

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B14-05
Marketing Name of the Offer	CCTV connect addon on MPLS services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	17 June 2025
Tariff Version Number	001

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1 Definitions

1. Bit – the lowest unit of data usage.
2. Byte – 8 bits.
3. Broadband – means high-speed Internet access through fixed and wireless networks.
4. Closed-Circuit Television (CCTV) – refers to a surveillance system that transmits video signals from cameras placed in specific locations to a limited set of monitors or recording devices. The system is used for monitoring, recording, and reviewing activities for security, safety, and operational purposes.
5. Contention Ratio – is the ratio of the potential maximum demand to the actual bandwidth.
6. CPE – Customer premises equipment. CPE will hand over the MPLS based service to customer. CPE may be a switch or router depending on customer network.
7. Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
8. Mbps – Mega bits per second.
9. Monthly Recurring Charge (MRC)- the monthly subscription charge identified in the applicable tariff and payable every month in advance.
10. Multiprotocol Label Switching (MPLS) is a high-performance, scalable network routing technique used to direct data packets based on short path labels rather than long network addresses. This allows for faster and secure data transmission across complex networks.
11. Non Recurring Charge (NRC) or Connection Charges – means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance.
12. Ooredoo – means Qatar Telecom (Ooredoo) Q.S.C.
13. Optical Network Terminal (ONT) – a media converter necessary to provide the fiber broadband service, which is installed on the customer premises.
14. Router – means an intelligent device that enables a number of end-user electronic devices to share a single data service simultaneously.
15. Service or CCTV connect add-on on broadband services – Dedicated CCTV connectivity delivered securely over broadband Internet based on GPON technology.
16. Subscriber or Customer- means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.

2 Tariff Terms and Conditions

17. This tariff is for permanent standard service.
18. This tariff contains charges and conditions applicable to the provision of the Service CCTV connect add-on over Broadband.

19. This tariff will be effective as of the date established in this tariff and will automatically cease being effective for new customers if Ooredoo publishes a new tariff for this service.
20. From time to time Ooredoo may publish promotions and readjustments on its regulatory webpage or by other means. Such promotions and readjustments will suspend or modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments subject to CRA approval, if required.
21. Ooredoo may offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per article 3.9 of the Retail Tariff Instructions (RTI).
22. Ooredoo may extend the duration of a promotional offer, upon agreement with the customers. In such case, the subscribers to the promotional offer will be able to retain the benefits of the promotion after the promotional period has expired.
23. These service terms and conditions are in addition to the terms and conditions specified in Ooredoo's General Terms and Conditions for the Master Services Agreement for Business Telecommunications Services where referenced.

3 Service Description

24. CCTV connect addon over MPLS offers a CCTV connectivity network for customers to connect their branches with their head office or CCTV monitoring hub with a dedicated bandwidth for CCTV access in a secure manner.
25. As part of the Service, Ooredoo will provide dedicated bandwidth for CCTV network access and this Service will not be used for other applications.
26. Service will be proactively monitored by Ooredoo. Customers will also be given access to monthly reports.
27. The service will be provided within 30 consecutive calendar days of order, subject to technical feasibility.

