

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B35-01
<b>Marketing Name of the Offer</b>	IoT Single SIM Solution
<b>Tariff Type</b>	Business
<b>Duration</b>	N / A
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	11 December 2022
<b>Tariff Version Number</b>	002

## Contents

<b>1</b>	<b>Definitions .....</b>	<b>3</b>
<b>2</b>	<b>Tariff Terms and Conditions .....</b>	<b>3</b>
<b>3</b>	<b>Service Description.....</b>	<b>3</b>
<b>4</b>	<b>Service Provider obligations and limitations .....</b>	<b>5</b>
<b>5</b>	<b>Customer obligations .....</b>	<b>5</b>

## Ooredoo Service Tariff No. B35-01

### 1 Definitions

1. Ooredoo – means Ooredoo Qatar Q.P.S.C.
2. Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for the IoT Single SIM Solution Service.
3. User – means the natural person who uses the relevant Service.

### 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/service definition/quotation for the Services.

### 3 Service Description

8. Ooredoo IoT Connect product provides the customer with services to manage, operate and support connectivity in the area of 'Internet of Things' (IoT) or 'Machine-to-Machine' (M2M) applications. The product consists of following components:
  - 8.1 IoT SIM cards for Mobile connectivity service for IOT applications
  - 8.2 IOT Connect Management portal (optional)
  - 8.3 Support service
9. Mobile IoT SIM cards are available as 2FF (Mini), 3FF (Micro) or 4FF (Nano/3-in-One) form factors.
10. Single SIM subscription plans are available for data and optionally SMS services. The IOT Single SIM subscription plan defines the usage allowance for a period of a calendar month. Unused

**Ooredoo Service Tariff No. B35-01**

allowance of the current month is not carried over to following month. The usage allowance is applicable for one single SIM card.

- 11. Geographical region: The service is supported within the geographical territory of the State of Qatar.
- 12. Mobile data services are provided as internet access through standard IoT APN. Alternatively further APN/VPN options can be requested as optional service.
- 13. The IoT Connect Portal is optional and provided as a web-based service. It can be accessed through the internet by any standard web browser. The portal allows the user to administrate and operate the IoT SIM cards and connectivity service for their application. The portal is available in English language.
- 14. Support service to the customer is provided through the Ooredoo business hotline 8008000 or email 8008000@Ooredoo.qa
- 15. Service charges for Ooredoo IoT Connect Single SIM is set out as the following:

Service Name	Local data per SIM per month	One Time Price per SIM activation (QAR)	Price per SIM per month (QAR)
IoT Single SIM	20 MB	QAR 10	QAR 10
	50 MB	QAR 10	QAR 15
	100 MB	QAR 10	QAR 20
	250 MB	QAR 10	QAR 35

- 16. In case of usage above the defined allowance, the following charges are applicable:
  - 16.1 Charge per MB above data allowance limit: QAR 1 for local Qatar use.
  - 16.2 In case of activated SMS service following charges apply: QAR 0.12 per SMS for local destinations and QAR 0.60 per SMS for international destinations.
- 17. All prices quoted are in Qatari Riyals and excluding tax.
- 18. In case of activation of a subscription within a calendar month the usage allowance and recurrent fees will be prorated.
- 19. Each subscription has an initial duration of three month. After the expiry the subscription is automatically extended by another month, unless it is terminated with a 30 days notice period.
- 20. The service can be ordered through the IOT Connect order form. For more information on how to get the service, customers can visit <https://www.ooredoo.qa/portal/OoredooQatar/iot-connect>

### **Ooredoo Service Tariff No. B35-01**

21. The Service Order Form defines the ordered services with reference to this tariff document, the Ooredoo Master Service Agreement and any application/service definition/quotation for the Services.
22. The service will be provisioned including the portal account (optional), the subscription plans and related network services. Activation of SIM card subscription is either done with the order and provisioning of the service, or in case of provided IOT Connect portal, the customer can do the activation of ordered SIM cards through the user portal. With the activation of SIM cards the prices as defined by the Subscription Plan will be applicable.
23. The billing of services is done according to the provisioned subscription plans, used services, and defined prices in this tariff document, or in price quotations. The billing period of services is based on the calendar month. Ooredoo will generate the invoice for the customer based on the customer's regular invoice cycle. The Customer shall pay Ooredoo for the use of the service within thirty (30) days of the invoice date.
24. The terms defined in the Ooredoo Master Service Agreement are applicable.

## **4 Service Provider obligations and limitations**

25. The handover of the service by Ooredoo includes the access to IoT Connect portal (optional) and the physical SIM cards and subscriptions. The SIM cards are available for collection by the Customer from Ooredoo HQ2 office.
26. By applying for the Service, customer consents to collection, processing, use and storage of customer information by Ooredoo and its partners, subcontractors, suppliers and sub-suppliers of customer information for the purpose of setting up and provisioning of the Service. Customer also consents to transit, processing, use and storage of customer information outside the geographic boundaries of the State of Qatar. Ooredoo shall collect, use, process and store customer information in all respects in accordance with Law No. 13/2016 of the State of Qatar concerning the Protection of the Privacy of Personal Data.

## **5 Customer obligations**

27. The Mobile IOT device is not part of the delivery scope. The customer is responsible for appropriate functionality and configurations of the mobile device including network compatibility and applying necessary configurations.
28. The customer has to ensure full legal right and authorization to use the service or, if applicable sell a solution or service in the territory. The Customer shall cause all users (anyone who uses or accesses the Service) to comply with the terms and the Customer is responsible for their use of the Service (s). In order to comply with municipal regulations and national security

**Ooredoo Service Tariff No. B35-01**

orders, the customer shall own the responsibility to register, verify and activate new SIM Cards in Qatar where relevant.

29. 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\*\*\***

**Ooredoo Service Tariff No. B35-01**

<b>Tariff version Number</b>	<b>Approval Date</b>	<b>Effective Data</b>	<b>Tariff Modifications</b>
001	17 February 2020	17 February 2020	New tariff
002	11 December 2022	11 December 2022	Class License for the Resale of Retail Telecommunications Services