General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	C11-01
Marketing Name of the Retail Offer	Prepaid mobile services (“Hala”)
Tariff Type	Standard Permanent
Customer Group	Consumer
Tariff Effective Date	22 October2026
Tariff Version Number	196

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1 Definitions

1. Ooredoo means Ooredoo Q.P.S.C.
2. Roaming means utilizing an Ooredoo-enable mobile device to access services on the mobile network of a service provider other than Ooredoo whilst outside of Qatar.
3. Service means Public Mobile Telecommunications Services, including voice calls, messaging and other services identified herein.
4. Short Message Service (SMS) means a service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).
5. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the service.
6. Subscriber Identity Module Card (SIM Card) means an electronic card that contains the subscriber's identity information for use with a mobile handset on a mobile network.
7. Unstructured Supplementary Service Data (USSD) means a capability built into the mobile standard for support of transmitting information over the signaling channels of the mobile network
8. User means the natural person who uses the service.

2 Tariff Terms and Conditions

9. This tariff is for a permanent standard service.
10. This tariff contains charges and conditions applicable to the provision of consumer prepaid mobile services.
11. These terms and conditions are in addition to the terms and conditions specified in other tariffs and the General Terms and Conditions for Consumer Services where referenced which can be found at www.ooredoo.qa

3 Service Description

12. Prepaid Mobile Service provides users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options for predefined sets of usage credit and service validity duration.
13. The first top up on new Hala SIM has to be done within the initial line validity period of 30 days with credit top up QAR 10 and above or any other recharge which gives line validity. All other recharges such as Data Recharge, Dawli or Hala Smart card can also be made and these recharges will offer respective allowances and line validity. Customers will be sent relevant notification in this respect to be fully aware of the rules.

14. Prepayment timing: The subscriber may prepay for usage and service validity at any time, even if the subscriber's account has remaining credit.
15. Maximum duration: The maximum duration of the service validity will be as per the last higher validity top up only. Any subsequent Top Up with the lower validity will not impact the already received higher validity.
16. Grace period: If the service validity period expires, the subscriber will be entitled to a grace period of 179 days, during which time their service will be limited to incoming calls only. The remaining credit from all products/top ups and any remaining allowance will be forfeited at the start of the grace period and will not be refunded in any case. However, customers can reinstate the line by doing any Hala top up of QR 10 and above.
17. Account suspension: If the subscriber fails to top up on or before the end of the grace period, a suspension period of 1 day will immediately commence.
18. Account termination: If the subscriber fails to top up on or before the end of the suspension period, the account will be terminated, and the customer will permanently lose the assigned mobile number.

4 Hala Plans

19. The Hala SIM connection is charged at QAR 35 with a 30-day active line validity. The Hala SIM is charged at QAR 0 if purchased through eShop channel only with a 30 days active line validity.
20. To extend the Hala SIM connection and line validity an initial credit top up of QAR 10 or greater must be completed within the 30 days service validity. The new Hala SIM customers will receive incoming calls for 30 days service validity irrespective of top up done or not.
21. Completing a top up/recharge when using the Hala Service will automatically renew subscriptions to packs and/or keys discontinued earlier because of insufficient credit if the customer completes the top up within 30 days of the discontinuation of pack and/or key.
22. Customers can stop automatic renewals by sending "STOP HOLD" to 121.
23. Top up credit may be transferred to another customer (see **4.21.3**). However, credit bonuses given to the customer by Ooredoo during a top up cannot be transferred to another customer.
24. Calls made to Satellite phones like Iridium, Sky phone and Thuraya are not included in either the International Bonus Minutes or the International allowance offered on any of the products.
25. Any Hala customer recharging with Super, Flexi, or Data of QAR 65 and above from our Digital Channels will get 15 % bonus on recharge allowance (Digital Offer). Digital Channels are Ooredoo App, Ooredoo Website, Ooredoo Mobile Money App and Bank Apps.

4.1 Credit Top Ups (Hala Credit)

26. Recharging with card/e-vouchers is available with the following options:

Charge (QAR)	Validity Period (Days)
10	30
20	30
30	30
40	30
50	30
60	30
65	30
100	90
200	90

Figure 1 – Recharging with Card/e-vouchers

27. Recharging with 'Direct top-up' is available with the following options: The Hala customers can do direct Top Up via Ooredoo SSM machines or Internet Banking. Customer can chose any amount of Top up in between QR 10 and QR 500. Customer will get full credit in line of Top Up done and service line validity will be awarded as per below-mentioned slabs.

Charge (QAR)	Validity Period (Days)
10	30
11-19	30
20-29	30
30-34	30
35-39	30
40-49	30
50-59	30
60-64	30
65-99	30
100-199	90
200-499	90
500	90

Figure 2 – Direct top-up

4.2 Hala 5G Recharge

28. The Hala 5G recharge provide customers local and international minutes, local data, credit. Its validity depends on the selected recharge:

Hala 5G Recharge	Hala 5G 25	Hala 5G 60	Hala 5G 100	Hala 5G 150	Hala 5G 200	Hala 5G 250
Price	QR 25	QR 60	QR 100	QR 150	QR 200	QR 250
Credit	QR 5	QR 10	QR 20	QR 30	QR 40	QR 50
Credit Validity	30 days	30 days	30 days	30 days	30 days	30 days
Allowances						
Data	1 GB	2.5 GB	4 GB	7 GB	10 GB	16 GB
International minutes[1]	15	25	50	75	100	125
Local minutes	25	100	100	150	200	250
Allowance Validity	7 days	14 days	30 days	30 days	30 days	30 days
Out of Bundle						
Data allowance	-	-	Unlimited	Unlimited	Unlimited	Unlimited
Data speed	-	-	128Kbps	128Kbps	128Kbps	128Kbps
International calling	-	-	55 Dhs/min	55 Dhs/min	55 Dhs/min	55 Dhs/min
Local calling	-	-	25 Dhs/min	25 Dhs/min	25 Dhs/min	25 Dhs/min

Figure 3 Hala 5G Recharge

29. The Hala 5G Recharges are applicable only for Hala (B2C and B2B) customers.
30. The Hala 5G Recharge offers main balance credit, data and international and local minutes.
31. The Hala 5G Recharge can work with any 2G, 3G, 4G or 5G device.
32. Data and international and local minutes allowances are valid for 7 days and 14 days with QR25 and QR60 respectively.
33. Data and international and local minutes allowances with QR100 and above denominations are valid for 30 days.
34. The out-of-bundle rates are applicable only with denominations of QR100 and above, are valid for 30 days from the date of activation of recharge and will be applicable in case customer runs out of data and minutes before the end of the 30-day period.
35. The credit, data and minutes will be carried forward in case the customer activates another Hala 5G recharge before the expiry of existing remaining allowances.
36. The international minutes in all Hala 5G Recharges are applicable to 120 countries.
37. List of 120 applicable countries for international minutes with Hala 5G Recharge:

COUNTRY	IDD code	COUNTRY	IDD code	COUNTRY	IDD code
INDIA	91	HONG KONG	852	GUATEMALA	502
BANGLADESH	880	HUNGARY	36	HONDURAS	504
INDONESIA	62	ICELAND	354	TAJIKISTAN	992
NEPAL	977	IRAN	98	TURKMENISTAN	993
PAKISTAN	92	IRAQ	964	GUADELOUPE	1638
PHILIPPINES	63	IRELAND	353	UKRAINE	380
SRI LANKA	94	JAPAN	81	URUGUAY	598

1 Applicable for 120 countries as per the list mentioned below.

COUNTRY	IDD code	COUNTRY	IDD code	COUNTRY	IDD code
THAILAND	66	JORDAN	962	UZBEKISTAN	998
EGYPT	20	KENYA	254	VATICAN	39
SUDAN	249	SOUTH KOREA	82	VENEZUELA	58
BAHRAIN	973	KUWAIT	965	VIETNAM	84
SAUDI ARABIA	966	KYRGYZSTAN	996	YEMEN	967
TURKEY	90	LAOS	856	ZAMBIA	260
UAE	971	LEBANON	961	TAIWAN	886
UK	44	LIECHTENSTEIN	423		
USA	1	LITHUANIA	370		
CANADA	1	LUXEMBOURG	352		
ITALY	39	MACAO	853		
KAZAKHSTAN	7	MALAWI	265		
AFGHANISTAN	93	MALAYSIA	60		
ANDORRA	376	MALTA	356		
ANGOLA	244	MARTINIQUE	596		
ARGENTINA	54	MAURITIUS	230		
ARMENIA	374	MAYOTTE	262		
ARUBA	297	MEXICO	52		
AUSTRALIA	61	MONGOLIA	976		
AUSTRIA	43	MOZAMBIQUE	258		
BELGIUM	32	NAMIBIA	264		
BHUTAN	975	NETHERLANDS	31		
BOLIVIA	591	NETHERL. ANTILLES	599		
BOTSWANA	267	NEW CALEDONIA	687		
BRAZIL	55	NEW ZEALAND	64		
BRUNEI Darussalam	673	NIGERIA	234		
BULGARIA	359	NORWAY	47		
CAMBODIA	855	OMAN	968		
CHINA	86	PALESTINE	970		
COLOMBIA	57	PANAMA	507		
COSTA RICA	506	PARAGUAY	595		
CYPRUS	357	PERU	51		
CZECH REPUBLIC	420	POLAND	48		
DENMARK	45	PORTUGAL	351		
ECUADOR	593	ROMANIA	40		
EL SALVADOR	503	RUSSIA	7		
ESTONIA	372	SAN MARINO	378		
FAROE ISLANDS	298	SINGAPORE	65		
FINLAND	358	SLOVAKIA	421		
FRANCE	33	SLOVENIA	386		
FRENCH GUIANA	594	SOUTH AFRICA	27		
GEORGIA	995	SPAIN	34		
GERMANY	49	SURINAME	597		
GHANA	233	SWAZILAND	268		
GIBRALTAR	350	SWEDEN	46		
GREECE	30	SWITZERLAND	41		

