

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Qatar Q.S.C. (formerly (Qtel) Q.S.C)
<b>License</b>	Public Mobile Telecommunications Networks and services
<b>Tariff Number</b>	B03-01
<b>Service Name</b>	Business Mobile Services
<b>Tariff Type</b>	Business
<b>Tariff Effective Date</b>	1 November 2018

**1. Definitions**

- 1.1** Mobile Service—means public mobile telecommunications services, including voice calling, messaging and data access provided by Ooredoo in respect of business customers.
- 1.2** OLO means Other Licensed Operator.
- 1.3** Ooredoo— Ooredoo Qatar Q.S.C. (formerly (Qtel) Q.S.C)
- 1.4** Ooredoo General Terms and Conditions - Found at [www.ooredoo.qa](http://www.ooredoo.qa).
- 1.5** Roaming – means utilizing an Ooredoo-enabled mobile device to access services on the mobile network of a service provider other than Ooredoo.
- 1.6** Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for Business Mobile Services.
- 1.7** Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber’s identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post Paid Mobile Service.
- 1.8** Tariff – means the current tariff document.
- 1.9** User – means the natural person who uses the relevant Business Mobile Service.

## **2. Tariff Terms and Conditions**

- 2.1** This tariff is for a permanent standard service.
- 2.2** This tariff contains rates and charges applicable to the provision of Business Mobile Services.
- 2.3** These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
- 2.4** From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this tariff.

### 3. Business Mobile Service

- 3.1 **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access with a range of spending options.
- 3.2 **Commencement of Business Mobile Service:** 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.
- 3.3 **Service Validity:** 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.
- 3.4 **Service Duration:** The minimum contractual period for the Business Mobile Service is 3 months.
- 3.5 **Post-paid timing:** 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.

#### 4. Service Features and Charge Rates

##### 4.1 Standard service:

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

##### 4.1.2 Charging:

**4.1.2.1** Standard mobile service charges are set out below:

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

##### 4.2 Postpaid Smart Packs

**4.2.1 Description:** A Subscriber may also acquire the Post Paid Mobile Service in the form of various Smart packs, which include a mix of calls, messages and data available at a discounted price when purchased together.

##### 4.2.2 Conditions:

**4.2.2.1** National call minutes included in the Smart pack are for calls to any fixed-line or mobile number in Qatar. Any unused minutes included in the chosen Smart pack will roll over to the subsequent billing cycle.

**4.2.2.2** Messages included in the Smart pack are valid for both SMS and MMS messages sent to any mobile User in Qatar. Any message credits unused at the end of a billing cycle may not be rolled over to a subsequent billing cycle.

**4.2.2.3** Mobile internet usage entitlements are subject to applicable terms and conditions for the standard mobile internet service feature as are noted in Section 4.11. Any mobile internet usage credit unused at the end of the billing period may not be rolled over to a subsequent billing cycle.

**4.2.2.4** Smart packs allow a user to select up to 1 'FREE' number on the Smart Pack 100 and 2 'FREE' numbers on the Smart pack 150. Unlimited 'FREE' numbers are available on Smart packs 250, 450 and 750 to any fixed-line or mobile numbers in Qatar to which calls or SMS messaging are not charged (Free Numbers). The following conditions apply:

**4.2.2.4.1** Users select their Free Numbers upon service inception;

- 4.2.2.4.2** Users may change their Free Number selections once per month by notification to Ooredoo, with immediate effect.
- 4.2.2.4.3** the same Free Number selections apply for both national call minutes and SMS messages
- 4.2.2.4.4** The Free Numbers entitlement does not apply if the User is placing calls while roaming outside the State of Qatar, or 'in-flight' at the time of the call.

**4.2.2.5 Fair Usage Policy:** The Unlimited Service plan is offered for reasonable use only. Excessive and continued 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 Users may result in cancellation of the service or service quality degradation or extra charges at standard rates. The Fair Usage limit for this plan is set at;

- 10,000 local call minutes,
- 3,000 Local SMS/MMS,
- Mobile Internet Data, 200GB.

**4.2.3 Charging:**

**4.2.3.1 Shahry Standard:** There are two options (none of the features available in the Smart Packs are included in the Shahry Standard plan):

- a) Normal subscription is QAR 50 per month. The customer can unsubscribe at any time after the three (3) month commitment period with no disconnection fee.
- b) If a customer wishes to subscribe for a yearly plan, then they may at a cost of QR300 for the year. If the customers wishes to unsubscribe at any time before the end of the 3 month minimum service period the normal disconnection penalty applies of QR150. If the customer leaves in months 4 or 5 then Ooredoo will pay the customer QR100 and QR50 respectively with no disconnection fee. If the customer leaves between 6 and 12 months there is no disconnection penalty and no refund.
- c) Customers are free to move to another plan after the minimum service period on the Shahry 12 month option to optimise their usage
- d) If customers are currently on the 12 month plan the customer will be auto-renewed on their 12 month anniversary
- e) The 12 month option is no longer available for new Shahry Standard customers
- f) For customers who wish to change from or cancel after their Yearly Subscription, the following refund or no refund will apply:

