

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	C11-01
<b>Marketing Name of the Retail Offer</b>	Prepaid Mobile Services ("HALA Pay As You Talk")
<b>Tariff Type</b>	Standard Permanent
<b>Customer Group</b>	Consumer
<b>Tariff Effective Date</b>	19 October 2022
<b>Tariff Version Number</b>	121

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## 1 Definitions

1. Ooredoo means Ooredoo Q.P.S.C.
2. Roaming means utilizing an Ooredoo-enable mobile device to access services on the mobile network of a service provider other than Ooredoo whilst outside of Qatar.
3. Service means Public Mobile Telecommunications Services, including voice calls, messaging and other services identified herein.
4. Short Message Service (SMS) means a service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).
5. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the service.
6. Subscriber Identity Module Card (SIM Card) means an electronic card that contains the subscriber's identity information for use with a mobile handset on a mobile network.
7. Unstructured Supplementary Service Data (USSD) means a capability built into the mobile standard for support of transmitting information over the signaling channels of the mobile network
8. User means the natural person who actually uses the service.

## 2 Tariff Terms and Conditions

9. This tariff is for a permanent standard services.
10. This tariff contains charges and conditions applicable to the provision of Consumer Prepaid Mobile services.
11. These terms and conditions are in addition to the terms and conditions specified in other tariffs and the General Terms and Conditions for Consumer Services where referenced which can be found at [www.ooredoo.qa](http://www.ooredoo.qa)

## 3 Service Description

12. Prepaid Mobile Service provides users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options for predefined sets of usage credit and service validity duration.
13. The first top up on new Hala SIM has to be done within the initial line validity period of 30 days with credit top up QAR 10 and above or any other recharge which gives line validity. All other recharges such as Data Recharge, Dawli or Hala Smart card can also be made and these recharges will offer respective allowances and line validity. Customers will be sent relevant notification in this respect to be fully aware of the rules.

14. Prepayment timing: The subscriber may prepay for usage and service validity at any time, even if the subscriber's account has remaining credit.
15. Maximum duration: The maximum duration of the service validity will be as per the last higher validity top up only. Any subsequent Top Up with the lower validity will not impact the already received higher validity.
16. Grace period: If the service validity period expires, the subscriber will be entitled to a grace period of 179 days, during which time their service will be limited to incoming calls only. The remaining credit from all products/top ups and any remaining allowance will be forfeited at the start of grace period and will not be refunded in any case however customer can reinstate the line by doing any Hala top up of QR 10 and above.
17. Account suspension: If the subscriber fails to top up on or before the end of the grace period, a suspension period of 1 day will immediately commence.
18. Account termination: If the subscriber fails to top up on or before the end of the suspension period, the account will be terminated and the customer will permanently lose the assigned mobile number.

## 4 Hala Plans

19. The Hala SIM connection is charged at QAR 35 with a 30-day active line validity. The Hala SIM is charged at QAR 0 if purchased through eShop channel only with a 30 days active line validity.
20. To extend the Hala SIM connection and line validity an initial credit top up of QAR 10 or greater must be completed within the 30 day service validity. The new Hala SIM customers will receive incoming calls during 30 day service validity irrespective of top up done or not.
21. Completing a top up/recharge when using the Hala Service will automatically renew subscriptions to packs and/or keys discontinued earlier because of insufficient credit if the customer completes the top up within 30 days of the discontinuation of pack and/or key.
22. Customers can stop automatic renewals by sending "STOP HOLD" to 121.
23. Top up credit may be transferred to another customer (see **4.11.3**). However credit bonuses given to the customer by Ooredoo during a top up cannot be transferred to another customer.
24. Calls made to Satellite phones like Iridium, Sky phone and Thuraya are not included in either the International Bonus Minutes or the International allowance offered on any of the products.

### 4.1 Hala 5G Recharge

25. The Hala 5G recharges provide customers local and international minutes, local data, credit and validity depends on the selected recharge:

Hala 5G Recharge	Hala 5G 25	Hala 5G 60	Hala 5G 100	Hala 5G 150	Hala 5G 200	Hala 5G 250
Price	QR 25	QR 60	QR 100	QR 150	QR 200	QR 250
Credit	QR 5	QR 10	QR 20	QR 30	QR 40	QR 50
Credit Validity	60 days	60 days	180 days	180 days	365 days	365 days
<b>Allowances</b>						
Data	1 GB	2.5 GB	4 GB	7 GB	10 GB	16 GB
Digital Offer <sup>1</sup>	-	250 MB	400 MB	700 MB	1 GB	1.6 GB
Digital Offer Validity	-	14 days	30 days	30 days	30 days	30 days
International minutes <sup>2</sup>	15	25	50	75	100	125
Local minutes	25	100	100	150	200	250
Allowance Validity	7 days	14 days	30 days	30 days	30 days	30 days
<b>Out of Bundle</b>						
Data allowance	-	-	Unlimited	Unlimited	Unlimited	Unlimited
Data speed	-	-	128Kbps	128Kbps	128Kbps	128Kbps
International calling	-	-	55 Dhs/min	55 Dhs/min	55 Dhs/min	55 Dhs/min

<sup>1</sup> Digital Offer bonus data allowance is consumed first and it is only available when Hala 5G recharge is done through Ooredoo App, Ooredoo Money App and Ooredoo Website.

<sup>2</sup> Applicable for 120 countries as per the list mentioned below.

Hala 5G Recharge	Hala 5G 25	Hala 5G 60	Hala 5G 100	Hala 5G 150	Hala 5G 200	Hala 5G 250
Local calling	-	-	25 Dhs/min	25 Dhs/min	25 Dhs/min	25 Dhs/min

Figure 1 Hala 5G Recharge

26. The Hala 5G Recharges are applicable only for Hala (B2C and B2B) customers.
27. The Hala 5G Recharge offers main balance credit, data and international and local minutes.
28. The Hala 5G Recharge can work with any 2G, 3G, 4G or 5G device.
29. The Hala 5G recharge offers line validity of 30 days with QR25 and QR60 denominations, 180 days with QR100 and QR150 and 365 days with QR200 and QR250.
30. The main credit balance is valid for 30 days with QR25 and QR60 denominations, 180 days with QR100 and QR150 and 365 days with QR200 and QR250.
31. Data and international and local minutes allowances are valid for 7 days and 14 days with QR25 and QR60 respectively.
32. Data and international and local minutes allowances with QR100 and above denominations are valid for 30 days.
33. The out-of-bundle rates are applicable only with denominations of QR100 and above, are valid for 30 days from the date of activation of recharge and will be applicable in case customer runs out of data and minutes before the end of the 30-day period.
34. The credit, data and minutes will be carried forward in case customer activates another Hala 5G recharge before the expiry of existing remaining allowances.
35. The international minutes in all Hala 5G Recharges are applicable to 120 countries.
36. List of 120 applicable countries for International minutes with Hala 5G Recharge:

COUNTRY	IDD code
INDIA	91
BANGLADESH	880
INDONESIA	62
NEPAL	977
PAKISTAN	92
PHILIPPINES	63
SRI LANKA	94
THAILAND	66
EGYPT	20
SUDAN	249
BAHRAIN	973
SAUDI ARABIA	966
TURKEY	90
UAE	971

COUNTRY	IDD code
UK	44
USA	1
CANADA	1
ITALY	39
KAZAKHSTAN	7
AFGHANISTAN	93
ANDORRA	376
ANGOLA	244
ARGENTINA	54
ARMENIA	374
ARUBA	297
AUSTRALIA	61
AUSTRIA	43
BELGIUM	32

<b>COUNTRY</b>	<b>IDD code</b>
BHUTAN	975
BOLIVIA	591
BOTSWANA	267
BRAZIL	55
BRUNEI Darussalam	673
BULGARIA	359
CAMBODIA	855
CHINA	86
COLOMBIA	57
COSTA RICA	506
CYPRUS	357
CZECH REPUBLIC	420
DENMARK	45
ECUADOR	593
EL SALVADOR	503
ESTONIA	372
FAROE ISLANDS	298
FINLAND	358
FRANCE	33
FRENCH GUIANA	594
GEORGIA	995
GERMANY	49
GHANA	233
GIBRALTAR	350
GREECE	30
GUADELOUPE	1638
GUATEMALA	502
HONDURAS	504
HONG KONG	852
HUNGARY	36
ICELAND	354
IRAN	98
IRAQ	964
IRELAND	353
JAPAN	81
JORDAN	962
KENYA	254
SOUTH KOREA	82
KUWAIT	965
KYRGYZSTAN	996

<b>COUNTRY</b>	<b>IDD code</b>
LAOS	856
LEBANON	961
LIECHTENSTEIN	423
LITHUANIA	370
LUXEMBOURG	352
MACAO	853
MALAWI	265
MALAYSIA	60
MALTA	356
MARTINIQUE	596
MAURITIUS	230
MAYOTTE	262
MEXICO	52
MONGOLIA	976
MOZAMBIQUE	258
NAMIBIA	264
NETHERLANDS	31
NETHERL. ANTILLES	599
NEW CALEDONIA	687
NEW ZEALAND	64
NIGERIA	234
NORWAY	47
OMAN	968
PALESTINE	970
PANAMA	507
PARAGUAY	595
PERU	51
POLAND	48
PORTUGAL	351
ROMANIA	40
RUSSIA	7
SAN MARINO	378
SINGAPORE	65
SLOVAKIA	421
SLOVENIA	386
SOUTH AFRICA	27
SPAIN	34
SURINAME	597
SWAZILAND	268
SWEDEN	46



COUNTRY	IDD code
SWITZERLAND	41
TAIWAN	886
TAJIKISTAN	992
TURKMENISTAN	993
UKRAINE	380
URUGUAY	598

COUNTRY	IDD code
UZBEKISTAN	998
VATICAN	39
VENEZUELA	58
VIETNAM	84
YEMEN	967
ZAMBIA	260

Figure 2 Hala 5G Recharge – List of international countries

37. Recharging with card/e-vouchers is available with the following options:

Charge (QAR)	Validity Period (Days)
10	60
20	60
30	180
50	180
60	180
100	180
200	360

Figure 3 – Recharging with Card/e-vouchers

38. Recharging with 'Direct top-up' is available with the following options: The Hala customers can do direct Top Up via Ooredoo SSM machines or Internet Banking. Customer can chose any amount of Top up in between QR 10 and QR 500. Customer will get full credit in line of Top Up done and service line validity will be awarded as per below-mentioned slabs.