Figure 4 Hala 5G Recharge – List of international countries

4.3 Hala Super Recharge

38. Hala Super Recharges provide customers with the allowances below, which validity depends on the selected recharge:

Hala Super Recharge	Super 100	Super 200	Super 500
Price (QAR)	100	200	500
Local Data (GB)	16	32	Unlimited[2]
Local Data with the Digital Offer[3] (GB)	18.4	38.8	Unlimited[4]
Local Minutes	400	1,000	40,000
Local Minutes with the Digital Offer	460	1,150	46,000
International Minutes	20 + Country Bonus Minutes	20 + Country Bonus Minutes	20 + Country Bonus Minutes
Allowance Validity (days)	28	28	28
Endless data feature[5]	256 Kbps	1 Mbps	1 Mbps[3]

Figure 5 Hala Super Recharge

39. International Minutes are only valid for Bahrain, Bangladesh, Egypt, India, Indonesia, Nepal, Pakistan, Philippines (Globe), Saudi Arabia, Sri Lanka (Dialog), Sudan, Thailand, Turkey and U.A.E.
40. Country Bonus International Minutes are as follows:

Hala Super Recharge	India	Nepal	Bangladesh	Pakistan	Philippines (Globe)	Indonesia	Sri Lanka (Dialog)
Super 100, 200& 500	75	25	250	25	250	30	25

Figure 6 Hala Super Recharge

41. The International Minutes & Country Bonus Minutes with Super Recharge will be provisioned automatically upon recharge activation.
42. The standard Pay As You Go rates will be applicable for voice and data services post consumption of standard allowance in Hala Super Recharge, wherever applicable.
43. The local minutes allowance is not applicable for satellite calls, special numbers, Premium Service SMS, short-codes and hotline numbers.
44. The local minutes and data allowances are non-transferable.
45. The validity of allowance is time-stamped and will start from the date and time of recharge.
46. Any Unused allowance on above Super Recharge i.e Local minutes , Local data , International Minute & International Bonus Minute will be carried over to the validity of next recharge , if the

2 Customers opting for Super 500 will get 300GB at full speed and thereafter Endless Internet at a speed of 1Mbps.

3 The Digital Offer grants 15% bonus on local data and minutes allowance. The bonus is consumed first and it is only available when the recharge is done through Ooredoo App, Ooredoo Money App and Ooredoo Website.

4 Customers opting for Super 500 with the Digital Offer will get 345 GB at full speed and thereafter Endless Internet at a speed of 1Mbps.

5 Endless Data feature provides customer with unlimited data usage at reduced speed for national mobile data service. It will be automatically activated once local data allowance provided against given Super Recharge amount is utilized by customer.

existing recharge is renewed with another Super Recharge of QR 40 & more before the expiry of the existing Super recharge .

47. Any remaining allowance in a customer's account will be forfeited at the time of expiry of Hala Super Recharge in case of non-renewal before expiry.

48. Ooredoo reserves the right to forfeit/cancel Hala Super Recharge in case any customer is using the same for commercial purpose or reselling.

4.4 New Hala Super Recharge

49. New Hala Super Recharge are available to customers in the denominations included in the table below:

New Hala Super Recharge Denomination	Super 15	Super 40	Super 50	Super 65	Super 75	Super 125	Super 250
Price (QAR)	15	40	50	65	75	125	250
Local Data (GB)	1.5	4	5	8	10	19	30
Local Data with the Digital Offer[6] (GB)	-NA-	-NA-	- NA-	9.2	11.5	21.8	4.5 GB
Endless Local Data	not included	not included	not included	256 Kbps	256 Kbps	256 Kbps	not included
Local Minutes	60	150	200	240	300	500	1,000
Local Minutes with the Digital Offer	-NA-	-NA-	-NA-	276	345	575	150
International Minutes	none	10 Minutes	10 + Country Bonus Minutes	20 + Country Bonus Minutes	20 + Country Bonus Minutes	20 + Country Bonus Minutes	60 minutes
International Minutes with the Digital Offer	none	none	None	23 + Country Bonus Minutes	23+ Country Bonus Minutes	23 + Country Bonus Minutes	9 Minutes
Roaming data (GB)	none	none	None	none	none	none	1
Roaming Data with the digital Offer	-NA-	-NA-	-NA-	-NA-	-NA-	-NA-	150 MB
Allowance Validity (days)	7 ~~10~~	28	28	28	28	28	180
Passes (number) (ref. section 4.5)	-	-	1	2	3	3	3

Figure 7 New Hala Super Recharge

50. International Minutes are only valid for Bahrain, Bangladesh, Egypt, India, Indonesia, Nepal, Pakistan, Philippines (Globe), Saudi Arabia, Sri Lanka (Dialog), Sudan, Thailand, Turkey and U.A.E.

51. Country Bonus International Minutes as follows:

6 The Digital Offer grants 15% bonus on local data, local minutes, and international minutes allowance. The bonus is consumed first and it is only available when the recharge is done through Ooredoo App, Ooredoo Money App and Ooredoo Website.

New Super Recharge	India	Nepal	Bangladesh	Pakistan	Philippines (Globe)	Indonesia	Sri Lanka (Dialog)
Super 50	45	10	25	10	25	16	-
Super 65 and above	75	25	250	25	250	30	25

Figure 8 New Hala Super Recharge – Country bonus international minutes

52. The International Minutes & Country Bonus Minutes with Super Recharge will be provisioned automatically upon recharge activation.
53. The standard Pay As You Go rates will be applicable for voice and data services post consumption of standard allowance included in the New Hala Super Recharges, wherever applicable.
54. Roaming data is available for use while roaming in passport countries
55. List of the passport countries and operators is available at https://www.ooredoo.qa/roaming/
56. Any unused allowance on Super Recharge QR 40 & more i.e. Local minutes, Local data, International Minute & International Bonus Minute will be carried over to the validity of next recharge, if the existing recharge is renewed with another Super Recharge of QR 40 & more before the expiry of the existing Super recharge. Carry over is applicable on Like-to-Like allowance .
57. Any remaining allowance in a customer's account will be forfeited at the time of expiry of Hala Super Recharge in case of non-renewal before expiry
58. Ooredoo reserves the right to forfeit/cancel Hala Super Recharge in case any customer is using the same for commercial purpose or reselling.

4.5 Passes on New Hala Super Recharge

59. Customers who recharge with Super 50 & above will be eligible to claim Free Passes .
60. Customers can choose from the three available Passes listed below :

Pass	Details
Night Local Data Pass	4 GB Night Local Data available for use between 10 PM - 5 AM
Social Local Data Pass	2 GB Social Local Data available to be used on TikTok, Facebook , Instagram & Snapchat
Local Minute Pass	200 Local Minutes

Figure 9 Available Passes

61. Customers who recharge Super 50 will be eligible for 1 of the 3 available passes.
62. Customers who recharge Super 65 will be eligible for 2 of the 3 available passes.
63. Customers who recharge Super 75 and above will be eligible for all 3 passes.
64. Customers will have to claim the Pass after recharging with an eligible Super Recharge.
65. Customers can claim their Pass(es) for free from Ooredoo App or by dialing *100*13# on USSD .
66. Pass(es) can be claimed anytime during the validity of the eligible recharge.
67. Validity of the Pass(es) will be same as Validity of Super Recharge. For example, if Super Recharge expires on 31 January 2026, the applicable pass will also expire on 31 January 2026, even if the customer claimed the Pass on 25 January 2026.

68. Pass(es) benefits cannot be carried forward and will expire on the day of expiry of the Original Recharge.

4.6 Flexi Cards

69. Customers can top up with Flexi Card and/or subscribe to Flexi Pack to gain Flexi Points. The Flexi Point can be used for national voice calling/SMS, International voice calling/SMS, local data services and voice calling/SMS and data while roaming.

