General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	C10-01
Marketing Name of the Offer	Postpaid Mobile Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Consumer
Tariff Effective Date	22 October 2026
Tariff Version Number	156

Contents

1 Definitions 4

2 Tariff Terms and Conditions 4

3 Service Description 5

4 Services 5

4.1 Shahry+ and Qatarna+ plans 5

4.1.1 General Terms 5

4.1.2 Out of bundle rates applicable for Shahry+ and Qatarna+ plans 13

4.1.3 WhatsApp, Social Media and Navigation application data allowances 13

4.1.4 Multi-SIM and Wearables 13

4.1.5 Easy To Remember (ETR) number discount 14

4.1.6 Worry Free Key 15

4.1.7 International Calls and SMS 15

4.1.8 Life-Style and Entertainment Benefits (Extra Benefits) 15

4.2 Emerald Employee Offer 16

4.3 Family Plans 19

4.3.1 Description and main features 19

4.3.2 Main Lines 20

4.3.3 Secondary Lines 22

4.3.4 Other terms and conditions 23

4.4 Plans for QNB First customers 25

4.5 Postpaid to Prepaid Conversion 26

4.6 Messaging 27

4.7 Data Services 27

4.7.1 Endless Internet Packs 27

4.7.2 Zero Rated Apps 28

4.8 International Calling 29

4.8.1 Standard Terms and Conditions 29

4.8.2 Charging 29

4.9 International Roaming 29

4.9.1 Standard Terms and Conditions 29

4.10 Ooredoo Passport 33

4.10.1 Description and charges 33

4.10.2 Out of the bundle 33
4.11 Roam Like Home Key 33
4.11.1 Description 33
4.11.2 Charges and features 34
4.12 Additional Services 35
4.12.1 Apple Watch Wireless Plan 35
4.12.2 Apple Watch For Your Kids mobile Add-on 35
4.12.3 Shahry+ for Kids mobile add-on 36
4.12.4 Various 36
4.12.5 Itemized Billing for International, Mobile and Value-Added Services 37
4.12.6 Easy-to-Remember Numbers 37
4.13 Your Special Offer 38
5 Disabilities and Retirees 38
6 Ooredoo Anniversary 40
6.1 Description 40
6.2 Terms and conditions 41
7 Ooredoo Gamification 41
8 Mobile Number Portability 41
8.1 Porting of mobile number away from Ooredoo 41
8.2 Porting mobile numbers to Ooredoo 42
9 Service Provider obligations 43
10 Subscriber obligations 43

1 Definitions

1. Mobile Device means cellular telephone equipment (including a mobile handset, wireless modem and/or other ancillary equipment) suitable for connection to the mobile telecommunications network.
2. OLO means Other Licensed Operator.
3. Postpaid Mobile Service means a post-paid public mobile telecommunications service offered by Ooredoo pursuant to the terms of this tariff.
4. Ooredoo means Ooredoo Q.P.S.C. (formerly (Qtel Q.S.C)
5. Roaming means utilizing Ooredoo enables mobile device to access services on the mobile telecommunications network of an overseas mobile network operator.
6. Subscriber means the person or entity that enters into an agreement with Ooredoo to acquire the Postpaid Mobile Service.
7. Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber's identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Postpaid Mobile Service.
8. Tariff means the current tariff document.
9. User means the natural person who uses the Postpaid Mobile Service.

2 Tariff Terms and Conditions

10. This Tariff is for permanent standard service.
11. This Tariff contains rates and charges applicable to the provision of the Postpaid Mobile Service.
12. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
13. From time-to-time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
14. 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).

3 Service Description

15. The Postpaid Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options.

16. Post-paid mechanism:

16.1 Commencement of Postpaid Mobile Service: The Postpaid Mobile Service will commence from the time when the subscriber places their SIM Card into the device which is then registered into Ooredoo's mobile telecommunications network.

16.2 Service validity: The Postpaid Mobile Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.

16.3 Service duration: The minimum contractual period for Postpaid Mobile Service is 3 months.

16.4 Postpaid timing: The Postpaid Mobile Service becomes payable at the end of each monthly billing cycle and is payable for each subsequent month, until the Subscriber elects to change or cancel their subscription.

4 Services

4.1 Shahry+ and Qatarna+ plans

4.1.1 General Terms

17. The Shahry+ and QATARNA+ are permanent tariff plans available to consumer customers.

18. All Plans have 5G feature enabled.

19. Non-Telecom Benefits

19.1 The users of the Shahry+ Go, Shahry+ Super, Shahry+ Social and Qatarna+ Plans are able to subscribe to additional non-telecom benefits at no extra charge. Subscribers can change these benefits anytime and the change will apply on the next bill cycle.

20. International minutes and SMS

20.1 International minutes and SMS included in Shahry+, Qatarna+, QNB First and Baytna plans and add-ons that are marked as valid for 118 countries are applicable for these destinations:

Afghanistan	French Guiana	Malaysia	Slovenia
Andorra	Georgia Republic	Malta	Slovak Republic
Angola	Germany	Martinique	South Africa
Argentina	Ghana	Mauritius	South Korea
Armenia	Gibraltar	Mayotte	South Sudan
Aruba	Greece	Mexico	Spain
Australia	Guatemala	Mongolia	Sri Lanka
Austria	Honduras	Mozambique	Sudan
Bahrain	Hong Kong	Namibia	Surinam
Bangladesh	Hungary	Nepal	Swaziland

Belgium	Iceland	Netherland Antilles	Sweden
Bhutan	India	Netherlands	Switzerland
Bolivia	Indonesia	New Caledonia	Syria
Botswana	Iran	New Zealand	Taiwan
Brazil	Iraq	Nigeria	Tajikistan
Brunei	Ireland	Norway	Thailand
Bulgaria	Italy	Oman	Turkey
China	Japan	Pakistan	Turkmenistan
Colombia	Jordan	Palestine	UAE
Costa Rica	Kampuchea (Cambodia)	Panama	UK
Cyprus	Kenya	Paraguay	Ukraine
Czech Republic	Kuwait	Peru	Uruguay
Denmark	Kyrgyzstan	Philippines	USA
Ecuador	Laos	Poland	Uzbekistan
Egypt	Lebanon	Portugal	Venezuela
El Salvador	Liechtenstein	Romania	Vietnam
Estonia	Lithuania	Russia	Yemen
Faroe Islands	Luxembourg	San Marino	Zambia
Finland	Macau	Saudi Arabia	
France	Malawi	Singapore	

Table 1 – List of the 118 Countries

21. Besides this, customers using the Shahry+ Go, Shahry+ Super, Shahry+ Social, Qatarna+, QNB First and Baytna Plans have the flexibility to activate additional allowance for calls and SMS to specific international destinations of their choice as a part of their plan at no additional charge. Subscribers can request a change of international destination anytime and the change will apply on the next bill cycle.

22. Roaming

22.1 Qatarna+ Premium plan also provides unlimited calls, SMS messages and mobile data while the customer is roaming in the following GCC countries: Saudi Arabia, Oman, Kuwait, United Arab Emirates, Bahrain.

22.2 Qatarna+ Platinum, Qatarna+ Al Nokhba, QNB First and Baytna plans also provides unlimited calls, SMS messages and mobile data while the customer is roaming in following 35 countries: Saudi Arabia, Oman, Kuwait, United Arab Emirates, Bahrain, Turkey, United Kingdom, Germany, France, Spain, Switzerland, Italy, Egypt, United States of America, Australia, Austria, Bangladesh, Greece, Jordan, Malaysia, Netherlands, Norway, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia, China, Poland, Czechia, Portugal, Indonesia, Singapore, South Africa, South Korea and India

22.3 In addition to above roaming benefits, Qatarna+ Premium and Platinum plans also provide an additional roaming calling and data usage allowance, valid on Ooredoo Passport partner networks[1].

23. The "no permanent roaming" clause applies. Qatarna+ Premium and Platinum plans are for personal use only. Ooredoo will monitor the use of Qatarna+ plans and may, as appropriate, restrict the long-term continuous usage of roaming service. The specific terms of such a restriction will be communicated at the time of its introduction.

4.1.1.1 Shahry+ Select

24. Shahry+ Select tariff plan provides customers with a freedom to customize local calling, local data, international allowances, and monthly fees to meet their personal needs. The features of this plan are displayed below.

Shahry+ Select base plan		
Monthly Rental (QAR)		100
Local mins & SMS (units)		150
Local Data	Local data, GB at Full Speed	8
	Local data, GB at lower speed	UNL @ 128kbps

Table 2 – Shahry+ Select – Base Plan

25. Additional allowances for customers to personalize the Shahry+ Select base plan are:

Local mins & SMS				
Monthly Rental (QAR)	+QR 10	+QR 20	+QR 30	+QR 50
Local mins & SMS (units)	+70	+200	+400	Unlimited[2]
Local Data				
Monthly Rental (QAR)	+QR 15	+QR 30	+QR 50	+QR 100
Local Data, GB at Full speed	+2	+5	+8	+18

International minutes & SMS to 118 Destinations			
Monthly Rental (QAR)	+QR 10	+QR 30	+QR 50
International minutes & SMS to 118 Destinations (units) (ref. section 4.1.1. above for the destinations)	+20	+100	+200

[1] Up to date list of Ooredoo Passport partner networks can be found on www.ooredoo.qa

[2] Fair Usage Policy (FUP): 10,000 units per month

International minutes & SMS to other countries			
Monthly Rental (QAR)		+QR 20	+QR 40
International minutes & SMS to (units): Only one country can be selected at the time.			
	India	300	800
	Sri Lanka	40	160
	Philippines	50	160
	Pakistan	50	475
	Egypt	40	220
	Bangladesh	300	800

Extra benefits	Monthly Rental (QAR)
Urban Point	+QR 35
WhatsApp local data usage (ref. 4.1.3)	+QR 20
TikTok local data usage (ref. 4.1.3)	+QR 30
Snapchat local data usage (ref. 4.1.3)	+QR 30
Instagram local data usage (ref. 4.1.3)	+QR 30
Facebook local data usage (ref. 4.1.3)	+QR 30
Social Media data (TikTok, Snapchat, Instagram, Facebook, WhatsApp) usage (ref. 4.1.3)	+QR 100
Google Maps data usage (ref. 4.1.3)	+QR 30

Table 3 Shahry+ Select – Additional Allowances

26. A customer can change plan configuration, i.e. increase or decrease amount of extra service allowances. The changes requested will apply from the next billing cycle and will stay activated until the change is again requested by a customer. Shahry+ Select plan allowances are aligned with the bill cycle. The allowances are reset every time a new billing cycle starts. There will be no carry-over of any allowances to next bill cycle. Once a bill is issued, any unused allowance from the selected packs from past bill cycle will be forfeited.

27. Customers can also choose one-time allowance boost options as per the table below. One-time subscriptions will expire at the end of billing cycle.

