

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B30-01
Marketing Name of the Offer	Fiber Broadband Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	4 October 2026
Tariff Version Number	11

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1 Definitions

1. Aamali Reach – means Ooredoo's business messaging platform which enables the Subscriber to send marketing and notification messages to customers.
2. Additional Service Point – is an extension of the physical reach of the Service within the customer's premises. This usually requires additional cabling.
3. Bit – the lowest unit of data usage.
4. Byte – 8 bits.
5. Broadband – means high-speed Internet access through fixed and wireless networks.
6. Connection Charges – means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance.
7. Contention Ratio – is the ratio of the potential maximum demand to the actual bandwidth.
8. CPE – Customer premises equipment. Typically refers to a broadband modem or Wi-Fi/ Cellular router.
9. Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
10. Domain-Name – means an Internet address, i.e. "Ooredoo.com.qa".
11. Gbps –gigabits per second. 1 Gbps is 1,000 Mbps.
12. Mbps – Mega bits per second.
13. First Generation of Plans – means any of the Business Broadband plans set out in Figure 1 of this tariff.
14. Microsoft 365 Business Standard – means a Microsoft 365 Business Standard user license provided by Ooredoo, subject to the applicable Microsoft licensing terms and conditions.
15. Monthly Recurring Fee (MRC) – the monthly subscription fee identified in the applicable tariff and payable every month.
16. New Plan – means any of the New Business Broadband plans set out in Figure 2 of this tariff.
17. Ooredoo – means Qatar Telecom (Ooredoo) Q.S.C.
18. Broadband Secure EDR – means an endpoint security service licensed per device via third party licensor, subject to the applicable service terms and conditions.
19. Optical Network Terminal (ONT) – a media converter necessary to provide the fiber broadband service, which is installed on the customer premises.
20. OTC – means One Time Charge, payable once in advance.
21. OTV Business Private Viewing – means the Ooredoo TV business service for Private Viewing as described in clause 58.1, provided with the Essentials free-to-air channels pack.
- 22.

- 23. Router - means an intelligent device that enables a number of end-user electronic devices to share a single data service simultaneously.
- 24. Service - Internet (including Broadband and Wi-Fi) offerings, any combination thereof and/or any of these Internet offerings individually based on Fttx technology.
- 25. Subscriber - means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 26. Third Party Licensor is Ooredoo partner who provides service or license to Ooredoo for distribution to the customers.
- 27. Wi-Fi - means wireless high-speed access to the Internet provided using IEEE-802.11 technology.
- 28. Virtual domain - A Virtual Domain (or Domain Name) is a unique identifier which can be registered by Ooredoo at the request on behalf of the subscriber, and which may be used for the Customer's email or website requirements.
- 29. Web space - The amount of storage available to a subscriber for hosting a website.

2 Tariff Terms and Conditions

- 30. This tariff is for permanent standard service.
- 31. This tariff contains charges and conditions applicable to the provision of Business Fiber Broadband services.
- 32. 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.
- 33. 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.
- 34. 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).
- 35. Subject to a signed agreement between Ooredoo and a customer, subscribers to a promotional offer will be able to retain the benefits of the promotion on their Ooredoo lines even after the promotion has expired.
- 36. 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

37. The Business Fiber Broadband Service offers 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.
38. 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 after confirmation of the order and technical feasibility.

4 First Generation of Business Broadband Plans

39. The plans set out in Figure 1 below are the First Generation of Business Broadband plans. These Plans remain available to new customers for subscription and all terms and conditions applicable to them remain in force for existing customers. The New Business Broadband plans are set out in section 5 of this tariff.
40. The features and charges of the Business Fiber Broadband service are set out in the table below:

Speed	Domain name	Ooredoo TV business	Minutes to national mobiles	Calls to Aamali within the group	Monthly recurring charge (including landline) QAR
30 Mbps	-	included	200	included	549
100 Mbps	1	included	400	included	749
250 Mbps	1	included	600	included	1,149
500 Mbps	1	included	800	included	1,749
1 Gbps	1	included	1,000	included	1,949
5 Gbps	1	included	1,200	included	5,949
10 Gbps	1	included	1,400	included	9,949

Figure 1

41. Setup fee is QAR 499 for all plans.
42. The subscription to the above plans includes Direct Exchange Line (DEL)/ Business Landline. For more information on the DEL service, please refer to the tariff document B01-01 Ooredoo Business Landline available at <https://www.ooredoo.qa/web/en/regulatory/>.
43. This Service is uncapped and not subject to a Fair Usage Policy (FUP).

