General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	B03-01
Marketing Name of the Offer	Business Mobile Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	22 November 2026
Tariff Version Number	097

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1 Definitions

1. Karwa Voucher - Karwa transportation voucher benefit are available to eligible Ooredoo customers as cash back in accordance with the applicable Ooredoo offer terms, including its eligibility, validity, renewal, and redemption conditions. Karwa transportation services are provided by Mowasalat and remain subject to Karwa's operating terms, policies, and service availability. The benefit is personal, non-transferable, Karwa vouchers are refreshed every calendar month, carry forward is not applicable, they must be redeemed with Karwa Mobile application to obtain ride discount.
2. Microsoft 365 License –a Microsoft 365 license provided by Ooredoo, subject to the applicable Microsoft licensing terms and conditions.
3. Minimum monthly average rentals – means the combined mobile package rental (only) spend (Shahry plan, Aamali plan, Qatarna plan, mobile broadband packages) each month by the business customer.
4. Mobile Secure – means an endpoint security service licensed on a per device through a third-party licensor, subject to the applicable service terms and conditions.
5. Mobile Service – means public mobile telecommunications services, including voice calling, messaging and data access provided by Ooredoo in respect of business customers.
6. OLO means Other Licensed Operator.
7. Ooredoo – Ooredoo Qatar Q.P.S.C.
8. Ooredoo General Terms and Conditions - Found at www.ooredoo.qa.
9. Qrail to Doha Metro & Lusail Traml Voucher - Qatar Rail transportation voucher benefit available to eligible Ooredoo customers in accordance with the applicable Ooredoo offer terms, including its eligibility, validity, renewal, and redemption conditions. Transportation services are provided and operated by Qatar Rail and are subject to Qatar Rail's operating terms, policies, and service availability. The benefit is personal, non-transferable, has no cash value and cannot be exchanged for cash. Qrail to Doha Metro & Lusail Tram Vouchers included with eligible plans are refreshed every calendar month, carry over is not applicable. These vouchers must be redeemed at designated QRail stations to obtain the corresponding physical vouchers for use. Qatar Rail transportation voucher benefit available to eligible Ooredoo customers in accordance with the applicable Ooredoo offer terms, including its eligibility, validity, renewal, and redemption conditions.
10. Roaming – means utilizing an Ooredoo-enabled mobile device to access services on the mobile network of a service provider other than Ooredoo.
11. Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for Business Mobile Services.

12. 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 Mobile Service.
13. Tariff – means the current tariff document.
14. User – means the natural person who uses the relevant Business Mobile Service.
15. ZOHO One: Zoho's integrated business application suite, designed to cover multiple functions of a company within one ecosystem. Zoho's official application catalogue includes tools spanning sales, marketing, customer service, finance, HR, collaboration, productivity, analytics, automation and operations.

2 Tariff Terms and Conditions

16. This tariff is for a permanent standard service.
17. This tariff contains rates and charges applicable to the provision of Business Mobile Services.
18. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
19. From time-to-time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this tariff.
20. Ooredoo may offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI)
21. Subject to a signed agreement between Ooredoo and a customer, subscribers to a promotional offer will be able to retain the benefits of the promotion on their Ooredoo lines even after the promotion has expired.

3 Business Mobile Service

22. The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access with a range of spending options, via a mobile handset. Please note that the service is NOT for use via any non-handset equipment as for example gateways, PBXs, or routers / access points, where calling, sms or data services could be shared with multiple users, systems or applications.
23. The Business 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.
24. The Business 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.
25. Unless otherwise expressly specified in this Tariff, the minimum contractual period for the Business Mobile Service shall be three (3) months. This minimum period shall not apply where the Service is provided for a limited-duration event, for which the applicable contractual period

shall be specified in the relevant order form. The Post-Paid 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 terminate their subscription.

4 Service Features and Charge Rates

4.1 Standard Plan

26. **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access, for a monthly payment.

27. **Charging**: Standard mobile service charges are set out below:

Service	Fees (QAR)
Connection Fee (one-off fee)	50
Monthly Rental Fee	70
Change of Ownership (except to corporate)	50
Change of Ownership to corporate	No charge
Migration to Prepaid	50
Migration (Prepaid to Postpaid)	No charge

Table 1 Standard mobile service charges

4.2 Shahry+ and Qatarna+ Plans

28. Business customers may subscribe to our postpaid plans Shahry+ and QATARNA+ which terms and conditions are included in the tariff C10-01, available at https://www.ooredoo.qa/web/en/regulatory/.

29. Business customers will not receive the Extra Benefits (non-telecom), which are only for consumer customers.

4.3 Shahry 5G and QATARNA 5G Plans

30. The Shahry 5G and QATARNA 5G Packs are permanent product and are available for business customers.

31. 5G packs portfolio as follows:

Plan		SHAHRY 5G				QATARNA 5G		
		Shahry S	Shahry M	Shahry L	Shahry XL	QATARNA Silver	QATARNA Gold	QATARNA Platinum
Monthly Rental (QAR)		130	190	250	310	420	625	925
Local Data		Endless	Endless	Endless	Endless	Endless	Endless	Endless

Plan		SHAHRY 5G				QATARNA 5G		
		Shahry S	Shahry M	Shahry L	Shahry XL	QATARNA Silver	QATARNA Gold	QATARNA Platinum
Allowance	Full Speed Allowance	6 GB	10 GB	14 GB	20 GB	40 GB	150 GB	500 GB
	Second throttling allowance & speed (up to)	-	-	-	10 GB @2Mbps	20 GB @20Mbps	75 GB @20Mbps	250 GB @20Mbps
	Unlimited Data at Lower Speed (up to)	128kbps	128kbps	512kbps	512kbps	512kbps	1Mbps	1Mbps
Roaming Data Allowance[1]		-	-	-	2 GB	30 GB	50 GB	100 GB
Local Units (Voice call and SMS) allowance[2]		250	600	1,000	Unlimited	Unlimited	Unlimited	Unlimited
International Voice Calls		25	50	75	100	150	200	300
WhatsApp Data (Clause)		included	included	included	included	included	included	included
Non-Telecom Benefits		Monthly Subscription to Urban Point; StarzPlay or ErosNow or OSN Streaming or Shahid VIP		Monthly Subscription to Urban Point; StarzPlay or ErosNow or OSN Streaming App[3] or Shahid VIP		Monthly Subscription toUrban Point; StarzPlay or BeIN Connect or OSN Streaming App or Shahid VIP		
Add-ons:								
Local Data Pack 30 – QAR 30		2 GB	2.5 GB	3 GB	5 GB	-	-	-
Local Data Pack 50 – QAR 50		4 GB	5 GB	6 GB	10 GB	20 GB	30 GB	-
Local Voice 30 – QAR 30		300	400	500	1,000	-	-	-
International Pack 30 – QAR 30[4]		25	50	75	100	100	100	100
International Pack 50 – QAR 50		100	200	300	400	500	600	1,000

1 Available in Passport Partner Networks. For the list of Passport Partner Networks see Ooredoo.qa

2 Up to 10,000 units per month for Shahry 5G XL and 20,000 Units for All Qatarna 5G plans

3 Customer will go through the OSN Streaming OTT app to gain access to Disney+, HBO and other content

4 Available to International destinations listed in 4.4.4

Plan	SHAHRY 5G				QATARNA 5G		
	Shahry S	Shahry M	Shahry L	Shahry XL	QATARNA Silver	QATARNA Gold	QATARNA Platinum
International Pack 35 (Bangladesh) – QAR 35	700						
International Pack 35 (Egypt) – QAR 35	220						
International Pack 35 (India) – QAR 35	1200						
International Pack 35 (Nepal Telecom) – QAR 35	475						
International Pack 35 (Pakistan) – QAR 35	475						
International Pack 35 (Philippines) – QAR 35	160						
International Pack 35 (Sri Lanka) – QAR 35	160						

Table 2 5G Packs Portfolio

32. All Shahry 5G and QATARNA 5G Packs will have 5G feature enabled.

33. Shahry 5G, and QATARNA 5G Packs have dedicated local data allowance and roaming data allowance. One cannot use local data allowance in roaming and roaming data allowance cannot be used locally in Qatar.

34. After the consumption of the "Full Speed" local data allowance, local data speed will be reduced accordingly to the subscribed pack (Table 2).

35. Customer can restore Shahry 5G and QATARNA 5G packs local data to full speed by subscribing to Local Data Pack 30 or 50 or top up with Data Recharge Cards.

36. When subscribed to Ooredoo Passport and connected on Ooredoo Passport partner's networks, Passport allowances will be consumed first, followed by available Shahry 5G and QATARNA 5G packs roaming data allowance.

37. Out of bundle rates of these packs are as follows:

37.1 Local units: QAR 0. 50 per unit.

37.2 Local Data: customers will not be charged for out of bundle usage.

37.3 International Calls: Standard international rate charges.

37.4 Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exceptions mentioned at 4.14.

37.5 Roaming Rate for non-Ooredoo Passport Networks: Standard Roaming Rates (section 4.11)

37.6 Subscribers to Shahry 5G XL and QATARNA Packs will be charged pay as you go rate for Roaming voice (incoming, outgoing); Roaming SMS (outgoing) of QAR 1/minutes and QAR/SMS,

respectively while roaming on Ooredoo Passport partner networks – exceptions or any other applicable rates mentioned in section4.11 When roaming in other than Passport partner networks customer will be charged standard roaming rates.

38. Shahry 5G and QATARNA 5G packs and Add-on allowances cannot be carried over to the next monthly bill cycle.

39. Shahry 5G and QATARNA 5G and Add-on packs allowances are aligned with bill cycle.

40. "NO PERMANENT ROAMING" clause: Shahry 5G and QATARNA 5G service can be used for personal purpose only. Ooredoo will monitor use of Shahry 5G and QATARNA 5G packs and may as appropriate restrict the long term continuous usage of Shahry 5G and QATARNA 5G in international roaming. Specific terms of such restriction will be specified at the time of its introduction.

41. Ooredoo has the right to change or remove any of the non-telecom benefits.

42. Easy To Remember (ETR) number discount

42.1 All new subscribers getting new line with QATARNA Plans (ref. tariff C10-01) are eligible to one-time ETR discount:

- Qatarna 5G Silver - up to 3000 QAR Discount.
- Qatarna 5G Gold - up to 4000 QAR Discount.
- Qatarna 5G Platinum – up to 6000 QAR Discount.

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

42.3 ETR discount applies only to ETR numbers valued from 300 to 6000 QAR. Discount is not refundable and cannot be used for other services If discount is higher than ETR number value.