Charge (QAR)	Validity Period (Days)
10-19	60
20-29	60
30-49	180
50-99	180
100-199	180
200-499	360
500	365

Figure 4 – Direct top-up

## 4.2 Hala Super Recharge

Hala Super Recharges provide customers local and international minutes, local data, credit and validity depends on the selected recharge:

Hala Super Recharge	Super 30	Super 60	Super 100	Super 200	Super 500
Price	QR 30	QR 60	QR 100	QR 200	QR 500
Local Data	1.5GB	4GB	8GB	16GB	Unlimited <sup>3</sup>
Digital Offer <sup>4</sup>	160MB	410MB	700MB	1.4GB	15GB
Digital Offer Validity	30 days	30 days	30 days	30 days	30 days
Local Minutes	60	120	180	500	20,000
Allowance Validity	30 days	30 days	30 days	30 days	30 days
Line Validity <sup>5</sup>	60 days	60 days	180 days	180 days	180 days

39. The Hala Super Recharge offers local data, local minutes and active line validity.
40. The data allowance in Hala Super Recharge is not applicable for roaming.
41. The standard Pay As You Go rates will be applicable for voice and data services post consumption of standard allowance in Hala Super Recharge.
42. The standard voice and data allowance will not be carried forward in case of multiple recharge and allowance from each recharge will have its own start and end date.
43. The local minutes allowance is not applicable for satellite calls, special numbers, Premium Service SMS, short-codes and hotline numbers.
44. The local minutes and data allowances are non-transferable.
45. The validity of allowance is time stamped and exactly 30 days will start from the date and time of recharge.
46. Any remaining allowance in a customer's account will be forfeited at the time of expiry of Hala Super Recharge.
47. The each bucket of allowance will have its own start and end date in case of multiple recharges.
48. There is a fair usage policy of 150GB data allowance for Endless Data with Hala Super Recharge QAR 500. Customer will be charged at standard local calling rates post consumption of 20,000 local minutes.

<sup>3</sup> Customers will get 150GB at full speed and thereafter Endless Internet at a speed of 1Mbps.

<sup>4</sup> Digital Offer bonus data allowance is consumed first and it is only available if Hala Super Recharge is done via Ooredoo App, Ooredoo Money App and Ooredoo Website.

<sup>5</sup> The validity is time stamped.

49. Ooredoo reserves the right to forfeit/cancel Hala Super Recharge in case any customer is using the same for commercial purpose or reselling.

### 4.3 Flexi Cards and Packs

50. Customers can top up with Flexi Card and/or subscribe to Flexi Pack to gain Flexi Points. The Flexi Point can be used for national voice calling/SMS, International Voice calling/SMS and local data services. Hala Go customers are applicable to use these products.

51. The Cards and Packs are available on the following denomination:

Flexi Denomination (QAR) Cards	Allocated Points	Validity (days)	National Minutes	National SMS	International Minutes	International SMS	Local Data	Line Validity (days)	Bonus	Bonus Flexi Points	Bonus Flexi Points validity (days)
5 <sup>6</sup>	30	Until midnight	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	100 MB	-	
10 <sup>7</sup>	70	1	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	250 MB	-	
20 <sup>8</sup>	150	7	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	550 MB	-	
30 <sup>9</sup>	225	14	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	750 MB	49	14
60 <sup>10</sup>	500	30	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	2 GB	110	30
100 <sup>4</sup>	1000	30	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	2.2 GB	220	30
150 <sup>4</sup>	2100	30	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	2.2 GB	426	30
200 <sup>4</sup>	3100	30	1point/min	1point/SMS	Per the list	1point/SMS	7MB/1point	60	2.2 GB	682 <sup>11</sup>	30

Figure 5 Hala - Flexi Card Denomination

52. The bonus data in non-transferrable and carry over is not allowed.

Flexi Denomination (QAR) Packs	5	10	20	60	100	150	200
Flexi Points	30	70	150	500	1000	2100	3100
Validity (days)	Until midnight <sup>12</sup>	1 <sup>13</sup>	7	30	30	30	30

6 Points/Bonuses are valid until midnight from the time of recharge.

7 Points/Bonuses are valid for three days.

8 Points/ are valid for six days and Bonuses are valid for seven days.

9 Points/ are valid for six days and Bonuses are valid for seven days.

10 Points are valid for thirty days and Bonuses are valid for seven days.

11 The bonus Flexi Points will be applicable when the customer recharges the Flexi Points via Ooredoo App or website only. The bonus Flexi Points will not be rolled over in case of multiple recharges. In case of multiple Flexi recharges, the old bonus Flexi Points (if remaining) will be over written by the new bonus Flexi Points.

12 Points are valid for until midnight from the time of recharge.

13 Points are valid for one day. (day of activation plus the following day until midnight)

Flexi Denomination (QAR) Packs	5	10	20	60	100	150	200
Auto-renewal	No	No	Yes	Yes	Yes	Yes	Yes
Endless Internet @ 64Kbps <sup>14</sup>	N/A	N/A	Yes	Yes	Yes	Yes	Yes
Local Minutes/ Local SMS <sup>15</sup>	1point per min/SMS	1point per min/SMS	1point per min/SMS	1point per min/SMS	1point per min/SMS	1point per min/SMS	1point per min/SMS
Local Data	7MB/1point	7MB/1point	7MB/1point	7MB/1point	7MB/1point	7MB/1point	7MB/1point
International Minutes <sup>16</sup>	Ranges from 1 – 65 points per min	Ranges from 1 – 65 points per min	Ranges from 1 – 65 points per min	Ranges from 1 – 65 points per min	Ranges from 1 – 65 points per min	Ranges from 1 – 65 points per min	Ranges from 1 – 65 points per min
	100 MB	250 MB	550 MB	2 GB	2.2 GB	2.2 GB	2.2 GB
Bonus Validity	Until midnight from the time of activation	Three days	Seven days	Seven days	Seven days	Seven days	Seven days

Figure 6 Hala - Flexi Packs Denomination:

Points per Minute	Countries / Destination
1	India
2	Bangladesh
2	Nepal
4	Pakistan and Philippines
5	Sri Lanka and Egypt
6	Trinidad and Tabago, Grenada, Sudan, Mauritius, El Salvador, Italy, Cayman Islands, Turkmenistan, Tahikistan, Suriname, Yemen, Kenya, Saudi Arabia, Oman, United Arab Emirates, Bahrain, New Caledonia, Andorra, Turkey, Russia, Belgium, Nigeria, Venezuela, Mexico, Netherlands Antilles, Portugal, Kazakhstan,

<sup>14</sup> Applicable for the remainder of the pack validity period after flexi points have been consumed. Standard data rates (section 4.14.1) will be applicable for the 5 and 10 packs only.

For 20 packs and above, the Endless internet at 64Kbps after the consumption of the points will be applicable.

<sup>15</sup> Standard local minutes rate (section 4.9) will be applicable for the 5 and 10 packs only. 20 packs and above will have the rate of 20 Dhs/min and 60 Dhs/min for international calls after the consumption of the points will be applicable.

<sup>16</sup> see: Table below or <https://www.ooredoo.qa/portal/OoredooQatar/flexicards>

Points per Minute	Countries / Destination
	Liechtenstein, Taiwan (China), Costa Rica, Macao (Chine), Greece, Kuwait, Czech Republic, Namibia, Bhutan, Spain, Uzbekistan, French Guiana, Cambodia, Brazil, Japan, Thailand, Bermuda, Indonesia Hungary, Singapore, Colombia, Germany, Faroe Islands, Norway, New Zealand, South Africa, Brunei Darussalam, Ireland, Australia, Malaysia, Finland, Netherlands, Slovakia, San Marino, Chine, Hong Kong, Cyprus, Romania, Mongolia, South Korea, Sweden, United Kingdom, Denmark, United States, Canada, Laos, Martinique (French Antilles), Vietnam, Montserrat, Northern Marian Island, Puerto Rico, Saint Vincent and the Grenadines and Turk and Caicos Islands.
10	France, Slovenia, Iraq, Iran, Austria, Jordan, Afghanistan and Palestine.
15	Estonia, Kyrgyzstan, Albania, Belarus, Ivory Coast, Niger, Liberia, Senegal, Cameroon, Benin, Somalia, Serbia, Switzerland, Malawi, Burkina Faso, Djibouti, Zambia, Comoros, Montenegro, British Virgin Islands, Uganda, Morocco, Macedonia, Tanzania, Congo/Zaire, Georgia, Bosnia and Herzegovina, Rwanda, Togo, Fiji, Bulgaria, Ghana, Moldova, Lesotho, Belize, Cape Verde, French Polynesia/Tahiti, Palau, Ethiopia, Angola, Haiti, Eritrea, Armenia, Ukraine, Croatia, Mozambique, Antigua and Barbuda, Nicaragua, Aruba, Ecuador, Guyana, Botswana, Honduras, Bolivia, Monaco, Guatemala, Syria, Uruguay, Swaziland, Argentina, Panama, Poland, Guadeloupe, Paraguay, Reunion, Gibraltar, Peru, Luxembourg, Iceland, American Samoa, Malta Myanmar (Burma), Vatican, Christmas Island, Cocos Islands, Congo, Saint Barthelemy Saint Martin, Saint Pierre and Miquelon and Western Samoa / Samoa Country.
25	Micronesia
28	Equatorial Guinea, North Korea, Algeria, Micronesia, South Sudan, Anguilla, Saint Lucia, Maldives, Papua Nw Guinea, Vanuatu, Cuba, Tunisia, Madagascar, Seychelles, Burundi, Cook Islands, Chad, Chile, Mauritania, Guinea-Bissau, Guinea, Sierra Leone, Greenland, Gambia, Mali, Zimbabwe, Gabon, Libya, Lithuania, Latvia, Azerbaijan, Dominica, Barbados, Jamaica, Bahamas, Antarctica, Mayotte, Central African Republic, Dominican Republic, East Timor (Timor-Leste), Guam, Marshall Islands, Saint Kitts and Nevis, Tuvalu and Wallis and Futuna.
60	Saint Helena, Sao Tome and Principe, Solomon Islands, Nauru, Norfolk Island, Tokelau, Diego Garcia and Ascension Island.
65	Falkland Islands Malvinas, Kiribati, Niue, Tonga and Western Samoa/Samoa country