Local mins & SMS					
One-time Fee (QAR)	+QR 5	+QR 10	+QR 15	+QR 20	+QR 25
Local mins & SMS (units)	20	40	60	100	200
Local Data					
One-time Fee (QAR)	+QR 5	+QR 10	+QR 15	+QR 20	+QR 25
Local Data, GB at Full speed	1	2	3	4	5

International minutes & SMS to 118 Destinations			
One-time Fee (QAR)	+QR 10	+QR 30	+QR 50
International minutes & SMS to 118 Destinations (ref. section 4.1.1. above for the destinations)	20	100	200

International minutes & SMS to other countries		
One-time Fee (QAR)		+QR 10
International minutes & SMS to (units): Only one option can be selected at the time.	India	150
	Sri Lanka	20
	Philippines	25
	Pakistan	25
	Egypt	20
	Bangladesh	150

Table 4 Shahry+ Select – Add ons

4.1.1.2 Shahry+ Go, Shahid, Super, and Social

28. Shahry+ Go, Super, and Social plans' allowances validity are aligned with the bill cycle. The amount of allowances are reset every time a new billing cycle starts. There will be no carryover of any allowances to a subsequent bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited. If a customer needs more allowances, (s)he can activate additional add-on subscriptions at an additional cost (see section 4.1.1.4). Customers can activate these additional subscriptions as recurring or one-time options. Recurring options will be renewed with every cycle of bills, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

	Shahry+ Go	**Shahry+ Shahid**	**Shahry+ Super**	**Shahry+ Social**
Monthly Rental (QAR)	140	180	200	250
Local mins & SMS (units)	500	150	Unlimited[3]	Unlimited[4]
Local data - GB at Full Speed (GB)	15	8	25	40
Local data, GB at lower speed	UNL @ 128kbps	UNL @ 128kbps	500 @ 512kbps UNL @ 128kbps	500 @ 512kbps UNL @ 128kbps
Social Media Data allowance (ref. section 4.1.3)	-	Unlimited[5] for Shahid	20 GB	Unlimited
WhatsApp Local Data (ref. section 4.1.3)	Included	Included	Included	Included

[3] Fair Usage Policy (FUP): 10,000 units per month

[4] Fair Usage Policy (FUP): 10,000 units per month

[5] Fair Usage Policy (FUP): 50 GB local data per month

		Shahry+ Go	Shahry+ Shahid	Shahry+ Super	Shahry+ Social
International minutes and SMS Only one country can be selected at the time	To 118 Destinations (ref. section 4.1.1.)	50	-	50	50
	To India	300	-	300	300
	To Philippines	150	-	150	150
	To Pakistan	150	-	150	150
	To Bangladesh	300	-	300	300

Extra Benefits (non-telecom)[6][7]	Urban Point	Included	Included	Included	Included
	# of Eligible extra benefits	0	1	1	1
	Starzplay Basic			Available	Available
	VIU			Available	Available
	Sony Liv			Available	Available
	Anghami			Available	Available
	Shahid		Available		
	Starzplay Malayalam			Available	Available

Table 5 Shahry+ Go, Super, and Social – Features and Charges

4.1.1.3 Qatarna+

29. Qatarna+ plan allowances are aligned to the billing cycle. Allowances are reset every time a new billing cycle starts. There will be no carryover of any allowances to next bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited. If a customer needs more allowances, (s)he can activate additional add-ons at an additional cost (4.1.1.4). Customers can activate these additional subscriptions as recurring or one-time options. Recurring options will be renewed every month, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

	Qatarna+ PRO	Qatarna+ PREMIUM	Qatarna+ PLATINUM	Qatarna+ AL NOKHBA[8]
Monthly Rental (QAR)	365	525	925	1,200
Local mins & SMS[9]	Unlimited Local	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 31 Countries	Unlimited Local & Roaming in GCC and other 31 Countries

[6] Customers can choose the listed benefits according to the located number of extra benefits within the pack per billing cycle. If customer subscribes to benefit in the middle of bill cycle, customer will be allowed to change benefit only after 30 days.

[7] Any extra-benefit will be revoked if the customer does not use it for 3 consecutive months.

[8] Customers subscribed to this plan will get the Nojoom membership tier AL NOKHBA (ref. https://www.ooredoo.qa/web/en/nojoom/)

[9] Fair Usage Policy (FUP): 20,000 Units for All Qatarna 5G plans.

	Qatarna+ PRO	Qatarna+ PREMIUM	Qatarna+ PLATINUM	Qatarna+ AL NOKHBA[8]
Data - GB	Unlimited Local	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 31 Countries	Unlimited Local & Roaming in GCC and other 31 Countries
Data Speed levels per used local data allowances (GB)	125 @ Full speed 500 @ 10Mbps UNL @ 128kbps	350 @ Full speed 500 @ 15Mbps UNL @ 128kbps	750 @ Full speed 500 @ 15Mbps UNL @ 128kbps	1,000 @ Full speed 500 @ 15Mbps UNL @ 128kbps
Social Media Data allowance (ref. section 4.1.3)	Unlimited	Unlimited	Unlimited	Unlimited
WhatsApp Local Data (ref. section 4.1.3)	Included	Included	Included	Included

International minutes and SMS One option can be selected at the time	To All International Destinations				200
	To 118 Destinations (ref. section 4.1.1.)	200	300	500	1000
	to India	500	750	1250	2500
	to Philippines	350	525	875	1750
	to Pakistan	350	525	875	1750
	to Bangladesh	500	750	1250	2500

Roaming allowances in OP Partner Countries	Roaming minutes and SMS	-	100	200	500
	Roaming data, GB	15	30	100	200

Multi-Sim and Wearables (ref. to the section 4.1.4)	Available as Add-on	Available as Add-on	1 multi-SIM included 1 Apple Watch eSIM Included	2 multi-SIMs included 1 Apple Watch eSIM Included

Extra Benefits[10] (non-telecom)	Urban Point	Included	Included	Included	Included
					Al-Maha Meet & Greet Service
				VIP Valet	VIP Valet
	# of eligible extra benefits	2	3	4	5
	Starzplay Basic	Yes	Yes	Yes	Yes
	Shahid VIP	Yes	Yes	Yes	Yes
	OSN+	Yes	Yes	Yes	Yes
	TOD	Yes	Yes	Yes	Yes
	VIU	Yes	Yes	Yes	Yes

[10] Once per billing cycle customers can activate specific number (as indicated for each plan) of "Entertainment and Lifestyle" benefits available within a given price plan. The subscribed benefit is valid for 30 days from the day of subscription. If customer subscribes to a specific benefit in the middle of a bill cycle, customer will be allowed to change benefit only 30 days after subscription

		Qatarna+ PRO	Qatarna+ PREMIUM	Qatarna+ PLATINUM	Qatarna+ AL NOKHBA[8]
	Anghami	Yes	Yes	Yes	Yes
	Sony Liv	Yes	Yes	Yes	Yes
	Starzplay Malayalam	Yes	Yes	Yes	Yes

Table 6 Qatarna+ – Features and Charges

4.1.1.4 Add-on and charges applicable to Shahry+ Go, Super, Social and Qatarna+

30. Customers have the option to subscribe to the following add-ons on a monthly recurring basis or on a one-time basis. The fee will be charged accordingly.

Local mins & SMS					
Fee (QAR)		+QR 10	+QR 20	+QR 30	+QR 50
Local mins & SMS (units)		100	250	400	Unlimited[11]
Local Data					
Fee (QAR)		+QR 15	+QR 30	+QR 50	
Local data, GB at Full speed		2	4	8	
International minutes & SMS to 118 Destinations					
Fee (QAR)		+QR 10	+QR 30	+QR 50	
International minutes & SMS to 118 Destinations (ref. section 4.1.1. above for the destinations)		20	100	200	
International minutes & SMS to other countries					
Fee (QAR)		+QR 10	+QR 35		
International minutes and SMS (units)	India	150	650		
	Philippines	25	140		
	Pakistan	25	250		
	Bangladesh	150	800		
	Sri Lanka	20	70		
	Egypt	20	100		

Social Media and Navigation data Add-ons	Monthly Rental (QAR)
TikTok local data usage (ref. 4.1.3)	+QR 30
Snapchat local data usage (ref. 4.1.3)	+QR 30
Instagram local data usage (ref. 4.1.3)	+QR 30
Facebook local data usage (ref. 4.1.3)	+QR 30
Social Media data (TikTok, Snapchat, Instagram, Facebook) usage (ref. 4.1.3)	+QR 100
Google Maps data usage (ref. 4.1.3)	+QR 30

Table 7 Shahry+ Go, Shahry+ Super, Shahry+ Social and Qatarna+ – add-ons and Charges

[11] Fair Usage Policy (FUP): 10,000 units per month

4.1.2 Out of bundle rates applicable for Shahry+ and Qatarna+ plans

31. Local minutes & SMS: QAR 0.50 per unit.
32. Local Data: customers will not be charged for out of bundle usage.
33. International Calls: Standard international calling rate charges (ref. section 4.8).
34. Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exceptions mentioned at section 4.9**.**
35. Roaming Rate for non-Ooredoo Passport Networks: Standard Roaming Rates mentioned at section 4.9**.**

4.1.3 WhatsApp, Social Media and Navigation application data allowances

36. The benefit of dedicated application data allowances is restricted to local use only, meaning the benefit will be active only when the WhatsApp, Google Maps, and selected Social Media applications ("**Applications**") is being used while the user is connected to a local data service in Qatar.
37. Use of Applications with the use of a VPN will affect the identification of data traffic and will consume the available monthly local data allowance of the specific plan (or be charged as out-of-bundle if the monthly local data allowance has expired).
38. Use of Applications while roaming will consume the available roaming data allowances of the specific plan (or be charged as out-of-bundle if the monthly roaming data allowance has expired or not available as part of plan).
39. Dedicated Application data allowances exclude third-party content, which refers to any content that opens outside social media applications.
40. Dedicated Application data allowances are only valid when using the official applications of applicable messaging, social media or navigation services.
41. Use of dedicated data allowances of selected applications is dedicated only for personal use and cannot be used for commercial activities or for mass broadcasting purposes. Customers whose usage is deemed excessive will be warned in advance and if excessive usage continues may be subject to service termination.

4.1.4 Multi-SIM and Wearables

42. Multi-SIM is an add-on available on Qatarna+ plans which provides additional SIM linked to main Qatarna+ plan. Multi-SIM is dedicated to being used on additional data only devices by the same customer of main line.
43. Multi-SIM allows to use only mobile data services. Calling services and SMS are not available.

44. All Multi-SIMs are providing local data allowance except ONE (1) Multi-SIM linked to Qatarna+ Al Nokhba plan, which is allowed to use mobile data services locally and in GCC countries.

