

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B36-01
Marketing Name of the Offer	Business Mobile private connectivity
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	19 September 2023
Tariff Version Number	001

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1 Definitions

1. Mobile Service – means public mobile telecommunications services, including voice calling, messaging and data access provided by Ooredoo in respect of business customers.
2. Ooredoo – Ooredoo Qatar Q.P.S.C.
3. Ooredoo General Terms and Conditions – Found at <https://www.ooredoo.qa/web/en/regulatory/>.
4. Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for Business Mobile Services.
5. CPE – Customer Premise Equipment, hardware that is provided by Ooredoo as service demarcation at customer site. CPEs are owned by Ooredoo.
6. Bandwidth – refers to the throughput that customer can experience when a single user is connected to the CPE.
7. Private APN - logical segregation within the mobile network that corresponds to a particular customer's MPLS network.
8. Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber's identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post-Paid Mobile Service.
9. Tariff – means the current tariff document.
10. User – means the business entity who uses the relevant Business Mobile Service.

2 Tariff Terms and Conditions

11. This tariff is for a permanent standard service.
12. This tariff contains rates and charges applicable to the provision of Business Mobile private data services.
13. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
14. From time-to-time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this tariff.
15. Ooredoo may offer up to 20% discount on the products or services from time to time on permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

3 Business Mobile private connectivity

16. The service provides private and dedicated data over 5G mobile network. The service will ensure customer gets a 5G enterprise grade 5G mobile router, termed as CPE, at each of the requested site, backhauling the traffic over dedicated APN network and finally latching onto MPLS network.

17. The Business Mobile private connectivity will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.
18. The minimum contractual period for the Business Mobile private connectivity is 3 months, unless the service is offered for a limited period event or promotional activity.
19. Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to cancel their subscription.

4 Service Features and Charge Rates

4.1 Standard service

20. Emergence of new technologies and use cases (Video surveillance, Edge computing etc.) have demanded the need for more bandwidth over better performance mobile network. Business Mobile private connectivity offers reliable, secure, dedicated private connectivity for business to communicate with their existing or new WAN network. Unlike traditional 5G connectivity that offers access to public internet, Business Mobile private connectivity works over private APN with no internet access.
21. Charges are set out below:

Service Flavor	One-time Setup fees (QAR)	Monthly recurring charge (QAR)	Data volume FUP (TB)	Speed after reaching FUP (Mbps)
5G VPN - Signature	2,500	2,100	1.5	2
5G VPN - Signature Plus	2,500	3,700	3	4
5G VPN - Premium	2,500	4,100	7.5	6
5G VPN - Premium Plus	2,500	6,400	10	12

Table 1 Standard mobile service charges

Internal and external shifting of the service will incur One-time setup charges if Ooredoo professional expertise is expected at customer site.

4.2 Service Level agreement (SLA)

22. All the service will comply to below SLA KPIs where in the objectives are defined for selective key parameters like availability of the service.

SI	Severity	Definition
1	Severity 1-Critical	It's an incident when customer site experience a total loss of their Critical service. If NO correction is available, but a workaround is created, the Severity of the incident will be diluted to Severity 2
2	Severity 2 -Major	It's an incident that results in degradation of service performance, or loss of resilience or redundancy of the site, but which does not result in a total loss of service.
3	Severity 3 -Minor	Any incident that does not fall in the above two categories and it doesn't have an immediate impact on the service.

Service Domain	SLA parameter	Applicability
Service availability	Service availability from customer site to Ooredoo MPLS network infrastructure	99.50%
Incident management	Average Response time-All fault types	1 hour
Incident management	Mean Time to Repair -Critical fault -within city limits (within 20kms of Doha city)	6 hours
Incident management	Mean Time to Repair -Critical fault -outside city limits	10 hours
Incident management	Mean Time to Repair -Major fault -within city limits (within 20kms of Doha city)	12 hours
Incident management	Mean Time to Repair -Critical fault -outside city limits	16 hours

Table 2 SLA

4.3 Discount framework

23. Business customers who are subscribed to Business Mobile private connectivity are eligible for the following discount framework:

Qualifying criteria - number of lines	Discount Percentage on total bill (%)
15-49	10%
50+	30%

Table 3 Volume discount framework

24. The discount applies to all revenues generated from Business mobile private connectivity service (section 4.1) irrespective of service flavor.

25. For the avoidance of doubt, the threshold of the total Number of Qualifying links must be met within the specified month in order to obtain the applicable discount for that month.
26. Minimum commitment period of 12-months applies to the above offer.
27. In case of early termination, the customer will be liable to pay the total value of the discounts availed during the service period.
28. This offer is opt-in.

5 Service Provider obligations

29. The Business Mobile private connectivity will commence from the time when the CPE is installed at the site and service is accepted by the customer.
30. Service Availability and Limits:
 - 30.1 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. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to Ooredoo's statutory and licence obligations and requirements.
 - 30.2 The service is only available when the Ooredoo provided 5G CPE is within a mobile coverage area that has sufficient signal strength. In case of interference or signal degradation of 5G network, services will fall back to alternate mobile network such as 4G or 3G.

6 Customer Obligations

31. The service will include Ooredoo provided 5G enterprise grade CPEs and SIM cards, collectively called as Equipment, that are in compliance with the technical standards and specifications described in the Ooredoo General Terms and Conditions.
32. The customer shall comply with any reasonable request by Ooredoo concerning the configuration of their network to enable the use of the service.
33. It is the subscriber's responsibility to keep safe SIM cards and 5G CPEs that are provided to the subscriber. Equipment is easily damaged and should be handled with care. The subscriber must promptly notify Ooredoo if Equipment is damaged. In the event of loss or theft of Equipment, the subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft. The subscriber may be charged in the event of damage, loss or theft for replacement of Equipment.
34. 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.

35. The customer must notify Ooredoo of a change of customer billing address within 14 days.
36. The service will be provided for a minimum service period of three (3) months from the date of activation. In case customer is availing to any Volumetric discounts (under Section 4.3), minimum service period will be 12 months.
37. If a Subscriber terminates the contract before the end of the minimum service period term, the Subscriber will be liable to pay all charges for the remaining duration for the minimum service period. In case of customers availing Volumetric discounts (Defined under Section 4.3), in case of early termination, the customer will also be liable to pay the total value of the discounts availed during the service period.

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



Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	19 September 2023	New tariff