

C05-03 Fiber broadband services

General Tariff Information

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Tariff Type	Standard Permanent
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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.
2. Broadband means High-speed Internet access through fixed networks.
3. Connection or Installation Fee 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 Wi-Fi router and the Set Top Box (if applicable).
5. Customer means any Subscriber or User of telecommunications services.
6. Domain-Name means an Internet address, i.e. "Ooredoo.qa".
7. Email Account means the required user to access to certain email box
8. Email Address means Domain-base address by which a user is referred to i.e. user@domain.name.
9. Email Box means an allocated space on Ooredoo servers associated with an email address/email account where the user can send and receive emails.
10. FTTR means Fiber To The Room (ref. tariff document C05-05).
11. Mbps stands for Mega Bits per second.
12. Monthly Rental means the monthly subscription fee identified in the applicable tariff and payable every month in advance
13. Optical Network Terminal (ONT) means a media converter necessary to provide the fiber broadband service, which is installed on the customer premises.
14. Ooredoo means Qatar Q.P.S.C. (Ooredoo).
15. OTT means Over The Top.
16. Router means an intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
17. Set Top Box (STB) means a media device which is connected to a television that can receive digital signals.
18. Service is the Fiber Broadband Service. This includes Landline Services, Broadband Services and can include IPTV.
19. Subscriber means the person or entity that enters into an agreement with Ooredoo to pay for the Service.
20. User means the natural person who actually uses the Service.

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21. Subscriber and User may be the same natural person.
22. Web Hosting means a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
23. Wi-Fi means Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

2 Tariff Terms and Conditions

24. This tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
25. This tariff contains charges and conditions applicable to the provision of Consumer fiber broadband and landline services.
26. 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.
27. 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.
28. 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).
29. These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the General Terms & Conditions where referenced.
30. Subscribers and Users cannot resale the services.
31. Disabilities and Retirees: Customers who are registered and hold a valid special needs or retirement card (ID) from the Qatar Society for the Rehabilitation of Special Needs or National Retirement Authority (Eligible Customers) can get a benefit of receiving a discount of 50% off the fiber plans listed in section 3 below. This discount is limited to one (1) line only per ID.

3 Consumer fiber broadband services

3.1 Ooredoo One Next Generation

3.1.1 Service Description

32. The fiber broadband service offers fast access to the Internet for surfing the Web, downloading and uploading data, landline services and IPTV entertainment and OTT streaming services. The service is delivered to the customer via a fiber access network. External factors

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outside Ooredoo's control may impact speed or access to certain sites / destinations. Wi-Fi speeds are not guaranteed and will vary depending on customer premise environment and client device capabilities.

33. Subscribers select the appropriate plan in terms of speed and entertainment options.
34. The subscriber will be provided with the installation service required in order to use the service.
35. The Service is provided to the subscriber as 'unlimited' fiber broadband access.

3.1.2 Plans and Charging

Home+ Plan ¹	Go	Go Entertainment	Prime Entertainment	Super Entertainment	Elite
Fibre internet speed	1 Gbps	1 Gbps	1 Gbps	1 Gbps	10 Gbps
Monthly Rental (QAR)	365	400	550	1,000	6,500
Credits for entertainment services	0	5	40	60	100
Ooredoo TV app or Set Top Box (STB)	TV App – Included	TV App – Included	1 STB and TV App – Included	2 STBs and TV App – Included	3 STBs and TV App – Included
Router (Wi-Fi devices)	1 – Included	1 – Included	2 – Included		
FTTR services				Up to 3 Rooms connected. 1 Primary FTTR Router and 2 Secondary FTTR Routers will be installed	Up to 5 Rooms connected. 1 Primary FTTR Router and 4 Secondary FTTR Routers

¹ All Home+ plans are activated with complimentary Merhaba package with preselected TV channels

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Home+ Plan ¹	Go	Go Entertainment	Prime Entertainment	Super Entertainment	Elite
					will be installed

