

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	C12-01
Marketing Name of the Offer	Postpaid Mobile Broadband
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Consumer
Tariff Effective Date	1 November 2023
Tariff Version Number	042

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1 Definitions

1. Bearer Services – Services used for transporting data over the network.
2. Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
3. Data Device Rating – Maximum speed of device defined in Mbps (Mega Bits per second).
4. Data Only SIM – A SIM which only allows data access only (i.e. No voice access). For use in a data device such as a USB modem, PC Data card or embedded in a laptop.
5. GT&C: refers to General Terms and Conditions for the Provision of Consumer Telecommunications Services or to the Master Services Agreement for Business Services.
6. Mobile Broadband – The data service which enables, by using one or more bearer services, the subscriber to download and/or upload information.
7. Network – The telecommunications systems utilized by Ooredoo in providing the Mobile Broadband service.
8. Subscriber –The person or entity that enters into an agreement with Ooredoo to receive and pay for service.
9. Unlimited – Defined as uncapped download and upload data.

2 Tariff Terms and Conditions

10. This Tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
11. This tariff contains rates and charges applicable to Postpaid Mobile Broadband service.
12. 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.
13. 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.
14. These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the GT&C where referenced.
15. 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).

3 Service Description

16. This Tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
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20. These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the GT&C where referenced.

4 Service Features and Charge Rates

4.1 Postpaid Mobile Broadband Bundles

21. Customers will receive a mobile data usage sheet within their monthly postpaid bill. This will detail all mobile data usage in excess of that customer's data allowance, and any applicable charges for this excess usage.
22. Both downloaded and uploaded data are accounted for in the subscriber's usage.
23. The subscriber will be subject to the monthly recurring charge irrespective of whether the subscriber consumes their monthly data usage allowance/bundle.
24. The subscriber will receive an SMS message in both English and Arabic to notify the subscriber when they have: i) utilized 80% of their bundle limit, and ii) exceeded their bundle limit.
25. Once the subscriber exceeds the monthly data usage allowance/bundle limit, the subscriber will be charged the 'Out of Bundle' usage rate multiplied by the subscriber's excess usage per month rounded to the nearest MB.

4.2 Data SIM+ Plans

26. **Description:** The Data SIM+ Plans will have unique feature where customers will not be charged for out of bundle charges when subscribing to these packs. In addition, some of the plans will also Roaming for 27 countries.
27. **Charges:** The following tables are the Data SIM+ Plans:

	Data SIM+ Active	Data SIM+ MAX
Monthly Rental (QAR)	110	180
Local Data Allowance (GB)	10	35
Unlimited Local Data at lower speed	64 Kbps	128 Kbps
Entertainment and Lifestyle main benefits	Urban Point	Urban Point
Entertainment and Lifestyle selected benefits (Select One)	Shahid StarzPlay VIU	Shahid StarzPlay VIU

Table 1 Data SIM+ Entry Plans

	Data SIM+ Pro	Data SIM+ Premium	Data SIM+ Platinum
Monthly Rental (QAR)	300	400	550
Local Data Allowance (GB)	Unlimited in Qatar	Unlimited in Qatar and GCC	Unlimited in Qatar and 27 Countries
Unlimited Local Data at lower speed	1 Mbps	20 Mbps	20 Mbps
Entertainment and Lifestyle main benefits	Urban Point	Urban Point	Urban Point
Entertainment and Lifestyle selected benefits (Select Two)	Shahid StarzPlay VIU ONS+ Anghami	Shahid StarzPlay VIU ONS+ Anghami	Shahid StarzPlay VIU ONS+ Anghami TOD

Table 2 Data SIM+ Unlimited Plans

28. Conditions:

28.1 All Data SIM+ Plans will have 5G feature enabled

28.2 **Data SIM+ Active:** After reaching 10GB in a given bill cycle, the maximum data transfer speed will be reduced to 64Kbps.

28.3 **Data SIM+ MAX:** After reaching 35GB in a given bill cycle, the maximum data transfer speed will be reduced to 128Kbps.

28.4 **Data SIM+ Pro:** After consuming 300 GB in a given bill cycle, the maximum data transfer speed will be reduced to 1Mbps.

28.5 **Data SIM+ Premium:** After consuming 500 GB in a given bill cycle, the maximum data transfer speed will be reduced to 20 Mbps. GCC Countries includes Kingdom of Saudi Arabia, Oman, Kuwait, United Arab Emirates and Bahrain.