<b>Customer cancels yearly subscription in month</b>	<b>Customer refund in QR</b>
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1	QR250
2	QR200
3	QR150
4	QR100
5	QR50
6	No Refund
7	No Refund
8	No Refund
9	No Refund
10	No Refund
11	No Refund
12	No Refund

**4.2.3.2** Smart Packs are charged at the rates set out (These packs are no longer available for sale from the 17<sup>th</sup> of April 2018. Customers who subscribed to these packs can still enjoy them until they unsubscribe these packs or migrate to the New Shahry Packs)

	Smart Pack 15	Smart Pack 35	Smart Pack 55	Smart Pack 100	Smart Pack 150	Smart Pack 250	Smart Pack 450	Smart pack 750	AI Nokhba 750
Local calls / Messages (1)	50	120	200	500	1000	1500	3300	6500	Unlimited (3)
Unlimited Local Calling (To Ooredoo and Vodafone in Qatar – 'FREE' numbers)				1	2	Unlimited 'FREE Numbers'	Unlimited 'FREE Numbers'	Unlimited 'FREE Numbers'	Unlimited (5)
Unlimited calls to local landline	NO	NO	NO	NO	YES	YES	YES	YES	YES
Data (2)	100MB	250MB	500MB	1GB	2GB	3GB	10GB	Unlimited (4)	Unlimited (4)
Data first month	10x	10x	Unlimited (4,6)	Unlimited (4,6)	Unlimited (4,6)	Unlimited (4,6)	Unlimited (4,6)	Unlimited (4,6)	Unlimited (4,6)
Free BlackBerry	NO	NO	NO	NO	NO	YES	YES	YES	YES
International voice calling minutes (5)						100	300	600	600
Receiving Roaming minutes							60	300	Unlimited
IRK (QAR 120)	50	120	200	500	1000	1500	3300	6500	6500

Note 1: Included call minutes within the Smart Packs are provided on a 'one month carry-over' basis.

Note 2: 'Carry-over' also applies to SMS, MMS and data included in the Smart packs.

Note 3: subscribers to International Key in AI Nokhba pack gives you 6500 units to use for international minutes and SMS.

Note 4: Fair Usage Policy, for data: At 400GB usage the maximum speed you can avail on 3G is 1Mbps and on 4G is 2Mbps until the renewal date of your data pack. At 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 charges after the FUP is reached.

Note 5: International minutes to 121 countries (4.5.4).

Note 6: "Data first month" is a benefit for new Shahry Smart subscribers. Benefit is valid for a one month from Shahry Smart subscription. Customers who already received "Data First month" benefit in 10x or Unlimited form will not get it again when upgrading or downgrading Shahry Smart packs.

Note 7: Fair Usage Policy (4.2.2.5)

Note 8: Shahry Smart Pack 15 and 35 is no longer available for sale from 15<sup>th</sup> of April 2017. Customers who are still subscribed to this pack can still enjoy the benefit of the pack until they change their pack or unsubscribe to another pack.



- 4.2.3.3** If a Smart pack subscriber exceeds the allowances under their specific pack, charges for all such excess usage will be at the standard rates specified in this Tariff.
- 4.2.3.4** Subscribers can upgrade or downgrade between Smart packs as they choose and at no additional charge. Subscribers will lose all of their allowance of the old pack once the downgrade/upgrade is complete and the allowance of the new Smart pack will apply.
- 4.2.3.5** Smart Pack Users with included Blackberry rental draw their Blackberry usage from the included monthly data allowance of the Smart Pack.
- 4.2.3.6** Subscribers can pay QR120 per month extra on their Smart Pack monthly rental and be eligible for the 'International Key'. This will allow customers to use the included local minutes and local messages for the following call types:
- International Calls
  - Receive incoming roaming calls while roaming
  - Sending international messages (SMS/MMS)
  - Sending roaming messages whilst roaming (SMS/MMS)

This 'International and Roaming Key' will be an opt-in service and subscribers will need to text 'IR Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'IR Key STOP' to the short code 144.

Ooredoo customers subscribed to the Shahry International Roaming Key can use their packs allowance to call or SMS numbers in Tunisia on the Ooredoo network only. All calls and SMS to other service providers' numbers in Tunisia will be charged at QR 1.66/min and QR 0.6/SMS respectively.

