

C05-05 Ooredoo Fiber To The Room

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	C05-05
Service Name	<i>Ooredoo Fiber to the Room (FTTR)</i>
Tariff Type	<i>Standard Permanent</i>
Customer Group	<i>Consumer Users</i>
Tariff Effective Date	<i>15 August 2023</i>
Tariff Version	<i>001</i>

C05-05 Ooredoo Fiber To The Room

Contents

- 1 Definitions3**
- 2 Tariff Terms and Conditions3**
- 3 Ooredoo FTTR services4**
 - 3.1 Basic Service Plan.....4**
 - 3.1.1 Service Description4
 - 3.1.2 Features and Charging.....4
 - 3.1.3 Devices ownership and liabilities4
 - 3.1.4 Moving the service to a different room5
 - 3.1.5 Shifting the service to a new address5
 - 3.1.6 Transfer of service ownership.....5
 - 3.2 Add-ons.....5**
- 4 Service provider obligations.....6**
- 5 Subscriber obligations6**

C05-05 Ooredoo Fiber To The Room

1 Definitions

1. Additional Service Point is an extension of the physical reach of the Service within the customer's premises. This typically requires additional cabling and device(s).
2. Broadband means high-speed Internet access through fixed and wireless networks.
3. Connection Charges means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
4. CPE means Customer Premises Equipment. This includes the Wi-Fi router, Routers (Primary and Secondary – if applicable) and the Set Top Box (if applicable).
5. Customer: any Subscriber or User of telecommunications services.
6. Domain-Name means an Internet address, i.e., "Ooredoo.qa".
7. Mbps – Megabits per second.
8. Monthly Rental Fee means the monthly subscription fee identified in the applicable tariff and payable every month in advance
9. Router means an intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
10. Service is the Fiber To The Room.
11. Subscriber means the person or entity that enters into an agreement with Ooredoo to pay for the Service.
12. User means the natural person who actually uses the Service.
13. Subscriber and User may be the same natural person.
14. Wi-Fi means Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

2 Tariff Terms and Conditions

15. This tariff is for a permanent standard service.
16. This tariff contains charges and conditions applicable to the provision of Ooredoo FTTR services.
17. 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.

C05-05 Ooredoo Fiber To The Room

18. 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 (subject to CRA approval) as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
19. Ooredoo may offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).
20. These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the General Terms & Conditions where referenced.
21. Subscribers and Users cannot resale the services.

3 Ooredoo FTTR services

3.1 Basic Service Plan

3.1.1 Service Description

22. The Basic Service Plan includes:
 - 22.1 Optical Fiber to one room,
 - 22.2 One (1) Master / Primary FTTR Router,
 - 22.3 One (1) Slave / Secondary Router.
23. Customers can download an App to manage the service¹.
24. The Basic Service Plan can be activated on top of any fiber broadband plans included in the Tariff C05-03, i.e., Ooredoo Next Generation Plans and Business-Residential plans.

3.1.2 Features and Charging

	Connection fee - one-time charge at inception (QAR)	Master / Primary FTTR Router (number)	Slave / Secondary FTTR Router (number)	Monthly recurring charge rate (QAR)
Basic Service Plan	-	1 – Included	1 – Included	200

Table 1 Basic Service Plan

25. A commitment period of twelve (12) month applies.

3.1.3 Devices ownership and liabilities

¹ The App will not be available on the launch date of this service but will be made available to customer by early 2024

C05-05 Ooredoo Fiber To The Room

26. Ooredoo is the owner of the master FTTR router and of the slave router (“**Devices**”).
27. The customer will not be charged for the devices after the completion of the commitment period (12 month).
28. In case of terminations within the commitment period, the customer will incur penalties equal to the monthly charge time the remainder to the commitment period. For example, if the customer terminates the contract after 6 months, it will have to pay a penalty equal to 200 QAR x 6.

3.1.4 Moving the service to a different room

29. Customers may move the service to a different room within the same address. In such instances, customers will be charged an installation fee of QAR 300.

3.1.5 Shifting the service to a new address

30. Customers may shift the service to a new address. In such instances, customers will be only charged the relocation charges applicable as per the tariff B05-03.

3.1.6 Transfer of service ownership

31. Customers may transfer their service. However, if applicable, the customer is liable to pay the penalties described in clause 28 above.

3.2 Add-ons

32. Customers can connect additional rooms at the following charges:
 - 32.1 50 QAR per month per additional room, with a twenty-four (24) month commitment period, or
 - 32.2 1,200 QAR as one-time charge per additional room.
 - 32.3 In case of terminations within the commitment period, the customer will incur penalties equal to the monthly charge time the remainder to the commitment period. For example, if the customer terminates the contract after 6 months, it will have to pay a penalty equal to 50 QAR x 18 months which is equal to QAR 900.
33. The Add-ons include:
 - 33.1 Optical Fiber to one room,
 - 33.2 One (1) Slave / Secondary Router.
34. Customers can download an App to manage the service.
35. No more than 15 rooms can be connected, including the room connected with 1 Slave/Secondary router given under the package of QR 200.

C05-05 Ooredoo Fiber To The Room

36. Terms and conditions listed in clauses 3.1.2, 3.1.3 (with the commitment period being 24 month), 3.1.4, 3.1.5 and 3.1.6 apply.

4 Service provider obligations

37. The services may not be available in the subscriber's area, their specific location or may not be compatible with their specific villas or apartments. In order to verify that Ooredoo can provide this service, Ooredoo will confirm the feasibility to the customer during the installation phase.
38. Ooredoo is responsible for servicing and providing technical maintenance of 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.

5 Subscriber obligations

39. Subscribers are responsible for backing-up their entire systems before installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
40. With the exception of the Devices provided by Ooredoo, the subscriber 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).
41. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
42. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
43. 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.

C05-05 Ooredoo Fiber To The Room

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

C05-05 Ooredoo Fiber To The Room

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001	25 June 2023	15 August 2023	Introduction of the service