# General Tariff Information

| | |
|---|---|
| **Service Provider Name** | Ooredoo Q.P.S.C. |
| **Tariff Number** | B34-01 |
| **Marketing Name of the Offer** | Inmarsat Satellite Services |
| **Tariff Type** | Standard Permanent |
| **Duration** | N/A |
| **Customer Group** | Business |
| **Tariff Effective Date** | 1 November 2026 |
| **Tariff Version Number** | 006 |

# Contents

1 Definitions ..... 3

2 Tariff Terms and Conditions ..... 4

3 Service Description ..... 4

4 Terms and Conditions ..... 4

4.1 Inmarsat GSPS Service (IsatPhone2) ..... 4

4.2 BGAN Service ..... 5

4.3 Inmarsat Terms ..... 5

4.4 Inmarsat services Charge ..... 7

4.5 GSPS-Voice Prepaid ..... 8

4.6 BGAN Service – Postpaid Plans ..... 9

4.7 BGAN Services - Prepaid plans ..... 11

5 Service Provider obligations ..... 12

6 Subscriber obligations ..... 12

# 1 Definitions

1. Inmarsat – the Inmarsat Satellite Telecommunications Company
2. Ooredoo - Ooredoo Q.P.S.C. (formerly (Qtel) Qatar Telecom Q.S.C)
3. Subscriber – The person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
4. User – The natural person who actually uses the service.
5. Inmarsat Aero: Provides analog voice/fax/data services for aircraft
6. Inmarsat B HSD: Inmarsat HSD service provides high speed data (HSD) services at 56, 64 or 128 kbit/s
7. Inmarsat B v/f/d: Inmarsat B service provides digital voice services (v), telex services, medium speed fax (f) /data services (d) at 9.6 kbit/s and high speed data services at 56, 64 or 128 kbit/s
8. Inmarsat M v/f/d: Inmarsat M service provides voice services (v) at 4.8 kbit/s and medium speed fax (f)/data services (d) at 2.4 kbit/s
9. Kbps: Kilobits per second
10. L-Band: The L-band is defined as frequencies in the range 1626.5 to 1675 MHz (Earth to Space) & 1518MHz to 1559 MHz (Space to Earth) for Mobile Satellite Services.
11. Satellite Access Station: or "SAS" is a ground station interfacing with one or more Satellites, with an interface to the terrestrial network in support of any services
12. Satellite Terminal: a terminal suitable for use of the service
13. SIM Card: a subscriber identity module card which uniquely identifies a satellite terminal.
14. SMS: Short Messaging Service
15. Subscriber: a person who contracts to subscribe to the service
16. Uplink: speed at which the satellite terminal transmits data
17. BGAN HDR: A portfolio of high data streaming rates for broadcasters, media organizations and governments looking to deliver superior video quality anywhere in the world.
18. BGAN Link: A broadband data service for users who require high monthly volumes of always-on Standard IP data for sustained periods of operation.
19. BGAN Explore 510 and Explore 710: provides simultaneous voice and broadband data communications globally from small and lightweight satellite terminals. The BGAN terminal can be connected to a portable PC or smart device using Standard IP to access the internet for applications such as web browsing and email, or choose from a range of guaranteed Streaming IP

rates to meet all your data, voice and video needs. The smallest terminals are designed to suit single users. The larger terminals offer a WLAN capability and are particularly suitable for small teams that need to establish a temporary office for an extended period. They are also suitable for users requiring higher bandwidth to enable applications such as live broadcasting

20. IsatPhone / IsatPhone 2 / IsatPhone Pro: Handheld satellite phones capable to provide a clear, dependable voice service anywhere on the planet.

# 2 Tariff Terms and Conditions

21. This tariff is for a permanent standard service.

22. This tariff contains charges and conditions applicable to the provision of Inmarsat mobile services.

23. From time to time Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.

24. 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).

# 3 Service Description

25. The Inmarsat service enables customers to make and receive national and international voice calls carried over a satellite network. The handset enables use of the Inmarsat network (Satellite).

26. The Inmarsat service enables customers to use volumes of Standard IP data in one location with BGAN to provide simultaneous voice and broadband data communications globally from small and lightweight satellite terminals.

