



Ooredoo Service Tariff No. C04-01

## General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	C04-01
Marketing Name of the Retail Offer	Calling Card for International calling (Dawli Card)
Tariff Type	Standard Permanent
Duration	N / A
Customer Group	Consumer
Tariff Effective Date	15 October 2023
Tariff Version Number	015

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## 1 Definitions

1. Call Charges – the charges for the local and international calls per unit of time at the rate set out in the applicable tariff and payable monthly at the end of the billing cycle for charges incurred.
2. International Calling Card – A prepaid card that may be used to make voice calls to international destinations from any Ooredoo telephone in Qatar, including payphones, fixed-line and mobile telephones.

## 2 Tariff Terms and Conditions

3. This tariff is neither a special promotion nor a readjustment.
4. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval (where required), Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
5. From time to time, and subject to CRA approval (where required), 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.
6. This tariff contains rates and charges applicable to the provision of consumer international calling cards.
7. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions for the Provision of Consumer Telecommunications Services available at [www.ooredoo.qa](http://www.ooredoo.qa)

## 3 International Calling Card

8. International Calling Card is a prepaid card that may be used to make voice calls to international destinations from any Ooredoo telephone in Qatar, including payphones and fixed and mobile telephones.

### 3.1 Features

9. International Calling card is provided in the following variants:
  - 9.1 Basic International Calling Card:
    - Available to call all destinations
    - Calling Card denominations of QAR 10, QAR 30, and QAR50.
  - 9.2 Asia International Calling Card:
    - Available to call all destinations with preferential rates to Asia destinations

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- Calling Card denominations of QAR 25 and QAR 75.
- 9.3 MENA International Calling Card:
- Available to call all destinations with preferential rates to Middle East and North Africa (MENA) destinations
  - Calling Card denominations of QAR 25, and QAR 75.
10. Calls are charged at one minute intervals.
11. Peak rate applies from 7am to 7pm on all weekdays (Saturday to Thursday), and off-peak rate applies from 7 pm to 7am on all week days and all day on Fridays.
12. Countries included for each International Calling variant are illustrated in the table below:

International Calling Card Variant	ZONE	INCLUDES
Basic Calling Card	Zone 1: GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
	Zone 2: MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
	Zone 3: Africa & Rest of World	Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe
	Zone 2: Americas	Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti ( French Polynesia ), Trinidad & Tobago, Turks & Caicos Island, Uruguay, USA, Venezuela, Virgin Islands ( British ), Virgin Islands ( Us )
	Zone 3: Asia	Afghanistan, Bangladesh, Bhutan, Burma ( Myanmar ), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hong Kong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam
	Zone 2: Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (Azores / Madeira),

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International Calling Card Variant	ZONE	INCLUDES
		Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan.
	Zone 2: Oceania	Antarctica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti ( French Polynesia ), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futuna
Asia Calling Card	Zone 1	Bangladesh, India, Mongolia, Pakistan, Sri Lanka, Brunei, Hong Kong, Indonesia, Japan, Cambodia, South Korea, Macau, Malaysia, Philippines, Singapore, Taiwan, Thailand
	Zone 2	Nepal, Bhutan
MENA Calling Card	Zone 1	Egypt, Sudan, Syria
	Zone 2	Iraq, Iran, Jordan, Lebanon, Libya, Mauritania, Palestine, Yemen
	Zone 3	Algeria, Morocco, Somalia, Tunisia.

### 3.2 Dawli Scratch Card

13. This service feature allows users to make international calls over their Mobile Devices.
14. Customer required to activate via SMS to 127 by entering the scratch card number or scanning the QR Code.
15. Customer can load multiple scratch card at one point in time.
16. Only Hala and Shahry customer can use this scratch card (Dawli 5 is only available for Hala)
17. Charging is as below:

Price (QAR)	International Minutes	Validity (days)	Line Validity (days)	Destination
10	18	7	30	India, Nepal, Bangladesh, Philippines, Indonesia, Sudan, Pakistan, Sri Lanka, Thailand, Turkey, Egypt, Bahrain, UAE, Saudi Arabia valid for 7 days.
20	38	30	60	Bangladesh (+880), Egypt (+20), India (+91), Jordan (+962), Indonesia (+62), Nepal (+977), Pakistan (+92), Philippines (+63), Sri Lanka (+94), Thailand (+66), Turkey (+90), Bahrain (+973), U.A.E (+971), and Saudi Arabia (+966).

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18. International calls using the International Calling Card from Payphone, Mobiles and fixed lines are charged at the rates listed in the table below. No local airtime charge is applicable in respect of calls originated from Ooredoo mobile phones.