Figure 7 Hala Flexi – Points and international services

**53. Terms and Conditions:**

- 53.1 Flexi Points cannot be used for Premium Service SMS, any Short Codes and any hotline numbers. Flexi Point are not applicable for any kind of roaming usage and satellite calls.
- 53.2 Flexi Points are non-transferable.
- 53.3 Customers cannot block/assign points for specific service types within Flexi Point remaining balance and points will be consumed automatically as and when customer uses any of the allowed service type.
- 53.4 Flexi Cards are valid for 30 days (7 days for Flexi 20 including day of activation) excluding card activation day. Flexi Packs are valid for 30 days (7 days for Flexi 20 including day of activation) and will be auto-renewed automatically in case sufficient balance is available for renewal.

- 53.5 The validity of Flexi Points will not be accumulated in case multiple cards are activated and validity will be extended by 30 days every time new card is activated.
- 53.6 Customer's line needs to be in active status in order to activate Flexi Card or use Flexi Points. Hala customers will with the activation of Hala Flexi Card also get line validity. Flexi Card QR 20 will give line validity of 7 days and all other denominations will give 30 days line validity. In case customer has top up that grants longer time validity, this validity will prevail.
- 53.7 Any remaining Flexi Point in customer's account will be forfeited in case active line validity expires before the expiry of Flexi Card and will not be refunded even if the line is reactivated. Any remaining Flexi Point in customer's account will be forfeited in case active line validity expires before the renewal/expiry of Flexi Pack and will not be refunded even if the line is reactivated.
- 53.8 Customers can activate multiple Flexi Cards and carry forward of points is allowed in case subsequent card is activated before the expiry of currently active card. Customers can activate only one Flexi Pack at one point of time and upgrade/downgrade can happen only after the expiry of the current pack.
- 53.9 Any remaining Flexi Points will be forfeited in case customer does not activate another Flexi Card before the expiry of the current card. Any remaining Flexi Points in the customer's account will be carried forward in case of renewal for the Flexi Pack.
- 53.10 Any remaining Flexi Points in the customer's account will be forfeited in case the active line validity expires before the renewal/expiry of Flexi Pack and will not be refunded even if the line is reactivated.
- 53.11 Any remaining Flexi Points will be forfeited in case renewal of Flexi Packs fails due to any reason.
- 53.12 The Flexi Pack will be on hold for 30 days (7 days for Flexi 20 including day of activation) in case renewal fails due to insufficient credits and will be auto-renewed as and when sufficient credit is available in customer account.
- 53.13 Customers can use Nojoom top up credit and main account credit for subscription charged of Flexi Packs. The priority will be given to Nojoom balance first.
- 53.14 The subscription charges for Flexi Pack are non-refundable.
- 53.15 Flexi Points will be used first for local and international calls/SMS and local data services in case the customer has subscribed to any other pack or key which offers the same allowances with any validity.
- 54. Flexi Points are not applicable for any kind of roaming usage and satellite calls.
- 54.1 Ooredoo reserves the right to forfeit/cancel Flexi Points in case any customer is using the same for commercial purposes or reselling.

#### **4.4 Hala Welcome Pack**

- 55. Mobile calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.
- 56. **Charging:**
  - 56.1 The cost of the SIM card is QAR 35 and the initial credit on the SIM is zero.
  - 56.2 All Standard out of bundle charges is reflected on section **(see 4.13.1)** unless the customer is subscribing to any optional subscription packs or Hala Smart Packs.
- 57. **Conditions:**
  - 57.1 This SIM will be available to all new Hala customers, customers porting to Ooredoo, customers migrating from Ooredoo Postpaid to Ooredoo Prepaid and Hala SIM replacement.
  - 57.2 The customer will have to recharge through any of the Ooredoo top-up channels for any other mobile services.

## 4.5 Hala Smart Packs

- 58. The Hala Smart Packs is a weekly subscription enables any Ooredoo prepaid subscriber get a pack of minutes, and/or data depends on the packs.
- 59. Conditions:
  - 59.1 To activate Hala Smart Packs, SMS the relevant code below for the weekly pack.
  - 59.2 To terminate Hala Smart Packs, SMS the activation code "STOP WP" to 121. The allowance and out of bundle rate is applicable after local allowance.
  - 59.3 To check balance: SMS "Balance WP" to 121.
  - 59.4 Standard Hala out of Bundle rates will apply.
- 60. The Hala Smart Packs are offered in the following defined packages:

Description	Smart 10	Smart 15	Smart 60
Local minutes	100	175	Unlimited
Data (MB)	100	100	250
Local OOB On-net call rate (QAR/min)	0.20	0.20	N / A
Local OOB Off-net call rate (QAR/min)	0.20	0.20	N / A
OoB Local Data access rates	10 Dhs/MB for first 100 MB and thereafter 15 Dhs/MB	10 Dhs/MB for first 100 MB and thereafter 15 Dhs/MB	10 Dhs/MB for first 100 MB and thereafter 15 Dhs/MB
International call rate to 121 countries (QAR/min)	0.55	0.55	0.55
Weekly fees (QAR)	10	15	60

*Figure 8 Hala Smart Packs*

- 61. Out of bundle (OOB) local rates are as follows:
  - 61.1 Local SMS out of bundle rate - QAR 0.30 per SMS

## 4.6 Hala Smart Cards

- 62. This service feature that allows users to call local fixed lines and mobiles and browse the Internet on their Mobile Device.
- 63. Conditions:
  - 63.1 Customers required entering the digit code on the Smart Card via SMS or USSD to add local minutes /SMS and Mobile Data.
  - 63.2 Smart cards can be purchased from Ooredoo retail, mass market and Ooredoo App.
  - 63.3 Hala Smart Cards will be consumed first if the customer has an existing Mobile Data Pack.
  - 63.4 Customers will resume their Mobile Data Pack or move to the standard Pay As You Surf rate when the card allowance or validity is completed.
- 64. Charging:
  - 64.1 Optional Hala Smart Cards are offered in the following defined packages:

Hala Smart Cards	Amount Local Minutes	Amount (MB)	Price (QAR)	Validity	Line Validity
Hala Smart Card 5	30	-	5	5 days	60 days
Hala Smart Card 15	150	100	15	10 days	60 days

Figure 9 Hala Smart Cards

## 4.7 Mobile Data Scratch Card Vouchers “Data Recharge”

- 65. This service feature that allows users to browse the Internet on their Mobile Device.
- 66. Conditions:
  - 66.1 Customers are required to enter the digit code on their Scratch Card Voucher via SMS or USSD to add Mobile Data.
  - 66.2 Scratch Cards are available for purchase at Ooredoo retail shops, mass markets and Ooredoo App.
  - 66.3 Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.
  - 66.4 Customers will resume their Mobile Data Pack or move to the standard Pay As You Surf rate when the data allowance or validity is completed.
- 67. Mobile Data Scratch Card Vouchers are offered in the following defined packages:

Denomination	QR 5	QR 10	QR 20	QR 30	QR 60	QR 80	QR 100	QR 150	QR 200
Allowance (MB)	200	500	1000	1000	2,500	4,000	7,000	14,000	20,000



Denomination	QR 5	QR 10	QR 20	QR 30	QR 60	QR 80	QR 100	QR 150	QR 200
Validity (days)	<sup>17</sup>	3	7	14	28	28	28	28	42
Line Validity (days)	60	60	60	60	60	60	60	60	60
Bonus	100 MB	250 MB	600 MB	1 GB	2 GB	2 GB	2 GB	2 GB	2 GB
Bonus Validity (days)	<sup>18</sup>	3	7	7	7	7	7	7	7
Digital Offer <sup>19</sup>	-	-	-	210 MB	465 MB	620 MB	925 MB	1,660 MB	2,290 MB
Digital Offer Validity (days)	-	-	-	14	28	28	28	28	42

Figure 10 Hala Mobile Data Scratch Card Vouchers

## 4.8 International packs

### 4.8.1 India Key

68. A customer may opt-in via SMS for a subscription charge of QAR 1.00 per week and be eligible to call India for a permanent rate of QAR 0.18 per minute (18Dhs per minute). The India Key is auto renewable.
69. A customer may opt-in via SMS for a subscription charge of QAR 19 that gives customers 35 minutes of calling to the following countries listed below. The validity of the IDD pack is 30 days or once the QAR 19 has been utilized completely by the customer, they may opt-in to another pack immediately afterwards.

Country
Bahrain
Bangladesh
Egypt
India
Indonesia
Nepal
Pakistan
Philippines
Saudi Arabia
Sri Lanka
Sudan
Syria
Thailand
Turkey
UAE
UK

<sup>17</sup> On the day of activation until midnight

<sup>18</sup> On the day of activation until midnight

<sup>19</sup> Digital Offer bonus data allowance is consumed first and it is only available if the data recharge is done via Ooredoo App, Ooredoo Money App and Ooredoo Website.

