

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B27-01
Marketing Name of the Offer	Business Unified Communication Services ('Office in a box')
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	27 December 2022
Tariff Version Number	002

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1 Definitions

1. Broadband means High-speed Internet access through fixed and wireless networks.
2. Ooredoo means Ooredoo Qatar Q.P.S.C.
3. Service means Public Mobile Telecommunications Services, including voice calls, messaging and other services identified herein.
4. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for service.
5. User means the natural person who actually uses the service.
6. Web Hosting means a website that is hosted and operated on Ooredoo computer servers which are connected to the Internet.

2 Tariff Terms and Conditions

7. This tariff is neither a special promotion nor a readjustment.
8. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
9. From time to time, and subject to CRA approval, Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
10. This tariff contains charges and conditions applicable to the provision of Business Unified Communication Services (branded as 'Office in a Box').
11. These terms and conditions are in addition to the terms and conditions specified in other tariffs and [Master Services Agreement].

3 Service Description

12. Office in a Box is a combined service that replaces a traditional PBX and allows the subscriber to combine traditional telephony features with enhanced services with broadband data services, rental of necessary network equipment and telephone handsets as well as hosted business applications. The service allows subscribers to combine IP solutions with IT infrastructure and applications, offering traditional telephony and value-added services.
13. **Commencement of Service:** The service shall commence from the date of activation of service.
14. **Minimum Service Period:** The minimum service period is one (1) year commencing from the date of activation of service.

4 Service Features and Charge Rates

15. The product consists of 7 distinct product elements (subject to the service variant selected by the subscriber in the following:
- 15.1 **Broadband Internet Access:** A maximum of 4 Mbps Broadband access is provided.
 - 15.2 **Secondary back-up mobile broadband service:** Integrated service routers, located at the customers' premises, will be fitted with data-only SIM cards. In the event of failure of the primary link, a connection will be established to the Ooredoo mobile network to provide a secondary back-up service via mobile broadband for continuity of voice and data communications. No additional charge is incurred for this service.
 - 15.3 **Integrated Service router with Secure Firewall:** An integrated service router with a configurable firewall is provided. A Wi-Fi enabled router is provided if specified in the service variant in paragraph 4.2.
 - 15.4 **Hosted IP telephony (IPT) with minimum of 2 and a maximum of 30 IPT:** A minimum of two (2) and a maximum of Thirty (30) IPT extensions are provided, depending on the service variant chosen in paragraph 4.2. One (1) fax-enabled extension is provided.
 - 15.5 **E-mail accounts:** Email accounts will be provided.
 - 15.6 **Business Class Web Hosting with Domain name:** Web hosting capability is offered to subscribers.
 - 15.7 **Business Group mobile services:** Where specified in the service variant in paragraph 4.2, the subscriber will receive two (2) basic Business Group Service member lines (as described in Ooredoo Service Tariff B03-01- Business Mobile Services). The Business Group Service subscription charge is included in the Office in a Box charge. All other Business Group Service terms and conditions in Ooredoo Service Tariff B03-01, Business Mobile Services apply.
16. A subscriber may subscribe to one of the Office in a Box service variants below:

Service Variant	Description
Office in a Box Standard (SoHo)(2 inclusive Users)	2 inclusive IPT users, upgradeable up to 5 IPT users 2 x IP Telephony extensions 2 x Business Group mobile subscriptions 2 x Business class email accounts 1 x Fax extension 512 kbps Broadband Internet Access Secondary backup mobile broadband Web Hosting with Domain registration
Office in a box Premium (SoHo) (2 inclusive users)	2 inclusive IPT users, upgradeable up to 5 IPT users 2 x IP Telephony extensions 2 x Business class email accounts 2 x Business Group mobile subscriptions 1 x Fax extension 1.5 Mbps Broadband Internet Access Secondary backup mobile broadband Wi-Fi Connectivity (Customer Premises Equipment with integrated access point) Web Hosting with Domain registration
Office in a Box Standard (5 inclusive Users)	5 inclusive IPT users, upgradeable up to 30 IPT users 5 Basic IP Telephony extensions 5 x Business class email accounts 1 x Fax extension 1Mb Broadband Internet Access Secondary backup mobile broadband Web Hosting with Domain registration
Office in a Box Premium (5 inclusive Users)	5 inclusive IPT users, upgradeable up to 30 IPT users 5 IP Telephony extensions 5 x Business class email accounts 1 x Fax extension 2Mb Broadband Internet Access Secondary backup mobile broadband Wi-Fi Connectivity (CPE with integrated access point) Web Hosting with Domain registration

