



Ooredoo Service Tariff No. B30-01

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B30-01
Marketing Name of the Offer	Fibre Broadband Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	15 December 2022
Tariff Version Number	009



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1 Definitions

1. **Additional Service Point** - is an extension of the physical reach of the Service within the customer's premises. This usually requires additional cabling.
2. **Bit** - the lowest unit of data usage.
3. **Byte** - 8 bits.
4. **Broadband** - means high-speed Internet access through fixed and wireless networks.
5. **Connection Charges** - means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance.
6. **Contention Ratio** - is the ratio of the potential maximum demand to the actual bandwidth.
7. **CPE** - Customer premises equipment. Typically refers to a broadband modem or Wi-Fi/ 3G router.
8. **Data Device** - Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
9. **Domain-Name** - means an Internet address, i.e. "Ooredoo.com.qa".
10. **GB** - Gigabytes. 1 GB is 1,000 MB.
11. **Mbps** - Mega bits per second.
12. **Monthly Recurring Fee** - the monthly subscription fee identified in the applicable tariff and payable every month in advance.
13. **Ooredoo** - means Qatar Telecom (Ooredoo) Q.S.C.
14. **Optical Network Terminal (ONT)** - a media converter necessary to provide the fibre broadband service, which is installed on the customer premises.
15. **Router** - means an intelligent device that enables a number of end-user electronic devices to share a single data service simultaneously.
16. **Service** - Internet (including Broadband and WiFi) offerings, any combination thereof and/or any of these Internet offerings individually based on Fttx technology.
17. **Subscriber** - means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
18. **Wi-Fi** - means wireless high-speed access to the Internet provided using IEEE-802.11 technology.
19. **Virtual domain** - A Virtual Domain (or Domain Name) is a unique identifier which can be registered by Ooredoo at the request on behalf of the subscriber, and which may be used for the Customer's email or website requirements.
20. **Web space** - The amount of storage available to a subscriber for hosting a website.

2 Tariff Terms and Conditions

21. This tariff is for a permanent standard service.
22. This tariff contains charges and conditions applicable to the provision of Business Fibre Broadband services.
23. 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.
24. 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.
25. 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)
26. 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

27. The Business Fibre Broadband Service offers fast access to the Internet for surfing the web and for downloading and uploading data. The service is delivered to the subscriber via a fibre access network.
28. Commencement of Service: The subscriber will be provided with the necessary CPE and service installation free of charge in order to use the service. The service will be provided within 30 consecutive days from order, subject to technical feasibility.

4 Features and Charging:

29. The features and charges of the Business Fibre Broadband service are set out in the table below:

Tariff Table 1

Speed	Domain name	Web Space	Ooredoo TV Business	Free GSM minutes	Calls to Aamali within the group	Monthly fee (including landline) (QAR)
30 Mbps	-	-	included	200	Free	549
100 Mbps	1	2 GB	Included	400	Free	749
250 Mbps	1	2 GB	Included	600	Free	1,149
500 Mbps	1	2 GB	Included	800	Free	1,749
1 Gbps	1	2 GB	included	1000	Free	1,949

30. Set up fee: QR 499 for all plans
31. The subscription to the above plans includes Direct Exchange Line (DEL)/ Business Landline. For more information the DEL service, please refer to the tariff document B01-01 Ooredoo Business Landline on www.ooredoo.qa
32. This Service is uncapped and not subject to a Fair Usage Policy (FUP).
33. The Free GSM minutes offered in the tariff is only applied for fixed to mobile (to all operators in Qatar). They include the Free GSM minutes offered as part of the Business Landline 150 product.
34. The Free calls to Aamali within the group is only applied for fixed to mobile (to all operators in Qatar). This feature is free only to customers subscribing to the Business Broadband Services who also subscribe to Aamali connections within the same account i.e., calls made from the customer's business landline to the customer's Aamali mobile numbers within the same account are free. This does not apply to calls made from the customer's business landline to Aamali mobile numbers outside of the customer's account.
35. Shift of Service: Shift of the fibre broadband service from one property address to another is charged at QR 499 to the same account holder subject to technical feasibility.
36. The customer has CPE (Access Points Wi-Fi) options to choose from the following:
 - 36.1 Integrated Wi-Fi Access Point: included with the service.
 - 36.2 Additional Wi-Fi Access Point: QAR 25 per month for 24 months (warranty included for the same duration).