Country
USA

Figure 11 List of Applicable countries

#### 4.8.2 International Saver Key

70. A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible for:
- 70.1 National voice calls for QAR 0.25 per minute to any mobile or landline;
- 70.2 National SMS for QAR 0.30 per message to any network; and
- 70.3 International voice call to the following countries for QAR 0.65/minute and SMS for 0.45/SMS message. Nepal Telecom has a special rate of QAR 0.20/minute.

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

Figure 12 International Saver Key – List of countries

71. The International Saver Key is auto renewable.

#### 4.8.3 Bangladesh Key

72. A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call and SMS to Bangladesh for QAR 0.25/minute and QAR 0.20/message. The Bangladesh Key is auto renewable.

#### 4.8.4 Egypt Key

73. A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call to Egypt for QAR 0.45/minute. In addition, subscribers can make local calls within Qatar for QAR 0.20/minute to any number. The Egypt Key is auto renewable.

#### 4.8.5 Nepal Key

74. A customer may opt-in for subscription charge of QAR 1 per week and be eligible to call any number in Nepal for QAR 0.25 per minute. The Hala Nepal Key is auto renewable. Subscribers to the Nepal Key cannot subscribe to Nepal Super Key.

#### 4.8.6 Nepal Super Key

75. A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call any number in Nepal for QAR 0.15 per minute. The Hala Nepal Key is auto renewable. Subscribers to Nepal Super Key cannot subscribe to Nepal Key.

#### 4.8.7 Philippines Pack (Monthly)

76. A customer may opt-in for subscription charge of QAR 50 per month and be eligible to call “Globe” Philippines number for 850 minutes. Standard international calling charges will apply when calling other operators.

#### 4.8.8 Philippines Pack (Weekly)

77. A customer may opt-in for subscription charge of QAR 15 per week and be eligible to call “Globe” Philippines number for 250 minutes. Standard international calling charges will apply when calling other operators. In addition, subscribers will receive 250 MB local data valid for the day of activation only.

#### 4.8.9 Pakistan Key

78. A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call all Pakistan Networks for QAR 0.20 per minute.

#### 4.8.10 Pakistan Telenor Pack

79. A customer may opt-in for subscription charge of QAR 10 per week and be eligible to call Pakistan Telenor network numbers for 100 minutes. In addition, subscribers will receive 150 MB local data valid on the day of activation.

#### 4.8.11 Nepal Telecom Packs

80. A customer may opt-in for these packs and be eligible to call Nepal Telecom (NTC) numbers in Nepal with different validities which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected pack. The following are the packs available for the customers:

Price (QAR)	International Minutes to Nepal Telecom (NTC)	Bonus Data (MB)	Bonus Local minutes	Validity of Packs (Days)	Bonus Local Minutes and Bonus Data validity (Days)
10	50	100	10	30	7
30	175	250	25	30	7
45	275	500	40	30	10

Price (QAR)	International Minutes to Nepal Telecom (NTC)	Bonus Data (MB)	Bonus Local minutes	Validity of Packs (Days)	Bonus Local Minutes and Bonus Data validity (Days)
60	400	750	50	30	10
100	700	1000	70	30	15
200	1525	5000	100	30	30

Figure 13 Nepal Telecom Packs

81. The out of bundle charges when subscribing to Nepal Telecom Packs is QAR 0.18 per minutes to call Nepal Telecom numbers in Nepal up to the validity of the packs.

#### 4.8.12 India Packs

82. A customer may opt-in for these packs and be eligible to call to India with a validity which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected Pack. The following are the packs available for the customers:

Price QAR	India Minutes	Bonus Data (MB)	Bonus Local Minutes	Pack Validity (Days)	Bonus Validity (Days)
10	100	100	10	30	7
30	325	250	25	30	7
45	525	500	40	30	10
60	725	750	50	30	10
100	1250	1500	70	30	15
200	2800	10000	200	30	30

Figure 14 India Packs

83. The out of bundle charges when subscribing to India Packs is QAR 0.10 per minutes to call to India up to the validity of the packs.

#### 4.8.13 India Super Key

84. A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call to India for QAR 0.11 per minute and QAR 0.25 per minutes for local calls. The Hala India Super Key is auto-renewable.

#### 4.8.14 Bangladesh Packs

85. A customer may opt-in for these packs and be eligible to call to Bangladesh with a validity which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected Pack. The follow are the packs available for the customers:

Price QAR	Bangladesh Minutes	Bonus Data (MB)	Bonus Local Minutes	Pack Validity (Days)	Bonus Validity (Days)
10	60	100	10	30	7
30	200	250	25	30	7
45	325	500	40	30	10
60	450	750	50	30	10
100	850	2000	70	30	15
200	1750	10000	250	30	30

Figure 15 Bangladesh Packs

86. The out of bundle charges when subscribing to Bangladesh Packs is QAR 0.15 per minutes to call to Bangladesh up to the validity of the packs.

#### 4.8.15 Hala International SIM / for Inbound customers to Qatar

87. Mobile calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.

88. **Charging: Ooredoo will have two plans**

88.1 The cost of the Fan SIM card is QAR 35 and the initial benefits on the SIM is 25 local voice minutes, 15 international minutes (valid for 120 ISK countries listed in **(section 4.16)** and 2 GB local data with 7 days validity. The line validity of the SIM is 30 days.

88.2 The cost of the Super Fan SIM card is QAR 150 and the initial benefits on the SIM is 400 local voice minutes, 75 international minutes (valid for 120 ISK countries listed in **(section 4.16)** and 20 GB local data with 30 days validity. The line validity of the SIM is 30 days. The Super Fan SIM card has QAR 30 credit included initially.

88.3 All Standard out of bundle charges is reflected on section **(4.12.1, 4.16 and 4.14.1)** unless the customer is subscribing to any optional subscription packs or Hala Smart Packs.

89. **Conditions:**

89.1 This SIM will be available to all new customers.

89.2 The customer will have to recharge through any of the Ooredoo top-up channels for any other mobile services.

#### 4.8.16 Three Favorite Numbers

90. Three Favorite Numbers provides a subscriber with a 25% discount on calls made to a maximum of three preselected international numbers of their choice.

91. Three Favorite Numbers service is charged as a monthly fee.

Fee	Charge (QAR)
Set-Up fee (one-off fee)	10

Monthly fee per user	10
Number change (up to three numbers per month)	5

Figure 16 Three Favorite Numbers

#### 4.8.17 Service Bundles - Optional Subscription Packs

92. Optional Subscription Packs enable any Ooredoo prepaid mobile Subscriber to pre-pay for a bundle of call or messaging units.
93. Conditions:
- 93.1 Optional Subscription Packs are valid for a defined period of time after which the units expire.
- 93.2 Optional Subscription Packs cannot be transferred to another user.
- 93.3 When Optional Subscription Pack minutes and/or messages are consumed, all of a Subscriber's subsequent international call minutes or messages are charged at Ooredoo's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.
- 93.4 Optional Subscription Pack units are not valid for calls or messages made while roaming outside Qatar or for premium-rated numbers.
- 93.5 Local Calls units can be used to call any local fixed or mobile network within Qatar.
- 93.6 International Call units can be used to call any international fixed or mobile network. International Call units cannot be used to call satellite or other special destinations listed in section **4.16**.
- 93.7 Local SMS units can be used to message any local mobile network within Qatar.
- 93.8 International SMS units can be used to message any international mobile or fixed network. International SMS units cannot be used to satellite or other special destinations listed in section **4.16**.
- 93.9 Optional Subscription Packs that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been un-subscribed.
- 93.10 Subscribers of Optional Subscription Packs that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.
94. Optional Subscription Packs are offered in the following defined packages:

Optional Subscription Pack	Charge (QAR)	Validity (Days)	Units (Call minutes or SMS)	Re-subscription Service

International SMS Weekly 10	10	7	20	No
International SMS Monthly 30	30	30	65	No

Figure 17 Service Bundles - Optional Subscription Packs

## 4.9 Smartphone Plan

95. An optional feature that allows customers to get up to 3 months of FREE data upon purchasing of a selected Smartphone.
96. **Conditions:**
- 96.1 Customers can benefit from FREE data of up to 36GB.
- 96.2 This optional feature is limited to selected devices and is a subject to the availability of these devices.
- 96.3 Data will be first consumed from FREE data allowance. Once FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within Hala Daily / Weekly Packs or will be charged standard Pay as You Surf rate.
- 96.4 Customers will be notified via SMS when the FREE data is used up or validity period expired.
- 96.5 Selected Smartphones are available on Ooredoo Retail Shops, Ooredoo eShop and Ooredoo's Partners.
- 96.6 Prices varies on the selected Smartphones.

## 4.10 Data with devices (Device Offer)

97. An optional feature that allows customers to get FREE data upon purchasing of a selected device.
98. **Conditions:**
- 98.1 This optional feature is limited to selected devices and is a subject to the availability of these devices.
- 98.2 Customers will be notified via SMS when the FREE data is used up or validity period expired.
- 98.3 Selected devices are available on Ooredoo Retail Shops, Ooredoo eShop and Third party stores.
- 98.4 Prices varies on the selected Smartphones.

## 4.11 Other Services

### 4.11.1 Call-Me-Back

99. The Call-Me-Back Service allows mobile prepaid Subscribers to 'request' another SMS-enabled Ooredoo Subscriber to call the request party back when their prepaid credit level is too low to support the cost of the call.

- 100. The Call-Me-Back service has a limitation of 3 such requests per user per day.
- 101. Call-Me-Back service is free of charge.

**4.11.2 Collect Call**

- 102. The ‘Collect Call’ service allows prepaid mobile Subscribers to ‘request’ another Ooredoo prepaid or postpaid mobile Subscriber to receive and pay for a call from the requesting party.
- 103. This service is free of charge in respect of ‘Connection’, ‘Monthly Fee’ and ‘Call Set-Up Fee’, and charged to the receiving party at the standard prevailing peak charge rate for national prepaid mobile-to-mobile calls on Ooredoo’s network.