70. The Cards are available on the following denomination:

Flexi Denomination Cards (QAR)	**10**	**20**	**40**	**50**	**65**	**75**	**100**	**150**	**200**
Allocated Flexi Points	70	150	350	450	650	750	1,100	2,200	3,300
Bonus Flexi Point	-NA-	-NA-	-NA-	-NA-	98	113	165	330	495
Validity of allocated and bonus Flexi Point (days)	3	7	14	28	28	28	28	28	28
Auto-renewal	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Local Tariff on Flexi Recharge								
Local Minutes (point per 1 minute)	1	1	1	1	1	1	1	1	1
Local SMS (point per 1 SMS)	1	1	1	1	1	1	1	1	1
International Minutes		Ref. to our website (https://www.ooredoo.qa/web/en/prepaid-plans/recharge/#&flexi)							
International SMS (point per 1 SMS)	1	1	1	1	1	1	1	1	1
	Roaming Tariff on Flexi Recharge								
Outgoing & Incoming Calls	10 Flexi Points = 1 Minute								
Outgoing SMS	10 Flexi Points = 1 SMS								
Roaming Data	1 Flexi Points = 5 MB								

Figure 10 Hala - Flexi Cards

71. Terms and Conditions:

71.1 Flexi Points cannot be used for Premium Service SMS, any Short Codes and any hotline numbers. Flexi Points are not applicable for any kind of satellite calls.

71.2 Flexi Points are non-transferable.

71.3 Points will be consumed automatically as and when customer uses any of the allowed service type. However, customers can block / assign points for specific service types – including roaming - within Flexi point remaining balance on Ooredoo App.

71.4 The validity of Flexi Points will not be accumulated in case multiple cards are activated, and validity will be extended by days equal to validity of the new card activated.

71.5 Customers can activate multiple Flexi Cards and carry forward of points is allowed in case subsequent card is activated before the expiry of currently active card.

71.6 Flexi Points will be used first for local and international calls/SMS and local data services in case the customer has subscribed to any other pack or key which offers the same allowances with any validity.

71.7 Ooredoo reserves the right to forfeit/cancel Flexi Points in case any customer is using the same for commercial purposes or reselling.

4.7 Hala Welcome Pack

72. Mobile calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.

73. Charging:

73.1 The cost of the SIM card is QAR 35 and the initial credit on the SIM is zero.

73.2 All Standard out of bundle charges is reflected on section 4.22 unless the customer is subscribing to any optional subscription packs or Hala Smart Packs.

74. Conditions:

74.1 This SIM will be available to all new Hala customers, customers porting to Ooredoo, customers migrating from Ooredoo Postpaid to Ooredoo Prepaid and Hala SIM replacement.

74.2 The customer will have to recharge through any of the Ooredoo top-up channels for any other mobile service.

4.8 Hala Smart Packs

75. The Hala Smart Packs is a weekly subscription enables any Ooredoo prepaid subscriber get a pack of minutes, and/or data depends on the packs.

76. Conditions:

76.1 To activate Hala Smart Packs, SMS the relevant code below for the weekly pack.

76.2 To terminate Hala Smart Packs, SMS the activation code “STOP WP” to 121. The allowance and out of bundle rate is applicable after local allowance.

76.3 To check balance: SMS “Balance WP” to 121.

76.4 Standard Hala out of Bundle rates will apply.

77. The Hala Smart Packs are offered in the following defined packages:

Description	Smart 10	Smart 15	Smart 60
Local minutes	100	175	Unlimited
Data (MB)	100	100	250
Local OOB On-net call rate (QAR/min)	0.20	0.20	N / A
Local OOB Off-net call rate (QAR/min)	0.20	0.20	N / A

Description	Smart 10	Smart 15	Smart 60
OOB Local Data access rates	10 Dhs/MB for the first 100 MB and thereafter 15 Dhs/MB	10 Dhs/MB for the first 100 MB and thereafter 15 Dhs/MB	10 Dhs/MB for the first 100 MB and thereafter 15 Dhs/MB
International call rate to 121 countries (QAR/min)	0.55	0.55	0.55
Weekly fees (QAR)	10	15	60

Figure 11 Hala Smart Packs

78. Local SMS out of bundle rate is QAR 0.30 per SMS.

4.9 Hala Voice Recharges

79. This service feature allows users to make local calls to fixed and mobiles numbers, to send SMS, and to browse the Internet from their mobile device.

4.9.1 Conditions

80. Customers required entering the digit code on the Hala Voice Recharges via SMS or USSD to add local minutes and local data.

81. Hala Voice Recharges can be purchased via Ooredoo retail, Ooredoo authorized dealers, and Ooredoo App.

4.9.2 Plans and charges

82. Hala Voice Recharges are offered in the following defined plans:

	Local Minutes (min.)	Bonus Local Minutes[7]	Local Data (MB)	Charge (QAR)	Validity
Hala Voice Recharge 10	100	-NA-	100	10	3 days
Hala Voice Recharge 15	150	-NA-	100	15	10 days
Hala Voice Recharge 40	500	-NA-	100	40	28 days
Hala Voice Recharge 50	700	-NA-	100	50	28 days
Hala Voice Recharge 65	1,200	180	100	65	28 days
Hala Voice Recharge 75	1,500	225	100	75	28 days

Figure 12 Hala Voice Recharges

4.10 Hala Data Recharges

83. This service feature allows users to browse the Internet on their mobile device.

4.10.1 Conditions

84. Customers are required to enter the digit code on their Scratch Card Voucher via SMS or USSD to add Mobile Local Data.

7 The Digital Offer grants bonus for local minutes. The bonus is consumed first and it is only available when the recharge is done through Ooredoo App, Ooredoo Money App and Ooredoo Website.

85. Scratch Cards are available for purchase at Ooredoo retail shops, mass markets and Ooredoo App.
86. Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Local Data Pack.
87. Customers will resume their Mobile Local Data Pack or move to the standard Pay As You Surf rate when the data allowance or validity is completed.

4.10.2 Plans and charges

88. Mobile Local Data Recharge are offered in the following defined packages:

Denomination (QR)	10	20	25	40	50	65	75	80	100	150	200
Allowance (GB)	4	2	12	6	8	11	14	12	20	25	35
Allowance with the Digital Offer[8] (GB)	NA-	-NA-	-NA-	-NA-	-NA-	12.65	16.1	13.8	23	28.75	40.25
Validity (days)	2	7	3	14	28	28	28	28	28	28	28

Figure 13 Hala Mobile Local Data Recharge Cards

4.11 Your Special Offer

89. "Your Special Offer" refers to special personalized offers available on channels such as Ooredoo App, Retailer eTop (Direct top up), Ooredoo Money, USSD, SMS, etc. which Customers can avail via claim/recharge.
90. Ooredoo Prepaid customers will have one or more "Your Special Offer" that can be claimed or recharged
91. The price, benefits and validity of "Your Special Offer" are personalized according to customers' needs & usage behaviors.
92. Customers will get standard recharge offers that may include benefits such as local data, social media data, night data (10 pm to 5 am), endless internet (speed as defined in product), local minutes and international minutes, Roaming data & Minutes etc. or any other non-telecommunications services as well.
93. "Your Special Offer" works like any other standard Prepaid Recharge.
94. Customers who opt in for the "Your Special Offer" will receive an SMS notification confirming the details of the accepted offer.

4.12 Hala Unlimited Local Data Recharge

95. Hala customers can subscribe to the following recharge:

	Unlimited Local Data 125	Unlimited Local Data 250
Price (QAR)	125	250

8 The Digital Offer grants bonus for local data. The bonus is consumed first and it is only available when the recharge is done through Ooredoo App, Ooredoo Money App and Ooredoo Website.

	Unlimited Local Data 125	Unlimited Local Data 250
Local Data Allowance at Full Speed (GB)	100	150
Additional Local Data Allowance at Full Speed in case of digital recharges[9] (GB)	15	22.5
Throttled Speed after the total Local Data Allowance above has been consumed	Up to a speed of 1 Mbps (unlimited local data)	Up to a speed of 512 Kbps (unlimited local data)
Allowance Validity (days)	7	30

Figure 14 Hala Unlimited Local Data Recharge

96. Any remaining data allowance will not be carried forward irrespective of recharge done before the expiry of current one.

4.13 Hala daily TikTok pack

97. Hala customers can subscribe to the following pack:

	Hala daily TikTok pack
Price (QAR)	5
Full Speed TikTok Data (GB)	5
Endless TikTok Data (kbps)	@ 128
Validity (days)	1

Figure 15 Hala daily TikTok pack

98. Any remaining data allowance will not be carried forward irrespective of recharge done before the expiry of current one.

4.14 Hala Mini Data Packs

99. Hala customers with active line can subscribe to the following add-on packs:

Price	Allowance for Local Data	Validity
1 QAR	1 GB	1 hour
3 QAR	3 GB	3 hours
5 QAR	5 GB	5 hours

Figure 16 Hala Mini Data Packs

100. The price amount will be deducted from the Hala Customers' main credit balance.
101. The validity of the allowance starts from the time of subscription.
102. In case of multiple subscriptions each allowance will have its own validity.
103. This is not a recurring subscription, Hala Customers will have to subscribe to a pack every time they want to use it.
104. Unused local data will be forfeited at the time of expiry and cannot be carried over.

9 The Digital Offer grants bonus for local data. The bonus is consumed first and it is only available when the recharge is done through Ooredoo App, Ooredoo Money App and Ooredoo Website.

4.15 Super Booster Packs

105. Active Hala customers who make Super recharge of 40 QAR or above are eligible to purchase any of the following add-on packs.