45. Multi-SIM Data usage will be consumed from the main Data allowance and has 50 GB Fair Usage Limit per billing cycle.

46. Qatarna+ plan users can subscribe and link up to 4 Multi-SIM add-ons per one Qatarna+ line.

47. Multi-SIM add-on rental fee varies per Qatarna+ plan, Qatarna+ Platinum customers can subscribe to ONE (1) Multi-SIM without any additional charges, Qatarna+ Al Nokhba customers can subscribe to TWO (2) Multi-SIMs without any additional charges:

	Qatarna+ Pro QAR per month	**Qatarna+ Premium QAR per month**	**Qatarna+ Platinum QAR per month**	**Qatarna+ Al Nokhba QAR per month**
Multi-SIM 1	+ 50	+ 25	+ 0	+ 0
Multi-SIM 2	+ 50	+ 25	+ 25	+ 0
Multi-SIM 3	+ 50	+ 25	+ 25	+ 25
Multi-SIM 4	+ 50	+ 25	+ 25	+ 25

Table 8 Multi-SIM - charges

48. Multi-SIM is recurring add-on and will be automatically renewed each billing cycle until it is cancelled.

49. Multi-SIM add-on can be requested to be terminated at any time after 30 days from its subscription. After the request, the Multi-SIM will be terminated at the end of closest billing cycle.

50. Qatarna+ Platinum and Al Nokhba customers can also enjoy ONE (1) Apple Watch add-on subscription without any extra fees (ref. section 4.12.1).

4.1.5 Easy To Remember (ETR) number discount

51. All new subscribers getting new line with Shahry+ or QATARNA+ Plans are eligible to the one-time ETR discount below:

51.1 Shahry+ GO – up to 1,000 QAR Discount.

51.2 Shahry+ Super– up to 3,000 QAR Discount.

51.3 Shahry+ Super– up to 3,000 QAR Discount.

51.4 Qatarna+ Pro – up to 5,000 QAR Discount.

51.5 Qatarna+ Premium – up to 10,000 QAR Discount.

51.6 Qatarna+ Platinum – up to 20,000 QAR Discount.

51.7 Qatarna+ Al Nokhba – up to 30,000 QAR Discount.

52. ETR discount is provided with condition that customer will use the new line for at least 12 months from day of subscription on same or higher value tariff plan.

53. ETR discount applies only to ETR numbers valued from 300 to 30,000 QR. Discount is not refundable and cannot be used for other services If discount is higher that ETR number value.

54. Customers who used ETR discount will have to pay prorated value (based on remining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period.

4.1.6 Worry Free Key

55. The Worry Free Key is an add-on to Shahry+ and Qatarna+ Plans aimed to block the out of bundle usage for Calls, SMS and data Roaming services[12].
56. There is no cost associated with the Key.
57. Customers will be able to activate it and deactivate it through Ooredoo App, SMS, call centers and retail shops.
58. After the activation of the Key, customers will still be able to purchase add-ons or upgrade their plan to increase their allowances.

4.1.7 International Calls and SMS

59. Customers can change multi-destination minutes into minutes valid for one (1) selected destination, as per the available options. Minutes can be changed on the Ooredoo app, customer support via WhatsApp, customer support by calling 111 or at any Ooredoo Store.
60. Requests to change international minutes between different destinations will apply from the next billing cycle onwards.
61. Any calls and SMS messages to other destinations or outside any plan allowances will be restricted by default using Worry-Free Key, which protects customers from unexpected charges.
62. Customers wishing to enable calls at standard rates should unsubscribe from Worry-Free Key. Standard rates will apply (ref. section 4.8.

4.1.8 Life-Style and Entertainment Benefits (Extra Benefits)

63. All customers using Shahry+ Go, Super, Social and Qatarna+ plans are eligible for an Urban Point subscription at no additional cost.
64. Subscriptions to the Urban Point service can be redeemed only on the Ooredoo App.
65. Qatarna+ Al-Nokhba plan subscribers will be enrolled in Al-Nokhba Tier and receive Al-Nokhba benefits, including more than 30 exclusive partner and discounts offers.
66. Qatarna+ Al Nokhba plan subscribers will have access to an Individual Al-Maha Gold service twice a year which include Arrival or Departure services through Hamad International Airport. More information is available at: https://www.qatarairways.com/en/hia-hamad-international-airport/al-maha-services.html

[12] Endless local data are provided with Shahry+ and Qatarna+ Packs. Therefore, the Worry Free Key is not applicable to local data.

67. Qatarna+ Al Nokhba plan subscribers will get 5 VIP valet vouchers from Mr. Valet and Wait Valet per month.

68. Qatarna+ Platinum plan subscribers will get 4 VIP valet vouchers from Mr. Valet and Wait Valet per month.

69. Valet Voucher benefits are allocated as per calendar month and allowances are refreshed on the first calendar day of each month.

70. Valet Parking service is provided by Ooredoo partners - Wait Valet and Mr. Valet. The list of available locations varies by partner and may change at any time.

71. Ooredoo can change the list and number of available Life-style benefits without any further notice.

72. All customers using Shahry+ Super and Social plans are eligible to choose one additional entertainment benefit from the available options.

73. All customers using Qatarna+ plans are also eligible for additional entertainment benefits to choose from available options:

73.1 Qatarna+ Pro customers can choose TWO (2) additional benefits

73.2 Qatarna+ Premium customers can choose THREE (3) additional benefits

73.3 Qatarna+ Platinum customers can choose FOUR (4) additional benefits

73.4 Qatarna+ Al Nokhba customers can choose FIVE (5) additional benefits

74. Available benefits are displayed and accessible in the Ooredoo app.

75. Subscriptions to an entertainment benefit can only be redeemed using the Ooredoo app.

76. Customers can change a redeemed benefit to another one. Customers should request to stop the current benefit before the end of the bill cycle. A new benefit for redemption will be available from the start of the new billing cycle.

77. If an activated subscription for an entertainment benefit remains unused for three consecutive months, it will be automatically cancelled.

78. Once the inactive subscription is cancelled, the customer can select the same benefit again or choose a different one from the available options

79. Ooredoo can change the list of available benefits without any further notice. Ooredoo can terminate an already-redeemed benefit after 30 days' notice.

4.2 Emerald Employee Offer

80. New customers and customers migrating from prepaid to postpaid who are employed by one of the companies listed in Table 9 are eligible to benefit from the Emerald Employee Offer outlined in Table 10, subject to the following eligibility criteria:

80.1 Customers migrating from prepaid to postpaid can get the offer benefits only if they were prepaid customers at least 3 months before migration.

80.2 Existing Ooredoo customers who are employed by any of the companies listed in Table 9 are eligible to benefit from the Sapphire Employee Offer outlined in Table 10, including the rental discount on their existing lines, subject to the following eligibility criteria:

80.3 They have to upgrade to a higher value plan (example: upgrading from Shahry+ Active to Shahry+ Go), and

80.4 They should not have downgraded their plan in the last three (3) months.

81. Emerald Offer will be available only in Ooredoo stores and Digital Ooredoo Channels where customer eligibility can be validated.

82. The Emerald offer activated from 1 January 2026 will be activated with 9 months validity.

83. Discount and extra benefits will be valid for 9 months only from the date of the activation of the offer.

84. Discount and extra benefits will be terminated:

84.1 if the plan is changed or the line is deactivated,

84.2 when employee stops working in the Eligible Company. Eligibility will be reviewed every 9 months or if company shared termination details of the customer earlier.

85. The Emerald Offer can be applied only to personal lines of the Eligible Customers.

86. To avail of the offer, customer has to present a valid Employee's ID which proves that the customer is an employee of the Eligible Company.

87. Eligible customers can take the Emerald Offer up to 4 lines.

88. The minimum service period of three (3) months applies.

89. Testaahel card holders are eligible for additional mobile data allowance of +5GB per month on Emerald Offer on Shahry+ Super and Shahry+ Social plans. Testaahel card holders are eligible to take Emerald Offer benefits for 12 months period.

90. Amiri Diwan employees are eligible for QR -25 per month discount on Qatarna+ Premium plans and QR -70 per month discount on Qatarna+ Platinum plans, in addition to the discounts listed in Table 10. Amiri Diwan employees are eligible to take Emerald Offer benefits for 24 months period.

91. The Emerald Offer apply only to employees of the following list of companies (or entities):

List of companies Eligible for Emerald Employee Offer	
Al Ahli Bank	MOI | Ministry of Interior
AL MANA GROUP	MOM | Ministry of Municipality
Al Meera	MOPH - Ministry of public Health
Al Rayan Bank	MOT - Ministry of Transport

List of companies Eligible for Emerald Employee Offer	
Al Rayyan Project Management	Mowasalat
AL-DAWRI & AL-KASS CHANNEL	National planning Council
ALFARDAN	North Oil Company
ALI BIN ALI	Oryx GTL
Amiri Diwan	Power International Holding (PIH, Estithmar, Urbacon, The View Hospital, Elegancia Healthcare)
Amiri Guard	Public Prosecution's
Arab Bank	Q Invest
Ariane Real Estate	Qatar Airways Group (Qatar Airways, MATAR, Qatar Aviation Services, Amiri Flight, Qatar Airways Catering Co., Qatar Duty Free Company, Qatar Distribution Company, Oryx International School, Dhiafatina Hotels, Al Maha services)
Ashghal – Public Works Authority	Qatar Armed Forces | Testahee;
Aspire	Qatar Exchange
ASPIRE	QATAR FOUNDATION FOR SOCIAL WORK
Awqaf	Qatar Free Zone Authority
BARWA REAL ESTATE CO.	Qatar Investment Authority | QIA
beIN Sport | Al Jazeera	Qatar Media Corporation
Blue Salon | Abu Issa holdings	Qatar New Agency
CBQ	QATAR News Agency
Civil Aviation	Qatar Olympic Committee | QSL
CIVIL SERVICE AND GOVERNMENTAL DEVELOPMENT BUREAU	Qatar Posts
Comtec | Bin Omran | Qatar Technology Group | Telephony	QATAR RACING CLUB
CTJV - Technip Energies	QATAR RAIL | RKH Qitarat
Dareen/Al Shaya	Qatar Shell
DHL	QATAR UNIVERSITY
Doha bank	Qatar Visit
Dolphin Energy	Qatara Fuel | Woqod
Dukhan Bank	QatarEnergy / QatarEnergy LNG (QatarGas)
Emir's private affairs office	QATARI DIAR RCAL ESTATE INVCSTMENT CO
ExxonMobil	QCB
Fadaat Media Group | The New Arab News paper | Al Araby TV | Metafora | Rubix Holdings | Alif store	QF | Qatar Foundation | Hamad bin Khalifa University (HBKU) | Carnegie Mellon University | Virginia Commonwealth University | Georgetown University | Texas A&M University | Weill Cornell Medicine University | HEC Paris University | Northwest University |
General Tax Authority	QIB
Government Communications Office	QIC / QLM
GWC	QIIB
HIA | Hamad International Airport	QNB
HMC - Hamad Medical corporation | PHCC	QRCS - Qatar Red Crescent
Home center	RABBAN GROUP

