

Ooredoo Service Tariff No. B12-01

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B12-01
Marketing Name of the offer	National leased Lines
Tariff Type	Standard Permanent Tariff
Duration	N / A
Customer Group	Business
Tariff Effective Date	28 November 2022
Tariff Version Number	002

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1 Definitions

1. Bits – A bit is the most basic capacity of information in computing and telecommunications, and can have a value of either 1 or 0 (i.e. binary)
2. Demarcation point – the point of interface between the Subscriber-managed equipment and the Ooredoo-managed equipment. The Demarcation point is also referred to as the “Service Access Point” (SAP).
3. Destination Point– The other end of a private line in Qatar.
4. Kbps (Kilobits per second)–One Kilobit is a thousand bits of information a measurement of the speed of data transfer where one kilobit per second equals one thousand bits transferred every second.
5. Leased Line - connectivity for protocol independent point to point (i.e. non-Internet) data and/or voice services
6. Mbps (Megabits per second) - A measurement of the speed of data transfer where one megabit per second equals one million bits transferred every second.
7. Service – Domestic private telecommunications services provided using Ooredoo’s landline facilities.
8. Subscriber –The person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
9. CPE – Customer Premises Equipment

2 Tariff Terms and Conditions

10. This Tariff is for a permanent standard service.
11. This Tariff contains rates and charges applicable to the provision of the National Lease Line Service.
12. 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.
13. 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.

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14. 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

15. Ooredoo's National Leased Line Service provides leased line connectivity for protocol independent point to point data and/or voice services where the origination point and the destination point are in Qatar.
16. The current Leased Line network technology provides TDM connection over the copper network.
17. National Leased Lines are charged at the following rates:

Bandwidth	Installation Charges (QAR)	Distance 0-10 Kms	Distance 11-20 Kms	Distance 21-30 Kms	Distance 31-40 Kms	Distance 41-50 Kms	51 Kms & above
64 Kbps	1,900	1,266	1,346	1,416	1,496	1,566	2,166
128 Kbps	1,900	1,656	1,766	1,856	1,966	2,056	2,856
192 Kbps	2,400	2,840	2,940	3,140	3,390	3,540	4,540
256 Kbps	2,400	3,270	3,470	3,620	3,820	3,970	5,370
384 Kbps	4,000	3,810	4,060	4,260	4,510	4,710	6,510
512 Kbps	4,400	4,440	4,760	5,040	5,360	5,640	8,040
768 Kbps	4,600	4,840	5,090	5,390	5,740	5,990	8,490
1024 Kbps	5,000	5,240	5,540	5,940	6,340	6,840	9,840
1536 Kbps	5,000	5,760	6,240	6,660	7,140	7,560	11,160
2 Mbps	5,000	6,190	6,690	7,140	7,660	8,120	12,020
4 Mbps	5,000	7,140	7,840	8,340	8,980	9,400	14,200
8 Mbps	5,000	8,280	9,220	9,780	10,564	10,936	16,816
16 Mbps	5,000	9,876	11,152	11,796	12,782	13,086	20,478
34 Mbps	5,000	14,778	17,086	17,988	19,593	21,657	31,727
155 Mbps	5,000	56,368	67,431	70,522	77,381	81,430	106,084

18. Charges for change of service: QAR 950 (one time).
19. Distance is calculated based on the actual line length between the two end points (i.e. Ooredoo Exchange and customer premises) as identified during the site survey.
20. Upgrade/Downgrade Policy: A Subscriber upgrading or Downgrading between packages will do so without paying any extra charge. A logical upgrade that doesn't require any physical

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installation will not incur a new term or minimum service period. However, a new term would commence for changes where a new physical installation is required.

4 Service Provider obligations

21. Commencement of Service: The service shall commence from the date of activation of service.
22. Responsibility for service: Ooredoo is responsible for service only up to the Customer Premises 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 (not provided by Ooredoo) beyond this point.
23. 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.
24. Service availability and limits: 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.
25. Allocation and Access: In conjunction with the operator of the Distant Terminal Ooredoo shall allocate and reserve for the exclusive use of the Subscriber the Circuit for two-way transmission between Doha and the Destination Point according to the mode of usage and for the hours and period stated in the Service Level Agreement.
26. Discontinuation: Ooredoo reserves the right to discontinue the circuit temporarily or permanently if the use of the circuit, in Ooredoo's reasonable judgment, is causing or is likely to cause substantial impairment to Ooredoo's regular public services and in any such case Ooredoo shall give the Subscriber the maximum length of notice, practicable in the prevailing circumstances, of any intended discontinuation of the circuit under this clause. No rental shall be paid for the period of such discontinuation.
27. Ooredoo may need to discontinue service for a variety of reasons, such as maintenance, circuit interruptions or in the event of an emergency when capacity in the cable is reduced for any reason, such as cable failure, and private circuits are required to be re-used to convey priority emergency traffic.

5 Subscriber obligations

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28. **Minimum service period:** The service will be provided for a minimum service period of three (3) months from the date of activation.
29. **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.
30. **Equipment:** Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo.
31. **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.
32. Connection to the circuit:
 - 32.1 The Connection of the circuit at the Ooredoo terminal shall be restricted to CRA type-approved equipment and devices and to such internal networking as Ooredoo, prior to any connection, may approve in writing.
 - 32.2 Connection to public switched telephone network is strictly prohibited.
 - 32.3 The subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of the subscriber's data devices and/or the use of the service.
 - 32.4 The Subscriber hereby undertakes not to connect or permit to be connected to any Terminal of the circuit any equipment, apparatus or device which causes or is likely to cause damage to or interference with the circuit or any terminal thereof and to allow access to the Subscriber's premises as agreed with the Subscriber by a duly authorized representative of Ooredoo for the purpose of inspecting the equipment, apparatus and devices therein in connection with the Services provided to the Subscriber.
33. Use of the circuit: The Subscriber shall use the circuit only for purposes strictly relating in all respects to its business and in particular the Subscriber shall not use or allow the use of the circuit to provide unlicensed telecommunications services or for any other unlawful activity. Under The Telecommunications Act of 2006, CRA is responsible for determining the

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telecommunications services to be licensed in the State of Qatar, and the enforcement thereof.

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

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001	17 th February 2013	1 st July 2013	New tariff
002	28 November 2022	28 November 2022	Class License for the Resale of Retail Telecommunications Services