27. The minimum service period for Inmarsat

28. Services is provided in Article 37 below.

# 4 Terms and Conditions

## 4.1 Inmarsat GSPS Service (IsatPhone2)

29. Global satellite phone system service via Inmarsat L-Band Satellite Network that offers subscribers Voice, SMS, Voice mail, GPS and low speed data access, through a satellite terminal, which is called an Inmarsat IsatPhone2. Every subscriber is identified by a GSPS SIM card that is inserted in to the satellite terminal.

30. The IsatPhone2 offers subscribers:

30.1 Voice using 2.4 kbps voice codec,

30.2 A bit rate of 2.4 kbps fax and data,

30.3 GPS locator screen,

30.4 SMS, Voicemail, Missed call notifications,

30.5 Other services such as safety, tracking and emergencies.

## 4.2 BGAN Service

31. Broadband Global Area Network service via Inmarsat L-Band Satellite Network that offers subscriber's voice and data access, through a satellite terminal, typically an Inmarsat BGAN. Every subscriber is identified by a BGAN SIM card, which is inserted in to the satellite terminal. The satellite terminal acts as an access point and the broadband service is accessed from a smart device or computer through a control application, which provides full control over access to the service as well as visibility of data usage from each device sharing the broadband connection.

32. Inmarsat Broadband Global Area Network service through Inmarsat L-Band Satellite Network that offer subscribers

33. Simultaneous voice and broadband data at a speed of up to 492 Kbits/s in addition to SMS, ISDN and Streaming

34. Send / receive emails, file transfers, audio / video conferencing, broadcasting, browsing, etc.

## 4.3 Inmarsat Terms

| | |
|---|---|
| **GSPS** | Global Satellite Phone Service. |
| **BGAN** | Broadband Global Area Network service. |
| **MSS** | Mobile Satellite services |
| **I4** | Inmarsat 4th generation of satellites |
| **MtF** | Charge for Voice (Airtime) to Fixed line number |
| **Data MtF** | Charge for Data call per minute to Fixed (Dial up) |
| **Voice to Cellular** | Charge for Mobile (Airtime) to GSM operators |
| **Voice Mobile to I4** | Charge for Voice to other Inmarsat 4 Satellite services (such as Isat hub & BGAN) |
| **GSPS Voice** | Charge for Voice call from / to Voice Inmarsat mobile satellite phone |
| **Inmarsat GAN/Fleet/Swift64 Voice** | Charge for Legacy Inmarsat Voice, Fax and Data Services |
| **Iridium Voice** | Charge per minute of a call originating from mobile phone to another Iridium mobile phone |

| | |
|---|---|
| **Thuraya Voice** | Charge per minute of a call originating from mobile phone to another Thuraya mobile phone |
| **Activation Fee** | Associated with registering a SIM card to the satellite Network under as agreed package for availability of use. Regulatory fee means a mandatory fee paid to the Turkish Telecommunication Authority as soon as activation occurs. |
| **Monthly Subscription** | Monthly fee paid to keep an active SIM within service. |
| **Allowance Minutes** | Charge value associated with the number of minutes included with in the monthly subscription. Applies to only the calls originating from mobile phone to PSTN numbers. Calls are credited on a first come basis until the limit is reached. |
| **Voice - TO - other MSS systems** | Charge for mobile phone to any other Satellite Operator for voice. |
| **Standard IP - PER MB** | Charge of Data volume (MB) for Internet connection through the Standard IP service channel. |
| **Voice to Fixed** | Per min charge of any call originating from mobile phone to PSTN numbers. |
| **Voice to voicemail** | Per min charge of any call that is routed to Voice Mail service if the subscriber is busy or not reachable. |
| **SMS - Per MSG** | Charge of SMS message originating from mobile Satellite Phone |
| **Streaming 32 KBPS – Per min** | Charge of any call originating from mobile phone to dedicated speed Internet connection at rate of 32kbs charged as per minute. |
| **Streaming 64 KBPS – Per min** | Charge of any call originating from mobile phone to dedicated speed Internet connection at rate of 64kbs charged as per minute. |
| **Streaming 128 KBPS – Per min** | Charge of any call originating from mobile phone to dedicated speed Internet connection at rate of 128kbs charged as per minute. |
| **Streaming 176 KBPS - Per min** | Charge of any call originating from mobile phone to dedicated speed Internet connection at rate of 176kbs charged as per minute. |
| **Streaming 256 KBPS - Per min** | Charge of any call originating from mobile phone to dedicated speed Internet connection at rate of 256kbs charged as per minute |
| **Streaming 384 KBPS - Per min** | Charge of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of 384kbs charged as per minute. |
| **BGAN HDR Half Channel / 64k** | Charge of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 400kbps HDR in the upload but only 64 kbps in the download direction. |

