

Ooredoo Service Tariff No. C06-01

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	C06-01
Service Name	<i>Fixed Internet on Demand</i>
Tariff Type	<i>Standard Permanent</i>
Customer Group	<i>Consumer Users</i>
Tariff Effective Date	<i>22 January 2023</i>
Tariff Version	<i>002</i>

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1 Definitions

1. Bit – the lowest unit of data usage.
2. Broadband – High-speed Internet access through fixed and wireless networks.
3. Byte – 8 bits.
4. Connection Charges – the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
5. Domain-Name – is an Internet address, i.e. “Ooredoo.com.qa”
6. Email Account – The username and password details required in order to access an Email Box.
7. Email Address Domain-based address by which a user is referred to. I.e. “user@domain.name”
8. Email Box – Is an allocated space on Ooredoo servers associated with an email account where the user can send and receive emails
9. GB – Giga Bytes. 1 GB is 1024 MB.
10. MB – Mega Bytes. 1 MB is 1024 KB.
11. Mbps – Mega Bits per second.
12. Monthly Rental Fee – the monthly subscription fee identified in the applicable tariff and payable every months in advance
13. Ooredoo – means Qatar Q.P.S.C. (Ooredoo)
14. Web Hosting – is a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.

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2 Tariff Terms and Conditions

15. This tariff is neither a special promotion nor a readjustment.
16. 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.
17. 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.
18. This tariff contains rates and charges applicable to the provision of consumer broadband services.
19. These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for Consumer Services where referenced.

3 Dial Up Service

20. Service Description

- 20.1 Dial-Up services offers Internet access from a landline in order to be able to access Ooredoo dial-up services.
- 20.2 Commencement of Service: The subscriber will require the necessary Computer and dial-up modem device in order to use the service.

21. Features and Charging:

- 21.1 **Dial-up Postpaid Internet (“Eshtirak”)**: Customers subscribing to the service will be able to access internet with a monthly subscription fee
 - (a) Connection fee: QAR 50
 - (b) Monthly fee: QAR 20
 - (c) Usage charges: QAR 2 per hour
- 21.2 **Dial-up Prepaid internet (“Ebhar”)**: is a prepaid scratch card that allow customers to access internet using any fixed line.
 - (a) Cards are available in 30, 50 and 100 QAR denominations.
 - (b) Usage charges: QAR 4 per hour

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- 21.3 **Dial-up Internet For All:** enable a customer to connect to the Internet via their computer by dialing 161 without a subscription.
 - (a) Usage charges: QAR. 6.00 per hour
- 21.4 **Internet ISDN:** Allows customers with ISDN lines to access internet. Customers is required to have a ISDN BRI or PRI line in order to access Internet ISDN service.
 - (a) Standard subscription pack. Monthly fee: QAR 20. Usage charges: QAR 6 per hour
 - (b) Unlimited subscription pack. Monthly fee: QAR 1800. Usage charges: included

4 Ooredoo hotspot Broadband Wireless Internet Service (WiFi)

22. Service Description:

- 22.1 Ooredoo Hotspot WiFi is a service that allows the general public to access broadband wireless internet service in locations where Ooredoo provides coverage for this Service for a fee. Ooredoo hotspot service is based on Wireless Fidelity (WiFi) technology.
- 22.2 Prepaid access cards for hotspot use can be purchased from the Ooredoo hotspot location. The applicable rates are determined by the choice made by the user at the time of login. Usage may be charged to any card according to the remaining credit.

23. Features and Charging:

- 23.1 Available Ooredoo Hotspot Pre-Paid Access cards:
 - (a) Platinum Card: QR 70
 - (b) Gold Card: QR 50
 - (c) Silver Card: QR 30
- 23.2 Validity Period: The Validity Period for all Ooredoo Hotspot Pre-Paid Access cards is 1 year from initial login.
- 23.3 Subscription and Usage fees:

Session Duration	Validity	Charge (QR)
15 min	6 hr	5
60 min	12 hr	15
24 hr	24 hr	70

5 Service Provider obligations

24. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including the modem or 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.

6 Customer obligations

25. Minimum service period: The minimum service period for the postpaid dial up service is three (3) months commencing from the date of activation of service.
26. Customers may terminate the service before the end of the relevant minimum commitment period but the customer will be liable for any charges waived at inception of the service if cancelling within the minimum commitment period.
27. Customers 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.
28. Equipment: In addition to the CPE equipment provided by Ooredoo, the customer may also acquire the 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. Ooredoo's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment) refers.
29. The customer shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
30. Ooredoo may require the customer to submit information reasonably related to the service or their connected data devices.
31. 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 comply with the above provision will result in the Services being immediately

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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
001		13 July 2011	First Filing
002	22 January 2023	22 January 2023	Class License for the Resale of Retail Telecommunications Services (8)