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- 36.3 Smart Wi-Fi as a service (per AP): QAR 149 per month for 36 months (warranty included for the same duration)
- 37. Essential Ooredoo TV is available for all plans for free of charge (no additional Monthly Fee).
- 38. The Ooredoo TV UHD STB is priced at QAR 350. Customers can get the new STB for free with following conditions. If customer terminates triple play service within 24 months after purchase of new TV UHD STB customers will have two options:
 - 38.1 Pay the pro-rated part of its price (QAR 350) and keep the STB¹; or
 - 38.2 Return the device to Ooredoo without any additional charges for the STB.
- 38.3 If customer terminates the service later than 24 months from the STB purchase he/she can either return the STB to Ooredoo or keep the STB at no extra charge.
- 39. The First Ooredoo TV connection will be free of charge per site. For any additional rooms, the connection charges will be QAR 100 per month (this includes STB and OTV service).
- 40. Add-on Packages on TV will be charged extra fees. Refer to Ooredoo web site for prices and available packages.
- 41. Add-on OTV Packages shall be charged based on following bifurcations:
 - 41.1 Private Viewing: TV Screen installed inside closed cabin/office for Personal use by single user is considered Private Viewing
 - 41.2 Private Viewing Charges are same as Residential OTV Add on Packages.
 - 41.3 Public Viewing: TV Screens installed in Common Areas (Customer Waiting Areas, Open Office spaces, Retails Shop, Café, Pantry etc) will be considered as Public Viewing
 - 41.4 The Charges for Public Viewing will depend on specific customer use case and will reflect the charges as decided by the Content Provider such as Bein, OSN etc.

¹ The pro-rated price of the STB will be calculated based on 24 months cost recovery period. For example if customer terminates contract 12 months after purchase of new STB and decides to keep the STB he/she will have to pay 50% of the STB price, that is 175 QAR.

5 Service Provider obligations:

42. Some or all fibre broadband services 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 that the subscriber's landline is in an area where they can receive fiber broadband services.
43. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including any additional equipment necessary to connect the service. Ooredoo is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
44. Commencement of service: The service shall commence from the service connection date.
45. Service availability and limits:
 - 45.1 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.
 - 45.2 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 licence obligations and requirements.

6 Subscriber obligations:

46. Minimum service period: The minimum service period for the Business Fibre Broadband Service is three (3) months commencing from the date of activation of service.
47. Cancellation: If a subscriber terminates before the end of the minimum service period term, the subscriber will be liable to pay the full charges for the duration of the minimum service period.
48. Subscribers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
49. Equipment: Subscribers may acquire equipment that they intend to use to receive the service from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is approved by CRA and is compliant with current requirements for technical standards and specifications as stated in the Master Service Agreement, Article 6.3 (Connecting Subscriber Equipment).
50. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
51. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
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.

Tariff Version Control

Tariff Number	Version	Approval Date	Effective Date	Tariff Modifications
001			1 February 2013	New tariff
002			24 September 2014	Revamp Portfolio
003		17 July 2017	8 October 2017	Revamp Portfolio
004		3 July 2018	24 October 2018	Ooredoo TV
005		22 July 2019	19 November 2019	Revamp Portfolio (section 4)
006		25 October 2020	1 November 2020	Additional plans
007		6 June 2021	3 October 2021	Revamp Portfolio (section 4)
008		16 February 2022	22 March 2022	Adding RTI discount (2.5)
009		15 December 2022	15 December 2022	Class License for the Resale of Retail Telecommunications Services

****END OF TARIFF****