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

4.4 Aamali Packs

4.4.1 Business Mobile Plans

4.4.1.1 Business Mobile Plans – Single SIM Plans

		Mobile Basic	Mobile Pro	Mobile Premier	Mobile Ultra	Mobile Ultimate	Mobile Executive
Telecom Allowances							
Local Units (Voice and SMS) allowance [5]		Unlimited	Unlimited	Unlimited	Unlimited Local & RLHK	Unlimited Local & RLHK	Unlimited Local & RLHK
Business Group (Local Voice Minutes)[6]		Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Unlimited Local Data	**a) Allowance at Full speed**	10 GB	14 GB	100 GB	200 GB	500 GB	1 TB
	b) Allowance of throttled Local Data	-	10 GB @ 3 Mbps	400 GB @ 3 Mbps	300 GB @ 15 Mbps	-	-
	c) Unlimited Local Data at lower speed	128 Kbps	128 Kbps	256 Kbps	256 Kbps	3 Mbps	15 Mbps
Dedicated Unlimited Local Data for Apps[7]		up to 10 GB	up to 50 GB	up to60 GB	up to 60 GB	up to 60 GB	up to 60 GB
International Minutes / SMS		30	100	200	350	1,000	2,000
Roam Like Home Key (RLHK) from remaining Full Speed Local Data allowance at RLHK Countries list (mentioned in Article 43).		-	-	-	Up to 200 GB	Up to 200 GB	Up to 200 GB
Roaming Units (Ooredoo Passport Partners)		-	-	-	100	200	250
Roaming Data (Ooredoo Passport Partners)[8]		-	-	10 GB	80 GB	100 GB	150 GB
International Roaming Key (IRK) Minutes or SMS		Up to 1000 units	Up to 1000 units	Up to 2000 units	Up to 2000 units	Up to 2000 units	Up to 2000 units
Monthly rental (QAR)		**135**	**200**	**300**	**500**	**750**	**1,000**
One Time Charges (QAR)		**25**	**25**	**25**	**25**	**25**	**25**
Non-telecom Allowances							
Business Ring Back Tone		Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis
Microsoft 365 License		1 Basic Included on Opt-in	1 Basic Included on Opt-in	1 Standard Included on Opt-in	1 Standard Included on Opt-in	1 Standard Included on Opt-in	1 Premium Included on Opt-in
Mobile Secure		Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis	Included on Opt-in basis

5 Upon reaching 5,000 units (minutes or SMS) per month. Local voice units will be charged at the applicable out-of-bundle rate of QAR 0.35 per minute and SMS.

6 Upon reaching 20,000 minutes per billing cycle, local voice units will be charged at the applicable out-of-bundle rate of QAR 0.35 per unit.

7 Upon consuming the allowance, customers will have unlimited local at the same lower speed mentioned for Local Data.

8 In case of concurrent existence with RLH, RLH will have higher consumption priority for the compatible countries & networks.

	Mobile Basic	Mobile Pro	Mobile Premier	Mobile Ultra	Mobile Ultimate	Mobile Executive
Doha Metro & Lusail Tram Voucher	NA	1 monthly	1 monthly	1 monthly	-	-
Urban Point	-	Included	Included	Included	Included	Included
Karwa Voucher	5 monthly	5 monthly	10 monthly	10 monthly	10 monthly	10 monthly
Valet Parking	-	-	-	1 Standard	2 Standard	4 VIP
ETR Discount (QAR)	1,000	3,000	5,000	10,000	20,000	20,000

Table 3 Business Mobile Plans

43. Dedicated Unlimited Local Data for Apps are listed in the table below:

Plan	Unlimited Dedicated Local Data for Apps
Business Basic	Outlook, Microsoft Teams, WhatsApp
Business Pro	Outlook, Microsoft Teams, WhatsApp
Business Premier	Outlook, Microsoft Teams, Google Maps, WhatsApp
Business Ultra	Outlook, Microsoft Teams, Google Maps, WhatsApp
Business Ultimate	Outlook, Microsoft Teams, Google Maps, WhatsApp
Business Executive	Outlook, Microsoft Teams, Google Maps, WhatsApp

Table 4 Dedicated Unlimited Local Data for Apps

4.4.1.2 Business Mobile Elite Plan – Multi SIM Plans

44. Mobile Elite Plan is designed for customers requiring high usage with multiple SIMs with shared allowances and charges are set out in the table below.

SIM configuration	1 Main SIM (Voice + Data) 1 Additional SIM (Voice + Data)
Telecom Allowances – Shared between Main and Additional SIMs	
Business Group (Local Voice Minutes)	Unlimited[9]
Local Voice & SMS	Unlimited - up to 5,000 units[10]
Local Data	
Full speed	2 TB at full speed shared between Main and additional SIMs
Throttling	Unlimited data at 20 Mbps throttled speed for any further usage until the monthly allowance is renewed or an add-on is activated.
Dedicated Unlimited Local Data for Apps	Up to 60 GB dedicated to WhatsApp, Google Maps, Microsoft Teams, Microsoft Outlook, applications usage[11].
International Voice	2,500 Units[12]
Roaming Call Units	300 Units (Dialing / Receiving / SMS available for usage in Passport Partner Networks[13].
Roaming Data	200 GB (available for usage in Passport Partner Networks)

[9] Upon reaching 20,000 minutes per pack renewal date, local voice units will be charged at the applicable out-of-bundle rate of QAR 0.35 per unit.

[10] Upon reaching 5,000 units (minutes or SMS) per month. local voice units will be charged at the applicable out-of-bundle rate of QAR 0.35 per minute / SMS

[11] Refer to footnote **Error! Bookmark not defined.**

[12] Available toward countries list available at : https://www.ooredoo.qa/web/wp-content/uploads/2025/01/118-Countries.pdf

[13] https://selfcare.ooredoo.qa/en/consumer/roaming

SIM configuration	1 Main SIM (Voice + Data) 1 Additional SIM (Voice + Data)
Roam Like Home (RLHK)	Up to 200 GB from remaining Full Speed Local Data allowance at RLHK Countries list (mentioned in Article 47).
Monthly Rental	QAR 1,500
One Time Charges	QAR 25
Non-Telecom Allowances applicable only with Main SIM (at no additional price)	
Pairing with One Apple Watch (Apple watch access)	Included
Urban Points	Included
Business Ring Back Tone	Included on Opt-in basis
Microsoft 365 Premium License	Included on Opt-in basis
Mobile Secure	Included on Opt-in basis
Valet benefits	6 VIP vouchers monthly
Karwa Voucher	10 vouchers monthly
ETR discount	Main SIM is eligible to ETR discount (QAR) 20,000

Table 5 Business Mobile Elite Plan

4.4.1.3 Launchpad Pro – Multi Devices

45. Mobile Launchpad Pro Plan is designed for customers with one plan for multiple devices (Multi SIM) for data and mobile. Allowances are shared among SIMs as per charges table below.

SIM configuration	1 Main SIM (Voice + Data) 2 Additional SIMs (Only Data).
Telecom Allowances – Main SIM	
Business Group (Local Voice Minutes)	Unlimited[14]
Local Voice & SMS	Unlimited - up to 5,000 units[15].
Local Data **Full speed** **Throttling**	20 GB. Unlimited data at 1 Mbps speed will be enforced for any further usage until the monthly allowance is renewed or an add-on is activated.
Dedicated Unlimited Local Data for Apps	Up to 60 GB dedicated to WhatsApp, Google Maps, Microsoft Teams & Microsoft Outlook applications usage[16].
International Voice	200 Units[17]
Roaming Data	25 GB (available for usage in Passport Partner Networks)
Roam Like Home (RLHK)	Up to 20 GB from remaining Local Data allowance and at RLHK Countries list (mentioned in Article 47).
Monthly Rental	QAR 550

[14] Upon reaching 20,000 minutes per pack renewal date, local voice units will be charged at the applicable out-of-bundle rate of QAR 0.35 per unit.

[15] Please refer to Footnote **Error! Bookmark not defined.**

[16] Refer to footnote **Error! Bookmark not defined.**

[17] Please refer to Footnote **Error! Bookmark not defined.**

SIM configuration	1 Main SIM (Voice + Data) 2 Additional SIMs (Only Data).
One Time Charges	QAR 25
Telecom Allowances – shared between Additional Data SIMs	
Local Data **Full speed** **Throttling**	200 GB. Unlimited data at 10 Mbps speed will be enforced for any further usage until the monthly allowance is renewed or an add-on is activated.
Roaming Data	25 GB (available for usage in Passport Partner Networks)
Dedicated Unlimited Local Data for Apps	Up to 60 GB dedicated to WhatsApp, Google Maps, Microsoft Teams & Microsoft Outlook applications usage[18].
One Time Charge per Additional SIM	QAR 50
Non-Telecom Allowances applicable only with Main SIM (at no additional price)	
Pairing with One Apple Watch	Included
Urban Points	Included
Business Ring Back Tone	Included on Opt-in basis
Microsoft 365 Standard	Included on Opt-in basis
Mobile Secure	Included on Opt-in basis
ZOHO One	Included on Opt-in basis
Karwa Voucher	10 vouchers are provided monthly
ETR discount	Main SIM is eligible to ETR discount QAR 3,000

Table 6 Launchpad Pro Plan

4.4.1.4 Common provisions

46. The following provisions up to article 71.8 are applicable to all plans included in the section 4.4.1.

47. Customers subscribed to Mobile Ultra, Mobile Ultimate, Mobile Executive, Mobile Elite & Launch Pad Pro are allowed to utilize their remaining Local Data allowance at full speed in Roam Like Home Key (RLHK) countries list is available at: https://selfcare.ooredoo.qa/en/rlhk-list-of-countries.

48. Once the included local data allowance has been fully consumed, customers will not incur any out-of-bundle data charges. Local data speeds will instead be reduced to the throttled speed specified in Table 3 above. This is only applicable to Local data inside Qatar and does not cover RLH. In case of RLHK, data access will be restricted, once the plans full-speed data allowance has been exhausted, unless the customer has subscribed to enablement of out of bundle usage for the line, where Roaming use will be allowed at out of bundle rates.

[18] Refer to footnote **Error! Bookmark not defined.**

49. Roaming units, where included, may be used for outgoing roaming calls, incoming roaming calls, and outgoing roaming SMS while roaming in Ooredoo Passport Partner Networks[19].

50. Customers with IRK addon convert their monthly local voice allowance into International Calling and Roaming Incoming Call minutes on a First-In, First-Out (FIFO) basis, subject to the applicable Maximum amount defined with respective plan.

51. All Business Mobile Plans are activated by default with International Lite Key (ILK)[20], subject to the applicable limits defined with respective plan and IRK & ILK are mutually exclusive (i.e., only one addon can be active).

52. Use of unlimited local Data with RLHK countries are capped subject to the applicable limits defined with respective plans.

53. Customers may activate Business Ring Back Tone service at no additional charge from the date of service activation.

54. Upon redemption, Microsoft 365 License will be provided at no additional charge for the first twelve (12) months from the redemption date. A minimum service period of twelve (12) months will apply from the redemption date. If the service is terminated before the end of the minimum service period, the applicable exit charge shall be calculated by multiplying the Monthly Exit Charge (MEC (set out in the table below) by the number of months remaining in the minimum service period. After the 12th month, the add-on will automatically renew at the standard monthly rate unless the customer explicitly requests cancellation.

Microsoft 365	MEC (QAR)
Basic license	30.59
Standard license	61.18
Premium license	96.2

Table 7 Microsoft 365 license liability per month till minimum service period

55. Upon redemption, Mobile Secure will be provided at no additional charge for the first twelve (12) months from the redemption date. A minimum service period of twelve (12) months will apply from the redemption date. If the service is terminated before the end of the minimum service period, the applicable exit charge shall be calculated by multiplying the MEC (i.e. 15 QAR per month) by the number of months remaining in the minimum service period.

56. Upon redemption, ZOHO One will be provided at no additional charge for the first twelve (12) months from the redemption date. A minimum service period of twelve (12) months will apply from the redemption date. If the service is terminated before the end of the Minimum Service Period, the MEC

[19] Available at: https://selfcare.ooredoo.qa/en/consumer/roaming

[20] Please refer to 76.7

shall be calculated by multiplying the applicable monthly fee (i.e. 1620 QAR per month) by the number of months remaining in the minimum service period.

57. When subscribing to optional non-telco benefits, the respective third-party terms and conditions (Microsoft T&Cs , Mobile Secure T&Cs & ZOHO T&Cs - as published on those providers' official websites - will apply.

58. ETR (Easy to Remember) can be redeemed at no additional charge for the first twelve (12) months from the redemption date, subject to minimum service period of twelve (12) months. Customers who received the ETR discount will have to pay prorated value (based on remaining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than (12) months period.

59. Provided Valet benefits with eligible plans are refreshed every calendar month, there is no carry forward. 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.