#### 18.1 Calling rates for Basic International Calling Card variant

<b>Zone 1: GCC Countries (QAR/min.)</b>		<b>Zone 2: Other Arab Countries + Europe + Americas + Oceania (QAR/min.)</b>		<b>Zone 3: Africa &amp; Rest of the world + Asia (QAR/min.)</b>		<b>Other destinations (Surcharges apply as stated in section 19) (QAR/min.)</b>	
Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
1.00	0.50	1.50	1.00	1.75	1.25	2.00	2.00

#### 18.2 Calling rates for MENA International Calling Card variant

<b>MENA: Zone 1 (QAR/min.)</b>		<b>MENA: Zone 2 (QAR/min.)</b>		<b>MENA: Zone 3 (QAR/min.)</b>		<b>Other destinations (Surcharges apply as stated in section 19) (QAR/min.)</b>	
Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
0.49	0.49	0.69	0.69	0.99	0.99	2.00	2.00

#### 18.3 Calling rates for Asia International Calling Card variant

<b>Asia: Zone 1 (QAR/min.)</b>		<b>Asia: Zone 2 (QAR/min.)</b>		<b>Other destinations (Surcharges apply as stated in section 19) (QAR/min.)</b>	
Peak	Off-Peak	Peak	Off-Peak	Peak	Off-Peak
0.49	0.49	0.49	0.49	2.00	2.00

19. Surcharges, in addition to charge rates listed in section 18, will apply to specific calling destinations in all calling card variants. Surcharges, where applicable, to these destinations are shown in the table below:

<b>Exception Destinations</b>	<b>Peak Rate (QAR/min.)</b>	<b>Off-Peak Rate (QAR/min.)</b>
Wallis & Futuna	1.50	1.50
Norfolk Island	1.50	1.50
Nauru	1.50	1.50
Australian Ext. Territories	1.50	1.50
Cuba	1.50	1.50
Sao Tome Principe	1.50	1.50
St. Helena	1.50	1.50

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Exception Destinations	Peak Rate (QAR/min.)	Off-Peak Rate (QAR/min.)
Diego Garcia	1.50	1.50
Somalia	0.50	0.50
Greenland	0.50	0.50
Liechtenstein	0.50	0.50
Bulgaria	0.50	0.50
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

20. Dawli 10 Card Value:

20.1 Hala customers can get 32 bonus minutes valid for 1 day (Activation Day + 1 Day) to call the following countries/operators: India, Nepal (NTC), Pakistan, Bangladesh, Indonesia and Philippines (Globe). The offer is valid for all Globe Telecom numbers except with the prefix of 63 817, 63 937 and 63 996.

21. Dawli 20 Card Value:

21.1 The customers have an option to get extra value when using the Dawli 20 Card. When choosing the extra value when opting in, customers can choose only one destination from selected country / operator as follows:

Destination	Operator	Minutes	Line Validity (days)
Indonesia	All	60	60
Nepal	Nepal Telecom	500	60
Pakistan	All	150	60
Philippines	Globe	600	60
Sri Lanka	Dialog	50	60
India	All	350	60
Bangladesh	All	500	60

21.2 Customer needs to dial a prefix 1776 for accessing Philippines Globe numbers. Number ranges 63817, 63937 and 63996 are excluded from the offer for Philippines Globe.

21.3 Customer needs to activate a Dawli 20 Card and have a balance of 38 minutes to activate the value offer. With each 38 minutes, one value offer can be activated.

21.4 The value minutes are all inclusive and not in addition or over and above the 38 minutes.

21.5 The minutes allowance validity will be changed to 14 days (including day of activation) from 30 days when opting in to the value offer.

## 4 Service Provider obligations

22. Validity: The International Calling Card in any variant is valid for 1 year from date of first usage.

## **5 Customer obligations**

23. The customer is obliged to safeguard their international calling card at any time as cards lost or stolen cannot be replaced.

**- END OF TARIFF -**



## Tariff Version Control

Tariff Number	Version	Effective Date	Tariff Modifications
001		1 October 2014	First version
002		26 May 2016	Permanent Tariff Change, number of inclusive IDD minutes changed from 45 to 38.
003		29 May 2016	2GB Bonus data added.
004		1 October 2016	2GB Bonus data removal
004		24 February 2017	Dawli 20 Card Value
006		10 April 2017	Dawli 5 card
007		16 May 2017	Dawli 10 card
008		30 April 2018	Dawli 20 card allowance Adjustment
009		24 June 2018	Dawli 10 Card Value
010		4 July 2019	Revision in Philippines calling products
011		23 August 2020	India and Syria Call Rate revision
012		29 September 2022	Hala Validity updates (3.2)
013		26 October 2022	Dawli 20 Card Value (21)
014		5 October 2023	Discontinuation of the Hala QR 5 Denomination (3.2)
015		15 October 2023	Credit Validity revision (3.2)