- 4.2.3.7** Subscribers can pay QR20 per month extra on their Smart Pack Monthly rental and be eligible for the 'BlackBerry Key'. This will apply to all customers on the Smart Packs 15, 35, 55, 100 and 150 packs whom will need to pay the QR20 per month fee; however the QR20 fee is waived on Smart pack plans 250 to 750. This key gives access to the BlackBerry service and allows the Blackberry data usage to be deducted from the customer's respective plan.

This 'Blackberry key' will be an opt-in service and subscribers will need to text 'BB Key' to the short code 144 to enable the service. Likewise customers can opt-out by texting 'BB Key Stop' to the short code 144.

- 4.2.3.8** Subscribers can pay QR50 per month extra on their Smart Pack monthly rental and be eligible for the 'Landline Key'. Customers on the Smart Pack 15, 35, 55 and 100 packs will need to pay the QR50 per month fee. The Smart Pack 150 and above will have this feature free of charge. This key will allow the subscriber to make unlimited local calls to all landlines in Qatar.

**4.2.3.9** Subscribers can pay QAR10 per month extra on their Smart Pack monthly rental and be eligible for the ‘Shahry Saver Key’. This key will allow the customer to get a discounted rate to call the below destinations:

Country	Rate / Minute
India	QAR 0.15
Bangladesh	QAR 0.25
Nepal (Nepal Telecom)	QAR 0.25
Indonesia	QAR 0.30
Egypt	QAR 0.45
Philippines, KSA, UAE, Bahrain, Pakistan, Nepal, Syria, Sudan, Turkey, Thailand and Sri Lanka	QAR 0.55

This ‘Shahry Saver Key’ will be an opt-in service and subscribers will need to text “SSK” to the short code 114 to enable the service. Likewise customers can opt-out by texting ‘STOP SSK’ to the short code 114.

**4.2.3.10** India Pack: Subscribers can pay QAR10 per month extra on their Smart Pack monthly rental and be eligible for the ‘India Pack’. This will give customers 600 minutes to India.

This will be an opt-in service and subscribers will need to text ‘IND’ to the short code 114 to enable the service. Likewise customers can opt-out by texting ‘IND STOP’ to the short code 114.

**4.2.3.10.1** Conditions

- Any unused minutes will not be carried over.
- Customers are limited to one option a month.

**4.2.3.11 Speed booster:** The subscriber can restore the speed by purchasing one of the following:

- Speed booster (daily pack) at QAR 20 by sending SMS with text “SB 20” to 121.
- Speed booster (weekly pack) at QAR 100 by sending SMS with text “SB 100” to 121.

**4.2.3.12 Shahry International Packs:** customers may subscribe to the following packs at a price of QAR 35 for one destination with a bundled minutes and has a validity of one month:

Calling destination	International Minutes	Pack Code
Bangladesh – all networks	700	BGD35
Egypt – all networks	220	EGY35
India – all networks	1200	IND35
Nepal – Nepal Telecom number	475	NTC35

Pakistan – all networks	475	PAK35
Philippines – all networks	160	PHL35
Sri Lanka – all networks	160	LKA35

- The international minutes for all listed destination cannot be carried over to next month.
- Shahry International Pack is available for customers who are subscribed to any Qatarna Pack and Shahry Smart Pack 55 and above.
- Once subscriber deactivates the Shahry International Pack they can only reactivate the same international pack after the validity of the deactivated pack is over.
- Shahry Exclusive or Shahry Super customers are not eligible for this offer.
- Shahry International Pack will be valid for one month and will auto renew after one month.
- Shahry International Pack subscribers will not be able to activate multiple packs for the same destination but can activate multiple packs for different destination.
- The International Pack minutes will be consumed before International Key allowance and Shahry Smart Pack allowance available for Shahry Smart Pack 250, 450 and 750.

#### 4.2.3.13 Aamali Packs: The following are the Aamali Business Mobile Packs:

	Aamali 65	Aamali 130	Aamali 180	Aamali 280	Aamali 475	Aamali 800
<b>Local Minutes /SMS</b>	300 <sup>(1)</sup>	600 <sup>(1)</sup>	900 <sup>(1)</sup>	Unlimited <sup>(2)</sup>	Unlimited <sup>(2)</sup>	Unlimited <sup>(2)</sup>
<b>Endless Data<sup>(3)</sup></b>	2 GB	5 GB	9 GB	18 GB	60 GB	Unlimited <sup>(4)</sup>
<b>Favourite Local numbers</b>	-	1 number	2 numbers	Unlimited	Unlimited	Unlimited
<b>Business Group</b>	Free	Free	Free	Free	Free	Free
<b>Landline Key</b>	QAR 50	QAR 50	Free	Free	Free	Free
<b>International minutes (121 Countries)</b>	-	35	50	150	300	700
<b>IRK (QAR 120)</b>	300	600	900	2500	3300	6500
<b>Receiving Roaming (OP Partner)</b>	-	-	-	-	60	300
<b>Dialling Roaming (OP Partner)</b>	-	-	-	-	30	60
<b>Roaming Data (OP Partner)</b>	-	-	-	3 GB	12 GB	16 GB
<b>Business Collaboration Key</b>	QAR 70	QAR 70	QAR 70	QAR 70	Free	Free
<b>MDM Basic</b>	1 Month Free	1 Month Free	1 Month Free	1 Month Free	1 Month Free	1 Month Free
<b>ETR Discount</b>	QAR 500	QAR 1000	QAR 1500	QAR 2000	QAR 4000	QAR 6000
<b>Monthly rental (QAR)</b>	65	130	180	280	475	800