Table 1 Home + Plans

36. The service also includes calls to Ooredoo and other fixed operators' landlines. Charges for national calls to mobile, for international calls and for other services are listed in section 4.3 below.
37. Customers can add FTTR services (ref. tariff C05-05) on top of their selected Home+ plans. Additional charges apply.
38. The entertainment services require activation by the customer and can be redeemed using the Credits. More information on how to activate the entertainment services can be found at www.ooredoo.qa.
39. Customers may elect not to take the Android STB(s). No discount on the monthly recurring charge will be applied in this instance.
40. New Customers and Grandfathered/Returning Customers subscribing to a Home+ Plan who do not have an Ooredoo approved Wi-Fi device must take at least one included Wi-Fi device. Cancellation charges outlined in Section 3.1.8. below apply.
41. Returning or Grandfathered Customers (with an Ooredoo approved Wi-Fi device) may elect not to take an included Wi-Fi device. No discount on the monthly recurring charge will be applied in this instance.
- 41.1 New customers who subscribe to Home+ plans will get their installation fees waved (QAR 300) with a commitment period of twelve (12) months.
- 41.2 If the customers terminate their Home+ plans before the commitment period ends, they must pay back the installation fees (QAR 300).
- 41.3 If the customers terminate their Home+ subscription after the commitment period ends, no installation fees will be applied.

3.1.2.1 Ooredoo TV app

42. Subscribers to Home+ plans will receive access to Ooredoo TV via Ooredoo TV app included in their plans.

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43. The Ooredoo TV app is available for use on compatible smart TVs, including Android TV OS, Android TV boxes and dongles, Samsung (Tyzen OS), LG (WebOS) and Apple TV box ("**Smart TV Devices**"). The list of compatible devices is available on our website at <https://www.ooredoo.qa/web/en/otv-deviceless/> and in our commercial branches.
44. If the Smart TV Devices of the subscribers to Go and Go Entertainment plans are not compatible with Ooredoo TV app, the subscribers can rent the set-top box (STB) for 25 QAR/m.
45. Subscribers must download the Ooredoo TV app to enjoy seamless entertainment on a single device. They can set up Ooredoo TV by simply downloading the app and logging in with their provided credentials.
46. The Ooredoo TV app can only be used within your home when connected to your Home+ service. It is not available for use outside your home, including abroad.
47. The Ooredoo TV app is designed to work with one Smart TV Device at a time. If you want to watch Ooredoo TV on multiple Smart TV Devices, you will need to order an Ooredoo TV set-top box for your other devices.
48. The Ooredoo TV app pairs your account with one Smart TV Device automatically when you first log in. If you wish to change the device, you must unpair the current device from your account through the Ooredoo app and then log in on the new Smart TV Device.

3.1.2.2 STBs

49. Subscribers to Prime Entertainment plan will receive one (1) STBs included in their plans, while those subscribed to Super Entertainment and Prime Entertainment will receive respectively two (2) and three (3) STBs included in their plans.

3.1.2.3 Routers

50. Subscribers to Go and Go Entertainment plans will receive one (1) Wi-Fi router and subscribers to Prime Entertainment plan will receive two (2) Wi-Fi routers included in their plan.

3.1.2.4 Fiber To The Room (FTTR)

51. Subscribers to Super Entertainment plan will receive one (1) primary FTTR router and two (2) secondary FTTR routers.
52. Subscribers to Elite plan will receive one (1) primary FTTR router and four (4) secondary FTTR routers.

3.1.3 Credits and redemption of entertainment services

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53. Plans come with Credits which can be redeemed for entertainment services (TV packs and streaming services). The redemption allows customers to build their TV viewing whilst allowing the selection of TV and streaming services.

The TV packs (and channels) and the streaming services, along with the Credits needed to redeem the entertainment services are available at <https://www.ooredoo.qa/web/en/home-plus/>.

54. At least one (1) TV pack redemption is required before any Streaming services redemption.
55. Customers subscribed to Go Entertainment plan can redeem their standard credits (5) only for streaming services.
56. Five (5) Credits or five (5) purchased credits may also be used for additional Multi room TV, providing at least two (2) TV pack redemptions have been made.
57. Customers can purchase an additional 10 credits for QAR 75 per month.
58. All plans include the TV pack Marhaba for which no credits are needed.
59. Sport Package is also available for Next Generation Ooredoo ONE for 20 credits per month. Legacy customers can subscribe to Sport Package for 150 QAR per month.

3.1.4 STB Android and Wi-Fi devices ownership and liabilities

60. Ooredoo is the owner of Android STB, which should be returned to Ooredoo shops in case of termination of the service. The customer will not be charged if the STB is returned within twelve (12) months of service activation.
61. Non-return of any Android STB within twelve (12) months of service activation will incur a prorated charge on QAR 365 per STB device.
62. New customers and Grandfathered/Returning customers who take an included Wi-Fi device will be the owner of the device. Terminations within twelve (12) months of service activation will incur a prorated charge on:
- 62.1 480 QAR for each Wi-Fi router for the Go and for the Prime Entertainment plans;
- 62.2 2,400 QAR for the Fiber to the Room Primary and one Secondary device for the Super Entertainment and Elite plans;
63. Termination charges for Grandfathered Customers taking a Home + Plan who do not take an included Wi-Fi device will only apply for the remaining duration (if any) of the loan of their existing Wi-Fi device.
64. Termination charges for Returning Customers taking a Home+ Plan who do not take an included Wi-Fi device will not apply.