60. The Valet Parking service is not applicable to carry-forward, it is provided through Ooredoo's partners, Wait Valet and Mr. Valet. Available locations vary by partner and may change at any time.

61. The Telecom allowances Minimum Service Period is three (3) months from the service activation date. If the line is terminated before the three (3) month Minimum Service Period, the Subscriber must pay the monthly recurring charges for the remaining months of that Minimum Service Period unless customer subscribes for Events.

62. Mobile Unlimited Local Voice Key: this key is available in Recurring or One time (along with Pay Upfront) option priced at QAR 25 with up to 5000 units Local Calling (Voice + SMS) to all networks in Qatar

63. Local Data Add-ons,

Tariff Name	Add on Data	Price (QAR)
Mobile Data - Daily[21]	5 GB	10
Mobile Data - Weekly[22]	30 GB	50
Mobile Data - Monthly[23]	100 GB	100

Table 8 Mobile Local Data Add-ons for Business Mobile Plans

64. Global Voice Packs:

[21] Available to activate as one off with add to bill or Pay Upfront options, upon activation provided allowance is valid until same day 23:59 hrs.

[22] Available to activate as one off with add to bill or Pay Upfront options, upon activation provided allowance is valid until day of activation + 6 days 23:59hrs.

[23] Available to activate as Recurring or one off to add to bill or Pay Upfront options, upon activation provided allowance is valid until day of activation + 29 days 23:59 hrs., with regards to recurring service aligned to bill cycle with proration of rental and allowance.

Add-on Name	International Minutes	Price (QAR)
Mobile Global Voice 15	25	15
Mobile Global Voice 30	50	30

Table 8 Mobile Global Voice Add-ons[24]

65. Destination Voice Packs add-ons: provide international destination dedicated minutes allowance; each is available at (35) QAR price. Recurring or One time (along with Pay Upfront) option

International Destination (Dialling)	Add-on allowance (Minutes)
India	1,200
Bangladesh	700
Philippines	600
Pakistan	475
Egypt	220
Nepal	475
Sri Lanka	160
GCC	100
Turkey	60
China	600
Australia	500
Jordan	60
Lebanon	70

Table 9 International (Destination) Voice Dialing Add-ons[25]

65.1 Provided allowances in Philippines are on GTC partner network and for Nepal on NCell partner network.

66. Combo Global Pack add-ons provide international destination dedicated minutes allowance, Recurring or One time (along with Pay Upfront) options.

Combo Global Packs	Allowance (Minutes)	Price (QAR)	Validity (Days)[26]
Mobile Voice Connect	2000	35	30
Mobile Voice Easy Connect	500	50	30
Mobile Voice Smart Connect	280	75	30

Table 10 Combo Global Add-ons

[24] Available to activate as Recurring or one off to add to bill or Pay Upfront options, upon activation provided allowance is valid until day of activation + 29 days 23:59 hrs., with regards to recurring service aligned to bill cycle with proration of rental and allowance which list is available at https://www.ooredoo.qa/web/wp-content/uploads/2025/01/118-Countries.pdf

[25] Available to activate as Recurring or one off to add to bill or Pay Upfront options, upon activation provided allowance is valid until day of activation + 29 days 23:59 hrs., with regards to recurring service aligned to bill cycle with proration of rental and allowance which list is available at https://www.ooredoo.qa/web/wp-content/uploads/2025/01/118-Countries.pdf

[26] Validity is considered until 23:59 of the last day, with regards to recurring service aligned to bill cycle with proration of rental and allowance

67. Mobile Voice Connect is available for activation as Recurring or one-off with add to bill or Pay Upfront options, upon activation provided allowance, with this add-on provided allowance can be used to call to UK, India, US, Singapore, South Korea, Peru, Slovakia, Mexico, China, Canada, Malaysia, Romania, Puerto Rico, Norway, Denmark, Ireland, Sweden, Mongolia, Iceland.

68. Mobile Voice Easy Connect allowance can be used for calling Afghanistan, Algeria, Andorra, Angola, Anguilla, Antigua, Argentina, Armenia, Aruba, Australia, Croatia, Cyprus, Czech Republic, Denmark, Ecuador, Egypt, El Salvador, Equatorial Guinea, Faeroe Island, Ferry Cruise, Indonesia, Iran, Iraq, Ireland, Italy, Japan, Jordan, Kazakhstan, Kenya, North Korea, Nepal, Netherlands, Netherlands Ant, New Caledonia, New Zealand, Niger, Nigeria, Norway, Oman, Pakistan, South Korea, Spain, Sri Lanka, St. Vincent and the Grenadines, Sudan, Surinam, Swaziland, Sweden, Switzerland, Syria. This add-on is available for activation as Recurring or one-off with add to bill or Pay Upfront options.

69. Mobile Voice Smart Connect is available for activation as Recurring or one-off with add to bill or Pay Upfront options, upon activation provided allowance of this addon is 30 min for Tunisia, 50 min for Eritrea, Morocco, Mauritania and 200 Min for North Sudan, South Sudan, Yemen, Somalia, Ethiopia, Algeria.

70. Mobile Passport Add-ons:

Passport Add-on Type	Validity[27]	Allowance	Price (QAR)
Mobile Passport Weekly	7 days	2GB + 100 Units (Voice and SMS)	100
Mobile Passport Bi-Weekly	14 days	4GB + 260 Units (Voice and SMS)	180
Mobile Passport Monthly (with option of 1 month, 2 months & 3 month)	30 days	12GB + 300 Units (Voice and SMS)	320
Mobile Passport Data– Daily	1 Day	1 GB	35
Mobile Passport Data – Weekly	7 days	6 GB	100
Mobile Passport Data – Monthly (with option of one time and recurring)	30 days	20 GB	200
Mobile Passport Voice 100 (with option of one time and recurring)	30 days	100 Units (Voice and SMS)	100
Mobile Passport Voice 200 (with option of one time and recurring)	30 days	200 Units (Voice and SMS)	200

Table 11 Roaming Passport Add-ons

71. Roam Like Home Add-ons[28]:

[27] Validity is considered until 23:59 of the last day of the bundle

[28] Available in countries list mentioned in Article **Error! Bookmark not defined.**

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

Mobile Add-on Type	Validity[29]	Price (QAR)
Roam Like Home - Daily Key	1 Day	50
Roam Like Home - Weekly Key	7 Days	150
Roam Like Home - Monthly Key	30 Days	500
Roam Like Home GCC - Weekly Key	7 Days	150
Roam Like Home GCC - Monthly Key	30 Days	300

Table 12 RLHK Add Ons

71.2 The keys grant the following:

(a) Incoming calls will not be charged.

(b) Outgoing calls will consume from local bundles for:

a. Calls back to Qatar,

b. Calls within roaming country,

c. Calls from Roaming country to another country.

71.3 Roam Like Home - Daily Key is available for activation as one-off with add to bill or Pay Upfront options, upon activation provided allowance is valid for one day, with this addon customers are allowed to use their local Calls/SMS and Data allowances while traveling abroad in designated countries

71.4 Roam Like Home - Weekly Key is available for activation as one-off with add to bill or Pay Upfront options, upon activation provided allowance is valid for 7 days, with this addon customers are allowed to use their local Calls/SMS and Data allowances while traveling abroad in designated countries.

71.5 Roam Like Home - Monthly Key is available for activation as Recurring or one-off with add to bill or Pay Upfront options, upon activation provided allowance is valid for 30 days, with regards to recurring service aligned to bill cycle with proration of rental and allowance, with this addon customers are allowed to use their local Calls/SMS and Data allowances while traveling abroad in designated countries.

71.6 Roam Like Home GCC - Weekly Key is available for activation as one-off with add to bill or Pay Upfront options, upon activation provided allowance is valid for 7 days. with regards to recurring service aligned to bill cycle with proration of rental and allowance, with this addon customers are allowed to use their local Calls/SMS and Data allowances while traveling abroad in GCC countries.

[29] Ref foot note 24

71.7 Roam Like Home GCC - Monthly Key is available for activation as Recurring or one-off with add to bill or Pay Upfront options, upon activation provided allowance is valid for 7 days, with regards to recurring service aligned to bill cycle with proration of rental and allowance, with this addon customers are allowed to use their local Calls/SMS and Data allowances while traveling abroad in GCC countries.

71.8 International Roaming Key (IRK). Refer to article 2376.8

4.4.2 Aamali Business Mobile Packs (Aamali 2.0)

72. The following are the Aamali Business Mobile Packs (2.0):

	Aamali 90	Aamali 100	Aamali 150	Aamali 200	Aamali 250	Aamali 300	Aamali 500	Aamali 750	Aamali 1000	Aamali 1500
Local Minutes /SMS[30]	500	500	1000	1500	Unlimited [31]	Unlimited	Unlimited Local & GCC	Unlimited Local & 35 Countries	Unlimited Local & 35 Countries	Unlimited Local & 35 Countries
Local Data[32]	4 GB	4 GB	8 GB	14 GB	22 GB	50 GB	200 GB Local & GCC	Unlimited [33] Local & 35 Countries	Unlimited Local & 35 Countries	Unlimited Local & 35 Countries
Throttling Allowance and Speed (up to)	4 GB @ 3 Mbps	4 GB @ 3 Mbps	8 GB @ 3 Mbps	10 GB @ 3 Mbps	10 GB @ 3 Mbps	450 GB @ 3 Mbps	300 GB @ 15 Mbps Local & GCC	-	-	-
Unlimited Data at lower speed	128 Kbps	128 Kbps	128 Kbps	128 Kbps	256 Kbps	256 Kbps	256 Kbps	64 Kbps	64 Kbps	64 Kbps
Favorite Local numbers	-	-	1 number	2 numbers	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Business Group	Included	Included	Included	Included	Included	Included	Included	Included	Included	Included
Landline Key	QAR 50	QAR 50	Included	Included	Included	Included	Included	Included	Included	Included
International minutes (118 Countries)	25	30	50	100	150	200	350	1000	2000	2500
IRK Minutes or SMS[34]	Up to 500 units	Up to 500 units	Up to 1000 units	Up to 1500 units	Up to 2000 units	Up to 2500 units	Up to 3500 units	Up to 4500 units	Up to 6500 units	Up to 6500 units
ILK (Included) Minutes or SMS to India, UK, USA and Canada	Up to 500 units	Up to 500 units	Up to 1000 units	Up to 1500 units	Up to 2000 units	Up to 2500 units	Up to 3500 units	Up to 4500 units	Up to 6500 units	Up to 6500 units
Receiving Roaming (OP Partner)	-	-	-	-	-	-	75	350	650	1000
Dialing Roaming (OP Partner)	-	-	-	-	-	-	35	60	100	250
Roaming Data (OP Partner)	-	-	-	-	-	10 GB	50 GB	100 GB	150 GB	200 GB
Business Collaboration Key	QAR 70	QAR 70	QAR 70	QAR 70	Included	Included	Included	Included	Included	Included
ETR Discount	QAR 500	QAR 500	QAR 1000	QAR 1500	QAR 1500	QAR 2000	QAR 2000	QAR 4000	QAR 6000	QAR 20,000
Urban Point				Included	Included	Included	Included	Included	Included	Included
WhatsApp Data[35]		Included	Included	Included	Included	Included	Included	Included	Included	Included

30 Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

31 Unlimited have a Fair Usage Policy of 20,000 minutes or SMS per month. Out of bundle rate will be charged as per the standard rate.

32 After consuming the Local Data allowance customers will not be charged for out of bundle usage and instead will be throttled to a lower sped, as indicated in the rows below.

33 For local data: At 400GB usage the maximum speed you can avail on 3G will be 1Mbps and on 4G will be 2Mbps until the renewal date of your data pack. At 500GB 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 further usage charges after the limit above is reached.

