer making an international remittance transaction of more than QAR 100 will get a data bonus, detailed below. This benefit is over and above standard credit and bonus local minutes.

78. **Charging:** None.

79. **Conditions:** International remittance transaction as follows:

Remittance slab
1-100
101-500
501-1000
1001-2000
2001-4000
4001-10000

79.1 Mobile Money Terms and Conditions Applies.

79.2 General Terms and Conditions Applies.

#### 4.16 Discount framework for Aamali Mobile Packs

80. Business customers who are subscribed to Ooredoo’s Business mobile Aamali Packs are eligible for the following discount framework:

Qualifying criteria – number of lines	Discount Percentage on total bill (%)
50 – 299	20%
300 – 599	36%
600 +	48.8%

81. The discount applies to all revenues generated from Aamali packs 2.0 (section 4.3). The minimum subscribed plan counted for the discount eligibility is Aamali 65 and above. Discount applies to all revenues charged for Aamali 65 and higher packs as well as all applicable add on packs included in the section 4.3.
82. For the avoidance of doubt, the threshold of the Total Number of Qualifying Aamali Mobile Lines must be met within the specified month in order to obtain the applicable discount for that month.
83. Minimum commitment period of 12-months applies to the above offer.
84. In case of early termination, the customer will be liable to pay the total value of the discounts availed during the service period.
85. This offer is opt-in.

## 5 Service Provider obligations

86. **Commencement of Service:** The relevant Business Mobile Service shall commence from the service connection date.
87. **Service Availability and Limits:**
  - 87.1 Certain factors, such as network changes, traffic volume, transmission limits, service outages, technical limitations, signal strength, customer device, terrain, structures, weather, or other conditions that may arise from time to time, may interfere with actual service quality and availability. 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 Ooredoo's statutory and licence obligations and requirements.
  - 87.2 The service is only available when the User's Mobile Device is within a mobile coverage area.
  - 87.3 While roaming, the 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.
  - 87.4 Ooredoo May offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

## 6 Customer Obligations

88. **Equipment:** With the exception of the SIM Card, the subscriber may acquire the equipment that they intend to use to receive the service from Ooredoo from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is in compliance with the technical standards and specifications described in the Ooredoo General Terms and Conditions.

89. The customer shall comply with any reasonable request by Ooredoo concerning the configuration of handsets, SIM cards and/or the use of the service. Ooredoo may require the subscriber to submit information reasonably related to the service, devices or SIM cards.
90. **SIM Card:** It is the subscriber's responsibility to keep safe SIM cards that are provided to the subscriber. SIM Cards are easily damaged and should be handled with care. The subscriber must promptly notify Ooredoo if SIM cards are damaged. In the event of loss or theft of a customer SIM card, the subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft. The subscriber may be charged in the event of loss or theft for replacement of the SIM card.
91. **Assignment of service:** The subscriber undertakes to use the service personally and for their private interest, and shall not transfer the service or assign it to a third party without obtaining Ooredoo's prior written consent.
92. **Billing:** The customer must notify Ooredoo of a change of customer billing address within 14 days.

## 7 Mobile number portability

### 7.1 Porting of mobile number away from Ooredoo

93. **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.
94. **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.
95. **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:
- 95.1 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 organization numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

- 95.2 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
- 95.3 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.
- 96. **Termination:** This agreement will automatically terminate on the earlier of:
  - 96.1 the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and
  - 96.2 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.

## 7.2 Porting of mobile numbers to Ooredoo

- 97. 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.
- 98. If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:
  - 98.1 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 organization numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
  - 98.2 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
  - 98.3 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.
- 99. 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.