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- 65. Multi Room TV is available for QAR 25 per month. Customers are charged QAR 150 for the installation, irrespective of the number of multi room devices taken.
- 66. The terms applicable to charges for Router device provided by Ooredoo are specified for individual situations below. Note that to ensure good and consistent customer service experience and to expedite resolution of potential broadband service interruptions, Ooredoo customers are asked to use Wi-Fi device provided by Ooredoo.

3.1.5 Customer Moving Home

- 67. Customers with existing grandfathered plans may move with that plan to the new address. Customers will be charged an installation fee of QAR 300.
- 68. Customers moving on Ooredoo Next Gen plans tariff or those that select new Home+ plans shall not incur any installation charges.
- 69. Any payments remaining on the Router may be carried forward i.e., the Customer is not required to pay all remaining payments at the time of changing their address.

3.1.6 Transfer of service ownership

- 70. Customers may transfer their Ooredoo Home+ plans, excluding:
 - 70.1 Additional purchased Credits should be terminated immediately while plan credits should be transferred to the new Owner.
 - 70.2 Streaming Services, which will be terminated immediately.
- 71. All CPE entitlements must be transferred as a condition of transfer.
- 72. Customers may not transfer their Home+ with changes to their portfolio i.e., it should be LIKE-LIKE transfer with the above conditions.
 - 72.1 Customer must repay the outstanding loan on the STB or Router (if any) before transferring services to another person.
 - 72.2 New customers have the option to purchase a new Broadband device or take the existing one from transferee.
 - 72.3 The connection fee of QAR 300 will not be charged.

3.1.7 Moving from Grandfathered plans to Ooredoo Next Gen plans

- 73. Customers will not be charged a connection fee of QAR 300.
- 74. Customers may carry their Router forward. Any payments remaining on the Router are also carried forward.

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3.1.8 Service termination

75. Customer is requested to repay charges outstanding, including any loan payments outstanding on the supplied Router.

3.1.9 Returning Customers

76. Customers who previously had Ooredoo's Fiber Broadband with an approved Broadband Device can be re-provisioned at retail outlets with the same landline number (if available) and without need to purchase a new Broadband device.
77. The maximum time-period allowed from termination to re-provisioning is 6 months.
78. In each case the customer will have to pay an installation fee of QAR 300.

3.1.10 Home Broadband Speed Boost

79. Consumer fiber customers will have the option to upgrade their current fiber broadband plan to the any higher speed for the same price as their current speed for three months.
80. Charging: After the customer has been on the higher plan for three months, he will have the option to downgrade to his original plan (e.g. the customer may request to move back from the 500 Mbps to 100Mbps plan) at the same price he was paying previously or stay on their upgraded plan at the price set for that higher plan (e.g. customer that was upgraded to 500 Mbps will pay the price of 500 Mbps as reflected on Table 1 if applicable).
81. Condition: The offer can be applicable to the same customer only once in twelve (12) months' time period.

3.2 Offer for Qatar Airways Staff

82. Qatar Airways staff who reside in Qatar Airways residential facilities can get the following plans:

Plans	Connection fee - one-time charge at inception (QAR)	Fixed unlimited Broadband, Talk and Entertainment plans			
		Set Top Box Android	Wi-fi devices (number)	TV	Monthly recurring charge rate (QAR)
Economy -1 Gbps	Not Applicable	Included	1 - Included	Ooredoo Essential Pack (Marhaba)	240
First Class- 1Gbps	Not Applicable	Included	1 - included	Ooredoo Essential Pack (Marhaba) + BelN Premium	360

Table 2: Plans for Qatar Airways Staff

83. The plans include:

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- 83.1 Wi-Fi access point (hub device only);
- 83.2 Ooredoo TV set top box;
- 83.3 Ooredoo TV essential pack for the Economy plan and Ooredoo TV essential pack plus BeIN Premium for the First-Class plan.
- 84. No connection fees (One-time charge) would apply on Qatar Airways Residential Offer (Table 3)
- 85. Qualifying criteria: to avail the offer for Qatar Airways Staff, Ooredoo will seek confirmation from Qatar Airways if the person is part of their organization.