Booster Type	Price (QAR)	Allowance	Validity (Days)
Regular Data	5	2 GB	3
Night Data	5	4 GB	3
Social Data	5	2 GB	3
Local Voice	5	150 Minutes	3
IDD voice	5	IDD Main (Minutes): Egypt, India, Philippines, Sri Lanka, Thailand, Pakistan, KSA, UAE, Bangladesh, Bahrain, Turkey, Indonesia, Nepal, Sudan — 5 Country Bonus (Minutes): India 15; Bangladesh 10; Philippines 10; Pakistan 10; Indonesia 5	3

Figure 17 Super Booster Packs

106. Eligible customers may purchase one or more packs, each of which will expire according to its original validity period.
107. Unused allownce will be forfeited at the time of expiry and cannot be carried over.
108. Super Booster Packs are available for local data or local voice usage only (inside the State of Qatar).
109. Night Data Pack is available for local data consumption from 10:00 PM until 5:00 AM.
110. Social Data Pack is available for local data consumption only on Facebook, TikTok, Instagram and Snapchat.
111. Super booster IDD voice pack allowance grants the sum of IDD Main minutes plus specific Country bonuses as shown in Figure 17.
112. This is not a recurring subscription, so eligible Customers must subscribe to a pack each time they want to use it.

4.16 Urban Point subscription with Hala recharges

113. Customers who recharge Hala Super, Hala Data, Flexi, or Hala Voice with QAR 65 or more are eligible to receive a free Urban Point subscription, valid for 30 days.
114. To claim the free Urban Point subscription, customers must use the Ooredoo App and ensure that the claim is made during the validity period of the qualifying recharge.
115. If multiple recharges are completed, the Urban Point subscription validity will not be cumulative; the subscription will remain valid for 30 days from the date of the most recent claim.

4.17 International packs

4.17.1 India Key

116. A customer may opt-in via SMS for a subscription charge of QAR 1.00 per week and be eligible to call India for a permanent rate of QAR 0.18 per minute (18Dhs per minute). The India Key is auto renewable.

117. A customer may opt-in via SMS for a subscription charge of QAR 19 that gives customers 35 minutes of calling to the following countries listed below. The validity of the IDD pack is 30 days or once the QAR 19 has been utilized completely by the customer, they may opt-in to another pack immediately afterwards.

Country
Bahrain
Bangladesh
Egypt
India
Indonesia
Nepal
Pakistan
Philippines
Saudi
Arabia
Sri Lanka
Sudan
Syria
Thailand
Turkey
UAE
UK
USA

Figure 18 List of Applicable countries

4.17.2 International Saver Key

118. A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible for:

118.1 National voice calls for QAR 0.25 per minute to any mobile or landline;

118.2 National SMS for QAR 0.30 per message to any network; and

118.3 International voice call to the following countries for QAR 0.65/minute and SMS for 0.45/SMS message. Nepal Telecom has a special rate of QAR 0.20/minute.

Afghanistan, Andorra, Angola, Argentina, Armenia, Aruba, Australia, Austria, Bahrain, Bangladesh, Belgium, Bhutan, Bolivia, Botswana, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, China, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, El Salvador, Estonia, Faroe Islands, Finland, France, French Guiana, Georgia, Germany, Ghana, Gibraltar, Greece, Guadeloupe, Guatemala, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Italy, Japan, Jordan, Kazakhstan, Kenya, Korea South, Kuwait, Kyrgyzstan, Laos, Lebanon, Liechtenstein, Lithuania, Luxembourg, Macao China, Malawi, Malaysia, Malta, Martinique (French Antilles), Mauritius, Mayotte, Mexico, Mongolia, Mozambique, Namibia, Nepal (NCell), Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nigeria, Norway, Oman, Pakistan, Palestine, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Romania, Russia, San Marino, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sudan, Suriname, Swaziland, Sweden, Switzerland, Taiwan China, Tajikistan, Thailand, Turkey, Turkmenistan,

Ukraine, United Arab Emirates, United Kingdom, United States of America, Uruguay, Uzbekistan, Vatican, Venezuela, Vietnam, Yemen, and Zambia.

Figure 19 International Saver Key – List of countries

119. The International Saver Key is auto renewable.

4.17.3 Bangladesh Key

120. A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call and SMS to Bangladesh for QAR 0.25/minute and QAR 0.20/message. The Bangladesh Key is auto renewable.

4.17.4 Egypt Key

121. A customer may opt-in via SMS for a subscription charge of QAR 2 per week and be eligible to call to Egypt for QAR 0.45/minute. In addition, subscribers can make local calls within Qatar for QAR 0.20/minute to any number. The Egypt Key is auto renewable.

4.17.5 Philippines Pack (Monthly)

122. A customer may opt-in for subscription charge of QAR 50 per month and be eligible to call "Globe" Philippines number for 850 minutes. Standard international calling charges will apply when calling other operators.

4.17.6 Philippines Pack (Weekly)

123. A customer may opt-in for subscription charge of QAR 15 per week and be eligible to call "Globe" Philippines number for 250 minutes. Standard international calling charges will apply when calling other operators. In addition, subscribers will receive 250 MB local data valid for the day of activation only.

4.17.7 Pakistan Key

124. A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call all Pakistan Networks for QAR 0.20 per minute.

4.17.8 Pakistan Telenor Pack

125. A customer may opt-in for subscription charge of QAR 10 per week and be eligible to call Pakistan Telenor network numbers for 100 minutes. In addition, subscribers will receive 150 MB local data valid on the day of activation.

126. The out of bundle charges when subscribing to Nepal Telecom Packs is QAR 0.18 per minutes to call Nepal Telecom numbers in Nepal up to the validity of the packs.

4.17.9 India Packs

127. A customer may opt-in for these packs and be eligible to call to India with a validity which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected Pack. The following are the packs available for the customers:

Price QAR	India Minutes	Bonus Data (MB)	Bonus Local Minutes	Pack Validity (Days)	Bonus Validity (Days)
10	100	100	10	30	7
30	325	250	25	30	7
45	525	500	40	30	10
60	725	750	50	30	10
100	1250	1500	70	30	15
200	2800	10000	200	30	30

Figure 20 India Packs

128. The out of bundle charges when subscribing to India Packs is QAR 0.10 per minutes to call to India up to the validity of the packs.

4.17.10 India Super Key

129. A customer may opt-in for subscription charge of QAR 2 per week and be eligible to call to India for QAR 0.11 per minute and QAR 0.25 per minutes for local calls. The Hala India Super Key is auto renewable.

4.17.11 Bangladesh Packs

130. A customer may opt-in for these packs and be eligible to call to Bangladesh with a validity which depends on the selected pack. Subscribers will also get bonus local minutes and bonus local data according to the selected Pack. The follow are the packs available for the customers:

Price QAR	Bangladesh Minutes	Bonus Data (MB)	Bonus Local Minutes	Pack Validity (Days)	Bonus Validity (Days)
10	60	100	10	30	7
30	200	250	25	30	7
45	325	500	40	30	10
60	450	750	50	30	10
100	850	2000	70	30	15
200	1750	10000	250	30	30

Figure 21 Bangladesh Packs

131. The out of bundle charges when subscribing to Bangladesh Packs is QAR 0.15 per minutes to call to Bangladesh up to the validity of the packs.

4.17.12 New International Recharges

132. The new International Recharges available to our Hala Customers are detailed in the figure below.

Pack	Price (QAR)	International Minutes	Validity	Countries eligible for calling
India	QR 10	120	7 days	India

Bangladesh		70		Bangladesh
Pakistan		30		Pakistan
Philippines		70		Philippines
Nepal		10		Nepal
GCC		20		Bahrain | Kuwait | Oman | Saudi Arabia | UAE
Africa		10		Sudan | Ethiopia | Kenya | Ghana | Egypt | Nigeria | Eritrea

Figure 22 New International Recharges

133. Terms and conditions:

133.1 New IDD Packs are available to all Hala B2C customers,

133.2 International minutes for the specified countries will be credited automatically following each recharge.

133.3 Customers can also activate the new packs by dialling *100*16#,

133.4 Unused international minutes cannot be carried forward on this recharge,

133.5 If customers make multiple recharges, any unused minutes from each recharge will expire according to that recharge's expiry schedule.

4.17.13 Hala Visitor SIM for visitors to Qatar

134. Hala Visitor SIM is available to people visiting Qatar.

135. Customers can select one of the following plans

	Visitor SIM – Basic[10]	Visitor SIM – Go	Visitor SIM – Plus	Visitor SIM - Pro
Price (QAR)	35	75	100	150
Local Data (GB)	0.3	6	10	25
National Calling (Minutes)	10	25	100	400
International Calling (Minutes)	-	-	25	75
Validity (days)	3	7	14	30

Figure 23 Hala Visitor SIM

136. Customers purchasing our Hala Visitor SIM will get full access to the app Urban Point, to enjoy the service without additional charges for thirty (30) days. More specifically:

136.1 The customers will get the Urban Point subscription valid for thirty (30) days from the date of the SIM purchase,

136.2 After the activation of the SIM, the customers will receive an SMS with the password and the link to download the Urban Point App,

[10] This plan is only sold through our offshore sale channels. The other Visitor plans are sold on-line and trough our standard retail channels in Qatar

136.3 After downloading the Urban Point App, the customers must click on the option "I already have an account". Afterwards, the customers must login into the Urban Point App, using their Ooredoo Visitor SIM mobile number and the password (received via SMS) and their Urban Point subscription will be activated.