(1) Included allowance with the pack are provided on a one month carry over basis only.

(2) 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.

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

- (4) Fair Usage Policy, for unlimited 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 FUP is reached.

**4.2.3.13.1 Add-ons with Aamali Packs:**

**Shahry Endless Data Pack Add-ons**

Tariff Name	Add on Data	Price (QAR)
Shahry Data Pack 20	250 MB	20
Shahry Data Pack 35	1 GB	35
Shahry Data Pack 45	3 GB	45
Shahry Data Pack 70	6 GB	70
Shahry Data Pack 110	10 GB	110
Shahry Data Pack 150	14 GB	150
Shahry Data Pack 200	20 GB	200
Shahry Data Pack 250	30 GB	250
Shahry Data Pack 350	45 GB	350
Shahry Data Pack 500	Unlimited	500

**International Minutes Add-ons**

Tariff Name	International Minutes	Price (QAR)
International 20	30	QR 20
International 30	60	QR 30
International 50	100	QR 50
International 100	200	QR 100
International 150	300	QR 150
International 250	500	QR 250

Standard out of bundle rate applies after consumption of the above International Minutes allowance.

**Roaming Dial Minutes Add-ons**

Tariff Name	Roaming Dial Minutes	Price (QAR)
Roaming 100	100	100
Roaming 200	200	200

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

**Local Minutes Add-ons**

Tariff Name	Local Minutes	Price (QAR)
Local 8	200	8
Local 20	500	20
Local 40	1000	40
Local 60	1500	60

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

**4.2.3.14 New Shahry Packs:** The following Shahry Packs are available for customers as of 17.4.2018:

	Shahry Packs			
	100	150	200	250
<b>Local Data (GB)</b>	5	8	12	15
<b>Local Units (voice, SMS, MMS)</b>	240	600	900	Unlimited*
<b>International Calls (120) countries**</b>	25	50	75	100
<b>Roaming Data*** (GB)</b>	-	-	-	2

\*Fair Usage Policy (FUP): 10,000 units per month.

\*\* List of countries is published in Ooredoo.qa

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

- Unused in bundle allowances (local data, local units, international calls and roaming data) are not carried forward to the next bill cycle.
- Shahry 250 Pack's roaming benefits are valid only on Ooredoo Passport Partners networks.
- "NO PERMANENT ROAMING" clause – Shahry 250 service can be used for personal purpose only. Ooredoo will monitor use of Shahry 250 Pack and may as appropriate restrict the long term continuous usage of Shahry 250 in international roaming. Specific terms of such restriction will be specified at the time of its introduction.
- Out of bundle rates of these packs are as follows:
  - Local units: QAR 0.35 per unit.
  - Local Data: customers will not be charged for out of bundle usage. The data speed will be lowered to (up to) 64Kbps.
  - International Calls: Standard international rate charges.
  - Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS.
  - Roaming Rate for non Ooredoo Passport Networks: Standard Roaming Rates.
- The following add-ons are applicable for the New Shahry Packs: International Pack 50, International Packs 35, Shahry Saver Key, Endless Internet Packs, Ooredoo Passport and Ooredoo Passport Monthly.
- The following add-ons are not applicable for the New Shahry Packs: Blackberry, Landline Key, International and Roaming Key, Friends and Family, Favorite number and Mobile Internet Packs.

**4.2.3.15 International Pack 50:** An optional subscription which is applicable only for New Shahry Packs and Qatarna Packs with a retail price of QAR 50 per month. When the International Pack 50 is activated, customers will get additional international minutes allowance, which depends on the selected Shahry or Qatarna pack as follows:

	Shahry				Qatarna			
Packs	100	150	200	250	350	500	600	850
International Minutes (120 countries)*	+100	+150	+200	+400	+500	+600	+700	+1000

\* List of countries is published in Ooredoo.qa

### 4.3 Business Group Service:

**4.3.1 Description:** Business Group Service allows Shahry and Hala Business (Hybrid) customers to create an intra-Business Group that enables free calling between group members and also facilitates other advanced calling features. Members receive an allowance of 20,000 minutes that can be used to call other members of the intra-Business Group.

