

## General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B06-01
Marketing Name of the Offer	Tetra Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	17 Nov 2022
Tariff Version Number	002

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## 1 Definitions

1. CRA: Communications Regulatory Authority of the State of Qatar.
2. Emergency Calls (Pre-emptive Calls): A call that has the ability to interrupt all calls and pre-empt a call in the emergency situation.
3. Half Duplex Call: A call in which only one participant can speak at a time.
4. High Priority Calls: in TETRA, different priorities can be allocated which lead to highest flexibility.
5. Individual Calls (P2P): Exchanged point-to-point connection between TETRA terminals.
6. OLO- Other Licensed Operator.
7. PABX –Private Automatic Branch Exchange: A telephone system within a company that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.
8. PSTN- Public Switch Telephone Network:
9. Ooredoo – Ooredoo Q.P.S.C.
10. SDS – Short Data Service (same as SMS): A service to deliver short data messages between user terminals.
11. Subscriber Identity Module –Programming of ISSI (Individual Short Subscriber Identity) - Digital number program contains the Subscriber's identity information and when programmed, enables the Subscriber to register onto the telecommunications network and receive the service.
12. Subscriber –The person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
13. Tariff – The current tariff document.
14. Terrestrial Trunked Radio (TETRA) – A communication services from both private and public-access mobile radio users. TETRA is a two-way communications system capable of sending and receiving short data messages simultaneously with an ongoing speech call. It allows inter-working with other communication networks via standard interfaces. TETRA is capable of call handoff between cells and it has integrated security (user/network authentication, air-interface encryption, end-to-end encryption).
15. User – The natural person who uses the relevant Service.
16. VPN – Virtual Private Network: VPN allows the user (company) to have full control over their own operations, while sharing the network resources.

## 2 Tariff Terms and Conditions

17. This Tariff is for a permanent standard service.
18. This Tariff contains rates and charges applicable to the provision of TETRA Service.
19. 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.
20. 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.
21. 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.
22. Ooredoo May offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

## 3 Service Description

23. TETRA is a two-way communications system capable of sending and receiving short data messages simultaneously with an ongoing speech call. It allows inter-working with other communication networks via standard interfaces. TETRA is capable of call handover between cells and it has integrated security (user/network authentication, air-interface encryption, end-to-end encryption).
24. The Subscriber will have to enter into a Service agreement with Ooredoo for accessing the services and the functionalities the TETRA System/Network is providing.

### 3.1 TETRA Service features

25. Groups: Tetra users can be organized into groups. A user can be in multiple groups. Each customer is managing their groups. A user of a group can only SDS, P2P and Group Call other members of that group.
26. Group of Groups: an optional feature where a Tetra customer can subscribe to it and be charged as per section 3.3
27. Group Call: This is the most basic voice service in TETRA. Using a simple "Push To Talk" operation to provide group communications with a fast call set-up. Tetra has a very reliable

- call-set up signaling protocol which ensures all users in a group are connected when a call is first initiated.
28. Short Date Service (SDS): A text messaging service using standardized communications protocols that allow the exchange of short text messages between TETRA users or to send/receive a predefined status short message. Voice call and SDS can be used simultaneously.
  29. Individual Call (P2P): A one-to-one call. This is essentially a 'telephone' call between two TETRA radios. Once the call is established a half-duplex call between the two radios can be made.
  30. High Priority: During network busy periods, this service allows access to network resources in the order of the call priority status of each user terminal. For example, front line officers would be provided with the highest priority levels in a Public Safety network to maintain the highest level of service access whilst routine users would be provided with lower priority levels.
  31. Emergency Call: A caller has the ability to interrupt all calls and pre-empt calls in an emergency situation. The emergency call drops all active calls. Activating the emergency call automatically alerts the affiliated control room dispatcher and other terminal users in that persons talk group. The charge of this feature will be only to those who can initiate an emergency broadcast.
  32. Access to National fixed/mobile network: Handsets on the TETRA Network can be configured to be able to access the PSTN network.
  33. Virtual Private Network (VPN): All VPN's (Fleets) in the network are fully independent and separated from each other, and cannot be inter-accessed, unless it is explicit specified by the VPN owner who needs such access, (e.g. Emergency Call set-up might include call access to other VPN's). A Fleet contains two groups or more.

### **3.2 TETRA Applications**

34. Tetra Computer Aided Dispatcher: The TETRA Computer Aided Dispatcher application is used as a logistics and operational center to control and manage radio subscribers, monitor events and other control functions.
35. TPC (TETRA Playback Client): With Tetra Playback client system the recordings on TVR can be securely played back by the TPC.
36. AVL/APLS (Automatic Vehicle Location/ Automatic People Location System): The AVL/APLS provides a dedicated map application for logistics and operational centers to control and

manage radio subscribers, groups and alarm centers for monitoring, alarm and control functions with map functionality

37. TVR (TETRA Voice Recorder): Is a professional voice recording solution for the TETRA mobile radio system. The TVR records several calls simultaneously in the mobile radio system in order to log them and permanently retain them for subsequent analysis. In addition, all short messages can be permanently saved in the system.

38. TETRA for Events:

Customers are offered this to address the temporary needs, where TETRA service + TETRA device is provided on rental and charged in advance with the applicable charges. Service is valid for 30 days from the date of activation.