Standard charging block for local data is 100 KB and Roaming is 1 MB. Any data consumed in a single session is rounded up to block size.

34 The IRK converts the monthly local units to international and roaming receiving units.

35Limit for WhatsApp data is 100 GB per month. This allowance will renew at bill cycle. There is no carry forward.

	Aamali 90	Aamali 100	Aamali 150	Aamali 200	Aamali 250	Aamali 300	Aamali 500	Aamali 750	Aamali 1000	Aamali 1500
Google Maps Data[36]						Included	Included	Included	Included	Included
Valet Parking[37]									4 Vouchers	6 Vouchers
Monthly rental (QAR)	90	100	150	200	250	300	500	750	1000	1500

Table 12 Aamali Business Mobile Packs (2.0)

73. The following are the Aamali Business Mobile Packs (1.0):

	Aamali 35	Aamali 65	Aamali 130	Aamali 180	Aamali 280	Aamali 475	Aamali 800
Local Minutes /SMS[38]	200	300	600	900	Unlimited	Unlimited	Unlimited
Endless Data[39]	0.5 GB	2 GB	5 GB	9 GB	18 GB	Unlimited	Unlimited
Favorite Local numbers			1	2	-	-	-
Business Group	Included	Included	Included	Included	Included	Included	Included
Landline Key	QAR 50	QAR 50	QAR 50	QAR 50	QAR 50	QAR 50	QAR 50
International minutes (118 Countries)			35	50	150	300	700
IRK Minutes or SMS[40]	Up to 200 units	Up to 300 units	Up to 600 units	Up to 900 units	Up to 2500 units	Up to 3300 units	Up to 6500 units
Receiving Roaming (OP Partner)			-		-	60	300
Dialing Roaming (OP Partner)			-		-	30	300
Business Collaboration Key	QAR 70	QAR 70	QAR 70	QAR 70	QAR 70	Included	Included
Monthly rental (QAR)	35	65	130	180	280	475	800

Table 13 Aamali Business Mobile Packs (1.0)

74. The following are Aamali Build Your Own Plans:

	Aamali Standard	Aamali Advanced	Aamali Premium
Local Minutes /SMS[41]	500	1500	Unlimited
Throttled Speed	256 Kbps	512 Kbps	1 Mbps
Business Group	Included	Included	Included
Landline Key	QAR 50	QAR 50	Included
Monthly rental (QAR)	50	100	150

Table 14 Aamali Business Mobile Packs (1.0)

75. Aamali Small Business Plans are customizable for business with its uniquely data plans offer. All plans only have throttled speed, and subscribers can add local data allowance Add-on to customize the data allowance on monthly basis.

76. The following Add-ons are applicable for the Aamali Packs and Aamali Small Business Plans[42]:

76.1 Shahry Endless Data Pack Add-ons:

36 Limit for Google Maps data is 999 GB per month. This allowance will renew at bill cycle. There is no carry forward.

37 Provided Valet benefits with eligible plans are refreshed on every bill cycle, there is no carry forward. 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

38 Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

39 After consuming the Endless Data allowance customers will not be charged for out of bundle usage. The data speed will be lowered to 64kbps.

40 The IRK converts the monthly local units to international and roaming receiving units.

41 Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

42 Available on one-off and recurring basis, valid for 30 days, the validity is considered until 23:59 of the last day, applicable for all addons under this section 4.4.2.

Tariff Name	Add on Data	Price (QAR)
Local Data Pack 10	1 GB	10
Local Data Pack 20	2 GB	20
Local Data Pack 25	3 GB	25
Local Data Pack 30	4 GB	30
Local Data Pack 35	5 GB	35
Local Data Pack 40	6 GB	40
Local Data Pack 45	8 GB	45
Local Data Pack 50	10 GB	50
Local Data Pack 55	15 GB	55
Local Data Pack 60	16 GB	60
Local Data Pack 65	20 GB	65
Local Data Pack 70	30 GB	70
Local Data Pack 75	40 GB	75
Local Data Pack 90	50 GB	90
Local Data Pack 160	100 GB	160
Local Data Pack 200	200 GB	200
Local Data Pack 450	500 GB	450
Local Data Pack 500	1 TB	500

Table 15 Shahry Endless Data Pack Add-ons

76.2 International Minutes Add-ons:

Tariff Name	International Minutes[43]	Price (QAR)
International Unit Pack 15	25	15
International Unit Pack 30	50	30
International Unit Pack 45	100	45
International Unit Pack 60	200	60
International Unit Pack 100	500	100
International Unit Pack 150	1000	150
International Unit Pack 175	1500	175
International Unit Pack 200	2000	200

Table 16 International Minutes Add-ons

76.3 International Calling iPack Plus add-ons:

Destination	iPack Plus 35	iPack Plus 50
Bangladesh	950 Units	1250 Units
Egypt	100 Units	160 Units
India	750 Units	1000 Units
Nepal	60 Units	90 Units
Pakistan	275 Units	400 Units
Philippines	250 Units	350 Units
Sri Lanka	75 Units	100 Units

43 Standard out of bundle rate applies after consumption of the selected International minutes allowance

Destination	iPack Plus 35	iPack Plus 50
GCC	100 Units	150 Units
Turkey	60 Units	90 units
China	600 Units	850 Units
Australia	500 Units	700 Units
Sudan	70 Units	100 Units
Jordan	60 Units	90 Units
Lebanon	70 Units	100 Units

Table 17 International Minutes Add-ons

76.4 International Zone Calling (Zones are listed under international section 4.9)

Zone	A	B	C
QAR 15	300	100	30
QAR 25	600	180	50
QAR 50	1200	300	100
QAR 100	2300	700	200

Table 18 International Zone Calling Add-ons

76.5 Roaming Dial Minutes Add-ons:

Tariff Name	Roaming Dial Minutes[44]	Price (QAR)
Roaming 100	100	100
Roaming 200	200	200

Table 19 Roaming Dial Minutes Add-ons

76.6 Local Minutes Add-ons:

Tariff Name	Local Minutes[45]	Price (QAR)
Local 8	200	8
Local 20	500	20
Local 35	1000	35
Local 45	2000	45
Local 50	Unlimited[46]	50

Table 20 Local Minutes Add-ons

76.7 **International Lite Key (ILK):** [47]Subscribers can pay QAR25 per month extra on their Aamali Pack monthly rental and be eligible for the 'International Lite Key'. This will allow customers to use the included local units to dialing set of countries like India, Canada, United States of America, United Kingdom all operators. ILK is Included for all Aamali Packs under Aamali Business Mobile Packs (2.0).

44 Standard out of bundle rate applies after consumption of the Roaming Dial Minutes allowance.

45 Standard out of bundle rate applies after consumption of the Local Minutes allowance.

46 Limit for Unlimited Add-on (Local 50) is 5000 Calls/SMS.

47 This 'International Lite Key' will be an opt-in service and subscribers will need to request this addon on OAPP (Admin approval required) or OPortal to enable the service. Likewise customers can opt-out ILK using OAPP or OPortal.

76.8 **International & Roaming Receiving Key (IRK):** This add-on will allow customers to use the included local units for international calling from Qatar and for receiving calls while roaming in set of countries mentioned under Section 4.4.5.4.

Tariff Name	Countries	Price (QAR)
IRK 25	50	25
IRK 50	100	50
IRK 75	150	75
IRK 120	188	120

Table 21 International & Roaming Receiving Add-ons

76.9 **Combination Add-ons[48]:**

Tariff Name	Local Units	Local Data	International Units	Price (QAR)
Combo 1	200	2 GB	-	20
Combo 2	500	6 GB	25	35

Table 22 Combination ADD-ons

76.10 **Google Maps**

Tariff Name	Data	Price (QAR)
Google Maps Data	200 GB	30

Table 23 Google Maps Data

76.11 **WhatsApp Data Add-on**

Tariff Name	Data	Price (QAR)
WhatsApp Data	100 GB	30

Table 24 WhatsApp Data

4.4.3 Aamali Starter

77. Aamali Starter plan is monthly plan priced at QAR 10 has and includes 500MB local data allowance.

78. Conditions**:**

78.1 Aamali Starter has Business Group between the subscribers within the same account included in the plan.

78.2 All Aamali Add-ons listed in section 71.8 are accessible for the subscribers of Aamali Starter.

78.3 Business customers have to request or must be subscribed to a minimum 100 lines across multiple plans (combination of Aamali 2.0, Aamali 1.0, Aamali Build Your Own plan, and Aamali Starter) to qualify for Aamali Starter.

4.4.4 Aamali Unlimited Local All Net Key

79. Aamali Unlimited Local All Net Key is monthly plan price at QAR 50 will provide the subscriber to have unlimited calls to all networks in Qatar.

48 Standard out of bundle rate applies after consumption of the local dial and International Dial Units. There is no out of bundle for Local Data.

80. Business customer has to request a minimum 100 lines to qualify for Aamali Unlimited Local All Net Key and through business channels (combination of Aamali 2.0, Aamali 1.0, Aamali Build Your Own plan, and Aamali Starter).

81. Maximum amount for Unlimited Local All Net Key is 20,000 mins and 2000 SMS.

4.4.5 Aamali Pack 1500

4.4.5.1 Terms & Conditions

82. Unlimited local data is granted to the customers. Therefore, after the customer has used 1TB of local data, the speed will be throttled to 64 Kbps and there will be no further usage charges.

83. Maximum amount for unlimited local call/SMS is 20,000 mins/SMS.

84. Customers can avail a maximum discount of 20% on Aamali 1500 rental when they purchase a mobile device on installment. After purchasing a device on installment, the minimum commitment period for service and device is 12 months. Early termination of service will result in a final bill containing remaining charges of the device.

85. Customers will be able to Roam Like Home with Aamali 1500 to 35 countries.

4.4.5.2 Multi Sim

86. Aamali 1500 comes with 2 multi SIMs at no additional monthly recurring charge. Each SIM will have 100 GB of local data included. The multi SIM cannot be used for making or receiving calls/SMS. Each Multi SIM will have QAR 50 as activation charges. There is no Minimum Liability Period for Multi SIM on Aamali 1500.

4.4.5.3 Roam Like Home

86.1 The "Roam Like Home" feature allows customers to use their local Calls/SMS and Data allowances while traveling abroad in designated countries, without additional roaming charges. This feature is included in Aamali 750, Aamali 1000, and Aamali 1500 where users enjoy unlimited roaming in countries mentioned in Article 47.

86.2 Maximum amount for Roam Like Home for Aamali 500, Aamali 750, Aamali 1000, and Aamali 1500 is the same as local allowances Maximum amount.

86.3 The "Roam Like Home" feature for Aamali 500 allows customers to use their local data allowances while traveling abroad in GCC, without additional roaming charges. Countries included in GCC are Saudi Arabia, Oman, Kuwait, United Arab Emirates, and Bahrain.

