

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B05-02
Marketing Name of the offer	VSAT Internet and VPN services
Tariff Type	Standard Permanent Tariff
Duration	N / A
Customer Group	Business
Tariff Effective Date	27 November 2022
Tariff Version Number	03

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1 Definitions

1. Downlink: the speed at which the transceiver receives the data from the transponder.
2. Kbps: Kilobits per second
3. Mbps: Megabits per second
4. Ooredoo: Ooredoo Qatar Q.P.S.C.
5. SLA: Service Level Agreement
6. Subscriber: the person or entity that enters into an agreement with Ooredoo to receive and pay for the service.
7. Uplink: the speed at which the transceiver sends data to the transponder.
8. User: the natural person who actually uses the service.
9. Virtual Private Networks (VPN): VPN is a service that establishes a secure, encrypted connection between customer networked devices and the internet, providing a private tunnel for customer data and communications while customer uses public networks.
10. VSAT: Very Small Aperture Terminal.
11. CIR: Committed Information Rate

2 Tariff Terms and Conditions

12. This tariff is for a permanent standard service.
13. This tariff contains charges and conditions applicable to the provision of VSAT internet and VSAT VPN based services for business customers.
14. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective subject to CRA approval, if required.
15. From time-to-time Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will suspend or modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments subject to CRA approval, if required.
16. 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)
17. These Service terms and conditions are in addition to the terms and conditions specified in Ooredoo's General Terms and Conditions for the Master Services Agreement for Business Telecommunications Services where referenced.

3 Service Description and Features: VSAT Internet

18. VSAT Internet is a wireless, satellite-based system that can provide internet connectivity at remote locations.

	Basic Plan	Unlimited Plan
Downlink	Up to 50 Mbps	Up to 50 Mbps
Uplink	Up to 10 Mbps	Up to 10 Mbps
Monthly data allowance	200 GB ¹	500 GB ²
Fixed Public IP	1	1
CIR option	512 Kbps and 1 Mbps	512 Kbps and 1 Mbps
Additional Data Packs	20 GB per pack	20 GB per pack

Table 1: VSAT Internet Features

19. The charges include:

19.1 Monthly recurring fee for the basic service

19.2 Set-up charges to cover the VSAT Terminal costs and the installation charges

19.3 CIR charges if the customer needs this as an add-on

19.4 Data Pack charges in case customer is looking for more data than the allowance within the standard product

20. The following table provides the charge rates:

Set up charges	QR 6,000
Basic Plan monthly rental	QR 1,800
Unlimited Plan monthly rental	QR 3,600
CIR 512 Mbps monthly rental	QR 2,000
CIR 1 Mbps monthly rental	QR 8,000
20GB Data Pack	QR 270 one-time per pack

Table 2: VSAT Internet Charges

4 Service description and features: VSAT VPN

21. VSAT VPN service provides customer with point to point, point to multi-point virtual private network (VPN) based solutions (without connectivity to public internet) including higher symmetric bandwidth, higher CIR & data allowance along with remote connectivity to fixed

¹ Reduced speeds of up to 3 Mbps downlink and 1 Mbps uplink post the data limit usage

² See footnote 1

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onshore or offshore sites. VSAT VPN service provides further extension to end to end connectivity packages for both onshore and fixed offshore locations as well as serve the remote connectivity to fixed sites in Qatar.

22. Below diagram provides schematics description of the VSAT VPN services.

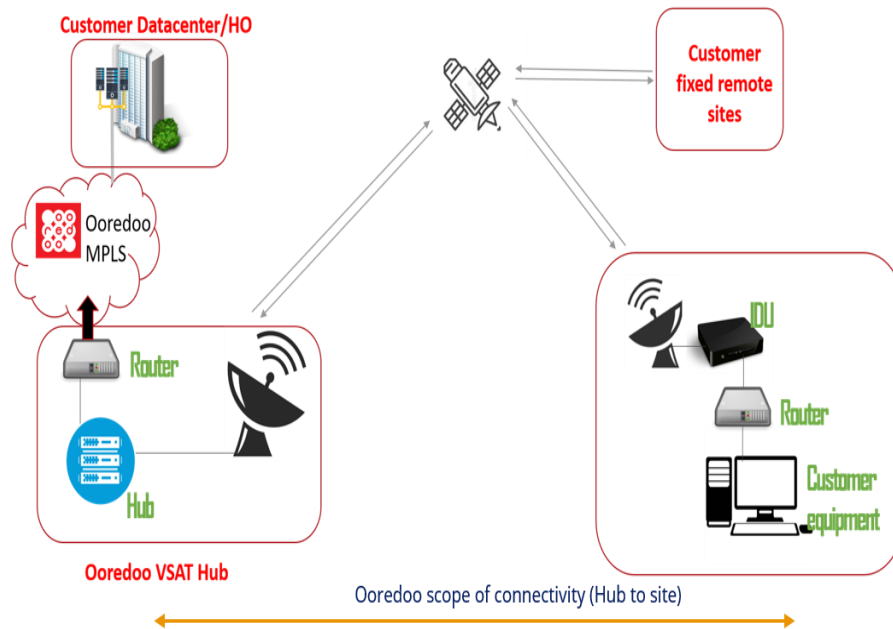


Figure 1: Description of the service

23. Assumptions:

23.1 Hub to single and multiple remote sites connectivity are possible;

23.2 Ooredoo MPLS connectivity between customer head office and Ooredoo VSAT hub is optional.

24. A snapshot of the VSAT VPN service details is shown in the table below:

VSAT VPN Service Details	
Download (unlimited allowance)	Up to 15 Mbps
Upload (Unlimited allowance)	Up to 15 Mbps
Connectivity type	VPN
Hardware Options	Capex (Customer owns the VSAT hardware) or Opex (Customer rents the equipment)
Mandatory add-ons	2 managed router services/ each VSAT VPN link (extra charges apply)

