

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	B09-01
Marketing Name of the Offer	800 Toll Free Service
Tariff Type	Standard Permanent
Duration	N / A
Customer Group	Business
Tariff Effective Date	28 November 2022
Tariff Version Number	004

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1. Definitions

1. Ooredoo - means Ooredoo Telecom
2. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the service.
3. User means the natural person who actually uses the service.

2. Tariff Terms and Conditions

4. This tariff is for a permanent standard service.
5. This tariff contains charges and conditions applicable to the provision of Toll Free Services.
6. These terms and conditions are in addition to the terms and conditions specified in other tariffs and [Master Services Agreement] where referenced.
7. From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.

3. Service Description

8. Toll Free Service provides subscribers with a telephone number that can be called at no charge to the caller. The subscriber receives and pays for the call.

4. Service Features and Charge Rates

4.1. Domestic Toll Free Service

9. **Conditions:** Minimum Service Period: The initial term for the Service is three (3) months from the date of commencement of the service. Termination of service prior to the end of the minimum service period will result in liability for charges for the remaining duration of the three (3) month period.
10. **Initial Connection:** Initial connection is charged at 200 QAR.
11. **Toll Free Number:** The toll free number format is 800-xxxx. The subscriber pays charges based on the following available number plans:

Service	Applicable Numbers	Examples
Silver Number	numbers that are not classified as Royal or Gold numbers	800-3826
Gold Number	numbers that consist of two similar digits	800-9811
Royal Number	numbers that end in names or are sequential, 4 digit series, 3 digit series	800-1234 800-0000 800-0222 800-Bank

Table 1 Toll Free Number Service packages

12. **Charging:** Subscribers may request assignment of a toll free number (subject to availability) at the following rates:

Service	Charges (QAR)
Silver Number	No Change
Gold Number	1,000
Royal Number	10,000

Table 2 Toll Free Service Charged

13. Monthly rental charge is 300 QAR per month.

- 14. **Domestic Toll Free Calling:** Domestic Toll Free calling allows subscribers to receive and pay for a call made from within Qatar to its domestic toll free number. The caller does not pay a call charge.
- 15. **Charging:** Domestic Toll free calling is charged to the subscriber on a per-minute basis:

Service	Charges (QAR) / min
Calls from a fixed landline to a toll free number	0.20
Calls from a Ooredoo mobile number to a toll free number	0.35
Calls from non Ooredoo mobile to toll free number	0.35

Table 3 Toll Free Service charges rates

4.2. International Toll Free Service

- 16. **Inbound International Toll Free Service:** Inbound International Toll Free Service allows subscribers to request allocation of a telephone number in a foreign country. Calls made to this number are routed to the Subscribers fixed or mobile number in Qatar. The subscriber receives and pays the call charges. Two numbering options are available:
 - 16.1 **International Toll Free Service (“ITFS”):** ITFS provides for separately assigned international toll-free numbers (ITFN) in each country where activated. The numbering formats may vary from country to country.
 - 16.2 **Universal International Freephone Number (“UIFN”):** UIFN is a unique worldwide toll-free telephone number allocated for particular Subscriber’s use, which is the same in each country activated. The UIFN uses country code 800, so that no matter where the caller is, the same number may be dialed. A complete list of countries is available at: http://www.itu.int/cgibin/htsh/uifn/uifn.operator_contact
- 17. **Charging:**
 - 17.1 **Initial Connection:** Initial connection is charged at 1,000 QAR per country in which the service is activated.
 - 17.2 **Monthly Rental:** Monthly rental charge is 250 QAR per month per country in which the service is activated.

17.3 International Inbound Toll Free Calling: International Toll free calls received by the subscriber are charged to the subscriber at the applicable rates contained in Ooredoo Service Tariff Landline B01-01.

4.3. Outbound International Toll Free Service

18. Description:

18.1 The service provides the subscriber with a Toll free number in Qatar. The calls coming to the Toll free number are directed to a subscriber designated PSTN number outside Qatar.

18.2 The outbound International Toll free Number format is 00800 CC XXX, wherein CC is the Country Identifier and XXX are unique digits specific to the customer.

19. Charges:

19.1 **Initial Connection:** Initial connection is charged at QAR 380 per country in which the service is activated.

19.2 **Monthly Rental:** Monthly rental is charged at QAR 425 per month per country in which the service is activated.

19.3 **International Outbound Toll Free Calling:** Toll free calls forwarded to subscribers' designated PSTN number outside Qatar are charged to the subscriber at the applicable rates contained in Ooredoo Service Tariff Landline B01-01.

20. Conditions:

20.1 The initial term for all Ooredoo International Toll free Services is one year; thereafter it is on a month to month basis until either party provides the other party with no less than thirty (30) days prior written notice of its intent to terminate the Agreement.

20.2 If either party desires to cancel this Agreement prior to the expiration of the Initial Term, the terminating party shall give the other party sixty (60) days prior written notice.

20.3 Cancellation prior to the end of the Initial Term will result in liability for monthly rental charges for the entire Initial Term.

20.4 Ooredoo shall use commercially reasonable efforts to obtain required ITFNs from foreign operators as soon as practicable, and to work with the foreign operator on any necessary technical configuration and testing.

20.5 Ooredoo's provision of the ITFS Services is subject to the availability of the ITFN provided by the Foreign Number Administrator. Ooredoo does not warrant the continued availability of such numbers.

5. Service Provider obligations

21. **Commencement of Service:** The service shall commence from the Service connection date.

22. **Service Availability and Limits:**

22.1 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.

22.2 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 license obligations and requirements.

22.3 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.

6. Subscriber obligations

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

24. **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 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 * * ***

Tariff Version Control

Approved Number	Approval Date	Effective Data	Tariff Modification
001	27 October 2010	6 December 2010	<i>New revamped tariff document and permanent rate changes.</i>
002	16 March 2014	16 March 2014	<i>Permanent tariff change, Domestic Toll Free Calling</i>
003	16 August 2022	16 August 2022	<i>New formation</i>
004	28 November 2022	28 November 2022	<i>Class License for the Resale of Retail Telecommunications Services</i>