17. Office in a Box charge rates: The following charge rates apply:

Basic Office in a Box			
Service Platform	Monthly recurring Charge (QAR)	Setup charge (QAR)	
Office in a Box Standard (5 inclusive Users)	1,400	1,000	
Office in a box Premium (5 inclusive users)	1,800	1,000	
Additional IPT User			
IPT User for Office in a box standard per user	80	No charge	
IPT User for Office in a box Premium per user	100	No charge	
Broadband Upgrades			
Office in a Box Standard	Upgrade to 2MB	300	No charge
	Upgrade to 4MB	700	No charge
Office in a Box Premium	Upgrade to 4MB	400	No charge
Upgrade of IP Telephone Handset			
Office in a Box Standard	IPT Handset	20	No charge
	color screen IPT Handset	40	No charge
Office in a Box Premium	color screen IPT Handset	20	No charge
	Wireless IPT Handset	40	No charge
Optional Power over Ethernet Switch			
24 ports PoE Switch	50	No charge	
48 ports PoE Switch	90	No charge	
Office in a Box (SoHo)			
Service Platform	Monthly recurring Charge (QAR)	Setup charge (QAR)	
Office in a Box Standard (SoHo) (2 inclusive Users)	750	500	
Office in a box Premium (SoHo) (2 inclusive users)	1,000	500	
Additional User			
Additional IPT User	80	No charge	
Additional Business Group subscription per user	As per Business Group Services Business Mobile Services tariff (Ooredoo Service Tariff B03-01)		

18. **Discounts:** Subject to paragraph 6.2, a subscriber who enters into a two-year agreement shall receive a 50% discount on the setup charge. A subscriber who enters into a three-year agreement shall receive a 100% discount on the setup charge.
19. Usage charges: All voice calls and messages generated directly from the Office in a Box platform using the fixed handset will be charged at the corresponding Business Landline Services tariff charge rates (as documented in Ooredoo Service Tariff B01-01). All voices calls generated via a mobile handset, from a Business Group Mobile subscription (provided in some

variants) will be charged at the corresponding Business Mobile Services tariff charge rates (as documented in Ooredoo Service Tariff B03-01)

20. Other charges: Ooredoo may charge a flat fee of QAR180 for call-out visits by Ooredoo technicians which transpire to relate to faults or other configuration irregularities occurring beyond the modem or router.

5 Service Provider obligations

21. Commencement of Service: Ooredoo shall provide the services to the customer as soon as reasonably possible, upon completion of site survey and confirmation of feasibility from Ooredoo engineering staff. Ooredoo will provide the customer with the estimated timeframe for service delivery, upon completion of the site survey.
22. Responsibility for service: Ooredoo is responsible for service only up to the router or modem and shall not be responsible for any quality of service, continuity of service or other matters impacted by subscriber cabling, equipment or other facilities beyond this point.
23. Service availability and limits:
24. 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.
25. Broadband may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection. In order to verify that Ooredoo can provide this service, Ooredoo will need to verify the following:
26. That the subscriber's landline is in an area where they can receive broadband services; and
27. That the technical characteristics of the subscriber's landline can support broadband services, which may require the performance of a landline test.
28. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of additional subscriber equipment, apart from CPE provided by Ooredoo at service installation or connection.
29. Ooredoo may, if necessary, to protect the network system, suspend, terminate or downgrade a particular broadband service.

6 Subscriber obligations

30. Installation Requirements: In order for the 'Office in a Box' service to be delivered, customers are required to provide Ooredoo with a suitable secure and air-conditioned space within their premises, with a power source within 2 meters of the equipment to be installed by Ooredoo. The customers should ensure that Category 5 Cable (Cat5) or higher is installed at the customer's premises and that a suitable air-conditioned location is provided for the 'Office in a Box' service.
31. Minimum service period: The service will be provided for a minimum service period of 12 months. Customers may terminate the service by giving one (1) month notice at any time. If a customer terminates the service within the minimum service period, they will be liable to pay for any remaining period. If a customer terminates the service after the minimum service period, they will be liable to pay for the remaining actual months of use and any discounts received pursuant to paragraph 4.3.2.
32. Customers must ensure that a customer representative is present during installation, setup and testing of the provided equipment and services. The representative must have power of attorney to sign the delivery form after overlooking and agreeing to full final successful testing of the delivered equipment and access to services.
33. 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.
- 33.1 **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

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
<i>001</i>		<i>6 June 2010</i>	<i>Permanent Tariff Change</i>
<i>002</i>	<i>27 December 2022</i>	<i>27 December 2022</i>	<i>Class License for the Resale of Retail Telecommunications Services</i>