

### General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B28-01
<b>Marketing Name of the Offer</b>	WaveLinks Services
<b>Tariff Type</b>	Standard Permanent
<b>Duration</b>	N/A
<b>Tariff Effective Date</b>	27 December 2022
<b>Tariff Version Number</b>	002

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## 1 Definitions

1. City Limit – Means area that falls under Doha and Al Rayyan municipal city limits
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. End to End Client Network Availability- Service Unavailability shall mean a failure resulting in the customer being unable to connect to the Ooredoo Network from Customer's location. Service unavailability shall not include failure as a result of Ooredoo Network planned/scheduled maintenance, other planned outages, packet loss, problems with Customer's applications, equipment or facilities, acts or omissions of Customer, any use or user of the service authorized by Customer, or Force Majeure.
4. Ethernet VPN- Virtual Private Network based on Ethernet Protocol, the services are considered Layer2 as elaborated in OSI (Open Systems Interconnection )model
5. Gbps- Gigabits per second.
6. IPVPN-Virtual Private Network based on Internet Protocol, the services are considered Layer3 as elaborated in OSI (Open Systems Interconnection) model
7. MPLS-Multiprotocol Label Switching (MPLS) is a mechanism used in Ooredoo Network that directs data from one network node to the next based on short path labels rather than long network addresses, avoiding complex lookups in a [routing table](#). The labels identify virtual links (*paths*) between distant nodes rather than endpoints. MPLS can encapsulate packets of various [network protocols](#).
8. Mean Time to Restore (MTTR) Service Commitment is the average time to restore the service after reporting an incident; this time includes the time to diagnose and locate the fault. The MTTR is measured from time when a Fault Ticket has been logged by Ooredoo Customer Services and to the Fault Ticket has been resolved, which is the time when the Service has been restored and is operational.
9. Mean Time between Failures (MTBF) is a measure of reliability of WaveLink service. It's measured as an average time between consecutive failures.
10. OSI model- Open Systems Interconnection is an effort to standardize networking that was started in 1977 by the International Organization for Standardization (ISO), along with the ITU-T.
11. Response Time Commitment is defined as the time taken for the Ooredoo support team to acknowledge the Incident trouble ticket within the response timescales defined in the SLA matrix. This acknowledgement will confirm receipt of the ticket, its Severity and indicate that diagnosis has commenced.

12. Service – Domestic and international private telecommunications services provided using Ooredoo’s landline facilities.
13. Service Restoration Commitment- Service Restoration (SR) Commitment is the commitment from Ooredoo for the restoration of the service in the event of a fault. It is defined in terms of Response Time and Mean Time to Restore Service (MTTR). Service Restoration can include the provision of a Workaround.
14. Severity Priority 1 (P1) - Major Service affecting: Is an Incident when a Customer Site experiences a total loss of Service. If no correction is immediately available but a Workaround is created, the P1 Incident will be closed and a P2 Incident will be opened. The object is to neutralize a P1 Incident as soon as possible.
15. Severity Priority 2 (P2) – Partial Service Affecting: Is an Incident that results in a partial service degradation of performance or a loss of resilience or redundancy of the Site but which does not result in a total loss of Service.
16. Subscriber –The person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
17. WaveLink – WaveLink is a Point to Point high capacity dedicated leased line product offering that’s used to connect two or more business locations within Qatar.
18. Workaround – Means a temporary repair, neutralization of a fault, modification, alteration, enhancement or replacement to the Service made by Ooredoo pursuant to an Incident which enables the Customer to use the Service in accordance with the specification prior to full correction.

## 2 Tariff Terms and Conditions

19. This Tariff is for a permanent standard service.
20. This Tariff contains rates and charges applicable to the provision of the WaveLink Service.
21. 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.
22. 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.
23. 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

24. WaveLink is a Point to Point high capacity dedicated leased line product offering. WaveLink provides the flexibility for customers to carry their own protocols and set own protection levels. WaveLink provides a complete, end-to-end connectivity offering for capacities starting at 1Gbps. The service is promoted with a marketing name WaveLink, Wave implies the Technology being optical and Link denotes that the service is a Point to Point.
25. **Physical Interfaces**
  - 25.1 WaveLink are delivered with standard fiber interfaces. Selections of fiber type include single-mode and multi-mode.
  - 25.2 The OI (Optical Interface) is the standard demarcation point for the WaveLink service. On the customer's request Ooredoo for the WaveLink service. Ooredoo will provide a Network Interface Device (NID) for link performance monitoring purpose. In this case the NID is the demarcation point for the WaveLink service.
  - 25.3 Fiber interface or Network Interface Device (NID) would constitute the demarcation point for the WaveLink

## 4 Service Features and Charge Rates

26. **Description:** WaveLink is a Point to Point high capacity dedicated leased line product offering. WaveLink provides the flexibility for customers to carry their own protocols and set own protection levels. WaveLink provides a complete, end-to-end connectivity offering for capacities starting at 1Gbps. WaveLink are suited for large organization requiring high capacity dedicated connectivity between their core locations such as Data Centers and network aggregation. WaveLink are high end connectivity services positioned at a premium over IPVPN and Ethernet VPN services based on MPLS.
27. **Charging:** WaveLink tariff is based on three charging variables including Setup fee, capacity and distance. The distance referred is the Chargeable Distance i.e. equal to 1.25 times of the radial distance between the points connected. Unlike IPVPN and Ethernet VPN, WaveLink is charged on a Point to Point basis. See table below for pricing of WaveLink.

