

## General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B30-03
Marketing Name of the Offer	Ooredoo Office Packages
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	30 June 2025
Tariff Version Number	001

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## 1 Definitions

1. Broadband - means high-speed Internet access through fixed and wireless networks.
2. Cloud phone - refers to landline service using IP technology.
3. CPE - Customer premises equipment. Typically refers to a broadband modem or Wi-Fi router.
4. Domain-Name - means an Internet address, i.e. "Ooredoo.com.qa".
5. Mbps - Mega bits per second.
6. Monthly Recurring Charge (MRC) - the monthly subscription charge identified in the applicable tariff and payable every month in advance.
7. One-time Charge (OTC) - means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance.
8. Ooredoo - means Ooredoo Qatar Q.P.S.C.
9. Ooredoo TV service - refers to Channels delivered to customer using Set Top Box (STB) or digital player over the same FTTx technology.
10. Router - means an intelligent device that enables a number of end-user electronic devices to share a single data service simultaneously.
11. Service or Office Packages - Internet (including Broadband and Wi-Fi) offering, Ooredoo TV service and Cloud phone, any combination thereof and/or any of these Internet offerings individually based on FTTx technology.
12. Subscriber - means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
13. User - means the natural person who actually uses the Service. 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 the Service.
17. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective subject to CRA approval, if required.
18. From time to time Ooredoo may publish promotions and readjustments on its 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.

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. Ooredoo may extend the duration of promotional benefits. In such case, the subscribers to this promotional offer will be able to retain the benefits of the promotion on their Ooredoo services after the promotion has expired. For the avoidance of doubt when retaining the benefits of the promotion after the minimum contract period has expired the customer will not face early termination payments and may cancel service subscription at any time.
21. 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

22. The Office Packages offer fast access to the Internet for surfing the web and for downloading and uploading data. The Service is delivered to the Subscriber via a fiber access network.
23. The subscriber will be provided with the necessary CPE and service installation in order to use the Service. The Service will be provided within 30 consecutive days from order, subject to technical feasibility.
24. Service offers Cloud phone alone with physical hardware.

### 4 Features and Charging

25. The features and charges of the Office Packages are set out in the table below:

Name of the package	Speed (Mbps)	Domain name	Cloud phone with Webex license <sup>1</sup>	Ooredoo TV service	One-time charge (QAR)	Monthly recurring charge (QAR)
Office LITE	75	1	1	Essential TV pack with 1 STB	499	460
Office PRO	175	1	1	Essential TV pack with 1 STB	499	950
Office BOOST	800	1	1	Essential TV pack with 1 STB	499	1,500

*Figure 1 – Office Packages*

<sup>1</sup> Cisco Webex calling service license is intended for users' that need calling capabilities on a single device. Users could have either one hardware device (IP Phone/etc.) or soft clients (user could use all soft clients: mobile/desktop/tablet - if desired). List of features for Webex Calling Standard user can be found at <https://help.webex.com/en-us/article/n1qb7p7/Features-available-by-license-type-for-Webex-Calling>

26. The Service is uncapped and not subject to a Fair Usage Policy (FUP).
27. Shift of the Service from one property address to another is charged at QAR 499 to the same account holder subject to technical feasibility.
28. The customer has CPE (Access Points Wi-Fi) options to choose from the following:
  - 28.1 Integrated Wi-Fi Access Point: included with the service. For the integrated Wi-Fi Access point, in case of termination of the service, customers must return the device. In case the device is not returned or is damaged, customers will be charged 480 QAR.
  - 28.2 Additional Wi-Fi Access Point: QAR 20 per month for 24 months (warranty included for the same duration).
  - 28.3 Smart Wi-Fi as a service (per AP): QAR 149 per month for 36 months (warranty included for the same duration).
29. Essential TV pack is available for all plans for free of charge (no additional Monthly Fee). The Ooredoo TV UHD STB is priced at QAR 350. Customers can get the new STB for free with following conditions:
  - 29.1 If customers terminate triple play service within 24 months after purchase of new TV UHD STB, they will have two options:
    - (a) Pay the pro-rated part of its price (QAR 350) and keep the STB. Or
    - (b) Return the device to Ooredoo without any additional charges for the STB.
  - 29.2 If customers terminate the service later than 24 months from the STB purchase, they can either return the STB to Ooredoo or keep the STB at no extra charge.
30. The First Ooredoo TV connection will be free of charge per site. For any additional rooms, the connection charges will be QAR 100 per month (this includes STB and OTV service).
31. Add-on Packages on TV will be charged extra fees. Refer to Ooredoo web site for prices and available packages. Add-on OTV Packages shall be charged based on following bifurcations:
  - (a) Private Viewing: TV Screen installed inside closed cabin/office for Personal use by single user is considered Private Viewing Private Viewing Charges are same as Residential OTV Add on Packages.
  - (b) Public Viewing: TV Screens installed in Common Areas (Customer Waiting Areas, Open Office spaces, Retails Shop, Café, Pantry etc.) will be considered as Public Viewing The Charges for Public Viewing will depend on specific customer use case and will reflect the charges as decided by the Content Provider such as Bein, OSN etc.
32. The minimum contract period for this Service is twelve (12) months. The contract is automatically renewed. Customers or Ooredoo can serve a termination notice as per General Terms and Conditions for Business Services.

33. In case of early termination of the Service within the first twelve (12) months, the customer will be charged a termination fee<sup>2</sup>. Specifically:
- 33.1 If the customers terminate the Service within the first three (3) months, Ooredoo will collect the remaining monthly recurring charge<sup>3</sup>, plus a prorated charge on QAR 240 within twelve (12) months of service activation for the cloud phone with Webex license<sup>4</sup>, plus .
- 33.2 If the customers terminate the Service after the first three (3) months, Ooredoo will collect a prorated charge on QAR 240 within twelve (12) months of service activation for the cloud phone with Webex license<sup>5</sup>.

## 5 Service Provider obligations

34. Some or all fiber broadband 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.
35. 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 delays caused in installation due to the subscriber's absence at the agreed installation date or time.
36. The service shall commence from the service connection date.
37. Service availability and limits:
- 37.1 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.
- 37.2 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.

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<sup>2</sup> There is no early termination after the customers complete the first twelve (12) months minimum contract period. Therefore, if customers disconnect in the 13th month onwards, no early termination fee will be applied.

<sup>3</sup> For example, if the customer terminates in month two (2), we will collect as penalty one (1) month of the discounted monthly recurring charge.

<sup>4</sup> This fee is only applicable in the first 12-months minimum contractual period.

<sup>5</sup> This fee is only applicable in the first 12-months minimum contractual period.

## **6 Subscriber obligations**

38. 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.
39. 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).
40. 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.
41. 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		30 June 2025	Introduction of the Service

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