#### 4.3.2 Conditions:

- 4.3.2.1** The Business Group Service is available to any Ooredoo business customer with two or more Ooredoo services.
- 4.3.2.2** All CUG 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).
- 4.3.2.3** Any individual service line can only be included within one Business Group Service at any one time.
- 4.3.2.4** Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.
- 4.3.2.5** Intra-Business Group call minutes cannot be used while roaming abroad and standard roaming rates will apply.
- 4.3.2.6** Standard rates apply to intra-Business Group calls once the intra-Business Group allowance is consumed.
- 4.3.2.7** Prevailing rates (based on other product selections where applicable), apply for all calls outside of the intra-Business Group.

#### 4.3.3 Business Group Service Consumer Option:

**4.3.3.1 Description:** Business Customers can enrol Consumer lines under their Business Group if Consumer line has a Shahry or Hala Business pack subscription paid by the same

company. The Consumer pays his or her bill regularly and the Business customer pays the Business Group fee so that the nominated Consumer service can be included within the Business Group benefits (e.g. the Consumer customer gets to utilise the benefits of the intra-Business Group and have the fee paid by the corporate customer on the Corporate Customer's bill).

#### 4.3.3.2 Conditions:

- 4.3.3.2.1** Any add-ons (such as International Key, BlackBerry Key, or Landline Key) or changes to the Consumer service can be added only by the owner of the line (e.g. the Consumer customer does not delegate any service administration rights to the Corporate Customer other than the ability to include them or exclude them from the Business Group service).
- 4.3.3.2.2** A consumer line is eligible to benefit from only one Business Customer at a time.
- 4.3.3.2.3** The membership fee paid by the Corporate Customer for a Consumer Service is the same for all Shahry and Hala Business plans (e.g. the fee is not waived for Shahry Value Packs 150 and above if they are consumer services).

#### 4.3.4 Charging: The Business Group Service charges are set out below:

Service element	Charging increment	Applicable charge rate (QAR)
Charge per Business Group member	Per 'line' per month	25
All other calling and/or messaging by Business Group members	Per prevailing Shahry or Hala Business service charge increments	At prevailing Shahry or Hala Business charge rate(s)
Business Group set-up	Per service configuration	No charge
Business Group cancellation	Per service cancellation	No charge
National voice calls between Business Group members in the same Business Group (when the calls are originated by Business Group members assigned to the Business Group 'free of charge' service variant and are within the Business Group members monthly inclusive call allowance.)	Per minute (up to 20,000 minutes per month)	No charge
Enrolment of Consumer Service into Business Group Service (Paid by Corporate Customer)	Per Consumer Service, Per Month	QR25

\*Business Group Free option is free for Shahry or Hala Business Packs 150 or above and Free for all Packs when customer has 50 or above Business Group service subscriptions.

\*\*Unlimited Calls from Business Group free option lines to Business Group lines has a Fair Usage Policy of 20,000 minutes or SMS per month. After the FUP numbers will be charged as per the standard rate.

#### 4.3.5 Conditions:

**4.3.5.1** Postpaid customers held under a separate Ooredoo customer number must be migrated to a single Ooredoo customer number prior to enrolment in the Business Group Service if they wish to be under the full control and authority of the Business Group.

**4.3.5.2** No other Ooredoo mobile service tariff can be active for any Business Group member or VIP Business Group member in conjunction with Business Group Service.

#### 4.3.6 Term and cancellation

**4.3.6.1** The minimum contract term for the Business Group Service is 12 months, although customers can terminate the contract after 3 months from service set-up without charge.

**4.3.6.2** Processing of service cancellations is expected to occur within 20 working days.

**4.3.6.3** A valid customer cancellation request will need to indicate the intentions and, where necessary, individual customer consents of all Business Group members to avoid individual line service cessation.

#### 4.3.7 Other Terms & Conditions:

**4.3.7.1** The Business Group Service is subject to the Ooredoo General Terms and Conditions which can be found in designated Ooredoo communication centres and at [www.ooredoo.qa](http://www.ooredoo.qa).

**4.3.7.2** The Ooredoo General Terms and Conditions will prevail where there is any inconsistency with this Tariff.

**4.3.7.3** Ooredoo reserves the right to replace or amend these terms and conditions or to withdraw the service at any time on reasonable notice, subject to CRA approval.