**4.11.3 Credit Transfer**

- 104. A subscriber may transfer some or all of their existing airtime credit to another prepaid subscriber.
- 105. Conditions:
  - 105.1 Minimum amount that may be transferred per transaction: QAR 10.
  - 105.2 Maximum amount that may be transferred per transaction: QAR 1,000.
  - 105.3 Service validity may not be transferred.
  - 105.4 Extra credit on main balance from Ooredoo Money top up cannot be transferred.
- 106. Each transfer is charged at QAR 1.

**4.11.4 Prepaid to postpaid conversion**

- 107. A Subscriber may convert his or her prepaid mobile calling account to a postpaid account.
- 108. There is no charge for this service.

**4.11.5 Easy-to-Remember Numbers**

- 109. Easy to remember numbers are specially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.
- 110. 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	AXXXXXXX	XXXXXXAX	XXXXXXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXYXXXXY	XXYYXXXX
Platinum Plus	XXYYXXXX	XYXXYYYY	YXXXXXXY	XXXXYYXX	XXYYYYXX	YYYYXXXX
Platinum	XXXXYXXY	XXXXYXYX	XXXXYXY	XXXXYXY	XXXXYXY	XXXXYXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXYYZZ	XXXXYYA	XXYYYYA	XXXXAYY



Number Category	Typical format example					
Gold	AXXXXBXX	AXXXXYXY	AXXXXYXX	AXXYYYYYX	XXXXXABC	XXXXXABX
Silver Plus	ABXXYYYY	XYYYYYXA	XYZZZZXY	ABXXYYYY	XXXABYYY	XXXXYYAX
Silver	ABXXXXYY	ABXYYYYYX	AXBCXXXX	AXBXYYYY	AXXXBYYY	AXXXBYYY
Bronze	ABXXXXCD	ABXXXYXY	ABXXXYXX	ABXXYYYYX	ABXYXXX	ABXYYYYY
Pearl	AXXBCXXX	AXXYBYYY	AXYXYZZZ	AXYYXZZZ	XXXZYZZZ	XXXZZYZ
Mercury	XABXYYYY	XAXYYZZZ	XAYYXZZZ	XXABCYYY	XXABXYYY	XXYABYYY
Cooper	XAYXYZZZ	XXYXXAYY	XXYXXYYA	XXYXXYZZ	XXYXYXZZ	XYXYXZY
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				

Figure 18 ETR numbers – format example

- 111. 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.
- 112. 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
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

Number Classification	Applicable one-time charge (QAR)
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

Figure 19 ETR numbers – charges

#### 4.11.6 Other Services and Rates

Service	Charges (QAR)
SIM replacement (one-off fee) <sup>20</sup>	15
Transfer of ownership (one-off fee)	50
Number Change (Standard number only, Easy to Remember Number excluded)	50

Figure 20 Other services and rates

#### 4.11.7 Fast Credit

112.1 The ability for customers to borrow Hala Credit from Ooredoo. Ooredoo will send SMS asking if the customer would like to use Fast Credit offers. Fast Credit gives the customers amount up to QAR 100 to their account.

113. **Conditions:**

113.1 Main balance needs to be below QAR 1 or QAR 3.

113.2 Fast Credit will be valid for 7 days.

113.3 Customers need to reply “yes” to the received message to subscribe to Fast Credit.

113.4 Fast Credit cannot be used for credit transfer.

113.5 The fast credit amount depends on the customer’s usage behavior.

114. **Charging:**

114.1 The service fee charged for Fast Credit will also depend on the loan advanced and will vary between QAR 1 to QAR 20.

114.2 An amount equivalent to loan advanced plus applicable service fee will be automatically deducted upon the next recharge from the subscriber.

#### 4.11.8 Updating Ownership Offer

<sup>20</sup> The SIM replacement will be free of charges if the replacement is from a physical SIM with an eSIM.

- 115. Customers who update their ownership documents (QID) in Ooredoo’s system and then registers to Ooredoo Mobile Money will get 500MB free data for 10 days validity.
- 116. Customers need to register for Full Ooredoo Mobile Money Wallet within 7 days of the takeover or transfer of ownership. Mobile Money Terms and Conditions Applies.
- 117. The transfer of ownership is free of charge.

**4.11.9 Apple Watch Wireless Plan**

- 118. Supported Apple Watch models (cellular) can be paired with a mobile number and a mobile tariff plan. Customers who activate and pair Apple Watch with their tariff mobile device and Ooredoo plan can make and receive local calls, send and receive local SMS, make and receive international call and use local data directly using Apple Watch without the need of paired mobile device proximity.
- 119. Supported Apple Watch models and pairing instructions can be found on [www.ooredoo.qa](http://www.ooredoo.qa)
- 120. **Charges:**
  - 120.1 One Time activation fee: QAR 50
  - 120.2 Recurring monthly rental fee: QAR 30
  - 120.3 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.

**4.12 Standard Terms for Mobile Services**

**4.12.1 Local Calls**

- 121. Local calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.
- 122. Local calling is charged on a per-minute basis:

Service	Charges (QAR)/min
Voice Calls to Ooredoo mobiles or landlines	0.65
Voice Calls to other mobiles or landlines	0.65
Video calls to Ooredoo mobiles	0.55
Video calls to other mobiles	0.55
Voicemail* (all Qatar Networks)	0.65
Postpaid Audiotext (9001xxx, 9002xxx)	1 - 100
Three Digit Short Code voice calls	1 - 100

*Figure 21 Hala Services – charges for local calling*

**4.13 Messaging**

### 4.13.1 Short Message Service (SMS)

- 123. A service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).
- 124. SMS messages are charged on a per message basis

Service	Charges (QAR)/ message
SMS messages (peak/off-peak)	0.39
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 – 100
SMS to 'In flight' mobiles (via Access code 88299)	5.00

Figure 22 Hala Services – Charges for SMS

### 4.13.2 Hala International SMS Key for Philippines

- 125. A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible to SMS to Philippines for QAR 0.12 per SMS. For opt-in, customer can send SMS contain “SPHI” to 121 for service activation. If the customer is no longer needed the service, he may opt-out by sending “STOP SPHI” to 121.

### 4.13.3 Multimedia Messaging (MMS)

- 126. A service feature that allows the subscriber to send and receive messages containing text and/or pictures audio and video.
- 127. MMS service is charged on a per-message basis

Service	Charges (QAR)/ message
MMS – picture (peak/off-peak)	0.80
MMS – video (peak/off-peak)	0.80

Figure 23 Hala Services – Charges for MMS

### 4.13.4 Voice SMS

- 128. Voice SMS allows an Ooredoo mobile subscriber 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.
- 129. **Conditions:**
  - 129.1 Voice SMS messages may be sent or retrieved by roaming Ooredoo mobile subscribers.
  - 129.2 Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient.

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

130. Voice SMS messages are charged as per the following table. There is no charge to listen to messages for the first time, but replayed messages are charged as follows:

Service		Charges (QAR)/ message
Voice SMS	to send:	0.55
	message replay:	0.20

Figure 24 Hala Services – Charges for Voice SMS

## 4.14 Data Services

### 4.14.1 Mobile Internet

131. A service feature that allows Users to browse the Internet and WAP sites over their mobile handset.

132. **PAYG** Mobile Internet charges:

For first 100 MB of Data Usage in a day	20 Dhs/MB
After 100 MB of Data Usage in a day	20 Dhs/MB

Figure 25 Hala Services – charges for mobile internet

### 4.14.2 Mobile Internet Packs

133. Optional Mobile internet Packs (MIP) enable any Ooredoo prepaid mobile Subscriber to pre-pay for an amount of Mobile internet Megabytes (units).

134. **Conditions:**

135. MIP are valid for a defined period of time after which the units expire.

136. MIP cannot be transferred to another user.

137. When MIP are consumed, all of a Subscriber’s subsequent usage will be charged at Ooredoo’s standard charge rates. Subscriber will be continuously notified of the remaining pack balance.

138. MIP units are not valid while roaming outside Qatar.

139. MIP that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been un-subscribed.

- 140. Subscribers of MIP that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.
- 141. Fair Usage Policy
- 141.1 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.
- 142. **Charging:**
- 142.1 Optional Subscription Packs are offered in the following defined packages:

Tariff Plan	Charge (QAR)	Allowance (MB)
Daily		
Daily Data 1	1	10
Daily Data 4	4	50
Daily Flexi	20	1,000
Weekly		
Weekly 1GB	20	1,000
Weekly Unlimited <sup>21</sup>	125	Unlimited

*Figure 26 Hala Services – Mobile Internet Packs*

- 142.2 **Other terms:**
- 142.3 Daily Data 1 and 4: if the customer exceeds their limit can they renew or choose to use the pay-as-you-go service.
- 142.4 Daily Flexi: With Hala Flexi customer get 1GB for only QAR 20 daily. The customer gets refunded at end of the day for any unused data.
- 142.5 Weekly 1GB: With the Weekly 1GB bundle for just QAR 20/week, customer can transfer any unconsumed data to next week. Customer needs to continue the subscription to continue accruing their data balance. With the Weekly 20 add-on for only QAR 20 per week customer can add more data to Weekly pack as many times as they want. If customer renews Weekly 1GB pack, data will be carried over to the next week’s pack.
- 142.6 Weekly Unlimited: Unlimited data FUP: At 100GB usage the maximum speed you can avail on 3G is 1Mbps and on 4G is 2Mbps until the renewal date of your data pack. At 125GB usage the

<sup>21</sup> If you are a subscriber before the 28th of July 2016, you will enjoy your old Mobile Internet Unlimited Plan price of QAR 100 per week.

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 charges after the FUP is reached (applies to Weekly Unlimited).