28.6 **Data SIM+ Platinum:** After consuming 500 GB in a given bill cycle, the maximum data transfer speed will be reduced to 20 Mbps. 27 countries include Kingdom of Saudi Arabia, Oman, Kuwait, United Arab Emirates, Bahrain, Turkey, United Kingdom, Germany, France, Spain, Switzerland, Italy, Egypt, United States of America, Australia, Austria, Bangladesh, Greece, Jordan, Malaysia, Netherlands, Norway, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia.

28.7 Customer can restore local data to full speed by subscribing to Local Data 50 add-on or top up with Data Recharge Cards.

- 28.8 Pack and Add-on allowances cannot be carried over to the next monthly bill cycle.
- 28.9 Ooredoo have the right to change or remove any of the benefit content without giving customers 30 days notice.
- 29. Subscribers can restore the speed by purchasing Data Add-on for QAR 50 which will provide them with an additional local data allowance (according to the tariff they are subscribed to) as follows:

Data SIM+ Active	Data SIM+ MAX	Data SIM+ Pro	Data SIM+ Premium	Data SIM+ Platinum
4 GB	10 GB	50 GB	100 GB	250 GB

4.3 Short Message Service (SMS)

- 30. **Description:** A service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging)
- 31. **Charging:** Normal national SMS charges as contained in Ooredoo Service Tariff C10-01, Postpaid Mobile Services will apply to any SMS messages sent using the subscriber’s data-only SIM card.

4.4 International data roaming

- 32. **Description:** International mobile internet allows Users to enjoy access to mobile internet services while roaming.
- 33. **Conditions:**
- 33.1 **International Roaming:** The Mobile Broadband Service is available outside of Qatar only in locations where Ooredoo has a roaming agreement in place. Usage outside of Qatar will be subject to roaming charges for all incoming and outgoing downloads, uploads and messages at the applicable roaming rate for the country in which the Service was provided as listed in Ooredoo Service Tariff C10-01, Postpaid Mobile Services, and via the Ooredoo website.
- 33.2 Roaming is offered by Ooredoo’s international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.
- 33.3 Roaming coverage may change without notice. Ooredoo is not responsible for those networks and services that are not available while roaming and does not make any representations regarding the quality of service while roaming.
- 33.4 Customers have the option to bar the roaming element of the service, instructions for which can be obtained by visiting any Ooredoo retail outlet, calling the Ooredoo Customer Service Centre or via the Ooredoo website.
- 34. **Charging:**
- 34.1 Use of the Service while roaming outside Qatar is charged at the GPRS roaming rates contained in Ooredoo Service Tariff C10-01, Postpaid Mobile Services.

34.2 Roaming data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable rate indicated on Ooredoo Service Tariff C10-01 Postpaid Mobile Services.

4.5 Shahry Saver Key

35. **Description:** Customers can subscribe for QAR 10 per month extra on their monthly rental and be eligible for the 'Shahry Saver Key'. This key will allow the subscribers to make outgoing local calls, international and roaming calls.

36. **Charges:**

36.1 The local calls will be charged at the standard rate per minute. (listed in Ooredoo Service Tariff C10-01)

36.2 The international calls will be charged at the standard rate per minute depending on the destination (listed in Ooredoo Service Tariff C10-01) with the exception to the following 15 countries:

International Destination	Rate (QAR/minute)
India	0.15
Bangladesh	0.25
Indonesia	0.30
Egypt	0.45
Nepal (Nepal Telecom)	0.25
Philippines, KSA, UAE, Pakistan, Nepal (other networks), Syria, Sudan, Turkey, Thailand and Sri Lanka	0.55

Table 3 International Destination charges rate

36.3 The roaming calls will be charged at the standard rate per minute depending on the country and the network the subscriber is in (listed Ooredoo Service Tariff C10-01).

36.4 **Conditions:** Customers will need to text SSK to the short code 114 to enable the service. The customer can opt-out from the service by texting "STOP SSK" to the short code 114.

4.6 Temporary solution for Fiber Customer

37. **Description:** Ooredoo will provide a Mobile Broadband with Unlimited pack as temporary solution for customers who applied to fiber or copper services. The customer can sign for this pack until the fiber or copper services are provided.

38. **Charging:** Ooredoo will be renting a MyFi device to the customer for free until the fiber or copper services are provided. The rental fee for the unlimited pack will be QAR 200.

39. **Conditions:**

39.1 Once the fiber services are installed, the Mobile Broadband will be deactivated.

39.2 The customer has to return the Myfi device to any Ooredoo shop within 14 days. If the customer did not return the device to any Ooredoo Shop within 14 days, the customer will be charged for a full price of the device.