#### 4.4 Local Calling

**4.4.1 Charging:** Local call charge rates are set out below:

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



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)

## 4.5 International Calling

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

### 4.5.2 Conditions:

**4.5.2.1** The billing interval for international calls is 60 seconds.

**4.5.2.2** 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.

**4.5.2.3** 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 Fasso (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

Zone	Country/Platform Destination
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

#### 4.5.3 Charging:

**4.5.3.1** 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.	MMS Picture QAR/msg.	MMS Video 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	1.35	1.8
M.E.N.A.	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Americas	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Europe	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Oceania	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Asia	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Africa & Rest of World	0.3	1.9	2.2	0.3	1.5	1.8	0.6	1.35	1.8
Special & Satellite	0.3	30	30.3	0.3	30	30.3	0.6	N/A	N/A

**4.5.3.2** 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 (QR/Min)
ASCENSION ISLAND	10.00
AFGHANISTAN	0.99
ALBANIA	0.99
ALGERIA	1.50

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Country (English)	Standard International Rate (QR/Min)
AMERICAN SAMOA	1.66
ANDORRA	0.99
ANGOLA	0.99
ANGUILLA	0.99
ANTARCTICA	2.80
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	0.99
BELGIUM	0.99
BELIZE	0.99
BENIN	0.99
BERMUDA	0.99
BHUTAN	0.99
BOLIVIA	0.99
BOSNIA AND HERZEGOVINA	0.99
BOTSWANA	0.99
BRAZIL	0.99
BRITISH VIRGIN ISLANDS	0.99
BRUNEI Darussalam	0.99
BULGARIA	0.99
BURKINA FASO	1.50
BURUNDI	1.99
CAMBODIA	0.99
CAMEROON	0.99
CANADA	0.99
CAPE VERDE	0.99
CAYMAN ISLANDS	0.99
CENTRAL AFRICAN REPUBLIC	1.66
CHAD	2.50
CHILE	0.99
CHINA	0.99
CHRISTMAS ISLAND	1.50
COCOS ISLANDS	1.50
COLOMBIA	0.99
COMOROS	1.50
CONGO	1.50
CONGO/Zaire	1.50
COOK ISLANDS	1.99
COSTA RICA	0.99
CROATIA	0.99
CUBA	2.99
CYPRUS	0.99
CZECH REPUBLIC	0.99
DENMARK	0.99
DIEGO GARCIA	3.50
DJIBOUTI	0.99
DOMINICA	0.99
DOMINICAN REPUBLIC	2.50
EAST TIMOR (Timor-Leste)	3.50
ECUADOR	0.99
EGYPT	0.99
EL SALVADOR	0.99

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Country (English)	Standard International Rate (QR/Min)
EQUATORIAL GUINEA	1.50
ERITREA	0.99
ESTONIA	0.99
ETHIOPIA	0.99
FALKLAND ISLANDS MALVINAS	2.50
FAROE ISLANDS	0.99
FIJI	0.99
FINLAND	0.99
FRANCE	0.99
FRENCH GUIANA	0.99
FRENCH POLYNESIA/Tahiti	0.99
GABON	1.66
GAMBIA	1.99
GEORGIA	0.99
GERMANY	0.99
GHANA	0.99
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	1.66
GUYANA	0.99
HAITI	0.99
HONDURAS	0.99
HONG KONG	0.99
HUNGARY	0.99
ICELAND	0.99
INDIA	0.99
INDONESIA	0.99
IRAN	0.99
IRAQ	0.99
IRELAND	0.99
ITALY	0.99
IVORY COAST	0.99
JAMAICA	1.50
JAPAN	0.99
JORDAN	0.99
KAZAKHSTAN	0.99
KENYA	0.99
KIRIBATI	1.99
KOREA NORTH	0.99
KOREA SOUTH	0.99
KUWAIT	0.99
KYRGYZSTAN	0.99
LAOS	0.99
LATVIA	1.99
LEBANON	0.99
LESOTHO	0.99
LIBERIA	0.99
LIBYA	0.99
LIECHTENSTEIN	0.99
LITHUANIA	0.99
LUXEMBOURG	0.99
MACAO, CHINA	0.99
MACEDONIA	0.99
MADAGASCAR	2.50
MALAWI	0.99

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Country (English)	Standard International Rate (QR/Min)
MALAYSIA	0.99
MALDIVES	2.99
MALI	0.99
MALTA	0.99
MARSHALL ISLANDS	0.99
MARTINIQUE (French Antilles)	0.99
MAURITANIA	2.50
MAURITIUS	0.99
MAYOTTE	0.99
MEXICO	0.99
MICRONESIA	0.99
MOLDOVA	0.99
MONACO	0.99
MONGOLIA	0.99
MONTENEGRO	0.99
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	0.99
NEW ZEALAND	0.99
NICARAGUA	0.99
NIGER	0.99
NIGERIA	0.99
NIUE	2.50
NORFOLK ISLAND	3.50
NORTHERN MARIANA ISLANDS	3.99
NORWAY	0.99
OMAN	0.99
PAKISTAN	0.99
PALAU	0.99
PALESTINE (972)	0.99
PALESTINE (970)	0.99
PANAMA	0.99
PAPUA NEW GUINEA	1.99
PARAGUAY	0.99
PERU	0.99
PHILIPPINES	0.99
POLAND	0.99
PORTUGAL	0.99
PUERTO RICO	0.99
REUNION	1.50
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	0.99
SAO TOME AND PRINCIPE	2.50
SAUDI ARABIA	0.99
SENEGAL	0.99