List of companies Eligible for Emerald Employee Offer	
IHG Group	REGENCY GROUP
INDUSTRIES QATAR (QAFCO, QAFAC Qatar Steel, INDUSTRIES QATAR (QAFCO, QAFAC Qatar Steel, Qchem & QATALUM – Qatar Aluminum	Saipem
JAIDAH GROUP	Schlumberger
Kahramaa	SHARAKA HOLDINGS
Katara Hospitality	SOUQ AL BALADI TRADING
KATARA PROJECT	Special Security Forces-Lekhwiya
Leesha Bank	Starlink
MCIT - Ministry of Communications and Information Technology	Supreme Committee for delivery & legacy
Media City	Supreme judicial Council
Milaha | QTerminals	TADMUR
Ministry of Commerce	TALIB BIN MOHD AL KHOURI
Ministry of Environment & Climate change	TEYSEER
Ministry of Justice's	The Torch group (GRAND HERITAGE DOHA HOTEL ASD SPA, THE TORCH DOHA, 21 HIGH ST. RESIDENCE
MINISTRY OF LABOR	Total Qatar
MINISTRY OF SOCIAL DEVELOPMENT & FAMILY	TRAGS
Ministry OF Sports & Youth	UNITED DEVELOPMENT CO.
MOE - Ministry of Education	WASEEF ASSETS MANAGEMENTS
DOHA INSURANCE GROUP	Yachout Amiri
MOF Ministry of Finance	

Table 9 List of Companies for Emerald Offer

92. The Emerald offer the benefits below:

Extra allowances and discounts	Shahry+			Qatarna+		
	GO	**SUPER**	**SOCIAL**	**PRO**	**PREMIUM**	**PLATINUM**
Rental Discount, QR/month	-10	-30	-40	-85	-120	-175
Local Data/month	+5 GB	+20 GB	+15 GB	-	-	-
International minutes (to 180 destinations) /month	+25	+50	+50	-	+100	+100

Table 10 Emerald Employee Offer Benefits

4.3 Family Plans

4.3.1 Description and main features

93. All new and existing Ooredoo customers can subscribe to Ooredoo Family plans.

94. Ooredoo Family Plans includes multiple mobile lines under one tariff plan and bill.

95. The Shahry+ Family and Baytna Plans (altogether, "**Family Plans**") are permanent tariff plans available to consumer customers.

96. All Family Plan allowances are aligned to the billing cycle. Allowances are reset every time a new billing cycle starts. There will be no carryover of any unused allowances to next bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited.

97. If customers need more allowances, they can activate additional add-ons at an additional cost (4.1.1.4). Customers can activate these add-ons as recurring or one-time options. Recurring options will be renewed every month, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

98. The type, main feature and monthly rentals of the Family Plans are displayed below:

		Shahry+ Family Pro	**Shahry+ Family Premium**	**Baytna Pro**	**Baytna Premium**	**Baytna Al Nokhba**
Monthly Rental (QAR)		500	800	800	1500	4000
Number of eligible "Main Lines" per tariff plan		2	2	2	2	5
Number of eligible "Secondary Lines" per tariff plan		1	2	1	3	0
Tariff benefits available to be shared among all main lines and secondary services	International minutes to Ooredoo Partner Destinations (ref. section 4.3.4)	100	150	200	400	-
	Local calls between Family lines (CUG) (ref. section 4.3.4 & 106)	Unlimited	Unlimited	Unlimited	Unlimited	-
	# of Eligible extra benefits (non-telecom) (ref. section 109)	Urban Point + 2	Urban Point + 3	Urban Point + 3	Urban Point + 5	- Al Maha Meet & Greet Service - VIP Valet

Table 11 Family plans: montly rental and main features

4.3.2 Main Lines

99. The allowances of the Main Lines included in the Family Plans are displayed below for each individual line:

	Main Line for Shahry+ Family Pro	**Main Line for Shahry+ Family Premium**	**Main Line for Baytna Pro**	**Main Line for Baytna Premium**	**Main Line for Baytna Al Nokhba**
Local mins & SMS (ref. clause 106)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
	Local	Local	Local & Roaming in GCC	Local & Roaming in GCC and other 31 Countries (ref. section 104)	Local & Roaming in GCC and other 31 Countries (ref. section 104)
Data - GB	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

	Main Line for Shahry+ Family Pro	Main Line for Shahry+ Family Premium	Main Line for Baytna Pro	Main Line for Baytna Premium	Main Line for Baytna Al Nokhba
	Local	Local	Local & Roaming in GCC	Local & Roaming in GCC and other 31 Countries (ref. section 104)	Local & Roaming in GCC and other 31 Countries (ref. section 104)
Data Speed levels per used local data allowances (GB)	30 @ Full speed	100 @ Full speed	100 @ Full speed	300 @ Full speed	1,000 @ Full speed
	500 @ 512kbps	500 @ 10Mbps	500 @ 10Mbps	500 @ 1Mbps	500 @ 15Mbps
	UNL @ 128kbps	UNL @ 128kbps	UNL @ 128kbps	UNL @ 128kbps	UNL @ 128kbps
Social Media Data allowance (ref. section 4.1.3)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
WhatsApp Local Data (ref. section 4.1.3)	Included	Included	Included	Included	Included

International minutes and SMS	To All International Destinations	-	-	-	-	200
One option can be selected at the time	To 118 Destinations (ref. section 4.1.1)	-	-	-	-	1000
	to India	-	-	-	-	2500
	to Philippines	-	-	-	-	1750
	to Pakistan	-	-	-	-	1750
	to Bangladesh	-	-	-	-	2500

Roaming allowances in OP Partner Countries (ref. clause 1)	Roaming minutes and SMS	-	-	-	100	500
	Roaming data, GB	-	10	10	20	200

Extra Benefits (non-telecom)[13]	Urban Point[14]	Included	Included	Included	Included	Included
	# of eligible extra benefits	2	3	3	3	5
	TOD	Yes	Yes	Yes	Yes	Yes
	OSN Plus	Yes	Yes	Yes	Yes	Yes
	Shahid	Yes	Yes	Yes	Yes	Yes
	Starz Play	Yes	Yes	Yes	Yes	Yes

[13] Any extra-benefit will be revoked if the customer does not use it for 3 consecutive months.

[14] Urban point subscription is available for every main line.

		Main Line for Shahry+ Family Pro	Main Line for Shahry+ Family Premium	Main Line for Baytna Pro	Main Line for Baytna Premium	Main Line for Baytna Al Nokhba
	VIU	Yes	Yes	Yes	Yes	Yes
	Anghami	Yes	Yes	Yes	Yes	Yes
	Sony LIV	Yes	Yes	Yes	Yes	Yes
	Starzplay Malayalam	Yes	Yes	Yes	Yes	Yes

Table 12 Family plans: allowance for the Main Lines

4.3.3 Secondary Lines

100. Secondary lines are available as part of a choice. Customers can choose the type of line to be activated for each individual service provided as part of Family Plans.

101. Secondary line type can be requested to be changed at any time. Requested change will be applicable from start of the next billing cycle.

102. The type and allowances of Secondary Line types in Family Plans are listed below:

	Line for Kids	Line for Data	Recurring allowance to 3rd party Hala Line
Local mins & SMS	200	-	200
Local data - GB	12	75	12
Data Speed levels per used local data allowances (GB)	12 GB @ Full speed UNL @ 128kbps	75 GB @ Full speed UNL @ 128kbps	12GB @ Full speed UNL @ 128kbps
WhatsApp Local Data (ref. section 4.1.3)	Included	Included	Included
Urban Point[15]	Included	Included	-

Table 13 Family plans: type and allowances for the Secondary Lines

103. When the "Recurring allowance for 3rd party Hala line" is selected as secondary line option, Family Plan owner needs to select to which Hala number he wants to send allowances. Hala line can belong to same customer or can be owned by any 3rd Party customer.

104. Each month, the recurring allowance for 3rd party Hala line will activate applicable allowances for Hala line and extend line validity by 30 days.

105. If Hala line needs more allowances or other type of allowances, then it can use regular Hala services, recharges, Top-ups and Pay as you go rates.

106. As part of being linked with Family Plan, the 3rd Party Hala line can make and receive unlimited local calls to / from all Family lines related to the Tariff Plan.

107. Urban point subscription is available to all lines included in the family plans:

[15] Urban point subscription is available for secondary Lines for Kids and data.

- Main Line,
- Kid line,
- Data line.

Each line can only redeem one Urban point subscription.

4.3.4 Other terms and conditions

4.3.4.1 Local calls and SMS

108. For Local Calls and SMS, the Fair Usage Policy (FUP) of Unlimited calling & SMS allowances for All Main lines of Family Plans is 20,000 Units per month.

4.3.4.2 International minutes and SMS

109. International minutes and SMS included in Family Plans that are marked Partner Destinations are available at https://ore.do/international-destinations-family-plans.

110. International minutes and SMS included in Family Plans that are marked Non-Partner Destinations are available at https://ore.do/international-destinations-family-plans.

111. International minutes and SMS included in Family Plans that are marked as regional destinations such as Levant, Maghreb, Europe, etc. are available at https://ore.do/international-destinations-family-plans.

112. Customers using the Family plans have the flexibility to change provided shared international allowances to another destination at no additional charge. Subscribers can request a change of international destination anytime and the change will apply on the next bill cycle.

112.1 Shared International allowances can be changed to following destinations as per Family Plan:

	Shahry+ Family Pro	**Shahry+ Family Premium**	**Baytna Pro**	**Baytna Premium**	**Baytna Al Nokhba**
Ooredoo Partner Destinations	100	150	200	400	1000
Non-Partner Destinations	25	40	50	120	200
Levant	120	200	-	-	
Maghreb	35	50	-	-	
Sub-Saharan Africa	135	200	-	-	
Oceania	700	1,000	-	-	
Europe	165	250	350	700	
GCC	180	270	400	800	
Americas	700	1,000	1,000	2,000	
Middle East - Non GCC	140	220	-	-	
South East Asia	700	1,000	-	-	
India	700	1,000	-	-	2500
Pakistan	700	1,000	-	-	1750
Bangladesh	700	1,000	-	-	2500
Philippines	300	500	-	-	1750

	Shahry+ Family Pro	Shahry+ Family Premium	Baytna Pro	Baytna Premium	Baytna Al Nokhba
Turkey	90	120	-	-	
Sri Lanka	150	200	-	-	
Egypt	200	300	-	-	
Sudan	65	130	-	-	

Table 14 Family plans: Allowance for specific destinations

113. Shared allowances provided as part of Family Plans will be used on first come first served basis among Main Lines under Family Plan and Kids Lines if any active.

4.3.4.3 Roaming

114. Main Lines of Baytna Premium and Baytna Al Nokhba plans provides unlimited calls, SMS messages and mobile data while the customer is roaming in the countries listed at https://ore.do/rlh-countries.

115. Main Lines of Shahry+ Family Premium, Baytna Pro, Baytna Premium and Baytna Al Nokhba plans also provide an additional roaming allowance, valid on Ooredoo Passport partner networks. Up to date list of Ooredoo Passport partner networks can be found on https://ore.do/op-countries.

116. The "no permanent roaming" clause applies. Family Plans are for personal use only. Ooredoo will monitor the use of Family Plans and may, as appropriate, restrict the long-term continuous usage of roaming services. The specific terms of such a restriction will be communicated at the time of its introduction.