| | |
|---|---|
| **BGAN HDR Half Channel Symmetric** | Charge of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 400kbps HDR in the upload and download direction. |
| **BGAN HDR Full Channel / 64k** | Charge of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 800kbps HDR in the upload but only 64 kbps in the download direction. |
| **BGAN HDR Full Channel Symmetric** | Charge of any call originating from mobile phone to dedicated on demand speed Internet connection at rate of up to 800kbps HDR in the upload and download direction |

*Table 1*

## 4.4 Inmarsat services Charge

35. Inmarsat (Isatphone2, BGAN) Sim card activation charge is 55 QR per sim card.

36. The following table provide the charges for the GSPS service postpaid subscription plans:

| **GSPS-Subscription** | **Billed Unit** | **Entry Plan (QR)** | **High Plan (QR)** |
|---|---|---|---|
| Monthly Subscription fee | | 220 | 250 |
| Activation Fee | | 150 | 0.00 |
| Free minutes Per Month | Per min | 20 | 60 |
| **Note:** Provided In bundle allowance is consumed against Traffic Types “Mobile – Fixed”, “Mobile – Cellular”, “Voicemail” & “Mobile - I4” only with below mentioned OOB rates. | | | |
| **Out of Bundle Charges for Traffic Type:** | | | |
| Airtime MtF | Per min | 3.45 | 3.12 |
| Airtime to Cellular | Per min | 3.85 | 3.49 |
| Voicemail | Per min | 3.45 | 3.12 |
| SMS | Per SMS | 1.72 | 1.65 |
| Data to fixed (MtF) | Per min | 3.45 | 3.12 |
| Voice Mobile to Inmarsat (I4) | Per min | 3.12 | 3.12 |
| GSPS Voice | Per min | 4.04 | 4.04 |
| **To other MSS Services** | | | |
| Inmarsat GAN/Fleet/Swift64 Voice | Per min | 7.89 | 7.08 |

| GSPS-Subscription | Billed Unit | Entry Plan (QR) | High Plan (QR) |
|---|---|---|---|
| Inmarsat Aero Voice | Per min | 15.41 | 13.78 |
| Iridium Voice | Per min | 34.20 | 34.20 |
| Thuraya Voi | Per min | 15.56 | 15.56 |
| Other MSS Carriers | Per min | 21.65 | 19.39 |

*Table 2*

37. Minimum service period is 3-month for the Entry Plan, and 12-month for the High Plan.

## 4.5 GSPS-Voice Prepaid

38. The following table provide the charges for the GSPS service prepaid subscription plans

| Vouchers | Price (QR) | Validity |
|---|---|---|
| GSPS Prepaid – Price per Voucher (0 Units)[1] [2] | 128.45 | 30 Days |
| GSPS Prepaid – Price per Voucher (100 Units) | 492.06 | 90 Days |
| GSPS Prepaid – Price per Voucher (250 Units) | 1,146.88 | 180 Days |
| GSPS Prepaid – Price per Voucher (500 Units) | 2,293.75 | 365 Days |
| GSPS Prepaid – Price per Voucher (1000 Units) | 4,037.00 | 365 Days |
| GSPS Prepaid – Price per Voucher (2500 Units) | 9,523.65 | 365 Days |
| GSPS Prepaid – Price per Voucher (5000 Units) | 16,258.10 | 365 Days |

| GSPS Prepaid – Price Per Unit | Billed units | Units |
|---|---|---|
| **Service** | | |
| Voice calls to fixed | Per min | 1.50 |
| Voice call to celullar | Per min | 1.50 |

[1] Voucher (0 units): for validity extension only and no units are added. Calls/SMS may still be received.