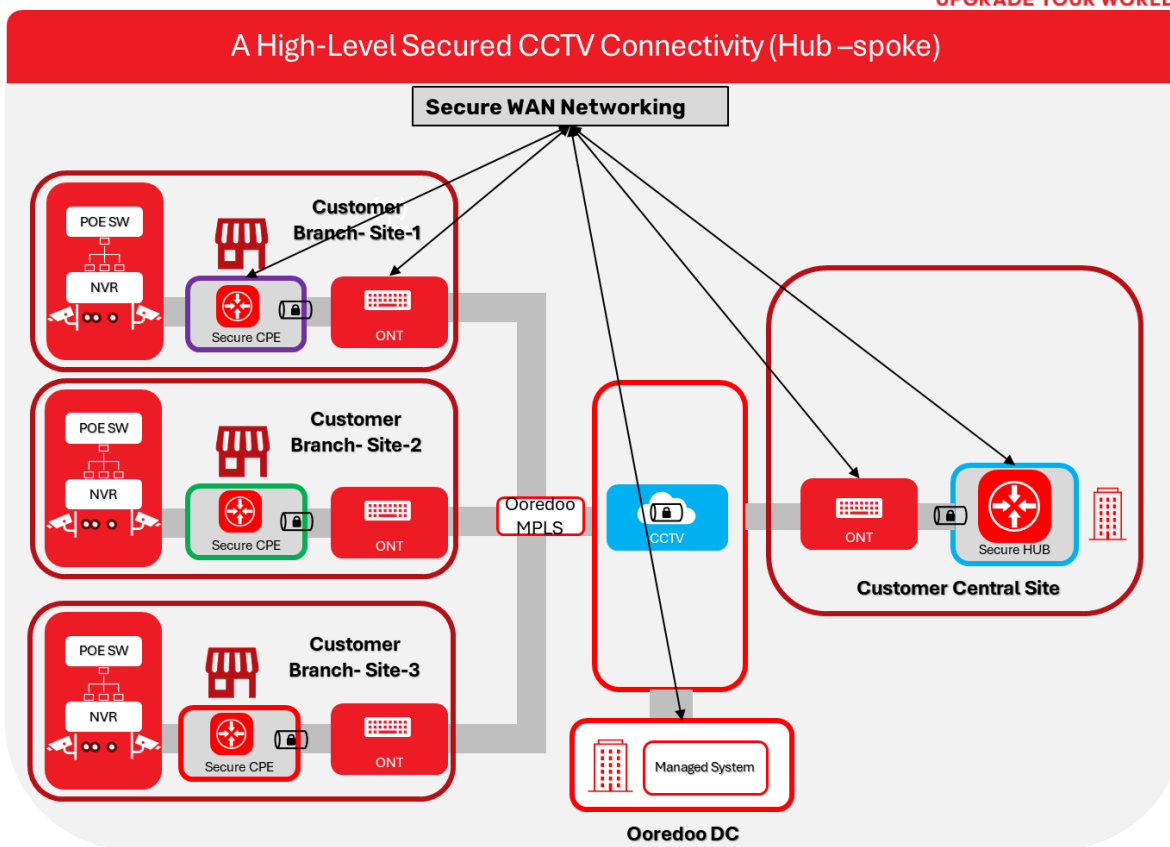


Figure 1: Description of the service (illustrative)

4 Features and charging

4.1 General terms

28. The charging is applicable for primary or secondary links at each site.
29. For availing this service, Customer needs to have an existing Ooredoo IP-VPN service, National IPVPN Tariff (B14-01), per site over which this add-on for CCTV connect add-on can be activated.
30. Ooredoo standard SLA will be applicable. Single link access will be offered Business class SLA. Dual link access will be offered First class SLA.
31. For 10Mbps plan, a secondary link may be offered through 5G network in case there is no fiber feasibility at the site.

4.2 Plans and charges

32. Plans and charges are set out below.

Plan (Download speed)	10 Mbps	50 Mbps	100 Mbps
Monthly Recurring Charge (QAR)	1,364	3,100	3,500
Non Recurring Charge (QAR)	-	-	-
Upload Speed	10 Mbps	50 Mbps	100 Mbps
CPE	Included	Included	Included

Figure 2: plans and charges

5 Terms and Conditions

33. The subscription to the above plans doesn't include landline service.
34. This Service is uncapped and not subject to a Fair Usage Policy (FUP).
35. Secondary link will be charged at the same price as the primary connection in accordance with prices in section 4.2.
36. The minimum contractual period will be twelve (12) months commencing from the date of the service provisioning, automatically renewable as agreed with the Subscriber.
37. If a Subscriber terminates before the end of the Minimum Service Period, the subscriber will be liable to pay:
 - 37.1 In the event a customer wishes to cancel the service within the first Three (3) months, Ooredoo will collect the remaining monthly recurring charge for the first two (2) months. For example, if the customer terminates in month two (2), we will collect as penalty one (1) month of the monthly recurring charge. Additionally, there will be charges for the CPE which will be collected as per section 37.3
 - 37.2 In the event a customer wishes to cancel the service after the first three (3) months, there will be charges for the CPE as per section 37.3.
 - 37.3 In the event of service termination within the minimum contractual period,, customers will be liable to pay termination charges for CPE based on the remainder of the twelve (12) months term calculated at QAR 300 per CPE per month.
38. The shift of the Service from one property address (sites or central site) to another is charged at QAR 1,000 to the same account holder subject to technical feasibility.