4 Landline Service

- 86. Landline allows a User to call and receive calls from local and international fixed and mobile telephone numbers from their landline handset. Voice only customers are charged a monthly recurring fee of QAR 33.
- 87. Landline service is also available for subscription to Employers (ref. section 6.2).

4.1 Landline modification charges

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Number Change	50	No charge	n/a
Landline Service reconnection	50	No charge	n/a
Landline Temporary Suspension	No charge	No charge	n/a

Table 3

4.2 Landline national calling

- 88. The billing interval for national calls is 60 seconds.
- 89. The national calling charges are on the table below:

Calling Rates	Peak Rates (QAR) daily 6am-11pm	Off Peak Rates (QAR) daily 11pm-6am
Calls to Ooredoo and another fixed operator Landline	Free of charge (Included in monthly recurring charge set out in paragraph 86)	Free of charge (included in monthly recurring charge set out in paragraph 86)
Calls to Ooredoo Mobile	0.45	0.30
Calls to another mobile operator	0.45	0.30

Table 4

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90. Landline other national numbers and calling charges

Service	Dialling Pattern	Charge (QAR)/minute
Freefone	800 xxxx	No charge
Landline Audiotext	9001xxx, 9002xxx	0-100
Directory Inquiry	180	No charge
International Call Barring	150	No charge
Call Centre	111	No charge
Telegram	130	No charge
'Telegram by Phone'	131	No charge
Speaking Clock - Arabic	141	No charge
Speaking Clock - English	140	No charge
Emergency Services	999	No charge
Kahramaa Emergency Services	991	No charge

Table 5

4.3 Landline international calling

91. Description: Landline international calling allows calls to be placed from Qatar to any international destination chosen by the subscriber.
92. The billing interval for international calls is 60 seconds.
93. Countries included within each charging zone are illustrated in the table below:

Zone	Country/platform destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
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
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,

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Zone	Country/platform destination
	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)
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
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), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan, Yugoslavia
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 & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

Table 6

94. Charging for standard destinations: The following all-inclusive charges for voice and video calls apply to standard international destinations:

Zone	Calls (voice/video) Peak Rate (QAR/min.) daily 6am-11pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 11pm-6am
GCC	1.64	1.08
M.E.N.A.	2.08	1.64
Americas	2.08	1.64
Europe	2.08	1.64
Oceania	2.08	1.64

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Zone	Calls (voice/video) Peak Rate (QAR/min.) daily 6am-11pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 11pm-6am
Asia	2.64	1.92
Africa & Rest of World	2.64	1.92
Special & Satellite	30.00	30.00

Table 7

95. Charging for specific international destinations. The following all-inclusive rates apply to specific calling destinations:

Exception for specific destinations	Calls (voice/video) Peak Rate (QAR/min.) daily 7am-7pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 7pm-7am
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	3.76	2.96
Greenland	2.48	1.92
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

Table 8

4.4 Landline Value Added Services

96. Number change announcement: The service allows the Customer to benefit from a temporary recorded message announcing a permanent change in their telephone number.
97. Call line identification (CLI): The service allows the called Customer to view a calling party's directory number.
98. Call Waiting: The service allows a user to be notified of another incoming call while a call is already in progress and gives the user the ability to answer the second call while the first call remains on 'hold'.
99. Conference calling: The service allows a telephone call to be established in such a way that three or more stations can communicate directly with all the other stations.
100. Call forwarding: The service allows the customer to forward incoming calls to another phone number.
101. International call barring: International Call Barring is a facility that prevents a landline from originating international calls

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102. Audiotext: is an Interactive Voice Response (IVR) which provides information in the form of recorded messages over telephone lines in response to caller input.
103. Hunting Facility: The service allows multiple telephone lines to single residential premises to act collectively as a 'hunting group'. If an individual hunting group line is engaged, the caller will be forwarded to the next available 'hunting group' line.
104. Ex-Directory: The service allows the subscriber to withhold their phone number from all directory services.
105. Outgoing call barred (OCB): Outgoing Calls Barred is a facility that prevents all outgoing calls and only allows the subscriber to receive calls.
106. Incoming call barred (ICB): Incoming Calls Barred prevents a subscriber from receiving incoming calls and only facilitates outgoing calls.
107. Itemized Billing for International, Mobile and Value-Added Services: A monthly billing statement will itemize charges for calls made to mobile numbers, value added services, and/or to international calls. The subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.
108. Charging: Subscribers will be charged at the rates as set below:

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Call Forwarding	Free	8	n/a
Call Line Identification (CLI) Service	Free	15	n/a
Call Waiting Service	Free	8	n/a
Conference Calling Service	Free	8	n/a
Subscriber controlled International Call Barring	Free	8	n/a
Call forward	Free	15	
International call barring	Free	15	
Incoming call barred (ICB)	50	No charge	n/a
Outgoing call barred (OCB)	50	No charge	n/a
Number Change Announcement	No charge	First month free of charge and QAR25 per month thereafter	n/a
Calling Line Hot Line Service	No charge	30	n/a

Table 9

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109. Subscribers selecting Call Barring, Call Waiting and Conference Calling as a combined package receive a discounted monthly rental of QAR17 instead of the collective separate charges of QAR24 for monthly rental.

5 Easy-to-Remember Numbers

110. Description: Easy to Remember (ETR) numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.
111. Examples: The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of permutations available, an exhaustive list is not shown.

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	AXXXXXXX	XXXXXXAX	XXXXXXAX	XYYYYYYYX	XAXXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYYY	XXXYYYYY	XXXXYXXX
Platinum Plus	XYYYYYXX	XYXXXXYY	XYXXXXXY	XXXXYYYYX	XYYYYYXX	XXXXYXXX
Platinum	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXXXYYYZ	XXXXYYYA	XXXXYYYA	XXXXXAYY
Gold	AXXXBXX	AXXXYXY	AXXXYYX	AXXYYYYX	XXXXXABC	XXXXXABX
Silver Plus	ABXXYYY	XYYYYYXA	XYZZZZXY	ABXXYYY	XXXABYYY	XXXXYXX
Silver	ABXXXY	ABXYYYYX	ABXXYYY	ABXXYYY	ABXXYYY	ABXXYYY
Bronze	ABXXXC	ABXXXYXY	ABXXYYYX	ABXXYYYX	ABXXYYYX	ABXXYYYX
Pearl	AXBCXXX	AXXYBYYY	AXYXZZZ	AXYXZZZ	AXYXZZZ	AXYXZZZ
Mercury	XABXXYYY	XAXYYZZZ	XAYXZZZ	XXABCYYY	XXABCYYY	XXABCYYY
Cooper	XAYXZZZ	XXYXXAYY	XXYXXYYA	XXYXXYYZ	XXYXXYYZ	XXYXXYYZ
8-digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7-digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6-digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

Table 10

112. Regulation: Easy to Remember numbers remain under the administrative jurisdiction of CRA, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Ooredoo guarantee the right to use any ETR number for more than one year following the date of assignment.

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113. Charging: Easy to remember numbers are subject to a one-time charge as follows:

Number Classification	Applicable one-time charge (QAR)
Royal	1,000,000
Diamond plus (with "0"s)	500,000
Diamond plus	300,000
Diamond (with "0"s)	200,000
Diamond	150,000
Platinum Plus (with "0"s)	50,000
Platinum Plus	40,000
Platinum (with "0"s)	35,000
Platinum	25,000
Gold Plus (with "0"s)	20,000
Gold Plus	15,000
Gold (with "0"s)	13,000
Gold	10,000
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500
Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Cooper (with "0"s)	500
Cooper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

Table 11

6 Business Residential Plans

6.1 Business Residential Plans for Tenants

114. Description: Businesses ("**Business Customer**") who provide residential accommodation to tenants ("**End Users**") are eligible for the Triple Play business residential plans ("**Broadband Service**") below. The Business Customer will make available the Broadband Service to an End User at residential accommodation provided to the End User. A Business Customer shall not

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resell² a Broadband Service on a commercial basis to an End User under any circumstances. Selling a Broadband Service on a commercial basis to an End User shall result in the cancelation of the Broadband Service by Ooredoo. Further information can be found below.

Plans	Connection fee – one-time charge at inception (QAR)	Set Top Box Android	Wi-fi devices (number)	TV	Monthly recurring charge rate (QAR)
30 Mbps	Not applied	Included	1 – Included	Ooredoo Essential Pack	250
50 Mbps	300	Included	1 – included	StarzPlay	300
150 Mbps	300	Included	1 – included	StarzPlay and OSN Streaming App + BeIN full or Dosraa TV Package	400
250 Mbps	300	Included	1 – included	StarzPlay and OSN Streaming App + BeIN Elite or Dosraa TV Package	450