137. The international minutes are valid for the countries listed in section 4.26.

138. The standard out of bundle charges are included in the sections 4.22.1, 4.26 and 4.24.1. These out of bundle charges are applicable unless the customer is subscribing to any optional subscription packs or Hala Smart Packs.

139. The customers will have to recharge their SIM through any of the Ooredoo top-up channels as for any other mobile service.

4.17.14 Three Favourite Numbers

140. Three Favorite Numbers provides a subscriber with a 25% discount on calls made to a maximum of three preselected international numbers of their choice.

141. Three Favorite Numbers service is charged as a monthly fee.

Fee	Charge (QAR)
Set-Up fee (one-off fee)	10
Monthly fee per user	10
Number change (up to three numbers per month)	5

Figure 24 Three Favorite Numbers

4.17.15 Service Bundles - Optional Subscription Packs

142. Optional Subscription Packs enable any Ooredoo prepaid mobile Subscriber to pre-pay for a bundle of call or messaging units.

143. Conditions:

143.1 Optional Subscription Packs are valid for a defined period of time after which the units expire.

143.2 Optional Subscription Packs cannot be transferred to another user.

143.3 When Optional Subscription Pack minutes and/or messages are consumed, all of a Subscriber's subsequent international call minutes or messages are charged at Ooredoo's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.

143.4 Optional Subscription Pack units are not valid for calls or messages made while roaming outside Qatar or for premium-rated numbers.

143.5 Local Calls units can be used to call any local fixed or mobile network within Qatar.

143.6 International Call units can be used to call any international fixed or mobile network. International Call units cannot be used to call satellite or other special destinations listed in section 4.26.

143.7 Local SMS units can be used to message any local mobile network within Qatar.

143.8 International SMS units can be used to message any international mobile or fixed network. International SMS units cannot be used to satellite, or other special destinations listed in section 4.26.

143.9 Optional Subscription Packs that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed, and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been un-subscribed.

143.10 Subscribers of Optional Subscription Packs that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.

144. Optional Subscription Packs are offered in the following defined packages:

Optional Subscription Pack	Charge (QAR)	Validity (Days)	Units (Call minutes or SMS)	Re-subscription Service
International SMS Weekly 10	10	7	20	No
International SMS Monthly 30	30	30	65	No

Figure 25 Service Bundles - Optional Subscription Packs

4.18 Carry over feature

145. The Carry Over feature is designed to enhance customer value and satisfaction by allowing prepaid users to retain unused allowances from their current recharge.

146. Carry Over enables prepaid customers to carry forward any unused allowances — including local data, local minutes, international minutes, and roaming data — from their current recharge to the validity period of their next recharge. To benefit from this feature, customers must recharge before the expiry of their existing recharge.

147. This feature is available across Hala Credit, Super, Flexi, Voice & Data Recharges, offering seamless continuity and improved flexibility in managing telecom usage.

148. The feature covers all allowances within eligible recharges, i.e., local minutes, international minutes, local data, and roaming data.

149. Carry Over is valid only if the next recharge is done before the expiry of the current recharge.

150. The feature applies within the same recharge category, regardless of denomination.

151. Carry Over is not applicable on Super 15 recharge, on passes, on promotional bonuses (e.g., digital recharge offers), below the line recharges, and associated benefits.

152. Any unused allowance will be forfeited if the customer does not recharge before the expiry of the current recharge.

4.19 Smartphone Plan

153. An optional feature that allows customers to get up to 3 months of FREE data upon purchasing of a selected Smartphone.

154. Conditions:

154.1 Customers can benefit from FREE data of up to 36GB.

154.2 This optional feature is limited to selected devices and is a subject to the availability of these devices.

154.3 Data will be first consumed from FREE data allowance. Once FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within Hala Daily / Weekly Packs or will be charged standard Pay as You Surf rate.

154.4 Customers will be notified via SMS when the FREE data is used up or validity period expired.

154.5 Selected Smartphones are available on Ooredoo Retail Shops, Ooredoo eShop and Ooredoo's Partners.

154.6 Prices varies on the selected Smartphones.

4.20 Device Offer

155. An optional feature that allows customers to get FREE minutes and/or data upon purchasing of a selected device.

156. Conditions:

156.1 This optional feature is limited to selected devices and is a subject to the availability of these devices.

156.2 Customers will be notified via SMS when the FREE minutes and/or data is used up or validity period expires.

156.3 Selected devices are available on Ooredoo Retail Shops, Ooredoo eShop and Third party stores.

156.4 Prices varies on the selected Smartphones.

4.21 Other Services

4.21.1 Call-Me-Back

157. The Call-Me-Back Service allows mobile prepaid Subscribers to 'request' another SMS-enabled Ooredoo Subscriber to call the request party back when their prepaid credit level is too low to support the cost of the call.

158. The Call-Me-Back service has a limitation of 3 such requests per user per day.

159. Call-Me-Back service is free of charge.

4.21.2 Collect Call

160. The 'Collect Call' service allows prepaid mobile Subscribers to 'request' another Ooredoo prepaid or postpaid mobile Subscriber to receive and pay for a call from the requesting party.

161. This service is free of charge in respect of 'Connection', 'Monthly Fee' and 'Call Set-Up Fee', and charged to the receiving party at the standard prevailing peak charge rate for national prepaid mobile-to-mobile calls on Ooredoo's network.

4.21.3 Credit Transfer

162. A subscriber may transfer some or all of their existing airtime credit to another prepaid subscriber.

163. Conditions:

163.1 Minimum amount that may be transferred per transaction: QAR 10.

163.2 Maximum amount that may be transferred per transaction: QAR 1,000.

163.3 Service validity may not be transferred.

163.4 Extra credit on main balance from Ooredoo Money top up cannot be transferred.

164. Each transfer is charged at QAR 1.

4.21.4 Prepaid to postpaid conversion

165. A Subscriber may convert his or her prepaid mobile calling account to a postpaid account.

166. There is no charge for this service.

4.21.5 Easy-to-Remember Numbers

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

168. The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of 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

Number Category	Typical format example					
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

Figure 26 ETR numbers – format example

169. 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.

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

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

Figure 27 ETR numbers – charges

4.21.6 Other Services and Rates

Service	One-Off Charges (QAR)
SIM replacement [11]	15
Transfer of ownership	50
Transfer of ownership for Easy to Remember Numbers[12]	200
Number Change (Standard number only, Easy to Remember Number excluded)	50

Figure 28 Other services and rates

4.21.7 Fast Credit

170.1 The ability for customers to borrow Hala Credit from Ooredoo. Ooredoo will send SMS asking if the customer would like to use Fast Credit offers. Fast Credit gives the customers amount up to QAR 100 to their account.

171. Conditions:

171.1 Main balance needs to be below QAR 1 or QAR 3.

171.2 Fast Credit will be valid for 7 days.

171.3 Customers need to reply "yes" to the received message to subscribe to Fast Credit.

171.4 Fast Credit cannot be used for credit transfer.

171.5 The fast credit amount depends on the customer's usage behavior.

172. Charging:

172.1 The service fee charged for Fast Credit will also depend on the loan advanced and will vary between QAR 1 to QAR 20.

172.2 An amount equivalent to loan advanced plus applicable service fee will be automatically deducted upon the next recharge from the subscriber.

4.21.8 Updating Ownership Offer

173. Customers who update their ownership documents (QID) in Ooredoo's system and then registers to Ooredoo Mobile Money will get 500MB free data for 10 days validity.

174. Customers need to register for Full Ooredoo Mobile Money Wallet within 7 days of the takeover or transfer of ownership. Mobile Money Terms and Conditions Applies.

175. The transfer of ownership is free of charge.

4.21.9 Apple Watch Wireless Plan

176. Supported Apple Watch models (cellular) can be paired with a mobile number and a mobile tariff plan. Customers who activate and pair Apple Watch with their tariff mobile device and Ooredoo plan can make and receive local calls, send and receive local SMS, make and receive international

11 The SIM replacement will be free of charges if the replacement is from a physical SIM with an eSIM.

12 Clause 169 is applicable.

call and use local data directly using Apple Watch without the need of paired mobile device proximity.

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

178. Charges:

178.1 One Time activation fee: QAR 50

178.2 Recurring monthly rental fee: QAR 30

178.3 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.

4.22 Standard Terms for Mobile Services

4.22.1 Local Calls

179. Local calling allows a User to call local fixed and mobile telephone numbers from his mobile handset.

180. Local calling is charged on a per-minute basis:

Service	Charges (QAR/min)
Voice Calls to Ooredoo mobiles or landlines	0.75
Voice Calls to other mobiles or landlines	0.75
Video calls to Ooredoo mobiles	0.55
Video calls to other mobiles	0.55
Voicemail (all Qatar Networks)	0.75
Postpaid Audiotext (9001xxx, 9002xxx)	1 – 100
Three Digit Short Code voice calls	1 – 100

Figure 29 Hala Services – charges for local calling

4.23 Messaging

4.23.1 Short Message Service (SMS)

181. A service feature that allows the subscriber to send a text message to another handset (also referred to as text messaging).