[2] Units: Free unit of minute or SMS per voucher.

| GSPS Prepaid – Price Per Unit | Billed units | Units |
|---|---|---|
| **Service** | | |
| SMS | Per SMS | 0.60 |
| Voice calls to I4 | Per min | 1.50 |
| GSPS and SPS voice | Per min | 1.50 |
| GSPS Voicemail | Per min | 1.50 |
| Inmarsat Aero voice | Per min | 5.60 |
| Iridium voice | Per min | 12.70 |
| Thuraya voice | Per min | 5.80 |
| Other MSS carriers | Per min | 8.00 |

*Table 3*

## 4.6 BGAN Service – Postpaid Plans

39. The following table provide the charges for the BGAN service postpaid subscription plans

| Post Paid Plans | Billed unit | PRO 30 | PRO 100 |
|---|---|---|---|
| Monthly Subscription fee | QR | 832.88 | 1236.55 |
| Activation Charge | QR | 0 | 0 |
| Implied Background IP MB allowance | MB | 30 MB | 100MB |
| Minimum commitment period | Months | 3 | 3 |
| **In bundle conversation for Voice Traffic Types (QR):** | | | |
| Mobile to fixed | Per Min | 3.78 | 1.91 |
| Mobile to cellular | Per Min | 4.91 | 2.48 |
| Mobile to I4 | Per Min | 2.87 | 1.43 |
| Voicemail | Per Min | 3.04 | 7.17 |
| Mobile to FB | Per Min | 13.03 | 1.53 |
| Mobile to fixed | Per Min | 3.78 | 1.91 |
| Inmarsat Aero Voice | Per Min | 27.49 | 13.78 |
| Iridium Voice | Per Min | 70.25 | 30.92 |
| Thuraya Voice | Per Min | 31.94 | 14.05 |
| Other MSS Carriers | Per Min | 38.73 | 19.39 |
| **In bundle conversation for Data Traffic Types (QR):** | | | |

| Post Paid Plans | Billed unit | PRO 30 | PRO 100 |
|---|---|---|---|
| Background IP | Per MB | 23.59 | 10.51 |
| Streaming 32 kbps | Per MB | 16.98 | 8.6 |
| Streaming 64 kbps | Per MB | 32.58 | 16.48 |
| Streaming 128 kbps | Per MB | 56.64 | 28.67 |
| Streaming 176 kbps | Per MB | 80.27 | 40.61 |
| Streaming 256 kbps | Per MB | 97.73 | 49.45 |
| Streaming 384+ kbps | Per MB | 136.91 | 69.28 |
| BGAN HDR Half Channel/64k | Per MB | 97.73 | 49.45 |
| BGAN HDR Half Channel Symmetric | Per MB | 132.48 | 66.89 |
| BGAN HDR Full Channel/64k | Per MB | 150.94 | 76.45 |
| BGAN HDR Full Channel Symmetric | Per MB | 179.39 | 90.78 |
| SMS | Per SMS | 1.87 | 0.96 |
| **Out of bundle conversation for Voice Traffic Types (QR):** | | | |
| Mobile to fixed | Per Min | 4.91 | 2.47 |
| Mobile to cellular | Per Min | 6.34 | 3.20 |
| Mobile to I4 | Per Min | 3.73 | 1.86 |
| Voicemail | Per Min | 15.33 | 8.43 |
| Mobile to FB | Per Min | 3.93 | 1.96 |
| Inmarsat Aero Voice | Per Min | 27.49 | 7.02 |
| Iridium Voice | Per Min | 70.25 | 13.78 |
| Thuraya Voice | Per Min | 31.94 | 30.92 |
| Other MSS Carriers | Per Min | 38.73 | 14.05 |
| **Out of bundle conversation for Voice Traffic Types (QR):** | | | |
| Background IP | Per MB | 37.20 | 16.07 |
| Streaming 32 kbps | Per Min | 19.98 | 10.12 |
| Streaming 64 kbps | Per Min | 38.33 | 19.39 |
| Streaming 128 kbps | Per Min | 66.63 | 33.73 |
| Streaming 176 kbps | Per Min | 94.43 | 47.77 |
| Streaming 256 kbps | Per Min | 114.97 | 58.17 |
| Streaming 384+ kbps | Per Min | 161.06 | 81.50 |
| BGAN HDR Half Channel/64k | Per Min | 114.97 | 58.17 |
| BGAN HDR Half Channel Symmetric | Per Min | 155.85 | 78.69 |
| BGAN HDR Full Channel/64k | Per Min | 177.57 | 89.94 |
| BGAN HDR Full Channel Symmetric | Per Min | 211.03 | 106.79 |
| SMS | SMS | 2.45 | 1.24 |

*Table 4*

40. Allowance charges are applicable up to the maximum utilization of the monthly subscription charges amount. Out of bundle IP charges are applicable once all Monthly allowance are consumed based on the applied airtime charges. No rollover of unused allowance.