Table 12

- 115. Broadband Service includes:
 - 115.1 Wi-Fi access point (hub device only).
 - 115.2 Ooredoo TV set top box.
 - 115.3 Ooredoo TV essential pack.
- 116. The connection fee of QAR 300 applies per connection, except for 30mbps.
- 117. A Business Customer may also provide an End User with any of the Home+ plans listed in Table 1 above.
- 118. **Conditions of provision by the Business Customer**

² Resale: "the subsequent sale or lease in return for a direct or indirect fee, with or without adding value, of a Telecommunications Service purchased on a retail basis from an Individual Public Telecommunications Licensee". See CLASS LICENSE for the Resale of Retail Telecommunications Services, Version 3 dated June 20, 2022, (ref. CRARAC2022/06/20-1) available at <https://www.cra.gov.qa/en/document/class-license-for-the-resale-of-retail-telecommunications-services>

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- 118.1 The Broadband Service is available with a minimum of 25 lines (REDACTED) per individual Business Customer³;
- 118.2 Ooredoo may as per Article 3.9 of the Retail Tariff Instructions ("RTI") offer a discount of up to 20% on the Broadband Service. In such cases, a twelve (12) month commitment period will apply for the Business Customer. If the Broadband Service is terminated by the Business Customer during the 12-month period, Ooredoo will charge back all the discounts offered until that date. Under no circumstances, the Business Customers are allowed to recover such termination charges from the End users.
- 118.3 For those Business Customers who committed to a twelve (12) month commitment period, at the signature of the contract, the Business Customers will be notified in writing by Ooredoo that they may either commit to another twelve (12) month contract period in exchange for a discount or they may move to a monthly contract without any discount⁴.
119. The table below includes the Termination Charges

	Minimum service period	Cost recovery period for Wi-Fi access point and STB	Monthly rental for services	Setup box	Wi-Fi Access point
Standard Tariff	First 3 months	12 months	<p>Before minimum service period</p> <p>a. Termination charges equivalent to remainder of the minimum service period (3 month)</p> <p>After minimum service period</p> <p>b. No charges applicable</p>	<p>During 12-month period</p> <p>1. Pay pro-rated part of hardware price – (QAR 350) and keep the device</p> <p>2. or return the device to Ooredoo without additional charges</p> <p>After 12month period</p>	<p>During 12-month period</p> <p>1. Pay pro-rated part of hardware price (QAR 840) and keep the device</p> <p>2. or return the device to Ooredoo without additional charges</p> <p>After 12month period</p>

³ A request for more than (REDACTED) per Business Customer requires CRA approval.

⁴ For the avoidance of doubt, the Business Customer must inform Ooredoo in writing of its choice. If a Business Customer does not inform Ooredoo in writing by the end of their 12-month commitment period, the Business Customer will be moved to a monthly contract without any discount upon completion of their 12-month commitment period.

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	Minimum service period	Cost recovery period for Wi-Fi access point and STB	Monthly rental for services	Setup box	Wi-Fi Access point
Standard Tariff (Up to 20% discount)	12 months	12 months	Before minimum service period a. Termination charges equivalent to remainder of the minimum service period as per Standard Tariff (3 month). b. discount amount per month x number of months subscribed. After minimum service period b. No charges applicable	1.No charges applicable. Customer can either return the device or keep the device	1.No charges applicable. Customer can either return the device or keep the device

Table 13

120. The offer can be procured by Business Customers via Ooredoo business sales account representatives.
121. The Business Customer subscribes to the Broadband Service and pays all fees included in Table 12 or Table 1 above. The purpose of subscription is to provide a Broadband Service at the End User's place of residence (rental accommodation).
122. Prior to offering the service to an End User the Business Customer must sign an agreement ("**Agreement**") with Ooredoo agreeing to compliance with the CLASS LICENSE for the Resale of Retail Telecommunications Services, Version 3 dated June 20, 2022, (ref. CRARAC2022/06/20-1) by not offering the Broadband Service to an End User for sale or lease in return for a direct or indirect fee. The Agreement must be provided to the CRA by Ooredoo upon request by the CRA. It is the responsibility of Ooredoo to ensure the Business Customer's continued compliance with the Agreement for the term of the contract between Ooredoo and the Business Customer.