182. SMS messages are charged on a per message basis

Service	Charges (QAR)/ message
SMS messages (peak/off-peak)	0.39
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 – 100
SMS to the number 151 for Mobile Number Portability	0
SMS to 'In flight' mobiles (via Access code 88299)	5.00

Figure 30 Hala Services – Charges for SMS

4.23.2 Hala International SMS Key for Philippines

183. A customer may opt-in via SMS for a subscription charge of QAR 1 per week and be eligible to SMS to Philippines for QAR 0.12 per SMS. For opt-in, customer can send SMS contain "SPHI" to 121 for service activation. If the customer is no longer needed the service, he may opt-out by sending "STOP SPHI" to 121.

4.23.3 Voice SMS

184. Voice SMS allows an Ooredoo mobile subscriber 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.

185. Conditions:

185.1 Voice SMS messages may be sent or retrieved by roaming Ooredoo mobile subscribers.

185.2 Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient.

185.3 For sending or retrieving a voice SMS from/to an Ooredoo mobile outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

186. Voice SMS messages are charged as per the following table. There is no charge to listen to messages for the first time, but replayed messages are charged as follows:

Service		Charges (QAR)/ message
Voice SMS	to send:	0.55
	message replay:	0.20

Figure 31 Hala Services – Charges for Voice SMS

4.24 Data Services

4.24.1 Mobile Internet

187. A service feature that allows Users to browse the Internet and WAP sites over their mobile handset.

188. PAYG Mobile Internet charges is 20 Dhs/MB.

4.24.2 Mobile Internet Packs

189. Optional Mobile internet Packs (MIP) enable any Ooredoo prepaid mobile Subscriber to pre-pay for an amount of Mobile internet Megabytes (units).

190. Conditions:

191. MIP are valid for a defined period of time after which the units expire.

192. MIP cannot be transferred to another user.

193. When MIP are consumed, all of a Subscriber's subsequent usage will be charged at Ooredoo's standard charge rates. Subscriber will be continuously notified of the remaining pack balance.

194. MIP units are not valid while roaming outside Qatar.

195. MIP that feature recurring subscriptions will automatically re-subscribe the Subscriber to the service upon expiration of the pack validity. Subscribers with insufficient credit to be automatically re-subscribed shall be informed that their re-subscription event has failed and an automatic re-subscription will be attempted 24 hours later. If the subsequent re-subscription event fails, the Subscriber will be automatically unsubscribed from the recurring service and notified that they have been un-subscribed.

196. Subscribers of MIP that feature recurring subscriptions can un-subscribe themselves at any time from the service. Upon expiration of their existing pack, they will not be re-subscribed to the service.

197. Fair Usage Policy

197.1 The Unlimited Service plan is offered for "reasonable" use only. Excessive use of the service beyond that which in Ooredoo's reasonable discretion, is used for normal consumer service and which, as a result has the potential to negatively impact the quality of service available to other Ooredoo subscribers, may result in the suspension, speed throttling, traffic shaping or termination of the service.

198. Optional Subscription Packs are offered in the following defined packages:

Tariff Plan	Charge (QAR)	Allowance (MB)
Daily		
Daily Data 1	1	10
Daily Data 4	4	50
Daily Flexi	20	1,000
Weekly		
Weekly 1GB	20	1,000
Weekly Unlimited[13]	125	Unlimited

Figure 32 Hala Services – Mobile Internet Packs

199. Other terms:

199.1 Daily Data 1 and 4: if the customer exceeds their limit can they renew or choose to use the pay-as-you-go service.

199.2 Daily Flexi: With Hala Flexi customer get 1GB for only QAR 20 daily. The customer gets refunded at end of the day for any unused data.

199.3 Weekly 1GB: With the Weekly 1GB bundle for just QAR 20/week, customer can transfer any unconsumed data to next week. Customer needs to continue the subscription to continue accruing their data balance. With the Weekly 20 add-on for only QAR 20 per week customer can

13 If you are a subscriber before the 28th of July 2016, you will enjoy your old Mobile Internet Unlimited Plan price of QAR 100 per week.

add more data to Weekly pack as many times as they want. If customer renews Weekly 1GB pack, data will be carried over to the next week's pack.

199.4 Weekly Unlimited: Unlimited data FUP: At 100GB usage the maximum speed you can avail on 3G is 1Mbps and on 4G is 2Mbps until the renewal date of your data pack. At 125GB usage the maximum speed you can avail on 3G is 256Kbps and on 4G 512Mbps until the renewal date of your data pack. There will be no charges after the FUP is reached (applies to Weekly Unlimited).

199.5 Speed booster: For the Weekly Unlimited Pack, the subscriber who exceeds 100 Gb of usage can restore their speed by purchasing one of the following:

199.6 Speed booster (daily pack) at QAR 20 by sending SMS with text "SB 20" 121. The daily pack will provide 5 GB at full speed.

199.7 Speed booster (weekly pack) at QAR 100 by sending SMS with text "SB 100" to 121. The weekly pack will provide 25 GB at full speed.

199.8 Fair Usage Policy (FUP): After the speed booster expires or the customer consume the data pack allowance, the speed will be lowered according to the selected packs.

199.9 Hala Balance Protection Feature: The Feature will automatically be activated whenever customers have no local data pack activated or when they consume the local data pack allowance (Data Card Allowance or Mobile Internet Allowance. For the first 100 MB of Pay As You Go (PAYG), the data usage will be charged at 0.10 QAR per MB. The rest of the data usage until midnight of the same day will be charged at 0.15 QAR per MB.

4.24.3 Zero Rated Apps

199.10 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.

199.11 Unlimited Zero-Rated services include:

- Ooredoo TV App.
- Etheraz App.

199.12 Limited Zero-Rated services include:

199.13 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 consumed 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.

199.14 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.

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

4.25 Voicemail

200. The charges will consume first from the customer's pack they subscribed to and then will be charged for normal charges rate (out of bundle charges). Retrieving voicemail messages outside Qatar will be charged based on the applicable roaming charges (or from Ooredoo Passport Packs).

4.26 International services

201. International calling allows a User to call international fixed and mobile telephone numbers from his mobile handset.

4.26.1 Standard Charging

202. International Mobile calling is charged on a per-minute basis (out of bundle rate).

203. Price for calls and messages to the listed International Destinations are available at https://www.ooredoo.qa/web/en/prepaid-plans/

4.26.2 Ooredoo Passport

4.26.2.1 Description and charges

204. 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

Figure 33 Ooredoo passports

205. Customers can also activate and stop the service, and check the balance using Ooredoo App.

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

207. 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).

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

4.26.2.2 Out of the bundle

209. 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.

210. 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, free of charge, valid for 7 days on Ooredoo Passport partner networks.

4.27 International Roaming

4.27.1 Standard services

211. 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.

212. Conditions:

212.1 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.

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

212.3 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.

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

212.5 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR 17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.

212.6 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.

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

Region	Countries
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
M.E.N.A.	Algeria, Egypt, Iraq, Jordan, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen
Americas	Argentina, Brazil, Canada, Chile, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, 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	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	Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Sierra Leone, South Africa, Tanzania, Uganda
Satellite, Thuraya& 'Special Cases'	THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming

Figure 34 International roaming – list of countries

214. Charging:

214.1 All Roaming calls are charged each 60 seconds.

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

214.3 Where available, the following Standard Rates for Outbound roaming 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 [14] QR/Min
GCC[15]	0.85	1	1	1	1	0.20	1.00	No charge

Figure 35 International roaming – Charges in GCC countries

Zone[16]	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[17] QR/Min
MENA	5	3	17	17	17	2	55	No Charge

14 (+974 44380000)

15 The roaming prices in the above table are in effect from 1st of April 2018.

16 The roaming prices in the above table are in effect from 14th April 2017.

17 (+974 44380000)

Zone[16]	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[17] QR/Min
Americas								No charge
Europe								No charge
Asia & Oceania								No charge
Africa & Rest of World								No charge
Satellite, Thurawal & 'Special Cases'	30	30	30	30	30	2	75	30

Figure 36 International roaming – others

215. Standard Roaming Rates for all Ooredoo Passport Partners are as the following:

Calling People in the country you are in (QAR/min.)	Calling Qatar (QAR/min.)	Calling another Country (QAR/min.)	Receiving a Call (QAR/min.)	Sending SMS (QAR/SMS)	Mobile Roaming date (QAR/MB)
0.9	1	1	1	0.25	1

Figure 37 International roaming – rates for Ooredoo Passport partners in GCC

Calling People in the country you are in (QAR/min.)	Calling Qatar (QAR/min.)	Calling another Country (QAR/min.)	Receiving a Call (QAR/min.)	Sending SMS (QAR/SMS)	Mobile Roaming date (QAR/MB)
2	2	2	2	1	2

Figure 38 International roaming – rates for Ooredoo Passport partners in non-GCC

216. Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates. Effective the 16th of May 2017, the roaming prices in the below table will be applicable.