4.7 Mobile Gaming Add-on

40. **Description:** customer who subscribes to any of the Data SIM 5G plans (4.1.3) via Ooredoo App will get additional data allowances. Once the add-ons is activated, subscribers will be entitled to redeem Gaming Coins offer through UPAR platform.

41. **Charging:**

41.1 Gaming Add-ons allowances are as follows:

	(Lite) ¹	Pro
Rental (QAR)	50	150
Data Allowance (GB)	30	100
Gaming Credits (UP\$)	7,00	18,00

Table 4 Gaming Add-ons plans

42. **Conditions:**

42.1 Gaming Add-on will be on auto-renewal and linked to the customer bill cycle.

42.2 The Gaming Coins balance is valid until the end of the billing cycle and will be renewed for each new billing cycle as long as the gaming Add-on is active. Unused Gaming Coins or data allowance for this Add-on will not be carried over to the next billing cycle.

42.3 Customers can deactivate the Add-on at any point in time through Ooredoo App/ Ooredoo website and will remain active until the end of the bill cycle.

4.8 Data SIM Roaming Key

43. The Data SIM Roaming Key Weekly enables customers to use their Local Data allowances, Add-ons, and the related out of bundle services (all together "**Home Allowance**") while roaming.

44. The Data SIM Roaming Key is accessible to customers subscribed to:

44.1 Data SIM S

44.2 Data SIM M

44.3 Data SIM L

44.4 Data SIM XL

¹ Plans in brackets are grandfathered plans, not available for new customers. Customers who are already subscribed can continue to enjoy the benefits until they unsubscribe or upgrade to higher pack.

44.5 Data SIM MAX

45. The service applies to roaming from the following countries:

GCC Countries	European Countries	Others
Kingdom of Saudi Arabia, Kuwait, Oman, United Arab Emirates, Bahrain	France, Germany, Italy, Spain, Switzerland, Turkey, United Kingdom Greece, Netherlands, Norway,	United States of America, Egypt, Australia, Austria, Bangladesh, Jordan, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia

Table 5 Data SIM Roaming Key – List of countries

46. Pricing and validity:

46.1 The price for the Data SIM Roaming Key weekly is 150 QAR.

46.2 The Benefit Validity for Data SIM Roaming Key Weekly is seven (7) Days.

47. Customer can activate the Data SIM Roaming Key weekly via:

47.1 SMS by sending Keyword "RK" for to 114,

47.2 Ooredoo App.

48. The usage consumption priority while in roaming is:

48.1 Available Home allowances,

48.2 Roaming allowances as per Ooredoo Passport/ other pack allowances,

48.3 Out of bundle Local Rate.

49. Data SIM Roaming Key Weekly is dedicated for personal use. Ooredoo has the right to stop the service if abusive behavior, commercial use, or services reselling to third party is observed.

50. The benefit of this service will be terminated if plan is changed, or line is deactivated.

5 Service Provider obligations

51. **Commencement of Service:** The subscriber will be provided with a Data Only SIM card. When the Data Only SIM card is placed in the subscriber's Data Device, the Data Device will be registered into Ooredoo's mobile network and the subscriber will have access to the service. The service shall commence from the date of activation of service.

52. Ooredoo will fully reimburse the subscriber for the Postpaid Mobile Broadband service if the subscriber is consistently unable to receive service during the minimum service period in

locations that Ooredoo has advertised as being covered with the exception of the service availability and limits described in section 3.

53. Ooredoo shall exercise all reasonable efforts to provide access that is continuous, except in cases in which the provision of service is affected as set forth in other applicable sections of this tariff and/or the GT&C.
54. Service Availability and Limits:
 - 54.1 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.
 - 54.2 Connection 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, license and other obligations.

6 Subscriber Obligations

55. **Equipment:** The Subscriber may acquire equipment from a third-party, provided that all equipment used to connect to Ooredoo's network complies with the technical standards and specifications described in Ooredoo's GT&C.
56. Data-only SIM Card: It is the subscriber's responsibility to keep safe the SIM card that is provided to them. SIM Cards are easily damaged and should be handled with care. The subscriber must promptly notify Ooredoo if the SIM Card is damaged. In the event of loss or theft of the subscriber's SIM Card, 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 loss or theft of the SIM Card.
57. The subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of the subscriber's data device, data-only SIM Card and/or the use of the service.
58. Ooredoo may require the subscriber to submit information reasonably related to their service, data device or data-only SIM card.
59. The customer must notify Ooredoo of such change within 14 days in the case of change of customer billing address.
60. 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.

