

Ooredoo Service Tariff No. C14-01

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	C14-01
Service Name	<i>Thuraya Mobile Services</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. Ooredoo: Ooredoo Telecom (Q.S.C)
2. Subscriber -The person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
3. Thuraya- means the Thuraya Satellite Telecommunications Company
4. User - The natural person who actually uses the service.

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2 Tariff Terms and Conditions

- 5. This Tariff is for a permanent standard service.
- 6. This tariff contains charges and conditions applicable to the provision of Thuraya mobile service.
- 7. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
- 8. 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

3 Service Description:

- 9. The Thuraya service enables customers to make and receive national and international calls. The handset enables use of the Thuraya network (Satellite) and the Ooredoo GSM network. The Thuraya system provides coverage in areas that are not covered by the GSM network.
- 10. **Service duration:** The minimum contractual period for the Thuraya Service is 3 months.

4 Features

- 11. N/A

5 Charge Rates

- 12. Postpaid Price Plan:

Service	Fees (QAR)
Connection fees and SIM Card (connection fee)	110
RentalFee (monthlyfee)	61
SIM Replacement (one-off fee)	44
Change of Ownership (one-off fee)	110
Subscriber number change fee (one-off fee)	110

- 13. Prepaid Price Plan:

Service	Fees (QR)
Prepaid SUPER: Connection fees and SIM Card (one year validity)*	200

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SIM Replacement (one-off fee)	44
Scratch Card (one-off fee)	75

* Upon connection on the prepaid plan, you are offered a 1 year validity period with an initial credit of QR35

14. Calling charges:

Call rates QR/min		
	Postpaid	Prepaid
Thuraya to Thuraya	3.25	3.61
Thuraya to local "on and off Ooredoo network"	4.89	5.44
Local (in Qatar) to Thuraya	6.00	6.00
SMS	1.61	1.79

15. Roaming charges:

Call Type	Call Charges (QAR)
Outgoing Calls	
Call to PSTN in Qatar (QAR/min)	5.70
Call to Mobile in Qatar (QAR/min)	5.70
Zone 1 (QAR/min)	7.44
Zone 2 (QAR/min)	10.36
Zone 3 (QAR/min)	14.10
Zone 4 (QAR/min)	18.80
Zone 5 (QAR/min)	23.50
Zone 6 (QAR/min)	54.80
Zone 7 (other Satellite) (QAR/min)	54.80
Zone 8 (QAR/min)	14.10
Incoming Calls (QAR/min)	
	12.50
SMS (QAR per SMS)	
	2.33
GPRS (QAR per kb)	
	0.09

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Zone 1	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
Zone 2	Bangladesh, Christmas Island, Djibouti, Ghana, Gibraltar, Iran, Iraq, Jordan, Lebanon, Macau, Mauritania, Mozambique, Nepal, Pakistan, Somalia, South Africa, Sudan, Syria, Vietnam, Yemen
Zone 3	Afghanistan, Algeria, Canary, Island, China, Cyprus, Fiji, Finland, Germany, Hong Kong, Indonesia, IsloMan, Jersey, Libya, Liechtenstein, Mauritius, Netherlands, Niue land, San Marino, Seychelles, Singapore, Solomon Islands, South Korea, Sweden, Thailand, UK, Uruguay, Vatican
Zone 4	Albania, Andorra, Angola, Anguilla, Antigua and arbuda, Argentina, Armenia, Aruba, Ascension, Austria, Barbados, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, Brunei Darussal, Burkina Faso, Burma, Burundi, Cambodia, Cameroon, Cayman island, Central African Republic, Chad, Chilli, Cocos (Keeling) Islands, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Croatia, Denmark, Diego Garcia, Dominica, Dominica Republic, Egypt, Eire, Elsalvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands, Faroe Islands, Federated States of Micronesia, Gabon, Gambia, Georgia Republic, Greece, Greenland, Grenada, Guadeloupe (French), Guam (USA), Guinea, Guinea Bissau, Haiti, Honduras, Hungary, Iceland, India, Jamaica, Kampuchea, Kazakhstan, Kiribati, Korea North, Laos, Natvia, Lesotho, Liberia, Luxembourg, Macedonia, Madagascar, Madeira , Malawi, Malaysia, Maldives, Mali, Marshall Islands, Martinique (French), Mayotte, Mexico, Moldova, Monaco, Montserrat, Namibia, Netherlands Tiles, Nicaragua, Nigeria, Norfolk Island, Palau, Papua New Guinea, Paraguay, Peru, Poland, Puerto Rico, Rep. Guyana, Reunion, Romania, Rwanda, Samoa US, Samoa Western, Sao Tome And Principe, Senegal, Sierra Leone, Slovak Republic, Spain, St Pierre Et Miquelon, St Kitts Nevis, St. Lucia, St. Vincent, St Helena, Suriname, Swaziland, Taiwan, Tanzania, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turks and Caicos Islands, Uganda, USA, Virgin Islands, Yugoslavia, Zaire, Zambia, Zimbabwe
Zone 5	Australia, AustralianExt. Terr., Azerbaijan, Belgium, Bosnia, Bulgaria, Canada, Cape Verde, France, French Guiana, French Polynesia, Italy, Japan, Kenya, Kyrgyzstan, Malta, Marina island, Mongolia, Morocco, Nauru, New Caledonia (French), New Zealand, Niger, Norway, Palestine, Panama, Philippines, Portugal, Solverina, Sri Lanka, Tahiti, Tajikistan, Tuvalu, Vanuatu, Venezuela, Wallis and Futuna Islands
Zone 6	Bahamas, Belarus, Cuba, Czech Republic, Ireland, Ivory Coast (Cote D`Ivoire), Lithuania, Russia, Serbia and Montenegro, Turkmenistan, Ukraine

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Zone 7	All Immarsat Zone Countries, All Iridium Zone Countries
Zone 8	Thuraya

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6 Service Provider obligations

16. Commencement of Service: The service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Ooredoo's mobile telecommunications network.
17. 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.
18. Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, licence and other obligations.

7 Subscriber obligations

19. Equipment: The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their Mobile Device or the use of the service.
20. 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 terminated and in the Subscriber being held responsible for the legal, regulatory and financial consequences of his/her behavior.
21. SIM Card: The Subscriber must promptly notify Ooredoo if the SIM Card is damaged. In the event of loss or theft of SIM Card, the Subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft.
22. The customer shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the Service.

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

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Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		9 September 2012	First Filing
002	22 January 2023	22 January 2023	Class License for the Resale of Retail Telecommunications Services (7)