Table 3: VSAT VPN service summary

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25. For the point to point and multi-point options below is a summary of different bandwidth combinations that can be offered under the VSAT VPN product:

Point to Point (1:1): Downlink/Uplink	Point to Multi-point (1:2)*: Downlink/Uplink	Point to Multi-point (1:4)*: Downlink/Uplink
1 Mbps / 1Mbps	1 Mbps / 1Mbps	1 Mbps / 1Mbps
2 Mbps / 1 Mbps	2 Mbps / 1 Mbps	2 Mbps / 1 Mbps
4Mbps / 4 Mbps	4Mbps / 4 Mbps	4Mbps / 4 Mbps
8Mbps / 8 Mbps	8Mbps / 8 Mbps	8Mbps / 8 Mbps
10Mbps / 10 Mbps	10Mbps / 10 Mbps	10Mbps / 10 Mbps
12Mbps/ 12 Mbps	12Mbps/ 12 Mbps	12Mbps/ 12 Mbps
15Mbps/ 15 Mbps	15Mbps/ 15 Mbps	15Mbps/ 15 Mbps
* For multiple point to multi-point remote sites, bandwidth will be shared equally for uplink and downlink		

Table 4: VSAT VPN Bandwidth combinations available

26. Standard VSAT hardware will be provided for up to speed of 4 Mbps bandwidth

27. For bandwidth of 8 to 15 Mbps, separate set of VSAT hardware to be used

28. The charges will be based on:

28.1 One, two and three-year tariff options for the VSAT VPN connectivity products

28.2 Two hardware financing options:

(a) Upfront purchase (Capex): VSAT hardware costs upfront (as one-time charges) + Monthly Recurring Charge (MRC) for bandwidth

(b) Lease (Opex): VSAT hardware rental + MRC for bandwidth

28.3 Equipment charges include annual maintenance:

(a) 1 preventive maintenance (PM) & 1 corrective maintenance (CM) activities per year are included in the service price

(b) Additional visits to sites per year shall be chargeable on a per day basis

29. Below table represents the summary of charging method:

Hardware financing options	VSAT hardware for Capex model or VSAT hardware and bandwidth provision for Opex/rental model
Monthly recurring charges	Bandwidth rental charges based on requested capacity, duration, type of connectivity (PTP/PTMP) and type of hardware financing options.
Additional visits to site	Based on actuals plus margin; charged on per day basis

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Annual maintenance	1 PM and 1 CM per year included in tariff
Service level agreement	Included in tariff as per section 5
Early termination charges	As per section 7.2 and 7.3

Table 5: VSAT VPN charging mechanism

- 30. Service level agreement (SLA) - VSAT VPN:
 - 30.1 Satellite Service Availability- 99.5% (Hardware Failure excluded, hardware replacement will be applied as per Mean Time to Repair - MTTR)
 - 30.2 Round trip latency -800 ms
 - 30.3 MTTR- 4 hours excluding travel time

5 Service Provider obligations

- 31. **Commencement of Service:** The service shall commence from the Service connection date.
- 32. **SLA:** There is no specific SLA for the VSAT internet service provided; for VSAT VPN SLAs please refer to section 5.
- 33. Service Availability and Limits:
 - 33.1 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.
 - 33.2 Ooredoo is responsible for service only up to the point of interface between the Subscriber managed equipment and the Ooredoo managed equipment and shall not be responsible for any quality of service, continuity of service or other matters impacted by subscriber cabling, equipment or other facilities on the subscribers’ side of the point of interface. The point of interface will be the satellite footprint i.e. the coverage area.

6 Subscriber Obligations

- 34. **Equipment:** The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 35. **Minimum service period:** The service will be provided for a minimum service period of three (3) months from the date of activation³.

³ Different duration can be justified pursuant clause 72 of the Retail Tariff Instruction

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36. Cancellation: If a Subscriber terminates the contract before the end of the minimum service period term, the Subscriber will be liable to pay the full charges for the remaining duration for the minimum service period.
37. Equipment: Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo. Importation of equipment must be done through authorized dealers.
38. Resale: The Subscriber cannot resell the service if (s)he does not qualify as an Eligible Person, within the framework set by the Class License for the Resale of Retail Telecommunications Services issued by the Communication Regulatory Authority (CRA) (<https://www.cra.gov.qa/en/document/class-license-for-the-resale-of-retail/telecommunications-services>) and without a prior written approval by Ooredoo. Failure to comply with the above provision will result in the Services being immediately terminated and in the Subscriber being held responsible for the legal, regulatory and financial consequences of his/her behavior.

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

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Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
01	16 June 2019	16 June 2019	VSAT Internet
02	24 March 2022	24 March 2022	VSAT VPN services added, editorial changes
03	27 November 2022	27 November 2022	Class License for the Resale of Retail Telecommunications Services