### 3.3 TETRA Push to Talk (PTT)

39. TETRA PTT Connect:

39.1 Is an LTE based solution and also allows to connect on PMR network. PTT provides two-way communication system capable of sending and receiving short data messages simultaneously with an ongoing speech call;

39.2 PTT Connect is capable of call handover between cells and it has integrated security (high secure, reliable, performant, end-to-end encryption and scalable IP Line interface to TETRA).

39.3 Every activation is provided with new GSM number and integrate with ISSI # (PTT license);

39.4 Unlimited 512 kbps local data is provided with this number, which is allowed to use for PTT to PTT voice calls and text messages;

39.5 Allow to activate all add-on services offered with TETRA.

## 4 TETRA Service charges

40. Applicable base service and addon charges as below:

TETRA Service	Set-up fees (QAR)	Recurring Charges (QAR/month)		
		Min 10 ISSIs	Min 50 ISSIs	Min 100 ISSI
<b>TETRA Service fee (ISSI)</b>	50	90	90	90
<b>TETRA Group fee(GSSI)</b>	0	60 (1 Group FREE)	60 (2 Groups FREE)	60 (3 Groups FREE)
<b>SDS (SMS)</b>	0	0	0	0
<b>Individual Calls (P2P) (per ISSI)</b>	0	100	100 1 for free	100 2 for free

TETRA Service	Set-up fees (QAR)	Recurring Charges (QAR/month)		
		Min 10 ISSIs	Min 50 ISSIs	Min 100 ISSI
High Priority Calls (per ISSI)	0	100	100 1 for free	100 2 for free
Emergency Calls (per ISSI)	0	200	200 1 for free	200 2 for free
Access to National fixed/mobile Calls (per ISSI)	1000	350	350 1 for free	350 2 for free

Figure 1 – Standard Tetra Service Charges

#### 4.1 TETRA for Events

41. Is offered as a temporary TETRA solution with device bundle, which is valid for 30 days from the date of activation of service:Service	<b>Set-up fees (QAR)</b>	<b>Recurring Charges (QAR/month)</b>
<b>TETRA for Event – Service ISSI (with device)</b>	0	599
<b>TETRA for Event Group – GSSI</b>	0	100

Figure 2 – Tetra Service Charges for Events

#### 4.2 TETRA Applications

42. TETRA application are optional services activated at an account level:

Services	Set-up fees (QAR)	Recurring Charges (QAR/month)
<b>VPN (QR)</b>	500	500
<b>Group of Groups per Account</b>	500 (per 35 Groups)	1000 (per 35 Groups)
<b>TETRA TCAD + AVL</b>	50,000	30,000
<b>TETRA AVL</b>	50,000	25,000
<b>TETRA TVR-TMM Server</b>	50,000	40,000
<b>TETRA TPC Client</b>	50,000	20,000
<b>TETRA TMM Redundant Server</b>	0	7,000

Figure 3 – Tetra Service Charges for Tetra Application

#### 4.3 TETRA Push To Talk (PTT) services

43. Push to Talk services are offered as below as an alternate service to TETRA:

Account Charges	Set-up fees (QAR)	Recurring Charges (QAR/month)
TETRA PTT Connect	50	90

Figure 4 – Tetra Service Charges for PTT

## 5 Service Provider Obligation

44. Commencement of Service: The service shall commence from the date of activation of service.
45. Service Provisioning Time: If the customer location is feasible from a network perspective, Ooredoo endeavor to provision the services within a lead time of 4-6 week from the date of release of Purchase Order.
46. Service availability and limits:
47. Establishing TETRA radio coverage and access to remote areas outside the basic radio covered areas can also be made upon request, but applicable charges for implementation and equipment will apply.
48. 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. IP VPN service may not be available in the subscriber’s area, their specific location.
49. The Service is only guaranteed outdoors. Indoor solutions are available subject to additional costs for surveying the sites and to determine the technical feasibility of a business solution. The cost varies from site to site, depending on the complexity of the factors involved.

## 6 Subscriber obligations

50. Minimum service period: The service will be provided for a minimum service period of three (3) months from the date of activation unless subscribed for events
51. 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 duration for the minimum service period.
52. 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

53. Equipment:

53.1 Handsets and fixed radios (desktop type, vehicle mounted) have to be purchased from approved vendors (agents/dealers) in Qatar for the different brands, and specifications have to be requested from these agents.

53.2 Line connected dispatchers w/ E1 (2MBit/s ISDN PRI) Line and Client Voice Recorders w/ E1 Line can be purchased from Ooredoo. E1 interface equipment w/ survey and engineering, plus eventual TETRA system expansion equipment for connections to other PMR systems must be purchased from Ooredoo.

53.3 All programming, setup and tests of radios and other programmable periphery equipment will be performed by Ooredoo before delivery to user according to "the agent - Ooredoo procedure"

53.4 Special devices such as Voice Recorder, Gateway Interface, and Dispatcher etc., which operate directly on networks and not on radio linked terminals, have to be procured through Ooredoo. Pricing of the latter will be calculated on actual cost basis. A number of these devices have to be located on users' premises to include appropriate Telecom links to be furnished by client.

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

## Tariff Version Control

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
01		1 August 2013	New Permanent Tariff
02		17 November 2022	Updated with Push to Talk and other TETRA services