Country (English)	Standard International Rate (QR/Min)
SERBIA	0.99
SEYCHELLES	1.99
SIERRA LEONE	1.99
SINGAPORE	0.99
SLOVAKIA	0.99
SLOVENIA	0.99
SOLOMON ISLANDS	2.99
SOMALIA	1.50
SOUTH AFRICA	0.99
SOUTH SUDAN	0.99
SPAIN	0.99
SRI LANKA	0.99
SUDAN	0.99
SURINAME	0.99
SWAZILAND	0.99
SWEDEN	0.99
SWITZERLAND	0.99
SYRIA	0.99
TAIWAN, CHINA	0.99
TAJKISTAN	0.99
TANZANIA	0.99
THAILAND	0.99
TOGO	0.99
TOKELAU	3.50
TONGA	0.99
TRINIDAD AND TOBAGO	0.99
TUNISIA	1.66
TURKEY	0.99
TURKMENISTAN	0.99
TURKS AND CAICOS ISLANDS	0.99
TUVALU	3.50
UGANDA	0.99
UKRAINE	0.99
UNITED ARAB EMIRATES	0.99
UNITED KINGDOM	0.99
UNITED STATES OF AMERICA	0.99
UNITED STATES VIRGIN ISLANDS	0.99
URUGUAY	0.99
UZBEKISTAN	0.99
VANUATU	1.66
VATICAN	0.99
VENEZUELA	0.99
VIETNAM	0.99
WALLIS AND FUTUNA	2.50
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	0.99
ZAMBIA	0.99
ZIMBABWE	1.66

#### 4.5.4 Countries included in the Bundle

Country
Afghanistan
Andorra
Angola
Argentina
Armenia
Aruba
Australia

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Country
Austria
Bahrain
Bangladesh
Belgium
Bhutan
Bolivia
Botswana
Brazil
Brunei Darussalam
Bulgaria
Cambodia
Canada
China
Colombia
Costa Rica
Cyprus
Czech Rep.
Denmark
Ecuador
Egypt
El Salvador
Estonia
Faroe Islands
Finland
France
French Guiana
Georgia
Germany
Ghana
Gibraltar
Greece
Guadeloupe
Guatemala
Honduras
Hong Kong
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Italy
Japan
Jordan
Kazakhstan
Kenya
Korea South
Kuwait
Kyrgyzstan
Lao P.D.R.
Lebanon
Liechtenstein
Lithuania
Luxembourg
Macao, China
Malawi
Malaysia
Malta
Martinique
Mauritius

Country
Mayotte
Mexico
Mongolia
Mozambique
Namibia
Nepal
Netherlands
Netherlands Antilles
New Caledonia
New Zealand
Nigeria
Norway
Oman
Pakistan
Palestine
Panama
Paraguay
Peru
Philippines
Poland
Portugal
Romania
Russia
San Marino
Saudi Arabia
Singapore
Slovakia
Slovenia
South Africa
Spain
Sri Lanka
Sudan
Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan, China
Tajikistan
Thailand
Turkey
Turkmenistan
Ukraine
United Arab Emirates
United Kingdom
United States
Uruguay
Uzbekistan
Vatican
Venezuela
Viet Nam
Yemen
Zambia

#### 4.6 Three Favourite Numbers

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



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

**4.6.3 Charging:** The Three Favourite 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

#### 4.7 Optional International Packs

**4.7.1 Description:** Optional International Packs enable a Subscriber to pre-pay for a bundle of call minutes and messaging services that can be used for any international destination at lower rates than standard international rates.

**4.7.2 Validity:** International Packs are valid for a period of 1 month.

**4.7.3 Conditions:**

**4.7.3.1** International Value Pack credit is not valid for calls or messages made while roaming or for premium-rate numbers.

**4.7.3.2** International Value Pack credit may not be transferred to another account or carried over to subsequent months

**4.7.4 Charging:**

**4.7.4.1** International Pack service charge rates are set out below:

International Pack Price (QAR)	50	100	130	200	300	500	575
Included International call minutes	50	120	135	220	350	650	720
Included International SMS	N/A	N/A	25	50	100	N/A	200

**4.7.4.2** The Subscriber will continue to be charged the applicable monthly fee for the relevant International Pack until their selection is revoked, upgraded or downgraded.

**4.7.4.3** Once a User has consumed their usage allowance in any given month, all subsequent international service usage is charged at standard international service charges as set out in this tariff.

