General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	C00-01
Marketing Name of the Offer	Zero Rated services
Tariff Type	Standard Tariff
Duration	N/A
Customer Group	Consumer / Business
Tariff Effective Date	4 April 2023
Tariff Version Number	007

Contents

1 Definitions

1. Ooredoo means Ooredoo Q.P.S.C.
2. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
3. User means the natural person who actually uses the service.

2 Tariff Terms and Conditions

4. This tariff is for a permanent standard service.
5. This tariff contains charges and conditions applicable to the provision of services to consumer and business customers.
6. These terms and conditions are in addition to the terms and conditions specified in other tariffs and the General Terms and Conditions for Consumer Services where referenced, which can be found at www.oooredoo.qa

3 Service Description:

7. This tariff is for permanent standard service.
8. The tariff for Zero Rated services applies when customers access the applications and websites listed in section 4 below. In this case the data consumption is either zero rated or charged / deducted from data allowances as per tariff subscribed by the customers.

4   Service Feature:

9. Unlimited Zero-Rated services include:
9.1   Ooredoo TV App;
9.2   Eheraz App.
10. Customers do not incur any data charges while accessing the above listed applications. This data consumption will not be deducted from the allowance of the data packs subscribed by the customers and will not attract any out of bundle data charges.
11. Limited Zero-Rated services include:
11.1   Ooredoo website

For data usage of up to 50MB per day, customers do not incur any data charges while accessing the above listed applications and websites. However, once the customer

consumed more than 50MB per day for Ooredoo App and/or Ooredoo website, standard rated charges will be applied as per tariff subscribed by the customers.

11.2   WhatsApp Data Feature

Terms and Conditions are provided in the Tariff Documents C10-01 and B03-01 available at https://www.ooredoo.qa/portal/OoredooQatar/Regulatory.

11.3   Hayya App

For data usage of up to 100MB per day, customers do not incur any data charges while accessing Hayya App and its content. For mobile data used for access to Hayya App in excess of 100MB per day standard charges will be applied as per tariff subscribed by the customers.

11.4   Terms and Conditions are provided in the Tariff Documents C10-01 and C11-01 available at https://www.ooredoo.qa/portal/OoredooQatar/Regulatory.

11.5   Short Code: All SMS are free of charge when receiving or replying to the short code 92688 locally.

5   Services Provider obligations

12.   Service Availability and limits:

12.1   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.

12.2   Ooredoo will not be liable for any service limitations due to these conditions that may arise from time to time, subject to our statutory, license and other obligations.

6   Subscriber obligations

13.   The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

END OF TARIFF

Tariff Version Number	Effective Date	Tariff Modifications
001	10 August 2020	New Tariff
002	23 September 2021	Charges update (4.2)
003	6 November 2021	Review of section 4
004	1 February 2022	WhatsApp Data Feature (4.2)
005	6 June 2022	New format
006	13 October 2022	Hayya App (4)
007	4 April 2023	Short Code (4)