

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C
<b>Tariff Number</b>	B01-03
<b>Service Name</b>	Dual play wireless services for business customers
<b>Tariff Type</b>	Standard permanent
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	12 November 2024
<b>Tariff Version</b>	001

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## **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 / or 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 5G router provided to the Customer.
5. Customer means any Subscriber or User of telecommunications services.
6. Mbps stands for Megabits per second.
7. Monthly Recurring Charge means the monthly subscription fee identified in this tariff and payable every month in advance.
8. Router means an intelligent device that enables multiple Users to share a single data service simultaneously.
9. Service is the Dual Play Wireless Services.
10. Subscriber means the person or entity that enters into an agreement with Ooredoo to pay for the Service.
11. User means the natural person who actually uses the Service.
12. Subscriber and User may be the same natural person.
13. Wi-Fi means wireless high-speed access to the Internet provided using IEEE-802.11 technology.

## **2 Tariff Terms and Conditions**

14. This tariff is for a permanent standard service.
15. This tariff contains terms and conditions applicable to the provision of the Service.
16. 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.
17. 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.

18. A valid Commercial Registration (CR) is required for verification purposes to obtain this Service.
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. Subject to a signed agreement between Ooredoo and a customer, Ooredoo may extend the duration of discounted monthly recurring charges (either the discretionary discount or discounted provided to customers upon a promotion approved by the CRA and published on Ooredoo regulatory website). In such case, the subscribers will be able to retain the benefits of the discounts on their Ooredoo lines after the discount period has expired. For the avoidance of doubt when retaining the benefits of the discount after the 12-month promotion period has expired the customer will not face early termination payments and may cancel the service subscription at any time.
21. These terms and conditions are in addition to the terms and conditions specified in the General Terms & Conditions available at <https://www.ooredoo.qa/web/en/regulatory/> .
22. Subscribers and Users cannot resale the Service.

## **3 Dual Play Wireless Services**

### **3.1 Service Description**

23. The Service will be provided to Customers residing in locations which are not covered by Ooredoo fiber network,
24. The Service will be geo-locked to the office location provided by the customers and will cease working if the customers travel outside to their office or use the SIM in any other device.
25. The Service includes:
  - 25.1 One (1) Indoor 5G router (CPE). Ooredoo is the owner of the CPE.. The customers will install and activate the CPE by themselves. In case of cancellation of the Service, the CPE must be returned to Ooredoo. In case the CPE is not returned to Ooredoo, or it is returned to Ooredoo in no-working conditions, the customers will be charged 749 QAR,
  - 25.2 A Wireless Wi-Fi router that can be connected to a telephone handset,
  - 25.3 Unlimited local calls to landlines (with a FUP of 20,000 minutes); local calls to mobiles and international calls will be charged at the standard rates included in the tariff B01-01.
  - 25.4 One (1) TB of data per month (Data Allowance). There will be no carryover over the months of the Data Allowance (i.e., once the bill is issued, any unused Data Allowance will be forfeited).

After consuming 100% of the Data Allowance in the month, the speed will be throttled to 1 Mbps and the customer will still enjoy unlimited access to the internet at the throttled speed,

### 3.2 Charging

26. The table below shows the applicable charges:

	Monthly recurring charge (QAR)
Dual Play Wireless Services	400

*Table 1 Charges*

27. A commitment period of three (3) months applies.

## 4 Service provider obligations

28. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo is not responsible for any delays due to the subscriber's absence at the agreed maintenance date or time.

## 5 Subscriber obligations

29. 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).
30. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
31. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
32. 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)<sup>1</sup> and without a prior written approval by Ooredoo. Failure to comply with the above provision will result in the Services

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<sup>1</sup> Available at (<https://www.cra.gov.qa/en/document/class-license-for-the-resale-of-retail/telecommunications-services>)

being immediately terminated and in the Subscriber being held responsible for the legal, regulatory, and financial consequences of his/her behavior.

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

## Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	12 November 2024	Introduction of the service