4.4.5.4 List of Countries included in International & Roaming Receiving Add-ons

Country	IRK 25	IRK 50	IRK 75	IRK 120
United States	Yes	Yes	Yes	Yes

Country	IRK 25	IRK 50	IRK 75	IRK 120
USA-Puerto Rico	Yes	Yes	Yes	Yes
Peru	Yes	Yes	Yes	Yes
Canada	Yes	Yes	Yes	Yes
USA-Hawaii	Yes	Yes	Yes	Yes
Romania	Yes	Yes	Yes	Yes
Colombia	Yes	Yes	Yes	Yes
Malaysia	Yes	Yes	Yes	Yes
Mexico	Yes	Yes	Yes	Yes
Slovakia	Yes	Yes	Yes	Yes
Norway	Yes	Yes	Yes	Yes
Chile	Yes	Yes	Yes	Yes
Brazil	Yes	Yes	Yes	Yes
USA-Alaska	Yes	Yes	Yes	Yes
Australia	Yes	Yes	Yes	Yes
Mongolia	Yes	Yes	Yes	Yes
Bermuda	Yes	Yes	Yes	Yes
Brunei Darussalam	Yes	Yes	Yes	Yes
French Guiana	Yes	Yes	Yes	Yes
Bangladesh	Yes	Yes	Yes	Yes
Iceland	Yes	Yes	Yes	Yes
India	Yes	Yes	Yes	Yes
Korea South	Yes	Yes	Yes	Yes
USA-Virgin Islands	Yes	Yes	Yes	Yes
Faroe Islands	Yes	Yes	Yes	Yes
USA-Guam	Yes	Yes	Yes	Yes
Singapore	Yes	Yes	Yes	Yes
Thailand	Yes	Yes	Yes	Yes
Martinique	Yes	Yes	Yes	Yes
Guadeloupe	Yes	Yes	Yes	Yes
Japan	Yes	Yes	Yes	Yes
Namibia	Yes	Yes	Yes	Yes
New Zealand	Yes	Yes	Yes	Yes
China	Yes	Yes	Yes	Yes
Marina Islands	Yes	Yes	Yes	Yes
Hong Kong	Yes	Yes	Yes	Yes
Switzerland	Yes	Yes	Yes	Yes
Costa Rica	Yes	Yes	Yes	Yes
Indonesia	Yes	Yes	Yes	Yes
Pakistan	Yes	Yes	Yes	Yes
Gibraltar	Yes	Yes	Yes	Yes

Country	IRK 25	IRK 50	IRK 75	IRK 120
Greenland	Yes	Yes	Yes	Yes
Greece	Yes	Yes	Yes	Yes
Bhutan	Yes	Yes	Yes	Yes
Paraguay	Yes	Yes	Yes	Yes
Italy	Yes	Yes	Yes	Yes
Taiwan, China	Yes	Yes	Yes	Yes
Hungary	Yes	Yes	Yes	Yes
Czech Rep.	Yes	Yes	Yes	Yes
Liechtenstein	Yes	Yes	Yes	Yes
United Kingdom	Yes	Yes	Yes	Yes
Viet Nam		Yes	Yes	Yes
Cambodia		Yes	Yes	Yes
Philippines		Yes	Yes	Yes
Mauritius		Yes	Yes	Yes
Dominican Rep.		Yes	Yes	Yes
Netherlands		Yes	Yes	Yes
Portugal		Yes	Yes	Yes
Lao P.D.R.		Yes	Yes	Yes
Mayotte		Yes	Yes	Yes
France		Yes	Yes	Yes
Saint Marteen		Yes	Yes	Yes
Panama		Yes	Yes	Yes
Uzbekistan		Yes	Yes	Yes
Venezuela		Yes	Yes	Yes
Kuwait		Yes	Yes	Yes
Poland		Yes	Yes	Yes
Egypt		Yes	Yes	Yes
Andorra		Yes	Yes	Yes
Austria		Yes	Yes	Yes
El Salvador		Yes	Yes	Yes
Macao, China		Yes	Yes	Yes
Netherlands Antilles		Yes	Yes	Yes
Nigeria		Yes	Yes	Yes
United Arab Emirates		Yes	Yes	Yes
Saudi Arabia		Yes	Yes	Yes
Bahrain		Yes	Yes	Yes
Oman		Yes	Yes	Yes
Swaziland		Yes	Yes	Yes
Uruguay		Yes	Yes	Yes
Yemen		Yes	Yes	Yes

Country	IRK 25	IRK 50	IRK 75	IRK 120
Luxembourg		Yes	Yes	Yes
Trinidad and Tobago		Yes	Yes	Yes
Germany		Yes	Yes	Yes
Guatemala		Yes	Yes	Yes
Spain		Yes	Yes	Yes
Belgium		Yes	Yes	Yes
Sri Lanka		Yes	Yes	Yes
Afghanistan		Yes	Yes	Yes
Lebanon		Yes	Yes	Yes
South Africa		Yes	Yes	Yes
Kenya		Yes	Yes	Yes
Argentina		Yes	Yes	Yes
Russia		Yes	Yes	Yes
Jordan		Yes	Yes	Yes
Cayman Islands		Yes	Yes	Yes
Honduras		Yes	Yes	Yes
Kazakhstan		Yes	Yes	Yes
Turkmenistan		Yes	Yes	Yes
Bolivia		Yes	Yes	Yes
Haiti		Yes	Yes	Yes
Ecuador			Yes	Yes
Ireland			Yes	Yes
Cyprus			Yes	Yes
Turkey			Yes	Yes
Monaco			Yes	Yes
Tajikistan			Yes	Yes
Iran			Yes	Yes
Nepal			Yes	Yes
Myanmar			Yes	Yes
Iraq			Yes	Yes
Sudan			Yes	Yes
Guyana			Yes	Yes
Aruba			Yes	Yes
Moldova			Yes	Yes
Belize			Yes	Yes
Botswana			Yes	Yes
Kyrgyzstan			Yes	Yes
Syria			Yes	Yes
Tanzania			Yes	Yes
Eritrea			Yes	No

Country	IRK 25	IRK 50	IRK 75	IRK 120
Armenia			Yes	Yes
Palestine			Yes	Yes
Ghana			Yes	No
Sweden			Yes	Yes
Ethiopia			Yes	No
Barbados			Yes	Yes
Jamaica			Yes	Yes
British Virgin Islands			Yes	Yes
Bahamas			Yes	Yes
Saint Kitts and Nevis			Yes	Yes
Saint Lucia			Yes	Yes
Turks and Caicos			Yes	Yes
Antigua and Barbuda			Yes	Yes
Grenada			Yes	Yes
French Polynesia/Tahiti			Yes	Yes
Cape Verde			Yes	Yes
Latvia			Yes	Yes
Timor-Leste			Yes	Yes
Saint Pierre and Miquelon			Yes	Yes
New Caledonia			Yes	Yes
Ukraine			Yes	Yes
Fiji			Yes	Yes
Denmark			Yes	Yes
Bulgaria			Yes	Yes
Rwanda			Yes	Yes
Finland			Yes	Yes
Nicaragua			Yes	Yes
Estonia			Yes	Yes
Georgia			Yes	Yes
Togo				No
Azerbaijan				Yes
Uganda				No
Suriname				Yes
Mozambique				Yes
Niger				No
Croatia				Yes
Cameroon				No
Reunion				Yes
Guinea Bissau				Yes
Lithuania				Yes

Country	IRK 25	IRK 50	IRK 75	IRK 120
Djibouti				Yes
Libya				No
Benin				No
Ivory Coast				Yes
Somalia				Yes
Liberia				Yes
Slovenia				Yes
Serbia				Yes
Mali				No
Belarus				Yes
Montenegro				Yes
Albania				Yes
Gabon				No
Malta				Yes
Burkina Faso				No
Angola				Yes
Bosnia and Herzegovina				Yes
Guinea				No
Burundi				Yes
Gambia				No
Equatorial Guinea				No
Sierra Leone				Yes
Macedonia				Yes
Zambia				Yes
Congo/Zaire				Yes
Chad				No
Kosovo				No
Congo Rep. of the				Yes
Malawi				Yes
Guinea-Bissau				Yes
Senegal				No
Comoros				No
South Sudan				Yes
Zimbabwe				No
Lesotho				Yes
Central African Rep.				Yes
Micronesia				Yes
Mauritania				No
Madagascar				No
Morocco				Yes

Country	IRK 25	IRK 50	IRK 75	IRK 120
Seychelles				No
Cuba				No
Tunisia				No
Maldives				Yes
Algeria				No
Samoa				Yes
Vanuatu				Yes
Papua New Guinea				Yes
Solomon Islands				No
Cook Islands				Yes
Nauru				Yes
Falkland Islands Malvinas				Yes
Tokelau				Yes
Norfolk Island				Yes

Table 25 Countries included

4.5 Hala Business

87. The Hala Business is hybrid tariff that has a monthly subscription enabling any Ooredoo business subscriber to get a bundle similar to Shahry Smart services. Any services used outside the bundle are charged at the standard Hala rate.

88. Conditions**:**

88.1 Business customers will be able to subscribe to 7 packs on any Hala line

88.2 Fees for these packs will be charged to the business subscriber account

88.3 Packs will be renewed each 30 calendar days until the business subscriber terminates them

88.4 Rental fees are not prorated.

88.5 Hala Business Pack can be terminated, upgraded, downgraded.

88.6 After the Hala Business bundle is complete the customer can continue using the service but at standard Hala tariff.

88.7 Business Group service is available for Hala Business customers (section 4.6)

89. Charging**:**

89.1 The Hala Business Packs are offered in the following defined packages:

Hala Business	35	55	80	100	150	150	200	250	325	450	525	750	825
Rental fee (QAR)	35	55	80	100	150	150	200	250	325	450	525	750	825
Local calls / Messages[49]	120	200	200	500	500	1000	1000	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

49 Limit for unlimited calls/SMS is 5,000 local call minutes per month or 3,000 Local SMS per month.

Hala Business	35	55	80	100	150	150	200	250	325	450	525	750	825
Data	250MB	500MB	1GB	1GB	1GB	2GB	2GB	3GB	3GB	10GB	10GB	Unlimited	Unlimited
International voice calling minutes[50]	-	-	60	-	150	-	200	100	800	300	1600	600	3200
Receiving Roaming minutes	-	-	-	-	-	-	-		-	60	60	300	300

Table 26 Hala Business Packs

90. **Hala Add-ons:**

90.1 Hala Balance Protection Feature: The Feature will automatically be activated whenever the customer 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 0.03 QAR per MB. The rest of the data usage until midnight of the same day will be charged at 0.10 QAR per MB. Hala Balance Protection Feature only applies once a day and will start again in the next day in case of PAYG data usage

90.2 Hala International Keys and Packs: A customer may opt-in for several Key and Packs which can be found in C11-01 Prepaid Mobile Services Tariff Document.

4.6 Business Group Service

91. The Business Group Service is available to any Ooredoo business customer with two or more Ooredoo lines.

92. All Business Group member lines must be enrolled under a single Ooredoo corporate customer number (e.g. the benefits of the intra-Business Group discount are administered by a single corporate customer).

93. Any individual service line can only be included within one Business Group Service at any one time.

94. Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.

95. Intra-Business Group call minutes cannot be used while roaming abroad and standard roaming rates will apply.

96. Standard rates apply to intra-Business Group calls once the intra-Business Group allowance is consumed.

50 International minutes to 118 countries available at www.ooredoo.qa.

97. Prevailing rates (based on other product selections where applicable), apply for all calls outside of the intra-Business Group.

98. **Family Option:** business customer can add personal Shahry lines in the Business Group for QAR 25 per Shahry line to gain the same benefits of unlimited minutes to the group.

4.7 Local Calling

99. **Charging:**

99.1 Local call charge rates are set out below for Aamali Mobile Plans, Hala Business and Hala Business International Plans:

Service	Charge (QAR)/min
Voice calls to an Ooredoo Mobile or to an Ooredoo landline	0.35
Voice calls to OLO landline	0.35
Video calls to an Ooredoo mobile	0.45
Video calls to OLO mobile	0.45
Voicemail (all Qatar Networks)[51]	0.35
Postpaid Audio text	0 - 100
Three Digit Short Code voice calls	0 - 100

Table 27 Local Call charges rates

4.8 Three Favorite Numbers

100. **Description**: The Three Favorite Numbers service offers a 25 % discount to the International charge rates for calls made to a maximum of three pre-selected International numbers.

101. **Conditions:** This service is available for calls made to any international location.

102. **Charging:** The Three Favorite Numbers service charges are set out below:

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

Table 28 Three Favorite Numbers charges

4.9 International Calling

103. **Description:** Calling and messaging placed from Qatar to any international destinations chosen by the User.