- 142.7 Speed booster: For the Weekly Unlimited Pack, the subscriber who exceeds 100 Gb of usage can restore their speed by purchasing one of the following:
- 142.8 Speed booster (daily pack) at QAR 20 by sending SMS with text "SB 20" 121. The daily pack will provide 5 GB at full speed.
- 142.9 Speed booster (weekly pack) at QAR 100 by sending SMS with text "SB 100" to 121. The weekly pack will provide 25 GB at full speed.
- 142.10 Fair Usage Policy (FUP): After the speed booster expires or the customer consume the data pack allowance, the speed will be lowered according to the selected packs.
- 142.11 Hala Balance Protection Feature: The Feature will automatically be activated whenever customers 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 0.10 QAR per MB. The rest of the data usage until midnight of the same day will be charged at 0.15 QAR per MB.

#### 4.14.3 Zero Rated Apps

- 142.12 Customers will not incur any data charges while accessing the below listed "Zero Rated" applications. This data consumption will not be deducted from the allowance of the data packs subscribed by the customers and will not attract any out of bundle data charges.
- 142.13 Unlimited Zero-Rated services include:
  - Ooredoo TV App;
  - Ehteraz App.
- 142.14 Limited Zero-Rated services include:
- 142.15 Ooredoo website: For data usage of up to 50MB per day, customers do not incur any data charges while accessing Ooredoo App and/or Ooredoo website. However, once the customer consumed more than 50MB per day for Ooredoo App and/or Ooredoo website, standard rated charges will be applied as per tariff subscribed by the customers.
- 142.16 Hayya App: For data usage of up to 100MB per day, customers do not incur any data charges while accessing Hayya App. However, once the customer consumed more than 100MB per day for Hayya App, standard rated charges will be applied as per tariff subscribed by the customers.

#### 4.15 Voicemail

- 143. 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).

## 4.16 International services

144. International calling allows a User to call international fixed and mobile telephone numbers from his mobile handset.

### 4.16.1 Standard Charging

145. International Mobile calling is charged on a per-minute basis (out of bundle rate).

146. Calls and messages to the listed International Destinations are available at following rates (including international call rate and airtime):

Country	Calls (voice/video) (QAR/min.) - all inclusive
AFGHANISTAN	0.99
ALBANIA	2.00
ALGERIA	2.50
AMERICAN SAMOA	1.66
ANDORRA	0.99
ANGOLA	0.99
ANGUILLA	3.99
ANTARCTICA	5.00
ANTIGUA AND BARBUDA	3.99
ARGENTINA	0.99
ARMENIA	0.99
ARUBA	0.99
ASCENSION ISLAND	10.00
AUSTRALIA	0.99
AUSTRIA	0.99
AZERBAIJAN	1.66
BAHAMAS	3.99
BAHRAIN	0.99
BANGLADESH	0.99
BARBADOS	3.99
BELARUS	1.50
BELGIUM	1.50
BELIZE	0.99
BENIN	1.50
BERMUDA	3.99
BHUTAN	0.99

Country	Calls (voice/video) (QAR/min.) - all inclusive
BOLIVIA	0.99
BOSNIA AND HERZEGOVINA	2.00
BOTSWANA	0.99
BRAZIL	0.99
BRITISH VIRGIN ISLANDS	3.99
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	3.99
CENTRAL AFRICAN REPUBLIC	4.00
CHAD	2.50
CHILE	0.99
CHINA	0.99
CHRISTMAS ISLAND	3.99
COCOS ISLANDS	3.99
COLOMBIA	0.99
COMOROS	2.50
CONGO	2.00
CONGO/Zaire	2.00
COOK ISLANDS	4.00
COSTA RICA	0.99



Country	Calls (voice/video) (QAR/min.) - all inclusive
CROATIA	1.50
CUBA	2.99
CYPRUS	0.99
CZECH REPUBLIC	0.99
DENMARK	0.99
DIEGO GARCIA	5.99
DJIBOUTI	1.50
DOMINICA	3.99
DOMINICAN REPUBLIC	3.99
EAST TIMOR (Timor-Leste)	3.99
ECUADOR	0.99
EGYPT	0.99
EL SALVADOR	0.99
EQUATORIAL GUINEA	2.00
ERITREA	0.99
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	1.00
GIBRALTAR	0.99
GREECE	0.99
GREENLAND	1.99
GRENADA	3.99
GUADELOUPE	0.99
GUAM	3.99
GUATEMALA	0.99
GUINEA	2.00

Country	Calls (voice/video) (QAR/min.) - all inclusive
GUINEA-BISSAU	3.00
GUYANA	0.99
HAITI	1.50
HONDURAS	0.99
HONG KONG	0.99
HUNGARY	0.99
ICELAND	0.99
INDIA	1.50
INDONESIA	0.99
IRAN	0.99
IRAQ	0.99
IRELAND	0.99
ISRAEL	0.99
ITALY	0.99
IVORY COAST	2.00
JAMAICA	3.99
JAPAN	0.99
JORDAN	0.99
KAZAKHSTAN	0.99
KENYA	0.99
KIRIBATI	10.00
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	2.99

Country	Calls (voice/video) (QAR/min.) - all inclusive
MALAWI	2.00
MALAYSIA	0.99
MALDIVES	3.00
MALI	1.50
MALTA	2.00
MARSHALL ISLANDS	3.99
MARTINIQUE (French Antilles)	0.99
MAURITANIA	2.50
MAURITIUS	0.99
MAYOTTE	0.99
MEXICO	0.99
MICRONESIA	2.00
MOLDOVA	1.50
MONACO	0.99
MONGOLIA	0.99
MONTENEGRO	2.00
MONTSERRAT	5.50
MOROCCO	2.50
MOZAMBIQUE	1.50
MYANMAR (Burma)	0.99
NAMIBIA	0.99
NAURU	2.99
NEPAL	0.99
NETHERLANDS	0.99
NETHERLANDS ANTILLES	0.99
NEW CALEDONIA	1.00
NEW ZEALAND	0.99
NICARAGUA	0.99
NIGER	1.50
NIGERIA	0.99
NIUE	3.99
NORFOLK ISLAND	3.99
NORTHERN MARIANA ISLANDS	3.99
NORWAY	0.99
OMAN	0.99
PAKISTAN	0.99
PALAU	2.00

Country	Calls (voice/video) (QAR/min.) - all inclusive
PALESTINE	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	3.99
REUNION	2.00
ROMANIA	0.99
RUSSIA	0.99
RWANDA	1.50
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	0.99
SENEGAL	1.50
SERBIA	1.50
SEYCHELLES	2.50
SIERRA LEONE	1.99
SINGAPORE	0.99
SLOVAKIA	0.99
SLOVENIA	1.50
SOLOMON ISLANDS	4.00
SOMALIA	1.66
SOUTH AFRICA	0.99
SOUTH SUDAN	2.50
SPAIN	0.99
SRI LANKA	0.99
SUDAN	0.99

Country	Calls (voice/video) (QAR/min.) - all inclusive
SURINAME	9.00
SWAZILAND	1.50
SWEDEN	1.50
SWITZERLAND	1.50
SYRIA	2.00
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	3.99
TUNISIA	2.50
TURKEY	0.99
TURKMENISTAN	0.99
TURKS AND CAICOS ISLANDS	3.99
TUVALU	3.99
UGANDA	1.50
UKRAINE	1.50
UNITED ARAB EMIRATES	0.99
UNITED KINGDOM	1.50
UNITED STATES OF AMERICA	0.99

Country	Calls (voice/video) (QAR/min.) - all inclusive
UNITED STATES VIRGIN ISLANDS	3.99
URUGUAY	0.99
UZBEKISTAN	0.99
VANUATU	3.50
VATICAN	0.99
VENEZUELA	0.99
VIETNAM	2.50
WALLIS AND FUTUNA	2.99
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	0.99
ZAMBIA	2.00
ZIMBABWE	2.00

Zone	Calls (voice/video) (QAR/min.) - all inclusive	SMS QAR/msg.	MMS Picture QAR/msg.	MMS Video QAR/msg.
All countries	Details per country in the tables below	0.60	1.20	1.20
Special & Satellite	30	0.60	N/A	N/A

Figure 27 International calling – Standard charges

#### 4.16.2 Ooredoo Passport

147. This optional subscription will allow the subscribers to have 1GB of data and 100 minutes (Inbound and outbound) while roaming.

148. Conditions:

- 148.1 Customers need to send “OP” to 121 to subscribe to this optional feature.
- 148.2 Subscriber will have the allowance for 7 days from the date of subscription.
- 148.3 Subscribers can re-subscribe to this optional service after the duration of 7 days is complete.
- 148.4 Roaming 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).
- 148.5 Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text ‘OPE’ to 121. Once the customer sends the text ‘OPE’ to the relevant code (121), 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).
- 148.6 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.
- 149. **Charging:**
- 149.1 Customers have to pay QAR 100 per 7 days to subscribe to this optional feature.
- 149.2 Customer will pay the following after the allowance has been used within the 7 day period on the selected network (s): QAR1 per MB and QAR 1 per roaming minute.
- 150. List of the passport countries and operators:

Country	Operator
Afghanistan	MTN
Algeria	Ooredoo Algeria
Australia	Telstra
Austria	T-Mobile
Azerbaijan	AzerCell
Bahrain	Bahrain Telecommunications Co.
Bahrain	Zain BH
Bahrain	VIVA Bahrain
Bangladesh	RobiAxiata Limited
Bangladesh	Airtel Bangladesh Limited
Belgium	Base
Brazil	Claro
Bulgaria	Cosmo Bulgaria Mobile
Bulgaria	Vivacom
Cambodia	Smart (Hello)
Canada	Bell Mobility
Canada	TELUS Communications
Croatia	Croatian Telecom Inc (T-Mobile)
Croatia	Tele 2
Czech Republic	T-Mobile Czech Republic
Czech Republic	Vodafone Czech Republic a.s.
Egypt	ECMS-MobiNil
Egypt	Vodafone Egypt Telecommunications S.A.E.