- 44. The minutes to national mobile are applicable to fixed to mobile calls to all operators in Qatar. They already include the minutes to national mobile offered as part of the Business Landline 150 product.
- 45. The included calls to Aamali within the group is only applied for fixed to mobile calls to Aamali mobiles (i.e. Ooredoo Qatar mobile numbers) under the same customer number). This feature is free only to customers subscribing to the Business Broadband Services who also subscribe to Aamali connections within the same account i.e., calls made from the customer's business landline to the customer's Aamali mobile numbers within the same account are free. This does not apply to calls made from the customer's business landline to Aamali mobile numbers outside of the customer's account.
- 46. Shift of the fiber broadband service from one property address to another is charged at QAR 499 to the same account holder subject to technical feasibility.
- 47. The customer has CPE (Access Points Wi-Fi) options to choose from the following:
 - 47.1 Integrated Wi-Fi Access Point: included with the service.
 - 47.2 Additional Wi-Fi Access Point: QAR 20 per month per unit for 24 months (warranty included for the same duration).¹
- 48. Essential Ooredoo TV is available for all plans free of charge (no additional Monthly Fee).
- 49. The Ooredoo TV UHD STB is priced at QAR 350. Customers can get the new STB for free with following conditions: If customer terminates triple play service within 24 months after purchase of new TV UHD STB customers will have two options:
 - 49.1 Pay the pro-rated part of its price (QAR 350) and keep the STB²; or
 - 49.2 Return the device to Ooredoo without any additional charges for the STB.
- 50. If customer terminates the service later than 24 months from the STB purchase he/she can either return the STB to Ooredoo or keep the STB at no extra charge.
- 51. The First Ooredoo TV connection will be free of charge per site. For any additional rooms, the connection charges will be QAR 25 per month per unit (this includes STB and OTV service).
- 52. Add-on Packages on TV will be charged extra fees. Refer to Ooredoo web site for prices and available packages.

¹ In case of early termination, customer will be liable to pay pro-rated price of the price (480 QAR)

² The pro-rated price of the STB will be calculated based on 24 months cost recovery period. For example, if customer terminates contract 12 months after purchase of new STB and decides to keep the STB he/she will have to pay 50% of the STB price, that is 175 QAR.

53. Add-on OTV Packages shall be charged based on following bifurcations:
- 53.1 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.
- 53.2 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.

5 New Business Broadband Plans

5.1 Telecom Allowances

54. This section 5 sets out the plans, features and charges applicable to the New Business Broadband plans. The First Generation Plans set out in section 4 remain available to existing and new customers and are not affected by this section. Unless expressly stated otherwise in this section, all terms and conditions set out in sections 1, 2, 3, 6 and 7 of this tariff apply to the New Plans.
55. The New Plans and their inclusions are set out in the table below:

Plan name	Speed	Landline (DEL)	Calls to landlines in Qatar	Minutes to national mobiles	Calls to Aamali within the group	Aamali Reach	Monthly recurring charge (including landline) QAR
Lite	75 Mbps	included	unlimited	300	included	access included	460
Basic	100 Mbps	included	unlimited	400	included	access included	750
Boost	250 Mbps	included	unlimited	600	included	access included	1,150
Pro	500 Mbps	included	unlimited	800	included	access included	1,550
Premium	800 Mbps	included	unlimited	800	included	access included	1,600
Max	1 Gbps	included	unlimited	1,000	included	access included	1,950
Ultra	2.5 Gbps	included	unlimited	2,500	included	access included	2,500

Figure 2

56. OTC is QAR 500 for all New Plans.
57. The subscription to the New Plans includes Direct Exchange Line (DEL)/ Business Landline in accordance with Article 42 .

58. The New Plans are uncapped and data consumption and calls to landlines in Qatar are not subject to any restrictions.
59. For the Minutes to national mobiles refer to Article 44 above.
60. For the included calls to Aamali within the group refer to Article 45 above.
61. Each New Plan includes one (1) Basic Wi-Fi Access Point.
62. Each New Plan includes access to the Aamali Reach platform at no additional fee (ref. clause 18 and 19 of the tariff Aamali Bulk SMS, B08-01. Messaging volumes and any usage of the platform are charged in accordance with the applicable Aamali Bulk SMS tariff (B08-01).
63. Shift of the fiber broadband service from one property address to another is charged at QAR 500 to the same account holder subject to technical feasibility.
64. The minimum service period for each New Plan is three (3) months commencing from the date of activation of the service.
65. If a Subscriber terminates the New Plan before the end of the minimum service period, the Subscriber will be liable to pay the full charges for the remainder to 3-month minimum service period.