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123. Prior to a rental agreement being signed between an End User and a Business Customer the Business Customer must inform, in writing, the End User of the availability of the Broadband Service at their place of residence including (but not limited to):
- 123.1 the availability of the Broadband Service for use by the End User at their residential premise and that the Broadband Service is not being sold or leased on a commercial basis to the End User.
 - 123.2 all terms and conditions associated with Broadband Service.
 - 123.3 their right not to take the Broadband Service from Business Customer.
 - 123.4 if they decide not to take the Broadband Service, they have the right to take a broadband service from an alternative service provider.
124. An End User who decides to take the Broadband Service from the Business Customer, must be informed, in writing, by the Business Customer and prior to signing any rental agreement with the Business Customer of:
- 124.1 their requirement to contact the Business Customer (or an authorized representative of the Business Customer) for all customer service enquiries related to the Broadband Service such as:
 - (a) Plan changes.
 - (b) Technical issues or hardware issues.
 - (c) Complaints (complaints directed to either against Ooredoo or for submission to the CRA).
 - (d) Terminate of the Broadband Service. If they terminate their Broadband Service, the right to take a broadband service from an alternative service provider.
 - 124.2 their requirement to contact Ooredoo Customer Service to request
 - (a) Additional paid services from Ooredoo (at the expense of the End User) to be delivered over the Broadband Service e.g., OSN pack, BeIN Sport, etc.
 - (b) (Where applicable) additional paid services (at the expense of the End User) from an alternative service provider e.g., streaming services from Netflix etc.
125. For avoidance of doubt, no exclusivity agreement for the provision of the Broadband Service by Ooredoo only at the Business Customer's premises can be agreed between Ooredoo and the Business Customer.

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126. It is the responsibility of Ooredoo to ensure the Business Customer maintains all required records of the End User to ensure compliance with the security requirements of the State of Qatar with respect to the use of telecommunications equipment by an individual within Qatar.
127. Fair Usage Policy: The Service is provided to the subscriber as 'unlimited' fiber broadband access subject to a 'Fair Usage Policy' found at www.Ooredoo.qa.
128. Master Service Agreement for Business Apply.

6.2 Business Residential Plans for Employees

129. **Description:** A business customer ("**Employer**") who pays for Fixed Broadband Services for their employees ("**Employee**") is eligible for the Triple Play business residential plans ("**Broadband Service**") below. The Employer may make available a Broadband Service to an Employee at their place of residence or include a Broadband Service within the Employer's own Employee accommodations. An Employer shall not resell a Broadband Service on a commercial basis to an Employee under any circumstances. Selling a Broadband Service on a commercial basis to an Employee shall result in the cancelation of the Broadband Service by Ooredoo. Further information can be found below.

Plans	Connection fee (QAR)	Set Top Box Android	Wi-fi devices (number)	TV	Monthly recurring charge rate (QAR)
30 Mbps	Not applied	Included	1 - Included	Ooredoo Essential Pack	250
50 Mbps	300	Included	1 - included	Ooredoo Essential Pack	300
100 Mbps	300	Included	1 - Included	Ooredoo Essential Pack + BeIN full	365
150 Mbps	300	Included	1 - included	OSN Streaming App + BeIN full or Dosraa TV Package	400
250 Mbps	300	Included	1 - included	OSN Streaming App + BeIN Elite or Dosraa TV Package	450
500 Mbps	300	Included	1 - included	OSN Streaming App + BeIN Elite or Dosraa TV Package	500

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Plans	Connection fee (QAR)	Set Top Box Android	Wi-fi devices (number)	TV	Monthly recurring charge rate (QAR)
1 Gbps	300	Included	1 - included	OSN Streaming App + BeIN Elite or Dosraa TV Package	950
10 Gbps	300	Included	1 - included	OSN Streaming App + BeIN Elite or Dosraa TV Package	6,500

Table 14

130. The Plans include:

130.1 Wi-Fi access point (hub device only);

130.2 Ooredoo TV set top box;

130.3 Ooredoo TV essential pack (30 Mbps, 50 Mbps, 100 Mbps).

130.4 Additional TV packs (100 Mbps to 10Gbps)

130.5 Connection fee of QAR 300 per connection (except for 30mbps).

130.6 Monthly recurring charge.

131. A Business Customer may also provide an End User with any of the Home+ plans listed in Table 1 above.

132. **Conditions:**

132.1 The Employer subscribes to the Broadband Service on behalf of the Employee and pays all fees included in Table 14 above. The Broadband Service is made available at the Employee's place of residence, which may be a private residence or Employer accommodation. There is no maximum or minimum number of Broadband Services per individual Employer subscription.

132.2 The offer can be procured by the Employers via Ooredoo business sales account representatives.

132.3 the Employer must inform the Employee in writing of:

- (a) the availability of the Broadband Service for use by the Employee at their residential premise/staff accommodation and that the Broadband Service is not being sold or leased on a commercial basis to the Employee.
- (b) their requirement to contact the Employer (or an authorized representative of the Employer) for all customer service enquiries related to the Broadband Service such as.