104. **Conditions:**

104.1 The billing interval for international calls is 60 seconds.

51 Voicemail: 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)

104.2 Peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and off-peak rate for international services applies from 7pm to 7am on all week days and all day on Friday.

104.3 Countries included within each zone are illustrated in the table below:

Zone	Country/Platform Destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest Of World	Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe
Americas	Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti (French Polynesia), Trinidad & Tobago, Turks & Caicos Island, Uruguay, USA, Venezuela, Virgin Islands (British), Virgin Islands (Us)
Asia	Afghanistan, Bangladesh, Bhutan, Burma (Myanmar), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hong Kong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (Azores / Madeira), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Belaric Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, United Kingdom, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antartica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti (French Polynesia), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

Table 29 Country / Platform Destination

Zones:

Country	Zone
Canada	A
USA-Alaska	A
USA-Puerto Rico	A
United States	A
USA-Virgin Islands	A
USA-Hawai	A
Colombia	A
Bangladesh	A
Peru	A
Malaysia	A
India	A
Mongolia	A
Iceland	A
Korea South	A
China	A
Faroe Islands	A
Romania	A
Norway	A
Hong Kong	A
Australia	A
New Zealand	A
USA-Guam	A
Chile	A
Paraguay	A
Thailand	A
Indonesia	A
Mexico	A
Bermuda	A
Dominican Rep.	A
Marina Islands	A
Saint Marteen	A
Jamaica	A
Philippines	B
Costa Rica	B
Pakistan	B
Singapore	B
Greenland	B
Cambodia	B
Brunei Darussalam	B
Brazil	B

Country	Zone
Bhutan	B
Hungary	B
Namibia	B
Greece	B
Viet Nam	B
Lao P.D.R.	B
Czech Rep.	B
Ireland	B
Cyprus	B
San Marino	B
Saint Pierre and Miquelon	B
Gibraltar	B
Japan	B
Wallis and Futuna	B
Taiwan, China	B
Venezuela	B
Nigeria	B
Argentina	B
Panama	B
Egypt	C
Kuwait	C
Spain	C
Slovakia	C
Uzbekistan	C
Netherlands Antilles	C
United Arab Emirates	C
Bahrain	C
Oman	C
Saudi Arabia	C
United Kingdom	C
Martinique	C
Uruguay	C
Bolivia	C
El Salvador	C
Yemen	C
Nepal	C
Kenya	C
Guatemala	C
Macao, China	C
Poland	C

Country	Zone
Mauritius	C
Sri Lanka	C
Sudan	C
Myanmar	C
Guadeloupe	C
Turkmenistan	C
France	C
Lebanon	C
Honduras	C
Ecuador	C
Diego Garcia	C
French Guiana	C
Iran	C
Cayman Islands	C
Afghanistan	C
Turkey	C
Jordan	C
Palestine	C
Trinidad and Tobago	C
Kyrgyzstan	C
Tajikistan	C
Aruba	C
Kazakhstan	C
Andorra	C
Angola	C
Italy	C
South Africa	C
Iraq	C
Sao Tome and Principe	C
Barbados	C
Dominica	C
Guyana	C
Saint Kitts and Nevis	C
Netherlands	C
British Virgin Islands	C
Eritrea	C
Austria	C
Luxembourg	C
Armenia	C
Syria	C

Country	Zone
Saint Lucia	C
Grenada	C
Bahamas	C
Ethiopia	C
Turks and Caicos	C
Saint Vincent & the Grenadines	C
Anguilla	C
Botswana	C
Ukraine	C
Russia	C
Belize	C
Nicaragua	C
Antigua and Barbuda	C
Ghana	C
Ascension	C
French Polynesia/Tahiti	C
Haiti	C
Suriname	C
Rwanda	C
Denmark	C
Germany	C
Georgia	C
Niger	C
Fiji	C
Swaziland	C
Latvia	C
New Caledonia	C
Sweden	C
Cape Verde	C
Tanzania	C
Uganda	C
Mozambique	C
Azerbaijan	C
Moldova	C
Togo	C
Senegal	C
Libya	C
Croatia	C
Cameroon	C
Lithuania	C

Country	Zone
Ivory Coast	C
Antartika	C
Belarus	C
Benin	C
Estonia	C
Monaco	C
Bulgaria	C
Micronesia	C
Belgium	C
Finland	C
Bosnia and Herzegovina	C
Djibouti	C
Burkina Faso	C
Switzerland	C
Serbia	C
Macedonia	C
Slovenia	C
Portugal	C
Liechtenstein	C
Somalia	C
Mali	C
Reunion	C
Liberia	C
Gambia	C
Gabon	C
Albania	C
Congo/Zaire	C
Zambia	C
Malta	C
Guinea	C
Malawi	C
Palau	C
Lesotho	C
Zimbabwe	C
Congo Rep. of the	C
Sierra Leone	C
Burundi	C
Kosovo	C
Comoros	C
Montenegro	C

Country	Zone
Equatorial Guinea	C
Niue	C
Chad	C
Guinea Bissau	C
Samoa	C
South Sudan	C
Tonga	C
Cook Islands	C
Mayotte	C
Morocco	C
Algeria	C
Mauritania	C
Guinea-Bissau	C
Seychelles	C
Madagascar	C
Cuba	C
Tunisia	C
Solomon Islands	C
Maldives	C
Central African Rep.	C
Tokelau	C
Timor-Leste	C
Tuvalu	C
Papua New Guinea	C
Vanuatu	C
Nauru	C
Saint Helena	C
Norfolk Island	C
Falkland Islands Malvinas	C

105. **Charging:**

105.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame and are set out below:

Zone	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive	
GCC	0.3	1.5	1.8	0.3	1	1.3	0.6
M.E.N.A.	0.3	1.9	2.2	0.3	1.5	1.8	0.6
Americas	0.3	1.9	2.2	0.3	1.5	1.8	0.6

Zone	Calls (voice/video) Peak Rate (QAR/min.)			Calls (voice/video) Off-Peak Rate (QAR/min.)			SMS QAR/msg.
	Airtime	Int'l	All inclusive	Airtime	Int'l	All inclusive	
Europe	0.3	1.9	2.2	0.3	1.5	1.8	0.6
Oceania	0.3	1.9	2.2	0.3	1.5	1.8	0.6
Asia	0.3	1.9	2.2	0.3	1.5	1.8	0.6
Africa & Rest of World	0.3	1.9	2.2	0.3	1.5	1.8	0.6
Special & Satellite	0.3	30	30.3	0.3	30	30.3	0.6

Table 30 International rates peak and off peak rates

105.2 The following all-inclusive rates apply to specific calling destinations (including airtime equivalent to the peak/off-peak national call rate and any surcharges).

Country (English)	Standard International Rate (QAR/Min)
ASCENSION ISLAND	10.00
AFGHANISTAN	0.99
ALBANIA	2.00
ALGERIA	2.50
AMERICAN SAMOA	1.66
ANDORRA	0.99
ANGOLA	0.99
ANGUILLA	0.99
ANTARCTICA	5.00
ANTIGUA AND BARBUDA	0.99
ARGENTINA	0.99
ARMENIA	0.99
ARUBA	0.99
AUSTRALIA	0.99
AUSTRIA	0.99
AZERBAIJAN	1.66
BAHAMAS	1.50
BAHRAIN	0.99
BANGLADESH	0.99
BARBADOS	1.50
BELARUS	1.50
BELGIUM	1.50
BELIZE	0.99
BENIN	1.50
BERMUDA	0.99
BHUTAN	0.99
BOLIVIA	0.99
BOSNIA AND HERZEGOVINA	2.00
BOTSWANA	0.99
BRAZIL	0.99

Country (English)	Standard International Rate (QAR/Min)
BRITISH VIRGIN ISLANDS	0.99
BRUNEI Darussalam	0.99
BULGARIA	1.50
BURKINA FASO	1.50
BURUNDI	1.99
CAMBODIA	0.99
CAMEROON	1.50
CANADA	0.99
CAPE VERDE	1.50
CAYMAN ISLANDS	0.99
CENTRAL AFRICAN REPUBLIC	4.00
CHAD	2.50
CHILE	0.99
CHINA	0.99
CHRISTMAS ISLAND	1.50
COCOS ISLANDS	1.50
COLOMBIA	0.99
COMOROS	2.00
CONGO	2.00
CONGO/Zaire	4.00
COOK ISLANDS	1.99
COSTA RICA	1.50
CROATIA	0.99
CUBA	2.99
CYPRUS	0.99
CZECH REPUBLIC	0.99
DENMARK	0.99
DIEGO GARCIA	3.50
DJIBOUTI	1.50
DOMINICA	0.99
DOMINICAN REPUBLIC	2.50
EAST TIMOR (Timor-Leste)	3.50
ECUADOR	0.99
EGYPT	0.99
EL SALVADOR	0.99
EQUATORIAL GUINEA	2.00
ERITREA	0.99
ESTONIA	1.50
ETHIOPIA	0.99
FALKLAND ISLANDS MALVINAS	9.00
FAROE ISLANDS	0.99
FIJI	1.00

Country (English)	Standard International Rate (QAR/Min)
FINLAND	1.50
FRANCE	0.99
FRENCH GUIANA	0.99
FRENCH POLYNESIA/Tahiti	1.50
GABON	1.66
GAMBIA	1.99
GEORGIA	1.50
GERMANY	0.99
GHANA	1.50
GIBRALTAR	0.99
GREECE	0.99
GREENLAND	1.99
GRENADA	0.99
GUADELOUPE	0.99
GUAM	3.50
GUATEMALA	0.99
GUINEA	1.66
GUINEA-BISSAU	3.00
GUYANA	0.99
HAITI	1.50
HONDURAS	0.99
HONG KONG	0.99
HUNGARY	0.99
ICELAND	0.99
INDIA	1.25
INDONESIA	0.99
IRAN	0.99
IRAQ	0.99
IRELAND	0.99
ITALY	0.99
IVORY COAST	2.00
JAMAICA	1.50
JAPAN	0.99
JORDAN	0.99
KAZAKHSTAN	0.99
KENYA	0.99
KIRIBATI	10.00
KOREA NORTH	2.00
KOREA SOUTH	0.99
KUWAIT	0.99
KYRGYZSTAN	0.99
LAOS	0.99

Country (English)	Standard International Rate (QAR/Min)
LATVIA	1.99
LEBANON	0.99
LESOTHO	2.00
LIBERIA	2.00
LIBYA	1.50
LIECHTENSTEIN	0.99
LITHUANIA	1.50
LUXEMBOURG	0.99
MACAO, CHINA	0.99
MACEDONIA	1.50
MADAGASCAR	2.50
MALAWI	2.00
MALAYSIA	0.99
MALDIVES	2.99
MALI	1.50
MALTA	2.00
MARSHALL ISLANDS	0.99
MARTINIQUE (French Antilles)	0.99
MAURITANIA	2.50
MAURITIUS	0.99
MAYOTTE	0.99
MEXICO	2.00
MICRONESIA	0.99
MOLDOVA	1.50
MONACO	0.99
MONGOLIA	0.99
MONTENEGRO	1.50
MONTSERRAT	0.99
MOROCCO	1.50
MOZAMBIQUE	0.99
MYANMAR (Burma)	0.99
NAMIBIA	0.99
NAURU	2.99
NEPAL	0.99
NETHERLANDS	0.99
NETHERLANDS ANTILLES	0.99
NEW CALEDONIA	1.00
NEW ZEALAND	0.99
NICARAGUA	0.99
NIGER	1.50
NIGERIA	0.99
NIUE	2.50