5.2 Non-Telecom Allowances

66. In addition to the features set out in Figure 2, each New Plan includes the non-chargeable non-telecom allowances set out in the table below:

Plan name	Speed	OTV Business Private Viewing with Essentials Free To Air channels pack	Additional Basic Wi-Fi Access Points	Broadband Secure EDR (licenses)	Microsoft 365 Business Standard (licenses)
Lite	75 Mbps	1	-	1	-
Basic	100 Mbps	1	1	1	1
Boost	250 Mbps	1	2	1	1
Pro	500 Mbps	1	2	2	2
Premium	800 Mbps	1	2	2	2
Max	1 Gbps	1	2	4	4
Ultra	2.5 Gbps	1	2	4	4

Figure 3

67. These allowances are activated on an opt-in basis and are provided at no additional charge for as long as the corresponding New Plan remains active.
68. The first OTV Business Private Viewing connection is provided at no additional charge per site. Additional rooms, add-on packages and Public Viewing are charged in accordance with Articles 53.1 and 53.2.

69. Additional Basic Wi-Fi Access Points taken in excess of the allowance set out in Figure 3 are charged in accordance with Article 47.2.
70. The minimum service and contract period for Broadband Secure EDR is twelve (12) months, eventually renewed upon customers' consent.
71. The minimum service and contract period for Microsoft 365 Business Standard is twelve (12) months, eventually renewed upon customers' consent.
72. Each of the non-telecom allowances of the New Plans is subject to a minimum service and contract period as set out in the table below, along with the basis of the exit charges:

Non-Telecom Allowances	Minimum service and contract period	Methodology to calculate the exit charges	Value of the feature Exit charge (QAR /month per unit)
STB related to OTV Business Private Viewing with Essentials FTA channels pack	24 months	The number of months remaining to Minimum service (and contract) period multiplied by value of the feature exit charge	As per Article 51
Additional Basic Wi-Fi Access Point	24 months		As per Article 47.2
Broadband Secure EDR	12 months		15 ³
Microsoft 365 Business Standard	12 months		53 ³

Figure 4

73. If a Subscriber cancels a Non-Telecom allowance set out in Figure 4 before the end of the applicable minimum contract period, an exit charge will be applied for the remaining months of the minimum contract period of the respective non-telecom allowance.
74. If the New Plan is terminated, all Non-Telecom allowances and non-telecom allowances add-ons associated with that New Plan will be terminated at the same time and the applicable cancellation charges set out in Figure 4.
75. Microsoft 365 Business Standard licenses and Broadband Secure EDR licenses are subject to the terms and conditions of the relevant third-party licensor, which will be brought to the attention of the Subscriber for acceptance before concluding the contract.

6 Service Provider obligations

76. 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.

³ Applicable on renewal.

77. 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, limitations in provision of necessary access to the customer's infrastructure, at the agreed installation date or time.
78. Commencement of service: The service shall commence from the service connection date.
79. Service availability and limits:
- 79.1 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.
- 79.2 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.

7 Subscriber obligations

80. If a subscriber terminates before the end of the minimum service and contract period term, the subscriber will be liable to pay the remaining charges for the duration of the minimum service and contract period.
81. 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.
82. 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).
83. 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.
84. 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.

Tariff Version Control

Tariff Number	Version	Effective Date	Tariff Modifications
001		1 February 2013	New tariff
002		24 September 2014	Revamp Portfolio
003		8 October 2017	Revamp Portfolio
004		24 October 2018	Ooredoo TV
005		19 November 2019	Revamp Portfolio (section 4)
006		1 November 2020	Additional plans
007		3 October 2021	Revamp Portfolio (section 4)
008		22 March 2022	Adding RTI discount (section 2)
009		15 December 2022	Class License for the Resale of Retail Telecommunications Services (section 6)
010		6 October 2025	New speeds (section 4)
011		4 October 2026	Tariff revamp, New Plans

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