4.3.4.4 Extra Benefits

117. Subscriptions to the extra benefits can be redeemed only on the Ooredoo App.

118. Customers may select benefits based on the number of extra options available in their package for each billing cycle. If a customer subscribes to a benefit mid-cycle, they can only change it after 30 days. Once redeemed, benefits can also be switched to another after 30 days. Customers should request to stop their current benefit before the billing cycle ends, and any new benefit will become available at the start of the next cycle.

119. Once the inactive subscription is cancelled, the customer can select the same benefit again or choose a different one from the available options

120. Any extra benefit will be revoked if the customer does not use it for 3 consecutive months.

121. Baytna Al Nokhba plan subscribers will have access to an Individual Al-Maha Gold service twice a year which include Arrival or Departure services through Hamad International Airport. More information is available at: https://www.qatarairways.com/en/hia-hamad-international-airport/al-maha-services.html

122. Baytna Al Nokhba plan subscribers will get 5 VIP valet vouchers from Mr. Valet and Wait Valet per month.

123. Valet Voucher benefits are allocated as per calendar month, and allowances are refreshed on the first calendar day of each month.

124. Valet Parking service is provided by Ooredoo partners - Wait Valet and Mr. Valet. The list of available locations varies by partner and may change at any time.

125. Ooredoo can change the list and number of available Life-style benefits without any further notice.

126. Applicable out of bundle rates for Family Plans - (ref. section 4.1.2) for international calls https://ore.do/international-standard-rates.

127. Worry Free Key is available for Main and Secondary lines of Family Plan - (ref. section 4.1.6)

128. Customers who used ETR discount while activating new Main or Secondary line as part of Family Plan will have to pay prorated value (based on remining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period.

4.4 Plans for QNB First customers

129. Only QNB First customers ("**Eligible Customers**") are eligible for these plans.

130. When activating the plans, the customers must present their QNB First card in order to be enrolled in the plans.

131. Eligible Customers can subscribe to maximum four (4) QNB First plans, out of which maximum number of two subscriptions are allowed of "QNB First" plan.

132. The allowances of the plans are aligned to the billing cycle. Allowances are reset every time a new billing cycle starts. There will be no carryover of any allowances to next bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited. If a customer needs more allowances, (s)he can activate additional add-ons at an additional cost (ref. section 4.1). Customers can activate these additional subscriptions as recurring or one-time options. Recurring options will be renewed every month, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

	QNB First	QNB First Plus
Monthly Rental (QAR)	350	650

	QNB First	QNB First Plus
Local mins & SMS[16]	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 31 Countries
Local data - GB Full Speed	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 31 Countries
Data Speed levels per used data allowances (GB)	200 @ Full speed 500 @ 15Mbps UNL @ 128kbps	500 @ Full speed 500 @ 15Mbps UNL @ 128kbps
WhatsApp Local Data (ref. section 4.1.3)	Included	Included

International minutes and SMS One option can be selected at the time	To 118 Destinations (ref. section 4.1.1.)	200	400
	to India	500	1000
	to Philippines	350	700
	to Pakistan	350	700
	to Bangladesh	500	1000

Roaming allowances in OP Partner Countries	Roaming minutes	100	200
	Roaming data, GB	20	100

Extra Benefits[17] (non-telecom)	Urban Point	Included	Included
	# of eligible extra benefits	3	4
	Starzplay Basic	Yes	Yes
	Shahid VIP	Yes	Yes
	OSN+	Yes	Yes
	TOD	Yes	Yes
	VIU	Yes	Yes
	Anghami	Yes	Yes
	Sony Liv	Yes	Yes

Table 15 Plans for QNB First customers – Features and Charges

133. Out of bundle charges are included in section 4.1.2.

4.5 Postpaid to Prepaid Conversion

134. A subscriber may migrate his or her postpaid services account to prepaid service account.

[16] Fair Usage Policy (FUP): 10,000 units per month.

[17] Once per billing cycle customers can activate specific number (as indicated for each plan) of "Entertainment and Lifestyle" benefits available within a given price plan. The subscribed benefit is valid for 30 days from the day of subscription. If customer subscribes to a specific benefit in the middle of a bill cycle, customer will be allowed to change benefit only 30 days after subscription.

135. A subscriber will incur one-off migration charge of 100 QAR per a SIM connection.

4.6 Messaging

136. Short Message Service (SMS) is a service that allows a User to send and receive a text message to another Mobile Device through a Short Message Service (also referred to as text messaging).

137. Voice SMS allows a User to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message. Voice SMS messages may be sent or retrieved by Users that are Roaming. Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient. For sending or retrieving a voice SMS from/to an Ooredoo mobile customer outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

138. Rates are set out on the table below:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Ooredoo mobile	0.30	0.30
SMS to other mobile	0.30	0.30
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 – 100	
SMS to the number 151 for Mobile Number Portability	0	
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00

Table 16 Messages – Charges

4.7 Data Services

4.7.1 Endless Internet Packs

139. The Endless Data Pack has a unique Data Safety Key feature (DSK, see below) where customers will not be charged for out of bundle charges when subscribing to these packs.

140. The following table includes the Endless Data Packs:

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 250MB	20	250
Data Pack 6GB	70	6,000
Data Pack 8GB	90	8,000
Data Pack 10GB	110	10,000
Data Pack 12GB	130	12,000
Data Pack 14GB	150	14,000
Data Pack 17GB	175	17,000
Data Pack 20GB	200	20,000
Data Pack 25GB	225	25,000
Data Pack 30GB	250	30,000
Data Pack 37GB	300	37,000

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 45GB	350	45,000
Data Pack 55GB	400	55,000
Data Pack Unlimited	500	Unlimited[18]

Table 17 Data Endless Packs

141. The DSK will be activated whenever a customer's data charges at standard local data rate of QAR 0.99/MB reach QAR 70. The DSK will automatically add the 6GB Endless Internet Pack at no additional charge. The 6GB will be valid until the end of a given bill cycle. If the 6GB is consumed before the end of the bill cycle, the data speed will be reduced to the level of up to 64Kbps. Automatic activation for the DSK will occur:

141.1 When the New Shahry Pack allowance is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB) or,

141.2 When the Mobile Internet Pack is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB).

142. Conditions:

142.1 Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.

142.2 Once reaching the data allowance, subscribers can still use internet data. However, the data speed will be reduced to the level of up to 64 Kbps.

142.3 Subscribers can restore the speed by purchasing additional data (ref. 4.7.1),or wait until the next bill cycle.

4.7.2 Zero Rated Apps

143. Customers will not incur any data charges while accessing the below listed "Zero Rated" applications. This data consumption will not be deducted from the allowance of the data packs subscribed by the customers and will not attract any out of bundle data charges.

144. Unlimited Zero-Rated services include:

144.1 Ooredoo TV App,

144.2 Etheraz App.

145. Limited Zero-Rated services include:

[18] Data Speed levels per used data allowances (GB): After reaching the usage of 400GB in a given bill cycle the maximum data transfer speed will be reduced on 3G network to 1Mbps and on 4G network to 2Mbps until the renewal date of data pack. After reaching the usage of 500GB the maximum speed will be reduced on 3G network to 256Kbps and on 4G network to 512Mbps until the renewal date of data pack.

145.1 Ooredoo website: For data usage of up to 50MB per day, customers do not incur any data charges while accessing Ooredoo App and/or Ooredoo website. However, once the customer consumes more than 50MB per day for Ooredoo App and/or Ooredoo website, standard rated charges will be applied as per tariff subscribed by the customers.

145.2 Hayya App: For data usage of up to 100MB per day, customers do not incur any data charges while accessing Hayya App. However, once the customer consumed more than 100MB per day for Hayya App, standard rated charges will be applied as per tariff subscribed by the customers.

145.3 Short Code: All SMS are free of charge when receiving or replying to the short code 92688 locally.

4.8 International Calling

4.8.1 Standard Terms and Conditions

146. International calling allows calls to be placed from Qatar to any international destinations chosen by the subscriber.

147. The billing interval for international calls is 60 seconds.

4.8.2 Charging

147.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame.

147.2 International calling rates for Shahry Standard customers are available at https://ore.do/international-rates.

4.9 International Roaming

4.9.1 Standard Terms and Conditions

148. Ooredoo offers Roaming to its Subscribers, which includes the ability to make and receive voice calls and SMS messages and use data services in certain countries outside Qatar.

149. Conditions:

149.1 Roaming is offered by Ooredoo's international roaming partners. Ooredoo is not responsible for quality of service or coverage made available to Users while Roaming.

149.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.

149.3 Roaming service is only available in areas that are covered by Ooredoo roaming partners. Ooredoo is not responsible for those networks, and some services may not be available while roaming. Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

149.4 'Special case' charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

149.5 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

149.6 Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.

149.7 The list of roaming countries available to Subscribers as listed below:

GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Saint Kitts, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad & Tobago, Turks and Caicos, Puerto Rico, Montserrat, Netherlands, Antilles, Nicaragua, Mexico, Guyana, Haiti, Honduras, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bolivia, British Virgin Islands, Colombia, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Grenada, Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	San Marino, Moldova, Monaco, Montenegro, Isle of Man, Kosova, Guernsey, Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan
Asia & Oceania	Fiji, French Polynesia, Laos, Papua New Guinea, Samoa, Tonga, Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Iran, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam
Africa & Rest of World	Lesotho, Madagascar, Malawi, Mali, Namibia, Niger, Republic of Congo, Rwanda, Sao Tome and Principe, Somalia, Swaziland, Togo, Zambia, Zimbabwe, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Guinea Bissau, Ivory Coast, Anguilla, Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda
Satellite, Thuraya & 'Special Cases'	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

Table 18 List of Roaming Countries

150. Charging:

150.1 All Roaming calls are charged each 60 seconds.

150.2 All Roaming SMS messages are charged for each message or message part sent.

151. Where Outbound roaming is available, the following rates apply:

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
GCC[19]	0.85	0.80	1	1	1	0.20	1.00	No charge

Table 19 Roaming – GCC Countries

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
MENA, Americas, Europe, Asia & Oceania, Africa & Rest of World	5	3	17	17	17	2	55	No Charge
Satellite, Thurawal& 'Special Cases'	30	30	30	30	30	2	75	30
Lebanon (effective from 3rd September 2019)	5	5	5	5	5	5	5	No Charge
On Air (effective from 16th October 2019)	15	15	15	15	15	15	15	No Charge
Monaco (effective from 31st October 2019)	5	5	5	5	5	5	5	No Charge

Table 20 Roaming – Other Countries

152. These rates apply when:

152.1 No Ooredoo Passport partners are available in the roaming country; or

152.2 The subscriber roams to the country without first obtaining an Ooredoo Passport (see Section 4.10); or

152.3 The Ooredoo Passport bundled minutes or data (see Section 4.10) have been fully consumed when roaming.

153. Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

[19] The roaming prices in the table are in effect from 1st of April 2018.