Country (English)	Standard International Rate (QAR/Min)
NORFOLK ISLAND	3.50
NORTHERN MARIANA ISLANDS	3.99
NORWAY	0.99
OMAN	0.99
PAKISTAN	0.99
PALAU	2.00
PALESTINE (972)	0.99
PALESTINE (970)	0.99
PANAMA	0.99
PAPUA NEW GUINEA	3.50
PARAGUAY	0.99
PERU	0.99
PHILIPPINES	0.99
POLAND	0.99
PORTUGAL	2.00
PUERTO RICO	0.99
REUNION	2.00
ROMANIA	0.99
RUSSIA	0.99
RWANDA	0.99
SAINT BARTHELEMY	3.99
SAINT HELENA	2.80
SAINT KITTS AND NEVIS	2.50
SAINT LUCIA	0.99
SAINT MARTIN	0.99
SAINT PIERRE AND MIQUELON	2.50
SAINT VINCENT AND THE GRENADINES	0.99
SAN MARINO	6.00
SAO TOME AND PRINCIPE	2.50
SAUDI ARABIA	0.99
SENEGAL	1.50
SERBIA	1.50
SEYCHELLES	2.50
SIERRA LEONE	1.99
SINGAPORE	0.99
SLOVAKIA	0.99
SLOVENIA	1.50
SOLOMON ISLANDS	4.00
SOMALIA	1.50
SOUTH AFRICA	0.99
SOUTH SUDAN	2.50
SPAIN	0.99

Country (English)	Standard International Rate (QAR/Min)
SRI LANKA	0.99
SUDAN	0.99
SURINAME	9.00
SWAZILAND	1.50
SWEDEN	1.50
SWITZERLAND	1.50
SYRIA	1.25
TAIWAN, CHINA	0.99
TAJIKISTAN	0.99
TANZANIA	1.50
THAILAND	0.99
TOGO	1.50
TOKELAU	7.50
TONGA	3.50
TRINIDAD AND TOBAGO	0.99
TUNISIA	2.50
TURKEY	0.99
TURKMENISTAN	0.99
TURKS AND CAICOS ISLANDS	0.99
TUVALU	3.50
UGANDA	1.50
UKRAINE	1.50
UNITED ARAB EMIRATES	0.99
UNITED KINGDOM	1.50
UNITED STATES OF AMERICA	0.99
UNITED STATES VIRGIN ISLANDS	0.99
URUGUAY	0.99
UZBEKISTAN	0.99
VANUATU	3.50
VATICAN	0.99
VENEZUELA	0.99
VIETNAM	2.50
WALLIS AND FUTUNA	2.50
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	0.99
ZAMBIA	2.00
ZIMBABWE	2.00

Table 31 Specific calling destination rates

105.3 Countries included in the Bundle:

Country			
Afghanistan	Germany	Mayotte	Sweden
Andorra	Ghana	Mexico	Switzerland

Country			
Angola	Gibraltar	Mongolia	Syria
Argentina	Greece	Mozambique	Taiwan, China
Armenia	Guadeloupe	Namibia	Tajikistan
Aruba	Guatemala	Nepal	Thailand
Australia	Honduras	Netherlands	Turkey
Austria	Hong Kong	Netherlands Antilles	Turkmenistan
Bahrain	Hungary	New Caledonia	Ukraine
Bangladesh	Iceland	New Zealand	United Arab Emirates
Belgium	India	Nigeria	United Kingdom
Bhutan	Indonesia	Norway	United States
Bolivia	Iran	Oman	Uruguay
Botswana	Iraq	Pakistan	Uzbekistan
Brazil	Ireland	Palestine	Vatican
Brunei Darussalam	Italy	Panama	Venezuela
Bulgaria	Japan	Paraguay	Viet Nam
Cambodia	Jordan	Peru	Yemen
Canada	Kazakhstan	Philippines	Zambia
China	Kenya	Poland	
Colombia	Korea South	Portugal	
Costa Rica	Kuwait	Romania	
Cyprus	Kyrgyzstan	Russia	
Czech Rep.	Lao P.D.R.	San Marino	
Denmark	Lebanon	Saudi Arabia	
Ecuador	Liechtenstein	Singapore	
Egypt	Lithuania	Slovakia	
El Salvador	Luxembourg	Slovenia	
Estonia	Macao, China	South Africa	
Faroe Islands	Malawi	Spain	
Finland	Malaysia	Sri Lanka	
France	Malta	Sudan	
French Guiana	Martinique	Suriname	
Georgia	Mauritius	Swaziland	

Table 32 Countries included in the Bundle

4.10 Ooredoo Passport

4.10.1 Description and charges

106. 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
		Voice/SMS	Data	
Weekly Passport -voice and data	100	100 min and SMS	3 GB	Seven (7) days
Bi-weekly Passport -voice and data	200	200 min and SMS	2 GB	Fourteen (14) days
Monthly Passport	350	300 min and SMS	12 GB	Thirty (30) days

Table 33 Ooredoo passports

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

108. Roaming Customers will receive detailed SMS with the roaming network partners available in the country.

109. Customers will have a choice to activate the Ooredoo Monthly Passport 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.

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

4.10.2Out of the bundle

111. 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.

112. 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 International Roaming

113. **Description:** 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.

114. **Conditions:**

114.1 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.

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

114.3 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.

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

114.5 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.

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

114.7 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	Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	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	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, 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 34 Roaming countries available to subscribers

115. **Charging:**

115.1 All Roaming calls are charged each 60 seconds.

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

115.3 Roaming rates for Ooredoo non-Passport Partners:

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) QAR/Min
GCC	0.85	0.80	1	1	1	0.20	1	No charge
MENA Americas Europe	5	3	17	17	17	2	55	No Charge

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) QAR/Min
Asia & Oceania Africa & Rest of World								
Satellite, Thuraya & 'Special Cases'	30	30	30	30	30	2	75	30
Lebanon	5	5	5	5	5	5	5	No Charge
On Air	15	15	15	15	15	15	15	No Charge
Monaco	5	5	5	5	5	5	5	No Charge

Table 35 Roaming rates for Ooredoo Non-Passport Partners

115.4 The Roaming rates (Table 35 Roaming rates for Ooredoo Non-Passport Partners apply when:

- No Ooredoo Passport partners are available in the roaming country; or
- The subscriber roams to the country without first obtaining an Ooredoo Passport (Section 4.10); or

115.5 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:

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**	-	-	-	-

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)
Italy	-	-	17	-	-	-	-
Russia	-	-	17	-	-	-	-
Senegal	-	-	-	-	-	-	55
Kazakhstan, Serbia & Montenegro	-	-	17	-	-	-	-
Switzerland	-	-	17	-	-	-	-
Tajikistan	-	-		-	-	-	55
Uzbekistan, Macedonia, Moldova	-	-	17	-	-	-	-

Table 36 Surcharges to specific countries or operators

115.6 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.

4.12 Data Services

4.12.1 Mobile Internet

116. This service feature allows Users to browse the Internet and WAP sites using their Mobile Device.

117. Conditions**:**

117.1 The service feature is available only when a data-enabled Mobile Device is within the covered service area.

117.2 Certain factors may interfere with actual service quality, availability, and connection may be interrupted, dropped, refused or limited.

117.3 Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to its statutory and license obligations and requirements.

117.4 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.

118. Charging**:**

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

118.2 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 speed, or to the throttled speed specified for the Subscriber's relevant plan

118.3 Subscribers can restore the speed by purchasing the speed boosters, top up with Data Scratch Card or wait until the next bill cycle.

4.12.2 International Data Roaming

119. International mobile internet allows Users to enjoy access to mobile internet services while roaming.

120. Conditions**:**

120.1 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.

120.2 Roaming coverage may change without notice. Ooredoo is not responsible for those networks and services that are not available while roaming and does not make any representations regarding the quality of service while roaming.

121. Charging**:**

Unless the Subscriber has activated, or is eligible for, a roaming data allowance, Ooredoo Passport, Roam Like Home, or another applicable roaming pack, roaming data usage will be charged at the applicable standard roaming rates.

121.1 Roaming data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming standard data usage charges are set out below:

Zone	Zone Charge per MB (QAR)
GCC	15
M.E.N.A.	55
Europe	55
Americas	55
Asia & Oceania	55
Africa & 'Rest of the World'	55
Satellite, Thuraya & 'Special Cases'	75

Table 37 Roaming Data usage charges

121.2 Surcharges are applied in specific countries or operators that modify the retail tariff to those listed in the table below:

Exception Case	Zone Charge per MB (QAR)
Australia	80

Exception Case	Zone Charge per MB (QAR)
Tajikistan	80
Senegal	80

Table 38 Surcharging to specific countries or operators

121.3 Roaming data services may not be available in some countries. Customers should always refer to the Ooredoo website for the most up to date listing of GPRS and 3G roaming-enabled networks.

4.13 Messaging

4.13.1 Short Message Service (SMS)

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

123. SMS messages are charged on a per message basis as set out below:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Ooredoo mobile	0.30	0.30
SMS to other mobile	0.40	0.40
SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759)	0 – 100	
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00

Table 39 SMS charges

4.14 Optional Features

124. Upon Request, and subject to credit requirements, Ooredoo will provide optional features at the charges set out below:

Service		Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Call Forward		No charge	No charge	Per applicable calling rate.
Call Waiting		No charge	No charge	No charge
Call Barring		No charge	15	No charge
Calling Line Identification		No charge	No charge	No charge
Conference Calling		No charge	No charge	Per applicable calling rate.
Missed Call Alerts		No charge	No charge	No charge
Mobile Email		50	50	No charge
GSM Data/Fax		50	15	Per applicable calling rate.
Number Change		50	No charge	No charge
Local Video Calling	Peak	No charge	No charge	0.45/min

Service		Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
to Ooredoo mobiles	Off-Peak	No charge	No charge	0.40/min
Local Video Calling to OLO mobiles	Peak	No charge	No charge	0.65/min
	Off-Peak	No charge	No charge	0.65/min
SIM Cam		100	30	n/a
Credit Transfer to prepaid account		n/a	n/a	1.00 per transfer (Min QAR10)

Table 40 Optional Feature charges

4.15 Easy-to-Remember Numbers

125. **Description:** Easy-to-Remember numbers are special desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

126. **Examples:** The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of permutations available, an exhaustive list is not shown.

Platinum	Gold	Silver	Bronze	Mercury
XXXXXXX	XYYYYYX	XYYYXYY	XYZZZYX	XYZZYXX
	XYYYYXX	XYYYXXX	XYZZZXY	XYZZXYZ

Table 41 Easy to Remember category examples

127. 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.

128. Subscribers may request assignment of Easy to Remember at the following rates:

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

Number Classification	Applicable one-time charge (QAR)
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500
Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Cooper (with "0"s)	500
Cooper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

Table 42 Easy to Remember charge rates

129. Self-selected numbers: QAR 200 (based on availability).

4.16 Mobile Money – International Transfer, Top-Up offer

130. **Description:** Any Hala Mobile Money Payroll customer making an international remittance transaction of more than QAR 100 will get a data bonus, detailed below. This benefit is over and above standard credit and bonus local minutes.

131. **Charging:** None.

132. **Conditions:** International remittance transaction as follows:

Remittance slab
1-100
101-500
501-1000
1001-2000
2001-4000
4001-10000

Table 43 Remittance slab

132.1 Mobile Money Terms and Conditions Applies.

132.2 General Terms and Conditions Applies.

4.17 Aamali Logistics Mobile Plans

133. The following are the Aamali Logistics Mobile Packs:

	Aamali Logistics Basic	Aamali Logistics Advanced
Local voice/SMS	1500	UL
Endless local data	12 GB	22 GB
Business Group	Included	Included
Monthly rental	QAR 85	QAR 135

Table 44 Aamali Logistics mobile plans

Customers from Logistics Industry are eligible for Aamali Logistics Plans.