6 Service Level agreement.

39. The tables below show the Service Level parameters for CCTV connect managed service.

SI	Severity	Definition
1	Severity 1	It's an incident when customer site experiences 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	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	Any incident that does not fall in the above two categories and also doesn't have an immediate impact on the service such as generating reports.

Figure 3: service level parameters

Managed service type	1st connectivity – WAN type	2nd connectivity – WAN type	Applicable SLA
CCTV connect	MPLS IPVPN	MPLS IPVPN	First Class SLA applicable.
CCTV connect	MPLS IPVPN	NIL	Business Class SLA applicable.

Figure 4: service level parameters

Priority	Severity level	Response time			Resolution time			
		First Class SLA Premium SLA	Business Class SLA	Bronze Class SLA	First class SLA	Premium SLA	Business Class SLA	Bronze Class SLA
S1	Critical	20 Minutes	20 Minutes	1 hour	8 hours	10 hours	10 hours	8 hours
S2	Major	30 Minutes	30 Minutes	2 hours	14 hours	15 hours	16 hours	6 calendar days
S3	Minor	1 Hour	1 Hour	3 hours	24 hours	36 hours	48 hours	Best effort

Figure 5: Mean Time to Repair (MTTR)

Duration of Service Availability	Availability SLA- First Class SLA	Availability SLA- Business Class SLA	Impact per Month
(100% - 99.99%)	No Service Credit	No Service Credit	0-4 Min
(99.98% - 99.90%)	No Service Credit	No Service Credit	0-44 Min
(99.89% - 99.50%)	10% of MRC	No Service Credit	45 -219 Min
(98.49% - 99.00)	15% of MRC	5 % of MRC	220-438 Min
(98.99% - 98.5%)	20% of MRC	7.5% of MRC	439-657 Min
(98.49% - 98.00%)	25% of MRC	10% of MRC	658-876 Min
For each subsequent 1% unavailability, subject to a maximum service credit of 15% of the MRC for BC SLA and 30% for FC SLA .		Additional 1% of MRC	

Figure 6: Service Credits

40. Service Availability Target is defined as per the tables above, applicable for individual Access Circuit. The Service will be considered unavailable in the event of one hundred percent (100%) blocking of movements of packets ahead of the customer link and will be calculated on the monthly basis. For the avoidance of doubt, any scheduled service outage on the Ooredoo network will be excluded. Service Availability is calculated using the following formula:

$$((\text{Hours in a day} \times \text{Days in a month}) - \text{Schedule Maintenance} - \text{Unavailability}) \times 100^1$$

7 Service Provider obligations

41. Some or all MPLS services may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection. In order to verify that Ooredoo can provide this service, Ooredoo will need to verify that the subscriber's landline is in an area where they can receive fiber broadband services.
42. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including any additional equipment necessary to connect the service. Ooredoo is not responsible for any

¹ Scheduled Maintenance periods and Unavailability periods are measured in hours during the relevant month.

delays caused in the installation due to the subscriber's absence at the agreed installation date or time.

- 43. The service shall commence from the service connection date (Commencement Date).
- 44. Service availability and limits:
 - 44.1 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.
 - 44.2 Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory and license obligations and requirements.

8 Subscriber obligations

- 45. Subscribers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
- 46. Equipment: Subscribers may acquire 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 as stated in the Master Service Agreement, Article 6.3 (Connecting Subscriber Equipment).
- 47. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
- 48. 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-ofretail/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.

Tariff Version Control

Tariff Number	Version	Effective Date	Tariff Modifications
001		17 June 2025	Introduction of the tariff

****END OF TARIFF****