Exception Case	Roaming Local (QAR/min.)	Roaming Terminated (QAR/min.)	Roaming Calls to Qatar (QAR/min.)	Roaming Calls to Ooredoo Zone (QAR/min.)	Roaming International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)
Australia	-	-	-	-	-	-	55
Cuba	5	-	17	-	-	-	-
Morocco	5	-	17	-	-	-	-
Canada	-	3	-	-	-	-	-
USA	-	3	-	-	-	-	-
Seychelles	-	3	-	-	-	-	-
India	-	3	-	-	-	-	-
Sri Lanka	-	-	17	-	-	-	-
Czech Republic	-	-	17	-	-	-	-
Malta	-	-	17	-	-	-	-
Italy	-	-	17	-	-	-	-
Russia	-	-	17	-	-	-	-
Senegal	-	-	-	-	-	-	55
Kazakhstan, Serbia & Montenegro	-	-	17	-	-	-	-
Switzerland	-	-	17	-	-	-	-
Tajikistan	-	-		-	-	-	55
Uzbekistan, Macedonia, Moldova	-	-	17	-	-	-	-

Table 21 Roaming – Surcharges

154. Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

4.10 Ooredoo Passport

4.10.1 Description and charges

155. This optional subscription will allow the subscribers to have data and / or voice calls minutes and SMS (Inbound and outbound) while roaming. The following Ooredoo Passports are available for the subscribers.

	Charge (QAR)	Allowances		Duration	To activate the service	To check the balance
		Voice	Data			
Daily Passport	35	-	1 GB	One day	Send OPDDATA to 114	Send BAL OP to 114
Weekly Passport - data only	100	-	6 GB	Seven days	Send OPWDATA to 114	Send BAL OP to 114
Weekly Passport - voice and data	100	100 min and SMS	3 GB	Seven days	Send OPW to 114	Send BAL OP to 114
Monthly Passport	350	300 min and SMS .	12 GB	Thirty days	Send OPM to 114	Send BAL OPM to 114

Table 22 Ooredoo passports

156. Customers can also activate and check the balance using Ooredoo App.

157. Subscribers can re-subscribe to this optional service after the weekly (7 days) is complete.

158. Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10 list of the passport countries and operators).

159. Customers will have a choice to activate the OPM for a number of months (up to 3) of their choice; Ooredoo monthly passport will not auto-renew, and it will expire at the end of the last selected month automatically. Customers can use a keyword "OPMX (X = 1 to 3).

160. The list of the passport countries and operators is available at https://selfcare.ooredoo.qa/en/consumer/roaming and in the Ooredoo App.

4.10.2 Out of the bundle

161. Customer will pay the following after the allowance has been used within the weekly and monthly period on the selected network (s): QAR 1 per MB and QAR 1 per roaming minute.

162. When a customer spends QAR 100 for any roaming services within a 7-day period on standard out-of-bundle roaming rates on Ooredoo Passport partner networks, Ooredoo will automatically activate 1 GB of data, at no additional charge, valid for 7 days on Ooredoo Passport partner networks.

4.11 Roam Like Home Key

4.11.1 Description

163. The Roam Like Home Keys enable the customers to use their Local Units (voice calls, SMS), Local Data allowances, Add-ons, WhatsApp allowance and the related out of bundle services (all together "**Home Allowance**") while roaming.

164. The keys are accessible to customers subscribed to:

164.1 Shahry+,

164.2 Qatarna+,

164.3 Al Nokhba,

164.4 QNB First.

165. The service applies to roaming from the following countries:

GCC Countries	European Countries	Others
Kingdom of Saudi Arabia, Kuwait, Oman, United Arab Emirates, Bahrain	France, Germany, Italy, Spain, Switzerland, Turkey, United Kingdom Greece, Netherlands, Norway, Poland, Czechia, Portugal,	United States of America, Egypt, Australia, Austria, Bangladesh, Jordan, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia, China, Indonesia, Singapore, South Africa, South Korea, India.

Table 23 Roam Like Home – List of countries

4.11.2 Charges and features

166. The price for the Roam Like Home Keys depends on the duration and the charges are as per below table:

Keys	Charge (QAR)	Duration	To activate the service
Daily Roam Like Home (RLHDK)	50	One day	Send RHD to 114
Weekly Roam Like Home (RLHWK)	150	Seven days	Send RHW to 114
Monthly Roam Like Home (RLHMK)	500	Thirty days	Send RHM to 114

Table 24 Roam Like Home – Charges and features

167. The keys grant the following:

(a) Incoming minutes will be free of charge,

(b) Outgoing minutes will be available to be consumed from local bundles for:

(i) Calls back to Qatar,

(ii) Calls within roaming country,

(iii) Calls from Roaming country to another country.

168. Customer can also activate the keys via Ooredoo App.

169. Home Allowances are as per:

169.1 Tariff C10-01, for Shahry and Qatarna customers; "Endless" data allowances included in the tariff plans at slower/throttled speed are not available in roaming,

169.2 Tariff C10-01 for Al Nokhba customers,

169.3 Promotion launched on 12 January 2016 for QNB First customers.

170. The usage consumption priority while in roaming is:

170.1 Available Home allowances,

170.2 Roaming allowances as per Ooredoo Passport/ other pack allowances,

170.3 Out of bundle Local Rate.

171. Roam Like Home Key is dedicated for personal use. Ooredoo has the right to stop the service if abusive behavior, commercial use, or services reselling to third party is observed.

172. The benefit of this service will be terminated if the plan is changed, or the line is deactivated.

4.12 Additional Services

4.12.1 Apple Watch Wireless Plan

173. Supported Apple Watch models (cellular) can be paired with a mobile number and a mobile tariff plan (New Shahry and Qatarna Plans). Customers who activate and pair Apple Watch with their mobile device and Ooredoo tariff plan can make and receive local calls, send and receive local SMS, make and receive international calls and use local data directly using Apple watch without the need of paired mobile device proximity.

174. Supported Apple Watch models and pairing instructions can be found on www.ooredoo.qa

175. Charges:

175.1 One Time activations fee: QAR 50

175.2 Recurring monthly rental fee: QAR 30

176. All mobile service usage made on Apple Watch after pairing it with the user's tariff plan will be charged and deducted according to the rates of the Ooredoo mobile tariff plan to which user subscribes to.

4.12.2 Apple Watch For Your Kids mobile Add-on

177. Supported Apple Watch models (cellular) can be paired with an Apple Watch For Your Kids mobile add-on activated on top of an active postpaid mobile tariff plan (Shahry+ and Qatarna+ Plans).

178. Supported Apple Watch models and pairing instructions can be found on www.ooredoo.qa

179. Apple Watch for Your Kids add-on will give dedicated mobile number, 5GB local data, and 200 units for local calls and local SMS.

180. Roaming services are not available for this add-on.

181. Apple Watch For Your Kids addon will have a recurring monthly rental fee of QAR 30.
182. Add-on validity and renewal cycle is aligned with main postpaid line.
183. Add-on charges are not prorated.
184. Add-on can be activated only on top of an active Shahry+ or Qatarna + postpaid line. It cannot be activated as an independent tariff plan.
185. Add-on will be automatically terminated or suspended if the main postpaid line is terminated or suspended.

4.12.3 Shahry+ for Kids mobile add-on

186. Customers subscribed to Shahry+ and Qatarna+ plans can activate Shahry+ for Kids mobile add-on.
187. This add-on can be activated only on top of an active Shahry+ or Qatarna+ postpaid plan. It cannot be activated as an independent tariff plan.
188. Shahry+ for Kids mobile add-on will give a dedicated mobile number, 12 GB local data at full speed, endless local data at 128kbps speed after 12 GB of local data is consumed, and 200 units for local calls and local SMS. WhatsApp local data usage is included in the tariff plan and does not consume from 12 GB allowance dedicated to local usage.
189. Roaming data services are only available if a roaming add-on (Ooredoo Passport or Roam Like Home Key) is subscribed.
190. Roaming incoming calls are available only in Ooredoo Passport countries at standard rates or as part of roaming add-on (Ooredoo Passport or Roam Like Home Key) allowances.
191. For additional allowances, all Shahry+ and Qatarna+ add-ons listed in this tariff document are eligible for subscription.
192. Shahry+ for Kids mobile add-on will have a recurring monthly rental fee of QAR 99.
193. The line validity and the renewal cycle of this add-on is aligned with main postpaid line.
194. The charges for the first bill-cycle are prorated based on the activation day..
195. To deactivate this add, the subscriber can place a request any time within the billing cycle. The add-on will be discontinued at the end of billing cycle.

     This add-on will be automatically terminated or suspended if the main postpaid plan is terminated or suspended.

4.12.4 Various

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Mobile Email	50	50	No charge

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
GSM Data/Fax	50	15	Per applicable calling rate in section 4.1.2.2
Mobinet (3 month minimum)	Included	20	Included usage per month (First 2MB) Then: AR 0.01/Kbit

Table 25 Additional Services

4.12.5 Itemized Billing for International, Mobile and Value-Added Services

196. A monthly billing statement will itemize subscriber charges separately namely, for calls made to a mobile phone, value added services, and/or to international calls.

197. The Subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.

4.12.6 Easy-to-Remember Numbers

4.12.6.1 General Terms and Conditions

198. The charge paid for an ETR number entitles the subscriber to use that number. However, according to art. 35 of the Telecommunications Law No. 34 (2006) and art. 64 of the Telecommunications By-Law No. (1) of 2009, all mobile numbers belong to the State of Qatar and the Communications Regulatory Authority (CRA) may withdraw, suspend or change numbers at any time. If this happens, we will give the subscriber at least 30 days' notice.

4.12.6.2 Types and Charges

199. Easy to remember numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

200. The table below provides examples of the types of number patterns that are classified in each category.

201. 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	XXXXXXXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXXYXXXY	XXXYYXXX
Platinum Plus	XXYYYXXX	XYXXXYYY	XYXXXXXY	XXXXYYYX	XXYYYYXX	XYYYXXXX
Platinum	XXXXYXXY	XXXXYXYX	XXXXYXYY	XXXXYYXY	XXXYXYYY	XXXYYXXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXXYYYZZ	XXXXYYYA	XXXYYYYA	XXXXXAYY
Gold	AXXXXBXX	AXXXXYXY	AXXXXYYX	AXXYYYYX	XXXXXABC	XXXXXABX
Silver Plus	ABXXXYYY	XYYYYYXA	XYZZZZXY	ABXXYYYY	XXXABYYY	XXXYYYAX
Silver	ABXXXXYY	ABXYYYYX	AXBCXXXX	AXBXYYYY	AXXXBYYY	AXXXXBYY
Bronze	ABXXXXCD	ABXXXYXY	ABXXXYYX	ABXXYYYX	ABXYXXXY	ABXYXYYY
Pearl	AXXBCXXX	AXXYBYYY	AXYXYZZZ	AXYYXZZZ	XXXYZYZZ	XXXYZZYZ
Mercury	XABXXYYY	XAXYYZZZ	XAYYXZZZ	XXABCYYY	XXABXYYY	XXYABYYY
Cooper	XAYXYZZZ	XXYXXAYY	XXYXXYYA	XXYXXYZZ	XXYXYXZZ	XYXYZXYZ
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	

Number Category	Typical format example					
Descending	654321XY	543210XY				

Table 26 ETR - Examples

202. 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 easy to remember number for more than one year following the date of assignment.