7 Mobile number portability

7.1 Porting of mobile number away from Ooredoo

61. **Subscriber may port mobile number:** The Subscriber may port a mobile number allocated to the Subscriber by Ooredoo to the OLO by requesting the port of that mobile number from the OLO. Not all mobile numbers will be technically capable of being ported.
62. **Charges payable as at date of port:** The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.
63. **Charges that are owed but which have not been invoiced also payable:** The Subscriber must pay all charges that have been incurred by the Subscriber but which have not been invoiced by Ooredoo as at the date of the port, including any early contract termination fees. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:
 - 63.1 within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organization numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
 - 63.2 within 45 days of the invoice date, Ooredoo may direct the OLO to suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
 - 63.3 within 60 days of the invoice date, Ooredoo may direct the OLO to terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
64. **Termination:** This agreement will automatically terminate on the earlier of:
 - 64.1 the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and
 - 64.2 the date that the supply of public mobile telecommunications services to the Subscriber is terminated by the OLO due to non-payment of Ooredoo's outstanding invoices, if applicable.

7.2 Porting of mobile numbers to Ooredoo:

65. A Subscriber that ports a mobile number from the OLO to Ooredoo must pay all charges that are owed to the OLO in respect of that ported mobile number, notwithstanding the fact that the Subscriber has ceased to acquire public mobile telecommunications services from the OLO.

66. If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:
- 66.1 within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organization numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;
- 66.2 within 45 days of the invoice date, Ooredoo will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number; and
- 66.3 within 60 days of the invoice date, Ooredoo will, upon request of the OLO, terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.
67. If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

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

Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
03	1 November 2010	Permanent changes to Postpaid Mobile Broadband
04	8 January 2013	New Mobile Data Plans Permanent Change
05	25 February 2013	Permanent Tariff Change, Mobile Number Portability
06	14 April 2013	Permanent Tariff Change, unifying C/B
07	2 February 2014	Permanent Tariff Change, 4G key for FREE
08	16 April 2014	Permanent Tariff Change, Data Scratch Card
09	17 July 2014	Permanent Tariff Change, Data Services
10	22 September 2014	Permanent Tariff Change, Fair Usage Policy
11	19 May 2015	Permanent Tariff Change, Temporary solution
12	16 June 2015	Permanent Tariff Change, Monthly Packs
13	13 July 2015	Permanent Tariff Change, Temporary solution
14	23 September 2015	Permanent Tariff Change, Mobile Broadband Packs
15	28 July 2016	Permanent Tariff Change, Mobile Internet Packs
16	2 August 2016	Permanent Tariff Change, Data Services
17	18 November 2016	Permanent Tariff Change, Unlimited Data Pack and Fair Usage Policy
18	5 January 2017	Permanent Tariff Change, Unlimited Data Pack update
19	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges.
20	21 November 2017	Permanent Tariff Change, Data Recharge.
21	5 April 2018	Permanent Tariff Change, Mobile Data Adjustment
22	17 April 2018	Mobile data Scratch Card bonus removal and allowance validity change
23	16 August 2018	Permanent Tariff Change, Shahry Saver Key
24	22 November 2018	Permanent Tariff Change, Mobile Broadband Revamp
25	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change
26	11 February 2019	Permanent Tariff Change, MBB Portfolio update
27	18 February 2020	Speed Boosters FUP update (4.1.1.8)
28	10 March 2020	New Mobile Broadband 5G portfolio (4.1.4.)
29	9 September 2020	Netflix as Permanent Product (4.7)
30	6 October 2020	OSN Streaming App (4.1.4.)
31	31 December 2020	Shahid VIP (4.1.4.2)
32	1 February 2021	Postpaid Price Revisions (4.1.3, 4.2)
33	11 March 2021	OSN extension to lower tier (4.1.3)
34	23 September 2021	eShop offer (4.1.4)
35	26 November 2021	Mobile Gaming Add-ons (4.7)
36	31 March 2022	Netflix Offer (4.6)
37	9 June 2022	Netflix Offer (4.6)
38	25 August 2022	RTI 20% discount (2)
39	1 September 2022	Removal of eShop Offer (4.4)
40	22 January 2023	Class License for the Resale of Retail Telecommunications Services (6)
41	16 October 2023	Data SIM Roaming Key (4.9)
42	1 November 2023	Data SIM+ Plan (4.2)