Country	Operator
Estonia	Tele 2
France	Bouygues Telecom
France	Orange
Germany	E-Plus
Germany	Telefonica (O2)
Ghana	Airtel
Greece	Cosmote Mobile Telecom
Guinea	Areeba / MTN
Hungary	Magyar Telekom
India	IDEA Cellular Ltd. - Ap
India	IDEA Cellular Ltd. - Gujarat
India	Vodafone Cellular Limited(VCL)
India	IDEA Cellular Ltd. - Maharashtra
India	VODAFONE CELLULAR LIMITED (VCL)
India	Vodafone East Limited
India	Vodafone Mobile Services Limited
India	IDEA Cellular Ltd. - Haryana
India	IDEA Cellular Ltd. - Kerala
India	IDEA Cellular Ltd. - U.P.West
India	Vodafone West Ltd
India	Vodafone India Limited
India	IDEA Cellular Ltd. - State of Bihar
India	IDEA Cellular Ltd. Delhi
India	IDEA Cellular Ltd. - Himachal Pradesh
India	IDEA Cellular Limited Kolkata
India	IDEA Cellular Ltd. - Mumbai
India	IDEA Cellular Limited - Orissa
India	IDEA Cellular Ltd. - Rajasthan
India	IDEA Cellular Limited - Tamil Nadu & Chennai (TN&C)
India	IDEA Cellular Ltd. - U.P. East
India	IDEA Cellular Limited West Bengal
India	Idea Cellular Ltd. - Madha Pradesh
India	IDEA Cellular Limited - KARNATAKA
India	IDEA Cellular Limited
India	BhartiAirtel Ltd. Mumbai
India	BhartiAirtel Ltd. Pune
India	BhartiAirtel Ltd. Gujrath
India	BhartiAirtel Ltd. Tamil Nadu
India	BhartiAirtel Ltd. Haryana
India	BhartiAirtel Ltd. UP west
India	BhartiAirtel Ltd. Kerala
India	BhartiAirtel Ltd. Madhya Pradesh
India	BhartiAirtel Ltd. Punjab
India	BhartiAirtel Ltd. Delhi
India	BhartiAirtel Limited. Himachal Pradesh
India	BhartiAirtel Ltd. Rajasthan
India	BhartiAirtel Ltd. Karnataka
India	BhartiAirtel Ltd. Andhra Pradesh
India	BhartiAirtel Ltd. Kolkata
India	BhartiAirtel Ltd. Chennai
Indonesia	PT. XL Axiata, Tbk
Indonesia	Indosat
Iran	MTN Iran
Iraq	Asiacell Communications L.L.C
Ireland	Vodafone Ireland Plc
Italy	WIND Telecomunicazioni S.P.A.
Jordan	Petra Jordanian Mobile Telecom
Jordan	Umniah Mobile

Country	Operator
Jordan	Zain
Kenya	Airtel
Kuwait	Kuwait Telecom Company
Kuwait	Mobile Telecommunications Company (Zain)
Kuwait	Ooredoo Kuwait
Latvia	Tele 2
Malaysia	Maxis Mobile Services SdnBhd
Malaysia	CelcomAxiataBerhad
Maldives	Ooredoo Maldives
Malta	Vodafone Malta
Malta	Go Mobile
Morocco	IAM
Myanmar	Ooredoo Myanmar
Netherlands	T-Mobile
Netherlands	Vodafone Libertel N.V
Netherlands	KPN
Nigeria	Airtel
Nigeria	MTN
Oman	Ooredoo Oman
Oman	Oman Mobile Telecommunications Company L.L.C
Pakistan	Warid
Pakistan	Ufone
Philippines	Globe Telecom
Portugal	TMN
Saudi Arabia	Saudi Telecom Company
Saudi Arabia	Etihad Etisalat Company - Mobily
Seychelles	Airtel
Seychelles	Airtel
Singapore	M1 Limited
Singapore	Starhub
Slovakia	T-Mobile
Spain	TelefonicaMovilesEspaña, S.A.
Spain	VodafoneEspaña, S.A.U.
Sri Lanka	Mobitel (Pvt) Limited
Sri Lanka	Dialog Axiata PLC (PQ 38)
Sudan	MTN
Switzerland	Swisscom (Switzerland) Ltd
Tanzania	Airtel
Thailand	Advanced Info Service Public
Thailand	Real Future (True Move)
Thailand	Total Access Communication
Tunisia	Ooredoo Tunisia
Turkey	AVEA İletişim Hizmetleri A.S. (Aria)
Turkey	Turkcell İletişim Hizmetleri A.S.
United Arab Emirates	Emirates Integrated Telecommunications Company
United Arab Emirates	E.T.I.S.A.L.A.T
United Kingdom	Telefónica UK Limited (O2)
United Kingdom	Vodafone Ltd.
United States	T-Mobile
Yemen	MTN

Figure 28 Passport – countries and partners

## 4.17 International Roaming

### 4.17.1 Standard services

**Ooredoo Service Tariff No. C11-01**

- 151. 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.
- 152. **Conditions:**
  - 152.1 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.
  - 152.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
  - 152.3 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.
  - 152.4 ‘Special case’ charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.
  - 152.5 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.
  - 152.6 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.
- 153. The list of roaming countries available to Subscribers as listed below:

<b>Region</b>	<b>Countries</b>
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Egypt, Iraq, Jordan, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Argentina, Brazil, Canada, Chile, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, 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	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

Region	Countries
Africa & Rest of World	Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Sierra Leone, South Africa, Tanzania, Uganda
Satellite, Thuraya& 'Special Cases'	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

Figure 29 International roaming – list of countries

154. **Charging:**

- 154.1 All Roaming calls are charged each 60 seconds.
- 154.2 All Roaming SMS messages are charged for each message or message part sent.
- 154.3 MMS messages are charged using the applicable Wireless Data Roaming rate.
- 154.4 Where available, the following Standard Rates for Outbound roaming 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 <sup>22</sup> QR/Min
GCC <sup>23</sup>	0.85	1	1	1	1	0.20	1.00	No charge

Figure 30 International roaming – Charges in GCC countries

Zone <sup>24</sup>	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 <sup>25</sup> QR/Min
MENA	5	3	17	17	17	2	55	No Charge
Americas								No charge

22 (+974 44380000)

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

24 The roaming prices in the above table are in effect from 14th April 2017.

25 (+974 44380000)



Zone <sup>24</sup>	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 <sup>25</sup> QR/Min
Europe								No charge
Asia & Oceania								No charge
Africa & Rest of World								No charge
Satellite, Thurawal& 'Special Cases'	30	30	30	30	30	2	75	30

Figure 31 International roaming – others

155. Standard Roaming Rates for all Ooredoo Passport Partners are as the following:

Calling People in the country you are in (QAR/min.)	Calling Qatar (QAR/min.)	Calling another Country (QAR/min.)	Receiving a Call (QAR/min.)	Sending SMS (QAR/SMS)	Mobile Roaming date (QAR/MB)
0.9	1	1	1	0.25	1

Figure 32 International roaming – rates for Ooredoo Passport partners in GCC

Calling People in the country you are in (QAR/min.)	Calling Qatar (QAR/min.)	Calling another Country (QAR/min.)	Receiving a Call (QAR/min.)	Sending SMS (QAR/SMS)	Mobile Roaming date (QAR/MB)
1	1	1	1	1	1

Figure 33 International roaming – rates for Ooredoo Passport partners in non-GCC

156. Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates. Effective the 16<sup>th</sup> of May 2017, the roaming prices in the below table will be applicable.

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	-	-	-	-

Figure 34 International roaming – Applicable surcharges

#### 4.17.2 Call Back Roaming

157. The Call Back Roaming Service allows prepaid subscribers to originate outgoing voice calls with operators with which Ooredoo does not have a roaming agreement.

158. **Conditions:**

158.1 Home Zone rate applies when calling from abroad to Qatar

- 158.2 International Zone rate applies when calling from abroad to 'local' numbers within that country, or to international destinations excluding Qatar.
- 159. For countries with direct outbound roaming call capability, the standard charge rates will apply irrespective of whether the calls are initiated directly or using the 'Call Back Roaming' methodology.

<b>Zone</b>	<b>Charge (QAR) per minute</b>
Home Zone	5.00
International Zone	15.00

*Figure 35 Call Back Roaming - Charges*

## **5 Service Provider obligations**

- 160. Commencement of Service:
  - 160.1 The service shall commence from the Service connection date.
  - 160.2 The customer must activate the service by making a call or sending a SMS in Qatar within 30 days of purchase.
- 161. Service Availability and Limits:
  - 161.1 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.
  - 161.2 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 and licence obligations and requirements.

## 6 Subscriber obligations

### 162. Equipment:

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

162.2 Prepaid mobile service is for the use of the registered Subscriber only. The Subscriber may not transfer the registered Prepaid SIM card to another person without Ooredoo's prior written approval. Unauthorized transfer of a prepaid SIM card may result in service cancellation.

### 163. SIM Card:

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

163.2 In the event of loss or theft of SIM Card, the Subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft.

## 7 Mobile number portability

### 7.1 Porting of mobile number away from Ooredoo

164. 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.

165. 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.