203. Easy to remember numbers are subject to a one-time charge.

4.13 Your Special Offer

204. "Your Special Offer" refers to special personalized offers available on Ooredoo App.

205. Ooredoo Postpaid customers will have one or more "Your Special Offer" that can be claimed.

206. The price, benefits and validity of "Your Special Offer" are personalized according to customers' needs & usage behaviors.

207. Customers will get standard offers that may include benefits such as local data, social media data, endless internet (speed as defined in product), local minutes and international minutes, roaming data & Minutes etc. or any other non-telecommunications services as well.

208. "Your Special Offer" works like any other standard Postpaid offers.

209. Customers who opt in for the "Your Special Offer" will receive an SMS notification confirming the details of the accepted offer.

5 Disabilities and Retirees

210. Customers who are registered and hold a valid Special Needs or Retirement Card (ID) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (Eligible Customer) can get a benefit of subscribing to one of following Shahry+ Special and Qatarna+ Special plans.

	Shahry+ Special
Monthly Rental (QAR)	100
Local mins & SMS (units)	Unlimited[20]
Local data - GB at Full Speed (GB)	25
Local data, GB at lower speed	500 @ 512kbps UNL @ 128kbps
Social Media Data allowance (ref. section 4.1.3)	20 GB
WhatsApp Local Data (ref. section 4.1.3)	Included

20 Fair Usage Policy (FUP): 10,000 units per month

		Shahry+ Special
International minutes and SMS Only one country can be selected at the time	To 118 Destinations (ref. section 4.1.1.)	50
	To India	300
	To Philippines	150
	To Pakistan	150
	To Bangladesh	300

Extra Benefits (non-telecom)[21 22 23]	Urban Point	Included
	# of Eligible extra benefits	1
	Starzplay Basic	Available
	VIU	Available
	Sony Liv	Available
	Anghami	Available
	Starzplay Malayalam	Available

Table 27 Shahry+ Special plan

		Qatarna+ Pro Special	Qatarna+ Premium Special	Qatarna+ Platinum Special
Monthly Rental (QAR)		185	265	450
Local mins & SMS		Unlimited Local	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 31 Countries
Data - GB		Unlimited Local	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 31 Countries
Data Speed levels per used local data allowances (GB)		125 @ Full speed 500 @ 10Mbps UNL @ 128kbps	350 @ Full speed 500 @ 15Mbps UNL @ 128kbps	500 @ Full speed 500 @ 15Mbps UNL @ 128kbps
Social Media Data allowance (ref. section 4.1.3)		Unlimited	Unlimited	Unlimited
WhatsApp Local Data (ref. section 4.1.3)		Included	Included	Included
International minutes and SMS One option can be selected at the time	To 118 Destinations (ref. section 4.1.1.)	200	300	500
	to India	500	750	1250
	to Philippines	350	525	875
	to Pakistan	350	525	875

21 Customers can choose the listed benefits according to the located number of extra benefits within the pack per billing cycle. If customer subscribes to benefit in the middle of bill cycle, customer will be allowed to change benefit only after 30 days.

22 Any extra-benefit will be revoked if the customer does not use it for 3 consecutive months.

23 The terms and conditions described for Shahry+ MAX also apply to the grandfathered plans Shahry 5G M, L and XL.

		Qatarna+ Pro Special	Qatarna+ Premium Special	Qatarna+ Platinum Special
	to Bangladesh	500	750	1250

Roaming allowances in OP Partner Countries	Roaming minutes	-	100	200
	Roaming data, GB	15	30	100

Multi-Sim and Wearables (ref. to the section 4.1.4)	Available as Add-on	Available as Add-on	1 multi-SIM included 1 Apple Watch eSIM Included

Extra Benefits[24] (non-telecom)	Urban Point	Included	Included	Included
	# of eligible extra benefits	2	3	4
	Starzplay Basic	Yes	Yes	Yes
	Shahid VIP	Yes	Yes	Yes
	OSN+	Yes	Yes	Yes
	TOD	Yes	Yes	Yes
	VIU	Yes	Yes	Yes
	Anghami	Yes	Yes	Yes
	Sony Liv	Yes	Yes	Yes
	Starzplay Malayalam	Yes	Yes	Yes

Table 28 Qatarna+ Special plans

211. Customers on Shahry+ Special and Qatarna+ Special plans have the option to subscribe to all addons available for other Shahry+ and Qatarna+ plans (4.1.1.4).

212. This discount is limited to one (1) GSM line and one (1) Fixed line only per ID.

6 Ooredoo Anniversary

6.1 Description

213. In the month of the anniversary of their account activation with Ooredoo, our customers will be able to claim either additional Nojoom points or extra local data allowance. Specifically:

213.1 Customers subscribed to unlimited plans for local data will be able to claim up to 500[25] Nojoom points per each year of tenure of their account with Ooredoo (e.g. if the customer's account was opened in January 2023, in January 2025, the customer will be able to redeem (up to 500 Nojoom points) x (2 years) = up to 1,000 Nojoom points),

24 Once per billing cycle customers can activate specific number (as indicated for each plan) of "Entertainment and Lifestyle" benefits available within a given price plan. The subscribed benefit is valid for 30 days from the day of subscription. If customer subscribes to a specific benefit in the middle of a bill cycle, customer will be allowed to change benefit only 30 days after subscription. Any extra-benefit will be revoked if the customer does not use it for 3 consecutive months

25 The number of Nojoom points will depend on the customers' average ARPU

213.2 Customers subscribed to limited plans for local data will be able to redeem 1 GB of local data per each year of tenure of their account with Ooredoo (e.g. if the customer's account was opened in January 2023, in January 2025, the customer will be able to redeem (1 GB local data) x (2 years) = 2 GB local data).

6.2 Terms and conditions

214. Both Nojoom points and local data can only be claimed trough Ooredoo App.

215. The Nojoom points claimed will be credited within 3 days and will be valid for 3 months.

216. The claimed local data will be valid for 1 month.

7 Ooredoo Gamification

217. Ooredoo Gamification gives our postpaid mobile customers the possibility to win prizes with every bill payment or login to the Ooredoo App or even just by entering a new game in the Ooredoo App.

218. To participate in Ooredoo Gamifications, our customers must first download the Ooredoo App.

219. After performing a transaction such as bill payment or login to the Ooredoo App, customers will receive a game in the Goodies Section under a game called Ooredoo Fun.

220. In case of an event game such as National day or Sports day or others, active users can participate once per day without conditions to win a daily prize.

221. If the customers win the game, they will be rewarded with Urban Point vouchers, or local minutes, or local data, or Nojoom points or other products and services.

222. From time to time, Ooredoo Gamifications will also include lucky draws, giving away prizes offered by partners' companies (e.g., smartwatches, mobile handsets, etc.).

223. Ooredoo may use different commercial names to advertise this program (e.g., Sports Day Offer, National Day Offer, etc.).

224. The customers can also buy games using their Nojoom points.

8 Mobile Number Portability

8.1 Porting of mobile number away from Ooredoo

225. Subscriber may port mobile number: The Subscriber may port a mobile number allocated to the Subscriber by Ooredoo to the OLO by requesting the port of that mobile number from the OLO. Not all mobile numbers will be technically capable of being ported.

226. Charges payable as at date of port: The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will

inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.

227. Charges that are owed but which have not been invoiced also payable: The Subscriber must pay all charges that have been incurred by the Subscriber, but which have not been invoiced by Ooredoo as at the date of the port, including any early contract termination fees. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:

227.1 within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organization numbers and operator service numbers), send SMS, access data services and any other outgoing services using the ported mobile number,

227.2 within 45 days of the invoice date, Ooredoo may direct the OLO to suspend the ability of Users to receive public telecommunications services using the ported mobile number, and

227.3 within 60 days of the invoice date, Ooredoo may direct the OLO to terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.

228. Termination: This agreement will automatically terminate on the earlier of:

228.1 the date on which all invoiced charges under this agreement (including charges invoiced after the date of porting) are received by Ooredoo; and

228.2 the date that the supply of public mobile telecommunications services to the Subscriber is terminated by the OLO due to non-payment of Ooredoo's outstanding invoices, if applicable.

8.2 Porting mobile numbers to Ooredoo

229. A Subscriber that ports a mobile number from the OLO to Ooredoo must pay all charges that are owed to the OLO in respect of that ported mobile number, notwithstanding the fact that the Subscriber has ceased to acquire public mobile telecommunications services from the OLO.

230. If the Subscriber does not pay all outstanding charges to the OLO in respect of that ported mobile number:

230.1 within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organization numbers and operator service numbers), send SMS, access data services and any other outgoing services using the ported mobile number,

230.2 within 45 days of the invoice date, Ooredoo will, upon request of the OLO, suspend the ability of Users to receive public telecommunications services using the ported mobile number, and

230.3 within 60 days of the invoice date, Ooredoo will, upon request of the OLO, terminate the supply of the public telecommunications services in respect of the ported mobile number. The Subscriber may lose the right to use the ported mobile number if the invoiced charges are not paid within a certain period after the date of termination.

231. If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

9 Service Provider obligations

232. Commencement of Service: The Post-Paid Mobile Service shall commence from the date of service connection activation by Ooredoo.

233. Service Availability and Limits:

233.1 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.

233.2 Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, license and other obligations.

10 Subscriber obligations

234. Equipment:

234.1 The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their Mobile Device or the use of the Post-Paid Mobile Service.

235. 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 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.