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	-	-	-	-	-

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)
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	-	-	-	-

Figure 39 International roaming – Applicable surcharges

4.27.2 Call Back Roaming

217. The Call Back Roaming Service allows prepaid subscribers to originate outgoing voice calls with operators with which Ooredoo does not have a roaming agreement.

218. Home Zone rate applies when calling from abroad to Qatar.

219. International Zone rate applies when calling from abroad to 'local' numbers within that country, or to international destinations excluding Qatar.

220. For countries with direct outbound roaming call capability, the standard charge rates will apply irrespective of whether the calls are initiated directly or using the 'Call Back Roaming' methodology.

Zone	Charge (QAR) per minute
Home Zone	5.00
International Zone	15.00

Figure 40 Call Back Roaming - Charges

4.27.3 Hala Roaming Packs

221. Ooredoo offers the packs below:

	Roaming Pack 10	Roaming Pack 30
Price (QAR)	10	30
Roaming Data	500 MB	1 GB
Roaming Minutes	5	90 (30 outgoing & 60 Incoming Minutes)
Validity	3 Days	28 Days

Figure 41 Hala Roaming Packs

222. Applicable countries are India, Pakistan, Bangladesh, Nepal, Sri Lanka, Egypt, Jordan, Turkey, Philippines, Morocco, Tunisia, and Algeria .

223. Applicable networks are the Ooredoo Passport networks.

5 Ooredoo Gamification

224. Ooredoo Gamification gives our Hala customers the possibility to win prizes with every recharge, purchase, or login to the Ooredoo App or even just by entering a new game in the Ooredoo app.

225. To participate in Ooredoo Gamification, Hala customers must first download the Ooredoo App.

226. After doing a recharge, purchase, or login to the Ooredoo App, customers will receive a game in the Goodies Section under a game called Ooredoo Fun.

227. 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.

228. 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..

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

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

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

6 Service Provider obligations

232. Commencement of Service:

232.1 The service shall commence from the Service connection date.

232.2 The customer must activate the service by making a call or sending a SMS in Qatar within 30 days of purchase.

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 and licence obligations and requirements.

7 Subscriber obligations

234. Equipment:

234.1 The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

234.2 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.

235. SIM Card:

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

235.2 In the event of loss or theft of SIM Card, the Subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft.

8 Mobile number portability

8.1 Porting of mobile number away from Ooredoo

236. 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.

237. 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.

238. 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:

238.1 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,

238.2 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

238.3 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.

239. This agreement will automatically terminate on the earlier of:

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

239.2 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 of mobile numbers to Ooredoo

240. 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.

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

241.1 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,

241.2 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

241.3 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.

242. 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.

*** * * 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	10 May 2012	Permanent Tariff Change
03	1 October 2012	Ooredoo Passport Permanent
04	8 January 2013	New Mobile Data Plans Permanent Change
05	31 January 2013	Permanent Tariff Change, Mobile Number Portability
06	25 March 2013	Permanent Tariff Change, Data Services
07	9 May 2013	Permanent Tariff Change, Haha IDD Packs
08	24 July 2013	Permanent Tariff Change, Fast Credit
09	1 October 2013	Permanent Tariff Change, 4G Key
10	1 November 2013	Permanent Tariff Change, International Calling
11	28 January 2014	Permanent Tariff Change, Bangladesh IDD Key
12	1 April 2014	Permanent Tariff Change, e Top Up notice
13	2 April 2014	Permanent Tariff Change, Hala Weekly Packs
14	16 April 2014	Permanent Tariff Change, Data Scratch Card
15	1 May 2014	Permanent Tariff Change, Smartphone Plan
16	1 May 2014	Permanent Tariff Change, Ooredoo Passport
17	8 June 2014	Permanent Tariff Change, International Calling and Hala Smart Packs
18	26 June 2014	Permanent Tariff Change, Data Packs
19	6 July 2014	Permanent Tariff Change, Top-Up Bonus
20	13 July 2014	Permanent Tariff Change, Hala Smart Cards
21	17 July 2014	Permanent Tariff Change, Data Services
22	24 July 2014	Permanent Tariff Change, Hala SIM card
23	10 August 2014	Permanent Tariff Change, Hala Smart Packs
24	22 September 2014	Permanent Tariff Change, Fair Usage Policy
25	1 November 2014	Permanent Tariff Change, Ooredoo Passport
26	4 November 2014	Permanent Tariff Change, ISK and Hala Smart
27	21 December 2014	Permanent Tariff Change, Hala Top Ups
28	1 January 2015	Permanent Tariff Change, Hala Welcome Pack
29	22 January 2015	Permanent Tariff Change, Hala Smart Packs
30	4 March 2015	Permanent Tariff Change, Hala Egypt Key and Data Framework
31	10 March 2015	Permanent Tariff Change, Hala Smart Packs and Hala Smart Cards
32	23 July 2015	Permanent Tariff Change, Hala India Key
33	23 September 2015	Permanent Tariff Change, Smartphone Plan
34	7 October 2015	Permanent Tariff Change, Hala Mini Bonus recharge
35	5 November 2015	Permanent Tariff Change, All-net charges
36	25 December 2015	Permanent Tariff Change, ISK
37	27 March 2016	Permanent Tariff Change, PAYG data changed to QAR 0.99
38	1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
39	24 April 2016	Small corrections to the tariff applied by Marketing.
40	3 May 2016	Permanent Tariff Change, India rate increased to 12dhms.
41	3 May 2016	India rate increased to 12dhms, small change to the text.
42	10 May 2016	Mobile Money Top-Up offer.
43	15 May 2016	Permanent Tariff Change, ISK rate increase IDD to 0.55, national to 0.2.
44	29 May 2016	Ascension Island rate increased to QAR 10.

Tariff Version Number	Effective Date	Tariff Modifications
45	3 June 2016	India rate increased to QAR 0.12 Minute.
46	13 June 2016	Permanent Tariff Change, revisions of credits
47	21 June 2016	Permanent Tariff Change, service features
48	18 July 2016	Permanent Tariff Change, revision of credits
49	28 July 2016	Permanent Tariff Change, Mobile Internet Packs
50	2 August 2016	Permanent Tariff Change, Data Services
51	5 August 2016	Permanent Tariff Change, roaming rate change
52	29 August 2016	Permanent Tariff Change, short codes
53	6 September 2016	Permanent Tariff Change, Hala Nepal Key
54	8 September 2016	Permanent Tariff Change, Voicemail
55	1 October 2016	Permanent Tariff Change, Hala Globe Philippines
56	18 November 2016	Permanent Tariff Change, Unlimited Data Pack and Fair usage Policy Permanent Tariff Change, QAR 2 for 64kbps unlimited for the day.
57	30 November 2016	Unlimited Data Pack and Fair usage Policy, removed. Permanent Tariff Change, International Money Transfer – Data Top-Up bonus.
58	13 December 2016	Permanent Tariff Change, Hala Go Added.
59	19 December 2016	Unlimited data, correction made to the FuP.
60	5 January 2017	Permanent Tariff Change, Fair Usage Policy update
61	13 January 2017	Permanent Tariff Change, Services updates
62	1 April 2017	Permanent Tariff Change, GCC Roaming rate change.
63	5 April 2017	Permanent Tariff Change, Daily Mobile Internet Pack
64	15 April 2017	Permanent Tariff Change, Pay As You Go
65	16 May 2017	Permanent Tariff Change, Standard PAYG changes
66	8 June 2017	Permanent Tariff Change, Data Recharge
67	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges and SIM car price.
68	20 July 2017	Permanent Tariff Change, QR 5 Endless Data Pack
69	27 July 2017	Permanent Tariff Change, Pakistan Telenor Pack, Pakistan Key, Flexi Card and Pack and Ooredoo Mobile Money offer.
70	21 September 2017	Permanent Tariff Change, Nepal Telecom Pack.
71	20 October 2017	Permanent Tariff Change, Mobile Money Top Up offer
72	21 November 2017	Permanent Tariff Change, Data Recharge and Flexi 20
73	18 January 2018	Permanent Tariff Change, Hala India Packs.
74	1 February 2018	Permanent Tariff Change, Hala India Super Key and Flexi Data change.
75	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change and Hala Bangladesh Key
76	21 February 2018	Permanent Tariff Change, DSK
77	25 February 2018	Permanent Tariff Change, Protection Feature
78	16 March 2018	Permanent Tariff Change, Nepal Super Key
79	22 March 2018	Permanent Tariff Change, Mobile Money
80	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
81	17 April 2018	Permanent Tariff Change, Top Up Bonus Removal, Data and Voice Allowance Changes
82	30 April 2018	Permanent Tariff Change, amendment of the rates for international calls on Hala Keys.
83	1 May 2018	Permanent Tariff Change, amendment of the rates for national and international calls on International Saver Key.
84	3 May 2018	Permanent Tariff Change, Hala Flexi Card and Pack changes.
85	24 June 2081	Permanent Tariff Change, Hala Philippines Packs, Data Card 20.
86	28 June 2018	Permanent Tariff Change, Device Offer.
87	9 July 2018	Permanent Tariff Change, Hala Flexi update.