4.18 Discount framework for Aamali Mobile Packs

134. Business customers who are subscribed to Ooredoo's Business mobile services are eligible for the following discount framework from 3 March 2025.

Qualifying criteria – number of lines	Discount Percentage on total bill (%)
50 – 299	10%
300 – 599	15%
600 +	20%

Table 45 Discount framework for Aamali Mobile pack QAR 65 and above

Qualifying criteria – number of lines	Discount Percentage on total bill (%)
100+	10%

Table 46 Discount framework for Aamali Mobile packs Below QAR 65

135. The discount in Table 45 applies to all revenues generated from Aamali packs 3.0, 2.0, Aamali packs 1.0, Aamali Build Your Own Plans (section 4.4) and Aamali Logistics Plans (section 4.17). The minimum subscribed plan counted for the discount eligibility is Aamali 65 and above. Discount applies to all revenues charged for Aamali 65 and higher packs as well as all applicable add on packs included in the section 4.4.

136. The discount in Table 46 applies to all revenues generated from Aamali packs 3.0, 2.0, Aamali packs 1.0 and Aamali Build Your Own Plans (section 4.4) with base pack rentals below QAR 65. Discount applies to all revenues charged as well as all applicable add on packs included in the section 4.4.

137. For the avoidance of doubt, the threshold of the Total Number of Qualifying Aamali Mobile Lines must be met within the specified month in order to obtain the applicable discount for that month.

138. Minimum commitment period of 12-months applies to the above offer.

139. In case of early termination, the customer will be liable to pay the total value of the discounts availed during the service period.

140. This offer is opt-in.

141. Customers enjoying prices based on Discount Framework before 3 March 2025 will keep receiving the same discount after 3 March 2025.

142. The new Discount Framework applies to new customers.

4.19 Mobile services for temporary kiosks

143. During special events (e.g. FIFA), Ooredoo will offer to temporary kiosks (including booths, stalls, cubicles, etc.) which may not have fiber connectivity a dual play mobile service (calls + internet) through the mobile network.

144. Prices are included in the table below:

	One-time charge (QAR)	Monthly recurring charge (QAR)
Dual play mobile service	450	350

Table 47 Dual play mobile service - prices

145. The service will have a duration of three months and include:

145.1 Unlimited local calls to landlines (up to 20,000 minutes);

145.2 Endless local data (up to 400 GB, afterwards the customer can navigate at 128 Kbps);

145.3 A Wireless Wi-Fi router that can be connected to a telephone handset. The router must be returned to Ooredoo at the end of the service.

146. Local calls to mobile and international calls will be charged at the standard rates (ref. section 4.6 and 4.8).

5 Service Provider obligations

147. **Commencement of Service:** The relevant Business Mobile Service shall commence from the service connection date.

148. **Service Availability and Limits:**

148.1 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. 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 Ooredoo's statutory and licence obligations and requirements.

148.2 The service is only available when the User's Mobile Device is within a mobile coverage area.

148.3 While roaming, the 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.

148.4 Ooredoo May offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

6 Customer Obligations

149. **Equipment:** With the exception of the SIM Card, the subscriber may acquire the equipment that they intend to use to receive the service from Ooredoo from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is in compliance with the technical standards and specifications described in the Ooredoo General Terms and Conditions.

150. The customer shall comply with any reasonable request by Ooredoo concerning the configuration of handsets, SIM cards and/or the use of the service. Ooredoo may require the subscriber to submit information reasonably related to the service, devices or SIM cards.

151. **SIM Card**: It is the subscriber's responsibility to keep safe SIM cards that are provided to the subscriber. SIM Cards are easily damaged and should be handled with care. The subscriber must promptly notify Ooredoo if SIM cards are damaged. In the event of loss or theft of a customer SIM card, the subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft. The subscriber may be charged in the event of loss or theft for replacement of the SIM card.

152. **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.

153. **Billing**: The customer must notify Ooredoo of a change of customer billing address within 14 days.

7 Mobile number portability

7.1 Porting of mobile number away from Ooredoo

154. **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.

155. **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. This includes any liabilities / exit charges / revokable discounts not earlier due, but automatically becoming due with the initiation of the posting, similar to termination request. 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.

156. **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 remaining rentals, usage charges, early contract termination fees such as liabilities / exit charges / revokable discounts. Ooredoo will issue the Subscriber with a final invoice in respect of those charges. If the final invoice is not paid:

156.1 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,

156.2 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

156.3 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.

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

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

157.2 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.

7.2 Porting of mobile numbers to Ooredoo

158. 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.

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

159.1 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,

159.2 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

159.3 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.

159.4 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	25 February 2013	New revamped tariff
02	14 November 2013	Permanent Tariff Change, prices revamped
03	14 February 2014	Permanent Tariff Change- Shahry Smart packs
04	2 April 2014	Permanent Tariff Change, Monthly Packs
05	8 April 2014	Permanent Tariff Change, Passport
06	16 April 2014	Permanent Tariff Change, Data Scratch Card
07	1 May 2014	Permanent Tariff Change, Ooredoo Passport
08	8 June 2014	Permanent Tariff Change, Smart Packs
09	17 June 2014	Permanent Tariff Change, Shahry Saver Key
10	22 September 2014	Permanent Tariff Change, Fair Usage Policy definition
11	1 November 2014	Permanent Tariff Change, Ooredoo Passport
12	4 November 2014	Permanent Tariff Change, Smart Packs
13	22 January 2015	Permanent Tariff Change, Smart Packs
14	28 January 2015	Permanent Tariff Change, BlackBerry Global
15	13 July 2015	Permanent Tariff Change, Shahry Smart Packs
16	1 October 2015	Permanent Tariff Change, Data Service and International Roaming
17	12 February 2016	Permanent Tariff Change, Shahry refresh, data update
18	14 February 2016	Permanent Tariff Change, Unlimited data first month
19	15 March 2016	Permanent Tariff Change, IDD standard rate increased to 0.99 and India 10QAR 600 Minutes made permanent.
20	27 March 2016	Permanent Tariff Change, PAYG rate changed to QAR 0.99
21	1st April 2016	Permanent Tariff Change, Hala Business included in Business Group Service
22	1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
23	29 May 2016	Ascension Island rate increased to QAR 10.
24	17 June 2016	Permanent Tariff Change, Hala Business
25	28 July 2016	Permanent Tariff Change, Mobile Internet Pack
26	2 August 2016	Permanent Tariff Change, Data Services
27	5 August 2016	Permanent Tariff Change, roaming rate change
28	29 August 2016	Permanent Tariff Change, short code
29	8 September 2016	Permanent Tariff Change, Voicemail
30	12 October 2016	Permanent Tariff Change, Hala Business Packs
31	18 November 2016	Permanent Tariff Change, Unlimited Data Pack and FUP
32	30 November 2016	Unlimited Data Pack and FUP removed. Permanent Tariff Change, Mobile Money international transfer bonus data.
33	19 December 2016	Fair Usage Policy for Unlimited data corrected.
34	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated
35	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase

Tariff Version Number	Effective Date	Tariff Modifications
36	15 April 2017	Permanent Tariff Change, GCC roaming rate change.
37	16 May 2017	Permanent Tariff Change, Standard PAYG changes
38	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges.
39	3 August 2017	Permanent Tariff Change, International Calling Rate Change
40	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
41	17 September 2017	Permanent Tariff Change, Shahry International Packs.
42	21 November 2017	Permanent Tariff Change, Data Recharge.
43	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
44	21 February 2018	Permanent Tariff Change, OPM and Data Safety Key
45	25 February 2018	Permanent Tariff Change, Protection Feature
46	16 March 2018	Permanent Tariff Change, Hala Nepal Super Key
47	22 march 2018	Permanent Tariff Change, Aamali Packs
48	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
49	5 April 2018	Permanent Tariff Change, Mobile Data Adjustments
50	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
51	11 July 2018	Permanent Tariff Change, International and Roaming Key Changes and rates.
52	9 September 2018	Permanent Tariff Change, Qatarna Packs
53	18 October 2018	Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase
54	1 November 2018	Permanent Tariff Change, Mobile Money
55	7 August 2019	Permanent Tariff Change, Lebanon exception rate
56	21 October 2019	Permanent Tariff Change, On Air rate
57	1 November 2019	Monaco as Ooredoo Passport partner (4.10.3)
58	10 December 2019	Aamali 2.0 (4.6.2)
59	22 January 2020	Update Terms and Conditions of IRK (Clause 4.2.3.7.1)
60	18 February 2020	Speed Boosters FUP update (4.3.2.7.6)
61	12 September 2020	India and Syria price revisions
62	18 November 2020	Aamali 90 update (4.7.1)
63	21 January 2021	Discount Framework for Business Mobile (4.26)
64	1 February 2021	Postpaid Price Revisions (4.2.3.3, 4.3.1, 4.4.1, 4.6.2, 4.18)
65	30 May 2021	Discount Framework for Aamali Mobile Packs (4.26)
66	5 July 2021	Aamali 70 (4.7.1) and (4.7.2)
67	21 July 2021	Price and Product adjustment (4.2.) and (4.8.3.2)
68	3 October 2021	Hala Business FUP updates (4.4.3)
69	1 February 2022	Price Adjustments (4.1.2.1, 4.2.2, 4.2.3.6, 4.3.1, 4.6.1.1)
70	14 April 2022	Ooredoo Passport Monthly update (4.9)
71	4 July 2022	Aamali Starter (4.3.3)

Tariff Version Number	Effective Date	Tariff Modifications
72	18 August 2022	New format
73	1 September 2022	RTI 20% discount (2)
74	26 September 2022	Aamali Unlimited Local All Net Add-on (4.3.3)
75	13 October 2022	Discount Framework for Aamali Mobile Packs (4.16)
76	19 October 2022	Mobile services for temporary kiosks and sites (4.17)
77	24 October 2022	Aamali Business Mobile Packs (1.0) (4.3), Discount Framework for Aamali Mobile Packs (4.16) and Aamali Push-to-Talk (5)
78	27 November 2022	Class License for the Resale of Retail Telecommunications Services
79	6 April 2023	Multimedia Messaging removal (4.8), (4.10), (4.12.1), (4.12.2), (8.1) and (8.2)
80	31 May 2023	Shahry+ and Qatarna+ portfolio (4.2. and 4.3), 4.4.2 Aamali Starter
81	24 October 2023	Moving Aamali Push To Talk to Tariff B06-01
82	6 December 2023	Aamali Portfolio Revamp (4.3)
83	6 February 2024	International Calling iPack (4.3), Family Option (4.5), Logistic Mobile Plans (4.16) and Discount Framework (4.17)
84	28 March 2024	Business Mobile Services Discount Framework update (4.17)
85	14 May 2024	Changes to Aamali Starter (4.3.2) and Shahry+ and Qatarna+ plans (4.2)
86	30 June 2024	Aamali Packs (4.4) and Discount Framework (4.18)
87	16 December 2024	Changes to Aamali Packs (4.4) and new section for Aamali Pack 1500 (4.4.4)
88	23 December 2024	Changes to section 4.4. introducing additional benefits for Aamali packs and updates to IRK terms and conditions.
89	13 January 2025	Changes to sections 4.4, 4.14 and 4.18
90	3 March 2025	Changes to section 4.18
91	11 May 2025	Changes 4.4.1
92	24 December 2025	Changes to section 46
93	5 June 2026	Changes to 4.4
94	28 June 2026	Changes to 4.10 (Ooredoo Passport)
95	21 July 2026	Changes to 4.10 (Ooredoo Passport)
96	23 July 2026	Changes to 4.10 (Ooredoo Passport)
97	22 November 2026	New section Business Mobile Plans 4.4.1, tariff revamp editorial and structure modifications.