<b>WaveLink Standard Service Pricing Table</b>			
<b>Capacity</b>	<b>Distance Slab</b>	<b>Setup (QAR)</b>	<b>Rental (QAR / Month)</b>
1 Gbps	0-20 KM	10,000	150,000
	21-30 KM	10,000	165,000
	31-40KM	10,000	181,500
	> 41 km	10,000	210,000
2.5 Gbps	0-20 KM	20,000	225,000
	21-30 KM	20,000	247,500
	31-40KM	20,000	272,250
	> 41 km	20,000	320,000
10 Gbps	0-20 KM	30,000	450,000
	21-30 KM	30,000	495,000
	31-40KM	30,000	544,500
	> 41 km	30,000	670,000
40 Gbps	0-20 KM	40,000	900,000
	21-30 KM	40,000	990,000
	31-40KM	40,000	1,089,000
	> 41 km	40,000	1,350,000
100 Gbps	0-20 KM	50,000	1,350,000
	21-30 KM	50,000	1,485,000
	31-40KM	50,000	1,633,500
	> 41 km	50,000	2,000,000

- 27.1 Setup Charge includes the cost of passive equipment at the customer premises such as Fibre Termination box, patch cords and physical installation; fiber patching at Ooredoo Core and end to end testing.
28. **Upgrade Policy:** A Subscriber upgrading between packages will do so without paying any extra charge except paying for the new package. A new contract term would commence for the changed requirement.
29. **Downgrade Policy:** A subscriber downgrading between packages will be liable to pay the older package he downgraded from if the subscriber downgrade after the minimum service period, he will not be liable to the charges fees.
30. **Change of Location:** Subject to feasibility, a Subscriber may change the location where the Service is provided and will be liable to pay the applicable installation fee as per paragraph 27.
31. **Temporary Subscriptions:** Ooredoo would allow temporary subscription for the service for temporary use such as exhibitions, conferences and symposiums. All temporary Subscriptions are subject to feasibility. For the temporary subscription, Ooredoo would charge twice the setup fee and a minimum one month rental.

#### 4.1 Optional Add On: Service Level Agreement

32. Description: A Subscriber may enter into a Service Level Agreement (SLA) which defines service and support levels provided by Ooredoo to the Subscriber for WaveLink. A Subscriber may enter into one of the following SLA's;
- 32.1 **First Class SLA:** The First Class SLA is offered with more stringent objectives and comprehensive parameters. First Class SLA is a premium service wherein Ooredoo guarantees the high availability by ensuring the redundancy and diversity as a packaged solution. See table below for services.
- 32.2 **Business Class SLA:** The Business class SLA option is where the objectives are defined for selective key parameters like availability.
33. **SLA Features** - Ooredoo Service Level Agreement provides commitment on various performance, availability, reliability and incident management parameters which differ on the type of SLA Package as per the table below.

Service Domain	SLA Parameter	Applicability	
		Business Class	First Class
Availability	End to End Client Network Availability	99.0%	99.5%
Incident Management	Average Response Time - All Faults	1 hours	30 minutes
Incident Management	Average MTTR - P1 Incidents (within city limit)	8 hours	4 hours



Incident Management	Average MTTR - P1 Incidents (outside city limit)	12 hours	8 hours
Incident Management	Average MTTR - P2 Incidents	12 hours	8 hours
Reliability	Average MTBF	Not applicable	15 days

34. Charges: Monthly Fee: Customers are charged an additional monthly fee as follows;

Product	Business Class SLA	First Class SLA
WaveLink	15%	40%

## 5 Service Provider obligations

35. **Commencement of Service:** The service shall commence from the date of activation of service.
36. **Responsibility for service:** Ooredoo is responsible for service only up to the Demarcation Point 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.
37. **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.
38. **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. WaveLink service may not be available in the subscriber's area, their specific location.
39. **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. 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.

## 6 Subscriber obligations

40. **Minimum service period:** The service will be provided for a minimum service period of three (3) months from the date of activation.
41. **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.
42. **Connection to the circuit:**
- 42.1 The Subscriber shall bear all the costs of connection of the circuit at each terminal by landline or otherwise to the Subscriber's corresponding premises and shall provide at its own cost all communication equipment and ancillary devices necessary for its use of the circuit.
- 42.2 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.
- 42.3 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.
43. **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

<b>Tariff Number</b>	<b>Version</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
001			9 October 2011	Original version
002		27 December 2022	27 December 2022	Class License for the Resale of Retail Telecommunications Services