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- (i) Plan changes.
 - (ii) Technical issues/hardware issues.
 - (iii) Complaints (complaints directed to either against Ooredoo or for submission to the CRA).
 - (iv) Termination of the Broadband Service - If the Employee terminates the Broadband Service, they have the right to take a broadband service from an alternative service provider (subject to availability and at the expense of the Employee) at their place of residence
 - (c) the requirement of the Employee to contact Ooredoo Customer Service to.
 - (i) request additional paid services from Ooredoo (at the expense of the Employee) to be delivered via the Plan e.g., OSN pack, BeIN Sport, etc.
 - (ii) (Where applicable) take additional paid services (at the expense of the Employee) from an alternative service provider e.g., streaming services from Netflix etc.
- 132.4 For avoidance of doubt, no exclusivity agreement for the provision of a broadband service by Ooredoo can be agreed between Ooredoo and the Employer.
- 132.5 It is the responsibility of Ooredoo to ensure the Employer maintains all required records of the Employee to ensure compliance with the security requirements of the State of Qatar with respect to the use of telecommunications equipment by an individual within Qatar.
- 132.6 Termination of the service by the Employer incurs fees associated with the non-return of the Android STB and with the Wi-Fi device (see below). No other termination fees (such as the minimum service period of 3 months rental) apply. Termination by the Employer can be made through the Ooredoo business sales account representative.
133. Android STB and Wi-Fi device - ownership and liabilities
- 133.1 Ooredoo is the owner of Android STB, which should be returned to Ooredoo shops in case of termination of the service. The customer will not be charged if the STB is returned within twelve (12) months of service activation.
- 133.2 Non-return of any Android STB within twelve (12) months of service activation will incur a prorated charge on QAR 365 per STB device.
- 133.3 The Employer is the owner of the Wi-Fi device. Terminations within twelve (12) months of service activation will incur a prorated charge on 832 QAR per Wi-Fi device.
134. Fair Usage Policy: The Service is provided to the subscriber as 'unlimited' fiber broadband access subject to a 'Fair Usage Policy' found at www.Ooredoo.qa.

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135. Master Service Agreement for Business Apply.

7 Service provider obligations

- 136. 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 do the following:
- 137. Verify that the subscriber's landline is in an area where they can receive broadband services.
- 138. Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.
- 139. 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 the installation due to the subscriber's absence at the agreed installation date or time.
- 140. Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

8 Subscriber obligations

- 141. Minimum service period: The minimum service period for the fiber broadband service is three (3) months commencing from the date of activation of service. Subscribers terminating before the end of the minimum service period will be liable to pay any outstanding monthly recurring charges for the full minimum service period.
- 142. 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.
- 143. Equipment: With the exception of the CPE equipment 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).
- 144. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

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145. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
146. 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 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.

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

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Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	14 October 2021	Ooredoo next generation
002	10 September 2021	Business Residential Plan (section 5)
003	19 January 2022	Liabilities (section 3.2.8)
004	22 March 2022	New Plans for Business Residential Offer (5.1)
005	3 August 2022	Business Residential plans for Employers (6.2)
006	3 August 2022	Offer for Qatar Airways Staff (3.2)
007	11 August 2022	Ooredoo ONE Installation Fee (3.1.2)
008	11 September 2022	Ooredoo ONE Business Residential Plans update (6.1 and 6.2)
009	14 September 2022	New Wi-Fi (3.1.4)
010	28 September 2022	TV Pack rule amendment (3.1.3)
011	30 September 2022	StarzPlay Streaming Pack (3.1.3)
012	22 January 2023	Class License for the Resale of Retail Telecommunications Services (8)
013	18 April 2023	Nokia Beacon (3.1.4)
014	15 August 2023	Home+ Portfolio (3), definitions (1), Business residential plans (6)
015	5 December 2023	New plans for Qatar Airways Staff (3.2)
016	12 December 2024	Changes to section 3 to introduce Ooredoo TV app. Editorial changes to sections 1, 2, 3 and 4.
017	30 January 2025	Changes to section 3.1.3
018	28 April 2025	Changes to section 3.1.2 and 3.1.3
019	27 May 2025	Changes to section 3.1 extending Ooredoo TV app to all Home+ plans.
022	17 June 2025	Changes to section 3.1 introducing a new TV package (Zee TV).
020	Under CRA's review	Confidential until CRA's approval
021	Under CRA's review	Confidential until CRA's approval