166. 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:

166.1 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;

166.2 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

- 166.3 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.
- 167. **Termination:** This agreement will automatically terminate on the earlier of:
  - 167.1 the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and
  - 167.2 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:

- 168. 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.
- 169. If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:
  - 169.1 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;
  - 169.2 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
  - 169.3 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.
- 170. 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 Number	Version	Approval Data	Effective Date	Tariff Modifications
001			1 December 2011	Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge.
02			10 May 2012	Permanent Tariff Change
03			1 October 2012	Ooredoo Passport Permanent
04			8 January 2013	New Mobile Data Plans Permanent Change
05			31 January 2013	Permanent Tariff Change, Mobile Number Portability
06			25 March 2013	Permanent Tariff Change, Data Services
07			9 May 2013	Permanent Tariff Change, Haha IDD Packs
08			24 July 2013	Permanent Tariff Change, Fast Credit
09			1 October 2013	Permanent Tariff Change, 4G Key
10			1 November 2013	Permanent Tariff Change, International Calling
11			28 January 2014	Permanent Tariff Change, Bangladesh IDD Key
12			1 April 2014	Permanent Tariff Change, e Top Up notice
13			2 April 2014	Permanent Tariff Change, Hala Weekly Packs
14			16 April 2014	Permanent Tariff Change, Data Scratch Card
15			1 May 2014	Permanent Tariff Change, Smartphone Plan
16			1 May 2014	Permanent Tariff Change, Ooredoo Passport
17			8 June 2014	Permanent Tariff Change, International Calling and Hala Smart Packs
18			26 June 2014	Permanent Tariff Change, Data Packs
19			6 July 2014	Permanent Tariff Change, Top-Up Bonus
20			13 July 2014	Permanent Tariff Change, Hala Smart Cards
21			17 July 2014	Permanent Tariff Change, Data Services
22			24 July 2014	Permanent Tariff Change, Hala SIM card
23			10 August 2014	Permanent Tariff Change, Hala Smart Packs
24			22 September 2014	Permanent Tariff Change, Fair Usage Policy
25			1 November 2014	Permanent Tariff Change, Ooredoo Passport
26			4 November 2014	Permanent Tariff Change, ISK and Hala Smart
27			21 December 2014	Permanent Tariff Change, Hala Top Ups
28			1 January 2015	Permanent Tariff Change, Hala Welcome Pack
29			22 January 2015	Permanent Tariff Change, Hala Smart Packs
30			4 March 2015	Permanent Tariff Change, Hala Egypt Key and Data Framework
31			10 March 2015	Permanent Tariff Change, Hala Smart Packs and Hala Smart Cards
32			23 July 2015	Permanent Tariff Change, Hala India Key
33			23 September 2015	Permanent Tariff Change, Smartphone Plan
34			7 October 2015	Permanent Tariff Change, Hala Mini Bonus recharge

Tariff Number	Version	Approval Data	Effective Date	Tariff Modifications
35			5 November 2015	Permanent Tariff Change, All-net charges
36			25 December 2015	Permanent Tariff Change, ISK
37			27 March 2016	Permanent Tariff Change, PAYG data changed to QAR 0.99
38			1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
39			24 April 2016	Small corrections to the tariff applied by Marketing.
40			3 May 2016	Permanent Tariff Change, India rate increased to 12dhms.
41			3 May 2016	India rate increased to 12dhms, small change to the text.
42			10 May 2016	Mobile Money Top-Up offer.
43			15 May 2016	Permanent Tariff Change, ISK rate increase IDD to 0.55, national to 0.2.
44			29 May 2016	Ascension Island rate increased to QAR 10.
45			3 June 2016	India rate increased to QAR 0.12 Minute.
46			13 June 2016	Permanent Tariff Change, revisions of credits
47			21 June 2016	Permanent Tariff Change, service features
48			18 July 2016	Permanent Tariff Change, revision of credits
49			28 July 2016	Permanent Tariff Change, Mobile Internet Packs
50			2 August 2016	Permanent Tariff Change, Data Services
51			5 August 2016	Permanent Tariff Change, roaming rate change
52			29 August 2016	Permanent Tariff Change, short codes
53			6 September 2016	Permanent Tariff Change, Hala Nepal Key
54			8 September 2016	Permanent Tariff Change, Voicemail
55			1 October 2016	Permanent Tariff Change, Hala Globe Philippines
56			18 November 2016	Permanent Tariff Change, Unlimited Data Pack and Fair usage Policy Permanent Tariff Change, QAR 2 for 64kbps unlimited for the day.
57			30 November 2016	Unlimited Data Pack and Fair usage Policy, removed. Permanent Tariff Change, International Money Transfer – Data Top-Up bonus.
58			13 December 2016	Permanent Tariff Change, Hala Go Added.
59			19 December 2016	Unlimited data, correction made to the FuP.
60		5 January 2017	5 January 2017	Permanent Tariff Change, Fair Usage Policy update
61		13 January 2017	13 January 2017	Permanent Tariff Change, Services updates
62		1 April 2017	1 April 2017	Permanent Tariff Change, GCC Roaming rate change.
63		5 April 2017	5 April 2017	Permanent Tariff Change, Daily Mobile Internet Pack
64		15 April 2017	15 April 2017	Permanent Tariff Change, Pay As You Go
65		16 May 2017	16 May 2017	Permanent Tariff Change, Standard PAYG changes
66		8 June 2017	8 June 2017	Permanent Tariff Change, Data Recharge
67		17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges and SIM card price.
68		20 July 2017	20 July 2017	Permanent Tariff Change, QR 5 Endless Data Pack

Tariff Number	Version	Approval Data	Effective Date	Tariff Modifications
69		27 July 2017	27 July 2017	Permanent Tariff Change, Pakistan Telenor Pack, Pakistan Key, Flexi Card and Pack and Ooredoo Mobile Money offer.
70		21 September 2017	21 September 2017	Permanent Tariff Change, Nepal Telecom Pack.
71		19 October 2017	20 October 2017	Permanent Tariff Change, Mobile Money Top Up offer
72		21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge and Flexi 20
73		18 January 2018	18 January 2018	Permanent Tariff Change, Hala India Packs.
74		1 February 2018	1 February 2018	Permanent Tariff Change, Hala India Super Key and Flexi Data change.
75		18 February 2018	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change and Hala Bangladesh Key
76		21 February 2018	21 February 2018	Permanent Tariff Change, DSK
77		25 February 2018	25 February 2018	Permanent Tariff Change, Protection Feature
78		16 March 2018	16 March 2018	Permanent Tariff Change, Nepal Super Key
79		22 March 2018	22 March 2018	Permanent Tariff Change, Mobile Money
80		1 April 2018	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
81		17 April 2018	17 April 2018	Permanent Tariff Change, Top Up Bonus Removal, Data and Voice Allowance Changes
82		30 April 2018	30 April 2018	Permanent Tariff Change, amendment of the rates for international calls on Hala Keys.
83		1 May 2018	1 May 2018	Permanent Tariff Change, amendment of the rates for national and international calls on International Saver Key.
84		3 May 2018	3 May 2018	Permanent Tariff Change, Hala Flexi Card and Pack changes.
85		24 June 2018	24 June 2018	Permanent Tariff Change, Hala Philippines Packs, Data Card 20.
86		28 June 2018	28 June 2018	Permanent Tariff Change, Device Offer.
87		9 July 2018	9 July 2018	Permanent Tariff Change, Hala Flexi update.
88		26 July 2018	26 July 2018	Permanent Tariff Change, Fast Credit.
89		18 September 2018	18 September 2018	Permanent Tariff Change, Smartphone Plan.
90		28 September 2018	28 September 2018	Permanent Tariff Change, Flexi Denomination.
91		5 October 2018	5 October 2018	Permanent Tariff Change, Hala Balance Protection Feature.
92		12 October 2018	12 October 2018	Permanent Tariff Change, Flexi Denomination.
93		1 November 2018	1 November 2018	Permanent Tariff Change, Mobile Money
94		27 December 2018	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change
95		3 January 2019	4 January 2019	Permanent Tariff Change, Data Recharge Adjustment
96		26 February 2019	26 February 2019	Permanent Tariff Change, Hala Data Standard Charges change
97		26 March 2019	26 March 2019	Permanent Tariff Change, Apple Watch
98		2 April	2 April 2019	Permanent Tariff Change, Hala Standard PayG, Local Call and Hala Smart Card QR 5 charges change
99		1 July 2019	1 July 2019	Permanent Tariff Change, Hala Super Flexi Pack
100		4 July 2019	4 July 2019	Permanent Tariff Change, Hala Revision Philippines packs
101		17 September 2019	17 September 2019	Permanent Tariff Change, Hala Tourist SIM
102		11 December 2019	11 December 2019	Hala Visitor SIM (4.31)



Tariff Number	Version	Approval Data	Effective Date	Tariff Modifications
103		18 February 2020	18 February 2020	Speed boosters FUP update (4.16.2.3.)
104		1 July 2020	1 July 2020	Hala Revision in Data and Flexi Products (4.17 and 4.29)
105		23 August 2020	23 August 2020	India and Syria Call Rate revision
106		7 October 2020	7 October 2020	Dynamic Fast Credit (4.25.)
107		21 December 2020	21 December 2020	Hala SIM through eShop channel (4.1)
108		29 June 2021	29 June 2021	Price and Product adjustment (4.9.1.2.), (4.10.3.1.) and (4.16.1.2)
109		17 August 2021	17 August 2021	Hala 5G Recharge Portfolio (4.7.1)
110		5 November 2021	5 November 2021	Hala International SIM (4.31)
111		17 February 2022	17 February 2022	Hala Smart (4.18)
112		1 June 2022	1 June 2022	Hala Super Charge (4.2)
113		7 June 2022	7 June 2022	Hala Recharge (4.1) and Flexi Cards and Packs (4.3)
114		28 June 2022	28 June 2022	Hala International SIM (4.8.15)
115		6 July 2022	6 July 2022	Flexi Cards and Packs (4.3)
116		18 August 2022	18 August 2022	Flexi Cards and Packs (4.3)
117		1 September 2022	1 September 2022	Hala Smart (4.6)
118		13 September 2022	13 September 2022	Digital Offer (4.1), (4.2) and (4.7)
119		29 September 2022	29 September 2022	Hala Validity updates (3), (4.1), (4.2), (4.3), (4.6) and (4.7)
120		13 October 2022	13 October 2022	Zero Rated Apps (4.14.3)
121		19 October 2022	19 October 2022	Flexi Cards and Packs (4.3)