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

## Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
01		25 February 2013	New revamped tariff
02		14 November 2013	Permanent Tariff Change, prices revamped
03		14 February 2014	Permanent Tariff Change- Shahry Smart packs
04		2 April 2014	Permanent Tariff Change, Monthly Packs
05		8 April 2014	Permanent Tariff Change, Passport
06		16 April 2014	Permanent Tariff Change, Data Scratch Card
07		1 May 2014	Permanent Tariff Change, Ooredoo Passport
08		8 June 2014	Permanent Tariff Change, Smart Packs
09		17 June 2014	Permanent Tariff Change, Shahry Saver Key
10		22 September 2014	Permanent Tariff Change, Fair Usage Policy definition
11		1 November 2014	Permanent Tariff Change, Ooredoo Passport
12		4 November 2014	Permanent Tariff Change, Smart Packs
13		22 January 2015	Permanent Tariff Change, Smart Packs
14		28 January 2015	Permanent Tariff Change, BlackBerry Global
15		13 July 2015	Permanent Tariff Change, Shahry Smart Packs
16		1 October 2015	Permanent Tariff Change, Data Service and International Roaming
17		12 February 2016	Permanent Tariff Change, Shahry refresh, data update
18		14 February 2016	Permanent Tariff Change, Unlimited data first month
19		15 March 2016	Permanent Tariff Change, IDD standard rate increased to 0.99 and India 10QAR 600 Minutes made permanent.
20		27 March 2016	Permanent Tariff Change, PAYG rate changed to QAR 0.99
21		1st April 2016	Permanent Tariff Change, Hala Business included in Business Group Service
22		1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
23		29 May 2016	Ascension Island rate increased to QAR 10.
24		17 June 2016	Permanent Tariff Change, Hala Business
25		28 July 2016	Permanent Tariff Change, Mobile Internet Pack
26		2 August 2016	Permanent Tariff Change, Data Services
27		5 August 2016	Permanent Tariff Change, roaming rate change
28		29 August 2016	Permanent Tariff Change, short code
29		8 September 2016	Permanent Tariff Change, Voicemail
30		12 October 2016	Permanent Tariff Change, Hala Business Packs
31		18 November 2016	Permanent Tariff Change, Unlimited Data Pack and FUP
32		30 November 2016	Unlimited Data Pack and FUP removed. Permanent Tariff Change, Mobile Money international transfer bonus data.
33		19 December 2016	Fair Usage Policy for Unlimited data corrected.
34	5 January 2017	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated
35	6 February 2017	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase
36	15 April 2017	15 April 2017	Permanent Tariff Change, GCC roaming rate change.
37	16 May 2017	16 May 2017	Permanent Tariff Change, Standard PAYG changes
38	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges.



<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
39	3 August 2017	3 August 2017	Permanent Tariff Change, International Calling Rate Change
40	17 August 2017	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
41	21 September 2017	17 September 2017	Permanent Tariff Change, Shahry International Packs.
42	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge.
43	18 February 2018	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
44	21 February 2018	21 February 2018	Permanent Tariff Change, OPM and Data Safety Key
45	25 February 2018	25 February 2018	Permanent Tariff Change, Protection Feature
46	16 March 2018	16 March 2018	Permanent Tariff Change, Hala Nepal Super Key
47	22 March 2018	22 March 2018	Permanent Tariff Change, Aamali Packs
48	1 April 2018	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
49	5 April 2018	5 April 2018	Permanent Tariff Change, Mobile Data Adjustments
50	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
51	11 July 2018	11 July 2018	Permanent Tariff Change, International and Roaming Key Changes and rates.
52	9 September 2018	9 September 2018	Permanent Tariff Change, Qatarna Packs
53	18 October 2018	18 October 2018	Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase
54	1 November 2018	1 November 2018	Permanent Tariff Change, Mobile Money
55	7 August 2019	7 August 2019	Permanent Tariff Change, Lebanon exception rate
56	21 October 2019	21 October 2019	Permanent Tariff Change, On Air rate
57	1 November 2019	1 November 2019	Monaco as Ooredoo Passport partner (4.10.3)
58	10 December 2019	10 December 2019	Aamali 2.0 (4.6.2)
59	22 January 2020	22 January 2020	Update Terms and Conditions of IRK (Clause 4.2.3.7.1)
60	18 February 2020	18 February 2020	Speed Boosters FUP update (4.3.2.7.6)
61	12 September 2020	12 September 2020	India and Syria price revisions
62	18 November 2020	18 November 2020	Aamali 90 update (4.7.1)
63	21 January 2021	21 January 2021	Discount Framework for Business Mobile (4.26)
64	1 February 2021	1 February 2021	Postpaid Price Revisions (4.2.3.3, 4.3.1, 4.4.1, 4.6.2, 4.18)
65	30 May 2021	30 May 2021	Discount Framework for Aamali Mobile Packs (4.26)
66	5 July 2021	5 July 2021	Aamali 70 (4.7.1) and (4.7.2)
67	21 July 2021	21 July 2021	Price and Product adjustment (4.2.) and (4.8.3.2)
68	3 October 2021	3 October 2021	Hala Business FUP updates (4.4.3)
69	1 February 2022	1 February 2022	Price Adjustments (4.1.2.1, 4.2.2, 4.2.3.6, 4.3.1, 4.6.1.1)
70	14 April 2022	14 April 2022	Ooredoo Passport Monthly update (4.9)
71	4 July 2022	4 July 2022	Aamali Starter (4.3.3)
72	18 August 2022	18 August 2022	New format
73	1 September 2022	1 September 2022	RTI 20% discount (2)
74	26 September 2022	26 September 2022	Aamali Unlimited Local All Net Add-on (4.3.3)
75	13 October 2022	13 October 2022	Discount Framework for Aamali Mobile Packs (4.16)