

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C
<b>Tariff Number</b>	C15-01
<b>Service Name</b>	Wi-Fi Services for community living complexes
<b>Tariff Type</b>	Standard Permanent
<b>Customer Group</b>	Consumers
<b>Tariff Effective Date</b>	18 September 2025
<b>Tariff Version</b>	001

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## **1 Definitions**

1. Charge refers to the fee that a Customer incurs for using the Service.
2. Customer means any Subscriber or User of the Service. For the avoidance of doubt, in the context of this tariff, Customer, User and Subscribers refer to the same individual and are used interchangeably.
3. Credentials mean the information provided on the Voucher (i.e., username and password) that is required to be entered by Customer using their mobile phone in order to activate the Service.
4. Data Allowance refers to the amount of data Users are permitted to consume at full bandwidth during a specific period as part of their Service.
5. GB stands for gigabyte and represents the amount of data a User can consume over a mobile or internet connection.
6. Kiosk refers to an automated, self-service unit placed within the Labor housing complex distributing the Vouchers entitling Users to access the Service.
7. Labor Housing Complex refers to designated residential areas or facilities specifically built to accommodate workers, employed by companies requiring temporary or permanent housing for their workforce.
8. MAC (Media Access Control) address is a unique identifier assigned to network interfaces for communications on the physical network segment.
9. Mbps stands for Megabits per second and indicates how quickly data can be downloaded or uploaded over a network connection such as Wi-Fi.
10. Plan means "Hala Wi-Fi" with its charges and associated terms and conditions.
11. SIM (Subscriber Identification Module) card is a smart card inside a mobile phone, carrying an identification number unique to the owner, and preventing operation if removed.
12. Service is a managed Wi-Fi service for Labor Housing Complexes, commercially branded as "Hala Wi-Fi".
13. Subscriber means the person or entity that enters into an agreement with Ooredoo to pay for and use the Service.
14. Subscription Period is the duration of the service as per clause 37.

15. User means the natural person who uses the Service. In the context of this tariff, User is a synonym of Customer.
16. Voucher means access credentials that are physically or electronically dispensed by the Kiosk, after payment by the Customer, which provides the username and password to the User to access/use the Service.
17. Wi-Fi means wireless high-speed access to the Internet provided using IEEE-802.11 technology.
18. WPS (Wages Protection System) cards are electronic solutions that enable users to receive their wages through banks and make electronic transactions.

## **2 Tariff Terms and Conditions**

19. This tariff is for a permanent standard service.
20. This tariff contains terms and conditions applicable to the provision of this Service.
21. All residents of Labor Housing Complexes are eligible to subscribe to the Service regardless of what SIM card they are using - either Ooredoo's or Vodafone's.
22. This tariff is effective from the date of the tariff approval Decision by the CRA and will automatically cease being effective if (subject to CRA approval) Ooredoo publishes a new tariff document for this Service or notifies the Customer that this tariff document is no longer effective.
23. From time-to-time Ooredoo may publish (subject to CRA approval) promotions and amendments to this tariff on its regulatory webpage. When published, such promotions and amendments as specified by Ooredoo will automatically modify this tariff document.
24. Ooredoo may offer up to a 20% discount on the Service from time to time on a permanent or promotional basis as per Article 3.9 of the Retail Tariff Instructions (RTI).
25. 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/>.

## **3 Service**

### **3.1 Service Description**

26. The Service is provided to Customers residing in Labor Housing Complexes.

27. To access the Service, Customers can use their WPS cards to buy pre-paid Vouchers from the Kiosks located within the Labor Housing Complex.
28. The Voucher is valid for the three (3) months from the date of its purchase.
29. The Customer follows the instructions on the Voucher and the Customer receives a notice of activation to their mobile number once the Customers provides the required Credentials as specified on the Voucher
30. At the time of their subscription, Users will be authenticated by Ooredoo with the use of one-time password sent to their mobile number. Integration with the Ooredoo system will ensure only the Customers subscribed to the Service are given access to the Wi-Fi network. No further authentication will be needed for further use of the service during the Subscription Period. When the Service expires, should the Customer buy a new Service, (s)he will be sent a new one-time password for authentication purposes and new credentials.
31. Use of personal hotspots to share the Service with other Users is blocked by controlling MAC addresses accessing the Service.
32. The Ooredoo system ensures that no discrimination is applied to Customers based on the SIM card they are using and the process for accessing and using the Service is equal to all Customers regardless of the SIM they are using.
33. Each Customer is uniquely identified by their mobile number (MSISD) and MAC address of the User's device (e.g., mobile phone, computer, etc.).
34. Each Labor Housing Complex will have designated support contacts available to assist a Customer with any sales or technical support needs.
35. Users can use the Service while moving within the Wi-Fi coverage across the Labor Housing Complex. The Service shall not available outside of the Labor Housing Complex.

### 3.2 Charging

36. The table below shows the applicable charges:

Plans	Duration	Data Allowance	Speed	Devices Allowed	Charge (QAR per month)
Hala Wi-Fi Monthly	30 days from the date of activation	60 GB per 30 days	8 Mbps	1	38

*Table 1 Charges*

37. The charge will allow the use of the data included in the Data Allowance for a period of thirty (30) days from the day of activation.
38. For the above Plan, Users will be able to access Wi-Fi with one registered device (with a unique MAC address). If Customer needs Wi-Fi on another device with a different MAC address, (s)he must purchase another Voucher.
39. After consuming 100% of the Data Allowance in the month, the speed will be throttled to 2 Mbps and the Customer will still enjoy unlimited access to the internet at the throttled speed.
40. The throttled speed will be reset when the User activates a Voucher for a new Plan by providing the required Credentials specified by a new Voucher.
41. Upon expiry of the Voucher the Customer will receive a notice of Voucher expiry to their mobile number. To continue using the service the Customer must purchase a new Voucher from the Kiosk and activate the Voucher by entering the required Credentials on the Voucher
42. Upon expiry of the Voucher all remaining Data Allowance will be forfeited. Remaining Data Allowance cannot be carried over from an expired Voucher to a newly activated Voucher.

#### **4 Service provider obligations**

43. Ooredoo is responsible for servicing and providing support and technical maintenance of the Service.
44. Ooredoo will provide support to the User of the Service through dedicated staff assigned for the Labor Housing Complex. Every camp will have designated primary and secondary contact points responsible for addressing performance issues onsite.
45. Ooredoo will ensure that dedicated staff assigned do not favor customers that have a SIM from Ooredoo, and that dedicated staff will treat all customers in a non-discriminatory way.
46. Ooredoo will ensure that marketing material associated with the Service will not discriminate in favor of Users using an Ooredoo SIM card.
47. Ooredoo shall remain liable for any breaches of the provision of this service by any servants, agents or persons acting on behalf of Ooredoo in terms of clause 13 of the Public Mobile Telecommunication Network and Service License issued to Ooredoo.

#### **5 Subscriber obligations**

48. Subscribers shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the Service.

49. Ooredoo may request that the Subscriber provide the information required for the activation of the Service.
50. Customers shall not share their credentials with third parties.

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

# Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	18 September 2025	Introduction of the service