Tariff Version Number	Effective Date	Tariff Modifications
88	26 July 2018	Permanent Tariff Change, Fast Credit.
89	18 September 2018	Permanent Tariff Change, Smartphone Plan.
90	28 September 2018	Permanent Tariff Change, Flexi Denomination.
91	5 October 2018	Permanent Tariff Change, Hala Balance Protection Feature.
92	12 October 2018	Permanent Tariff Change, Flexi Denomination.
93	1 November 2018	Permanent Tariff Change, Mobile Money
94	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change
95	4 January 2019	Permanent Tariff Change, Data Recharge Adjustment
96	26 February 2019	Permanent Tariff Change, Hala Data Standard Charges change
97	26 March 2019	Permanent Tariff Change, Apple Watch
98	2 April 2019	Permanent Tariff Change, Hala Standard PayG, Local Call and Hala Smart Card QR 5 charges change
99	1 July 2019	Permanent Tariff Change, Hala Super Flexi Pack
100	4 July 2019	Permanent Tariff Change, Hala Revision Philippines packs
101	17 September 2019	Permanent Tariff Change, Hala Tourist SIM
102	11 December 2019	Hala Visitor SIM (4.31)
103	18 February 2020	Speed boosters FUP update (4.16.2.3.)
104	1 July 2020	Hala Revision in Data and Flexi Products (4.17 and 4.29)
105	23 August 2020	India and Syria Call Rate revision
106	7 October 2020	Dynamic Fast Credit (4.25.)
107	21 December 2020	Hala SIM through eShop channel (4.1)
108	29 June 2021	Price and Product adjustment (4.9.1.2.), (4.10.3.1.) and (4.16.1.2)
109	17 August 2021	Hala 5G Recharge Portfolio (4.7.1)
110	5 November 2021	Hala International SIM (4.31)
111	17 February 2022	Hala Smart (4.18)
112	1 June 2022	Hala Super Charge (4.2)
113	7 June 2022	Hala Recharge (4.1) and Flexi Cards and Packs (4.3)
114	28 June 2022	Hala International SIM (4.8.15)
115	6 July 2022	Flexi Cards and Packs (4.3)
116	18 August 2022	Flexi Cards and Packs (4.3)
117	1 September 2022	Hala Smart (4.6)
118	13 September 2022	Digital Offer (4.1), (4.2) and (4.7)
119	29 September 2022	Hala Validity updates (3), (4.1), (4.2), (4.3), (4.6) and (4.7)
120	13 October 2022	Zero Rated Apps (4.14.3)
121	19 October 2022	Flexi Cards and Packs (4.3)
122	20 October 2022	Device Offer update (4.10)
123	15 December 2022	Hala Super Recharge updates (4.2)
124	20 December 2022	Hala Super Recharge updates (4.2)
125	22 January 2023	Class License for the Resale of Retail Telecommunications Services (6)
126	1 February 2023	Prepaid PayG updates (4.14.1)
127	25 February 2023	Prepaid PayG updates (4.14.1)
128	4 April 2023	Zero Rated Short Code (4.14.3)
129	6 April 2023	Multimedia Messaging removal (4.13.3), (4.16.1), (7.1) and (7.2)
130	26 June 2023	Data Recharge (4.7)
131	27 September 2023	New Hala Super Recharge Denomination (4.2.1)
132	29 September 2023	Prepaid PayG price adjustment (4.14.1)
133	5 October 2023	Discontinuation of the Hala QR 5 Denomination (4.3, 4.6 and 4.7)

Tariff Version Number	Effective Date	Tariff Modifications
134	9 October 2023	Credit Validity (4.1) and Discontinuation of Super Recharge QAR 30 and QAR 60 (4.2)
135	15 October 2023	Credit Validity Revision (4.3 and 4.7)
136	25 October 2023	Hala Recharge (4.2)
137	26 October 2023	Hala Line Validity updates (4.1, 4.2, 4.2.1, 4.3, 4.6, 4.7)
138	21 November 2023	Flexi Packs Endless Data Removal (4.3)
139	6 December 2023	Hala Credit Validity updates (4.1)
140	14 December 2023	Removing Nepal International Calling (4.3.1, 4.4 and 4.9)
141	14 December 2023	Hala Voice Roaming Pack (4.18.3)
142	7 January 2024	Visitor SIM and Visitor SIM Pro (4.9.12)
143	30 January 2024	35 and 65 denominations (4.1, 4.5 and 4.9)
144	9 February 2024	Hala Visitor SIM Portfolio (4.10.12)
145	28 February 2024	Hala Digital Offer (4) and Hala Endless Local Data Recharge (4.10)
146	20 March 2024	Changes to international minutes to Nepal for Hala Super Recharge 35 and 65 (4.4)
147	21 March 2024	One-off charge for transferring the ownership of ETR numbers (4.14.6)
148	28 March 2024	SMS to 151 for Mobile Number Portability free of charge (4.16)
149	4 April 2024	Introduction of Hala Data Recharge 25 (4.9). Removal of Hala Endless Local Data 25 (4.10),
150	30 April 2024	Changes to Hala Credit (4.1), New Hala Super Recharge (4.4), Flexi Cards and Packs (4.5) and Hala Data Recharge (4.9)
151	13 May 2024	Hala Smart Card 15 renamed as Hala Voice Recharge 15 and introduction of other denominations (4.8), small edits and formatting without changing terms and conditions (4.9)
152	23 May 2024	New Hala Super Recharge (4.4)
153	29 May 2024	Changes to Hala Voice Roaming Pack (4.20.3)
154	7 June 2024	Changes to Standard Charging (4.19.1). Edits without changing terms and conditions (4.19.2)
155	25 June 2024	Introduction of Ooredoo Fun (5)
156	27 June 2024	Hala Visitor SIM (4.11.12)
157	21 July 2024	Hala Visitor SIM (4.11.12)
158	25 July 2024	Changes to Local Calls (4.15.1)
159	1 August 2024	Changes to standard roaming rates (4.20.1)
160	21 August 2024	Introduction of Endless Data Key @128kbps for Hala Super 40 Recharge (4.4)
161	4 September 2024	Changes to Hala Unlimited Local Data Recharges (4.10)
162	18 September 2024	Hala daily TikTok pack (4.11)
163	22 September 2024	Changes to New Hala Super Recharge (4.4)
164	22 October 2024	Discontinuation of the 35 QAR denomination (4.1, 4.4, 4.5, 4.9.2)
165	30 October 2024	Changes to Credit top-ups (Hala Credit) (4.1)
166	5 November 2024	Changes to Hala Visitor SIM (4.12.12)
167	15 November 2024	Changes to Hala Plans in sections 4.2, 4.3, 4.4, 4.5, 4.8, 4.9 and 4.10
168	1 February 2025	Changes to Ooredoo Gamification (5)
169	13 February 2025	Changes to Flexi (4.5)
170	26 February 2025	Changes to Hala Super Recharge (4.3), New Hala Super Recharge (4.4), Flexi Cards (4.5), Hala Voice Recharges (4.8.2), and Hala Data Recharges (4.9.2)
171	13 March 2025	Changes to New Hala Super Recharge (4.4)
172	20 March 2025	Changes to 4.20.2 (Ooredoo Passport)
173	25 March 2025	Changes to 4.20.2 (Ooredoo Passport)
174	6 May 2025	Changes to 4.12.12 (Visitor SIM)
175	3 June 2025	Changes to 4.20.2 (Ooredoo Passport)
176	3 July 2025	Changes to 4.21.3 (Hala Roaming Packs)

Tariff Version Number	Effective Date	Tariff Modifications
177	15 August 2025	Changes to 4.12.12 Hala Visitor SIM for visitors to Qatar
178	28 August 2025	Changes to 4.4, 4.8.2 and 4.9.2 to introduce a new denomination (Hala 50 QAR)
179	2 October 2025	Changes to 4.3
180	14 October 2025	Changes to 4.4, 4.8.2 and 4.9.2 to introduce a new denomination (Hala 75 QAR)
181	26 October 2025	Changes to 4.20.2 (Ooredoo Passport)
182	30 October 2025	Changes to 4.12.12 (Visitor SIM - GO)
183	11 November 2025	Changes to 4.5 (Flexy Packs)
184	13 November 2025	New section 4.13 (Carry over feature) and related changes to section 4.3, 4.4 and 4.5.
185	4 December 2025	New section 4.12.12 (New International Recharges)
186	1 January 2026	New section 4.5 Passes on Super Recharge
187	22 January 2026	Changes to 4.4 (Super 15)
188	29 January 2026	Changes to 4.10.2 (Hala Data Recharge)
189	4 February 2026	Changes to 4.6 (Flexi Cards)
190	1 April 2026	Introduction of section 4.13 (Urban Point subscription)
191	13 May 2026	Changes to 4.4 and 4.5 (allowances for Super 40 and Passes)
192	11 June 2026	Changes to 4.4 and 4.14 (international minutes)
193	20 July 2026	New section 4.11 Your Special Offer
194	5 September 2026	New section 4.14 Hala Mini Data Packs
195	6 October 2026	New section 4.15 Super Booster Packs
196	22 October 2026	Changes to section 4.15 Super Booster Packs