41. In bundle charges/allowance are applicable up to the maximum utilization of the monthly subscription charges amount (which are dependent on the Plan subscribed).

42. Out of bundle charges are applicable only once the utilization amount has exceeded the monthly subscription charges amount.

## 4.7 BGAN Services - Prepaid plans

43. The following table provide the different BGAN Prepaid plans.

| Prepaid Vouchers | Voucher charge (QR) | Units per card Expiry |
|---|---|---|
| BGAN Prepaid - Price Per Voucher (0 Units)* | 183.50 | 30 Days |
| BGAN Prepaid - Price Per Voucher (50 Units) | 550.50 | 90 Days |
| BGAN Prepaid - Price Per Voucher (500 Units) | 1,706.55 | 180 Days |
| BGAN Prepaid - Price Per Voucher (1000 Units) | 3,394.75 | 365 Days |
| BGAN Prepaid - Price Per Voucher (2500 Units) | 8,257.50 | 365 Days |
| BGAN Prepaid - Price Per Voucher (5000 Units) | 16,515.00 | 365 Days |
| **Prepaid Units charge per Service type:** | **Billed unit** | **Units** |
| Standard IP (Global) | Per MB | 9.1 Units |
| Voice to fixed | Per min | 1 units |
| Voice to cellular | Per min | 1.2 units |
| Voice BGAN to BGAN | Per min | 3 Units |
| Voice BGAN to FB | Per min | 0.76 units |
| Voicemail (notification is free of charge) | Per min | 1 units |
| Voice to Inmarsat Aero Voice | Per min | 4.90 units |
| Voice to Iridium Voice | Per min | 11 units |
| Voice to Thuraya Voice | Per min | 5 units |
| Voice to Other MSS Carriers | Per min | 6.90 units |
| SMS | Per SMS | 0.50 units |
| ISDN | Per min | 7.00 units |
| Streaming 32 kbit/s | Per min | 3.60 units |
| Streaming 64 kbit/s | Per min | 6.90 units |

| Prepaid Vouchers | Voucher charge (QR) | Units per card Expiry |
|---|---|---|
| Streaming 128 kbit/s | Per min | 12.00 units |
| Streaming 176 kbit/s | Per min | 17.00 units |
| Streaming 256 kbit/s | Per min | 20.70 units |
| Streaming 384+ kbit/s | Per min | 29.00 units |
| HDR Half Channel/64K | Per min | 20.70 units |
| HDR Half Channel Symmetric | Per min | 28 units |
| HDR Full Channel/64K | Per min | 32.00 units |
| HDR Full Channel Symmetric | Per min | 38.00 units |

*Table 5*

44. Voucher (0 units): for validity extension only and no units are added.

45. Units: Free unit of minute or SMS per voucher.

46. Charges above exclude the satellite terminal required for the service.

# 5 Service Provider obligations

47. The service will commence from the time the subscribers request to start the service.

48. The Business Satellite Service will continue to be active and valid subject to payment of the Subscriber's bill at the end of each monthly billing cycle.

49. 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 cancel their subscription.

50. 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.

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

# 6 Subscriber obligations

52. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their Mobile Device or the use of the service.

53. 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.

54. The Subscriber must promptly notify Ooredoo if the SIM Card is damaged. In the event of loss or theft of SIM Card, the Subscriber must notify Ooredoo within forty-eight (48) hours of becoming aware of such loss or theft.

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

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

| Tariff Version Number | Effective Data | Tariff Modifications |
|---|---|---|
| 001 | 28 May 2019 | New Tariff |
| 002 | 11 December 2022 | Class License for the Resale of Retail Telecommunications Services |
| 003 | 7 May 2023 | RTI 20% discount (ref. section 2) |
| 004 | 1 Sep 2023 | Revision of charges for GSPS & new BGAN Postpaid & prepaid plans and end date of existing BAGN, GSPS Voucher 50 units and ISAT Hub plans. |
| 005 | 1 March 2024 | Inmarsat Price updates (section 4) |
| 006 | 1 November 2026 | Inmarsat services Charge (section 4), and other editorial changes in multiple sections |