

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B33-01
Marketing Name of the Retail Offer	Ooredoo Fleet Management
Tariff Type	Standard Permanent
Duration	N / A
Customer Group	Business
Tariff Effective Date	11 December 2022
Tariff Version Number	002

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1 Definitions

1. VIN: Vehicle Identification number of vehicles
2. OBDII: Onboard Diagnostics system of vehicles
3. M2M SIM card – Machine to Machine SIM enables devices and sensors or “things” to communicate with each other – and with other data connectivity service enabled devices and systems.

2 Tariff Terms and Conditions

4. This tariff is neither a special promotion nor a readjustment.
5. This tariff is effective as of the date established in this tariff document 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.
6. From time to time, and subject to CRA approval where required, 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.
7. These terms and conditions are in addition to the terms and conditions specified in other tariffs, the Master Service Agreement and any application/quotation for the Services.

3 Service Description

8. Service scope: Ooredoo Fleet Management (the “Service”) is a web based service to manage fleet of vehicles while optimizing related resources. Ooredoo will provide the service as a complete solution including all components, installation, commissioning and support services.
9. **The Service consists of the following components:**
 - 9.1 Hardware device, harness and accessories (optional) for in-vehicle installation
 - 9.2 Web based software service with User portal and Mobile App
 - 9.3 Installation service of the hardware device into the vehicle
 - 9.4 Mobile M2M Connectivity for communication with the devices
 - 9.5 Support service
 - 9.6 Introduction training
10. **Description of services and components:**
 - 10.1 Hardware Device: The hardware device is installed in the vehicle to the on-board OBDII system. It captures vehicle data and communicates via GSM cellular network with the central application. The hardware device has external interfaces, which allow the connection of optional external hardware extensions. Hardware extensions are available from Ooredoo.
 - 10.2 Hardware warranty for purchased devices is provided for a 12 months period after purchase for BASE and PRO subscription plans. For the PROPLUS subscription plan, the hardware warranty is provided as long as the subscription plan is active for the device.
 - 10.3 Web based software: The Service application provided can be accessed through a web browser and the Mobile App. The application collects data and provides a management portal for the user with features covering vehicle tracking, maps, routes, reporting and alerting, driver scoring, vehicle and engine data, depending on the subscription plan.
 - 10.4 Mobile Connectivity: The mobile connectivity of the device is included and provides the communication to the device in the vehicle. For that purpose the device includes a pre-installed mobile M2MSIM card.
 - 10.5 Installation service: The installation of hardware to the customer’s vehicle will be done based on an installation plan. The installation is done at a location of choice of Ooredoo.
 - 10.6 Training: One initial training about the user portal is provided as part of the delivery of the Service. The training may be held at location of choice of Ooredoo or through web conference.
 - 10.7 Customer Support: The support for the Service to the customer is provided through the Ooredoo business hotline 8008000 or email 8008000@Ooredoo.qa.

4 Ordering of the Service:

11. **Ordering of the Service:** The Service is ordered through an Order Form, which is submitted to the Ooredoo account team.

5 Service Features and Charging Rates

Product subscription plan	BASE	PRO	PROPLUS
Web based platform – User portal, Mobile App	included	Included	included
Features – Base / Additional	Fleet base package incl. routes, tracking, mapping, reporting Dashboard, rich data (instruments, drive motion), base extensions	<ul style="list-style-type: none"> Advanced Fleet optimization (engine status & faults, fuel control) Advanced Driver coaching (harsh braking/acceleration, seat belt, rules) 	<ul style="list-style-type: none"> Active Live Tracking – Geo location with higher precision & frequency Advanced extensions (USB, BT, CAN), integrates further peripherals/devices
Software service per device / vehicle	included	Included	included
Mobile connectivity service per device / vehicle	included	Included	included
Monthly subscription fee / device (QAR)	QAR 85	QAR 121	QAR 148
Activation fee per device – one off charge (QAR)	QAR 85	QAR 121	QAR 148
GPS equipment including accessories – one off charge (QAR)	QAR 634		
Device installation per vehicle – one off charge (QAR)	QAR 298		
Support / Hardware warranty	Included / 12 month warranty	Included / 12 month warranty	Included / Lifetime warranty during subscription

6 Service Provider obligations and limitations

12. **Vehicle installation and service:** Ooredoo does not provide any guarantees that the Customer's vehicles are fit for the installation of the Service or guarantee that third party warranties will be preserved where the Service is installed. Ooredoo also does not guarantee any installation timelines. Ooredoo provides support for this service via Ooredoo business hotline 8008000 or email 8008000@Ooredoo.qa. In addition to this support there are no other SLA's.

7 Subscriber obligations

13. Installation and Vehicles:

13.1 **Vehicle type:** For verification of the vehicle type and check of potential restrictions or required additional accessories, the customer shall provide Ooredoo details of vehicles (VIN) beforehand. The Service is provided for vehicles in their original state.

13.2 **Installation:** The customer has to make the vehicles available and readied at a physical location of the choice of Ooredoo according to the installation plan for Ooredoo to install the Hardware or other Service components, do readiness test and commission the service.

14. Use of the Service:

14.1 **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.

14.2 **Mobile SIM:** The provided mobile M2M SIM is for the sole purpose of this service and must not be removed or used for other purposes. In case of misuse of the SIM card under this agreement, Ooredoo reserves the right to terminate the service.

8 Service period and Payment:

15. **Duration of the service subscription:** The Service subscription is provided as a monthly plan. After the initial duration of three months has expired the Service will automatically be extended by another month. Thereafter Service subscription can be terminated with 30 day notice.
16. **Invoicing and Payment terms:** The Customer shall pay Ooredoo for the use of the service within thirty (30) days of the invoice date unless otherwise defined in the invoice. Payments shall be in Qatari Riyals and through bank transfer or other payment method as defined in the invoice. In the case the Customer fails to make any payment when due, Ooredoo has the right to terminate the services upon written notice to the customer.

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

Tariff version Number	Approval Date	Effective Data	Tariff Modifications
001	28 November 2018	28 November 2018	New tariff
002	11 December 2022	11 December 2022	Class License for the Resale of Retail Telecommunications Services