236. SIM Card: The Subscriber must promptly notify Ooredoo if the SIM Card is damaged.

- END OF TARIFF –

Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
01	1 December 2011	Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge.
02	1 March 2012	Permanent Tariff Change, International Key
03	20 May 2012	Permanent Tariff Change, BlackBerry Key
04	1 October 2012	Ooredoo Passport Permanent
05	14 November 2012	Permanent Tariff Change, Shahry Value Plans price reductions
06	8 January 2013	New Mobile Data Plans Permanent Change
07	31 January 2013	Permanent Tariff Change, Mobile Number Portability
08	25 February 2013	Permanent Tariff Change, Shahry Value Plans Upgrade
09	1 October 2013	Permanent Tariff Change, 4G Key
10	1 November 2013	Permanent Tariff Change, International Calling
11	13 February 2014	Permanent Tariff change, Shahry Smart Packs
12	7 April 2014	Permanent Tariff change, Passport
13	16 April 2014	Permanent Tariff Change, Data Scratch Card
14	1 May 2014	Permanent Tariff Change, Smartphone Plan
15	1 May 2014	Permanent Tariff Change, Ooredoo Passport
16	16 June 2014	Permanent Tariff Change, Shahry Saver Key
17	17 July 2014	Permanent Tariff Change, Data Services
18	22 September 2014	Permanent Tariff Change, Fair Usage Policy
19	1 November 2014	Permanent Tariff Change, Ooredoo Passport
20	22 November 2014	Permanent Tariff Change, Service Features
21	28 January 2015	Permanent Tariff Change, BlackBerry Global
22	13 July 2015	Permanent Tariff Change, Shahry Smart Packs
23	23 August 2015	Permanent Tariff Change, Smartphone Tariff
24	27 August 2015	Permanent Tariff Change, Smartphone Shahry Combo
25	17 September 2015	Permanent Tariff Change, Shahry Discount Offer
26	25 December 2015	Permanent Tariff Change, Shahry Saver Key
27	12 February 2016	Permanent Tariff Change, Shahry Refresh, increased data
28	28 February 2016	Permanent Tariff Change, Unlimited data first month
29	15 March 2016	Permanent Tariff Change, IDD rate increase, India pack permanent.
30	27 March 2016	Permanent Tariff Change, PAYG rate changed to QAR 0.99
31	1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
32	1 May 2016	Permanent Tariff Change, student discount changed to young person, under 26 years of age.
33	29 May 2016	Ascension Island rate increased to QAR 10.
34	13 June 2016	Permanent Tariff Change, revisions of credits

Tariff Version Number	Effective Date	Tariff Modifications
35	17 June 2016	Permanent Tariff Change, Smart Packs
36	5 July 2016	Permanent Tariff Change, Ooredoo Passport
37	18 July 2016	Permanent Tariff Change, revision of credits
38	28 July 2016	Permanent Tariff Change, Mobile Internet Data
39	2 August 2016	Permanent Tariff Change, Data Services
40	5 August 2016	Permanent Tariff Change, roaming rate change
41	29 August 2016	Permanent Tariff Change, short codes
42	8 September 2016	Permanent Tariff Change, Voicemail
43	18 November 2016	Permanent Tariff Change, Unlimited Data Pack
44	30 November 2016	Unlimited Data Pack changes removed. Permanent Tariff Change, Mobile Money international transfer bonus data.
45	19 December 2016	Fair Usage Policy for Unlimited data corrected.
46	29 December 2016	Permanent Tariff Change, Shahry Smart Pack and Young Discount.
47	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated.
48	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase.
49	16 March 2017	Permanent Tariff Change, Endless Internet Pack
50	1 April 2017	Permanent Tariff Change, GCC Roaming rate change.
51	15 April 2017	Permanent Tariff Change, Shahry Smart Pack and Roaming
52	16 May 2017	Permanent Tariff Change, Standard PAYG changes
53	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges
54	18 July 2017	Permanent Tariff Change, Shahry 450 data allowance and Shahry QATARNA.
55	3 August 2017	Permanent Tariff Change, Shahry International Calling Rate Change.
56	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
57	21 September 2017	Permanent Tariff Change,
58	21 November 2017	Permanent Tariff Change, Data Recharge.
59	22 November 2017	Permanent Tariff Change, India Pack
60	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
61	21 February 2018	Permanent Tariff Change, OPM and DSK
62	8 March 2018	Permanent Tariff Change, young discount and first month removal
63	20 March 2018	Permanent Tariff Change, Calls to Tunisia
64	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
65	5 April 2018	Permanent Tariff Change, Shahry Super Packs and Mobile Data Adjustments
66	17 April 2018	Permanent Tariff Change, Introduction of New Shahry Packs, New Mobile International Pack for 50QAR, Increase in IRK Price, change in price for international calls on Shahry Saver Key, Mobile data Scratch Card bonus removal and data allowance plus validity change
67	24 May 2018	Disabilities and retirees
68	11 July 2018	Permanent Tariff Change, International and Roaming Key and rates
69	9 September 2018	Permanent Tariff Change, Qatarna Packs
70	18 October 2018	Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase

Tariff Version Number	Effective Date	Tariff Modifications
71	4 December 2018	Adding MyKi Devices Packs
72	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change
73	24 January 2019	Permanent Tariff Change, Qatar Petroleum Offer
74	7 February 2019	Permanent Tariff Change, Qatar Petroleum Offer
75	26 March 2019	Permanent Tariff Change, Apple Watch
76	7 August 2019	Permanent Tariff Change, Lebanon exception rate
77	16 October 2019	Permanent Tariff Change, On Air Rate
78	1 November 2019	Monaco as Ooredoo Passport partner (4.6.3)
79	10 December 2019	Shahry 5G and QATARNA 5G Packs (4.14)
80	18 February 2020	Speed Boosters FUP update (4.3.1.1.)
81	9 September 2020	Netflix as Permanent Product (4.15)
82	12 September 2020	India and Syria price revisions
83	6 October 2020	OSN Streaming App (4.14.)
84	23 November 2020	eShop Permanent Offer (4.14.4.)
85	31 December 2020	Shahid VIP (4.14.2)
86	1 February 2021	Postpaid Price Revisions (4.1, 4.2, 4.3, 4.12, 4.14)
87	11 March 2021	OSN extension to lower tier (4.14.2)
88	21 July 2021	Price and Product adjustment (4.4.3) and (4.14)
89	23 September 2021	eShop Offer (4.14.4)
90	28 October 2021	Migration to Prepaid (4.15)
91	26 November 2021	Mobile Gaming Add-ons (4.16)
92	1 February 2022	Postpaid Price Adjustments (4.2.3, 4.2.5, 4.3, 4.12, 4.14.2, 4.14.4)
93	23 March 2022	Netflix Offer (4.18)
94	14 April 2022	Ooredoo Passport Monthly update (4.10)
95	9 June 2022	Netflix Offer (4.18)
96	22 August 2022	Mobile Gaming Add-on (4.3)
97	31 August 2022	Netflix Offer Removal (4.4)
98	6 September 2022	Removal of eShop Offer (4.1.5)
99	5 October 2022	Easy to Remember Numbers (4.9.6) and small typos corrected
100	9 October 2022	Roaming Like Home Key (4.9)
101	13 October 2022	Zero Rated Apps (4.5.3)
102	22 December 2022	Ooredoo Employee Platinum Offer (4.2)
103	3 January 2023	ETR Discounts and Offer updates (4.1.4 and 4.11.6.3)
104	9 January 2023	Worry Free Key (4.1.5)
105	22 January 2023	Class License for the Resale of Retail Telecommunications Services (8)
106	9 February 2023	Worry Free Key update (4.1.5)
107	20 March 2023	New Plans Shahry+ and Qatarna+ (4.1) Related changes in 4.2 and other sections
108	4 April 2023	Zero Rated Short Code (4.6.3)

Tariff Version Number	Effective Date	Tariff Modifications
109	6 April 2023	Multimedia Messaging removal (4.5), (4.8.1), (6.1) and (6.2)
110	8 May 2023	Extra Benefits update (4.1.1.3)
111	16 May 2023	Gaming Add-on Removal (4.4)
112	8 June 2023	Roam Like Home Monthly Key (4.9)
113	26 June 2023	Mobile Data Scratch Card Revamp (4.5.1)
114	7 September 2023	Ooredoo Passport Weekly and Monthly update (4.8)
115	10 September 2023	B2B2C Platinum Offer update (4.2)
116	15 September 2023	Postpaid to Prepaid Migration charge update (4.3)
117	21 September 2023	Postpaid Portfolio and Bangladesh add-on allowance update (4.1.1.1, 4.1.1.2, 4.1.1.3, 4.1.1.4 and 4.2)
118	10 October 2023	Ooredoo Passport Weekly and Monthly update (4.8)
119	9 November 2023	Baytna Plan (4.3)
120	3 December 2023	Removing Nepal International calling (4.1.1.1, 4.1.1.2, 4.1.1.3 and 4.1.14)
121	18 January 2024	Ooredoo Employee Offers (4.2 and 4.3)
122	28 March 2024	SMS to 151 for Mobile Number Portability free of charge (4.6)
123	15 May 2024	Ooredoo Anniversary (6)
124	19 May 2024	Changes to Shahry+ Active (4.1.1.2)
125	11 June 2024	Changes to Employee Platinum Offer (4.2) and Employee Exclusive Offer (4.3). Introduction of Sapphire Employee Offer (4.4)
126	24 June 2024	Changes to Employee Platinum Offer (4.2), to Employee Exclusive Offer (4.3). and to the introduction date of the Sapphire Employee Offer (4.4)
127	25 June 2024	Introduction of Ooredoo Fun (7)
128	1 July 2024	Changes to Employee Platinum Offer (4.2) and to Employee Exclusive Offer (4.3)
129	7 August 2024	Introduction of tariff plans for QNB First customers (4.6)
130	20 August 2024	Introduction of Apple Music as an additional in bundle non-telco benefit and as a paid add on (4.1.1.3, 4.5, and 4.6). Removal of MyKi Devices Packs (4.14.2)
131	11 September 2024	Changes to Shahry+ plans and extra benefits (4.1.) Deletion of the sections related to Platinum and Exclusive employee offers which are not available anymore for subscription. Changes to Sapphire Employee Offer (4.2)
132	1 October 2024	Changes to International Calling (4.8). Cross-references updated in sections 4.1 and 4.4.
133	6 November 2024	Changes to 4.1, 4.2, 4.3, 4.4, 4.12 to revamp our portfolio of services. Removal of sections 4.7 and 4.8.3.
134	23 January 2025	Changes to 4.10 (Ooredoo Passport). Changes requested by the CRA to make the clauses clearer were made on 2 February 2025.
135	1 February 2025	Changes to 7 (Ooredoo Gamification)
136	20 March 2025	Changes to 4.10 (Ooredoo Passport)
137	25 March 2025	Changes to 4.10 (Ooredoo Passport)

Tariff Version Number	Effective Date	Tariff Modifications
138	23 April 2025	Changes to 4.4 (Roaming allowances for QNB first customers)
139	3 June 2025	Changes to 4.10 (Ooredoo Passport) and 4.11 (Roam Like Home)
140	09 July 2025	New section 4.12.2 (Apple Watch for your kids) and changes to section 5 (Disabilities and Retirees)
141	16 July 2025	Changes to 4.1.6 (Worry Free Key)
142	29 July 2025	Changes to 4.1.1.2 (Shahry+ plans)
143	31 July 2025	Change to 4.2 (Emerald Employee Offer)
144	19 August 2025	Change to 4.1.8 Life-Style and Entertainment Benefits (Extra Benefits)
145	14 September 2025	Change to 4.1, 4.3 4.4 and 5 (Grandfathering Apple Music and change to the price for Urban Point)
146	16 October 2025	Change to 4.1.1.3 (Qatarna+ plans)
147	26 October 2025	Change to 4.1.1.3 (Qatarna+ plans) and to 4.10 (Ooredoo Passport)
148	20 November 2025	New section 4.12.3 (Shahry+ for Kids)
149	1 January 2026	Changes to section 4.2
150	18 February 2026	Changes to section 5 (Disabilities and Retirees)
151	9 April 2026	New section 4.3 (Family Plans)
152	1 May 2026	Changes to section 4.11 (Roam Like Home Key)
153	3 May 2026	Changes to section 4.1 (Shahry+ and Qatarna+ plans)
154	30 Jun 2026	Changes to section 4.3 (Family Plans)
155	28 August 2026	New section 4.13 (Your Special Offer)
156	22 October 2026	Changes to sections (4.10, 4.12, and 5)