**4.7.4.4** The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

**4.7.4.5** Ooredoo customers subscribed to the Shahry International Pack can use their packs allowance to call or SMS numbers in Tunisia on the Ooredoo network only. All calls and SMS to other service providers' numbers in Tunisia will be charged at QR 1.66/min and QR 0.6/SMS respectively.

## 4.8 Hala Business

**4.8.1 Description:** 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.

### 4.8.2 Conditions:

**4.8.2.1** Business customers will be able to subscribe to 7 packs on any Hala line.

**4.8.2.2** Fees for these packs will be charged to the business subscriber account.

**4.8.2.3** Packs will be renewed each 30 calendar days until the business subscriber terminates them.

**4.8.2.4** Rental fees are not prorated.

**4.8.2.5** Hala Business Pack can be terminated, upgraded, downgraded after expiry pack.

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

**4.8.2.7** Business Group service is available for Hala Business customers (see point 4.3).

**4.8.3 Charging:** The Hala Business Packs are offered in the following defined packages:

	Hala Business 35	Hala Business 55	Hala Business 80	Hala Business 100	Hala Business 150	Hala Business 150	Hala Business 200	Hala Business 250	Hala Business 325	Hala Business 450	Hala Business 525	Hala Business 750	Hala Business 825
Rental fee (QAR)	35	55	80	100	150	150	200	250	325	450	450	750	825
Local calls / Messages	120	200	200	500	500	1000	1000	Unlimited (1)	Unlimited (1)	Unlimited (1)	Unlimited (1)	Unlimited (1)	Unlimited (1)
Data	250MB	500MB	1GB	1GB	1GB	2GB	2GB	3GB	3GB	10GB	10GB	Unlimited (1)	Unlimited (1)
Data First Month (3)	-	-	-	-	-	-	-	Unlimited (1)	Unlimited (1)	Unlimited (1)	Unlimited (1)	Unlimited (1)	Unlimited (1)
International voice calling minutes (2)	-	-	60	-	150	-	200	100	800	300	1600	600	3200
Receiving Roaming minutes	-	-	-	-	-	-	-	-	-	60	60	300	300

Note 1: Subject to Fair Usage Policy (4.2.2.5).

Note 2: International minutes to 121 countries (4.5.4).

Note 3: "Data first month" is a benefit for new Hala Business subscribers. Benefit is valid for a one month from Hala Business subscription. Customers who already received "Data First month" benefit in 10x or unlimited form will not get it again when upgrading or downgrading Hala Business packs.

**Hala Balance Protection Feature:** The Feature will automatically 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.

**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.

## 4.9 Ooredoo Passport

**4.9.1 Description:** This optional subscription will allow the Users to have 1GB of data and 100 minutes (Inbound and outbound) while roaming. A weekly and monthly Ooredoo Passport are available for the subscribers.

### 4.9.2 Conditions:

**4.9.2.1** Business customers will need to contact their account manager to have this feature enabled.

**4.9.2.2** Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport (OP) or 30 days for monthly Ooredoo (OPM) Passport from the date of subscription.

**4.9.2.3** Subscribers to the weekly Ooredoo Passport will have 1GB data and 100 voice call minutes while roaming. Subscribers to the monthly Ooredoo Passport will have 4GB data and voice call 300 minutes.

**4.9.2.4** Subscribers can re-subscribe to this optional service after the weekly (7days) is completed. The monthly Ooredoo Passport is an auto-renewal subscription.

**4.9.2.5** Roaming Business Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10.4 list of the passport countries and operators).

**4.9.2.6** Customers may pre-activate Passport for the next week 48 hours prior to the current passport expiring by sending a text 'OPE' to 114. Once the customer sends the text 'OPE' to the relevant code (114), they will receive a confirmation SMS that they have successfully pre-ordered Ooredoo Passport and they have been charged QR100. Immediately upon their current validity expiry a new Passport will be activated and the allowances will be reset to 1GB and 100mins for the next week (the unused allowances will not be transferred into the next week). This feature can be used once every week, (customers can pre-order Ooredoo Passport only 1 week upfront and then repeat it a week later).

**4.9.2.7** Subscribers will get additional 1GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries. Subscribers on the monthly Ooredoo Passport will get additional 4GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.

**4.9.2.8** Business Customers will have a choice to activate the OPM for a number of months (up to 6) of their choice; OPM will auto-renew up to the selected month and it will expire at the end of the last selected month automatically. Customers will have an option to stop the auto-renewal anytime in between the selected months. Customers can use a keyword "OPMX (X = 1 to 6)

### 4.9.3 Charging:

**4.9.3.1** Business Customers have to pay QAR 100 for the weekly Ooredoo Passport to subscribe to the feature and QAR 350 for the monthly Ooredoo Passport.

**4.9.3.2** Business 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.

**4.9.3.3** When business customers who will be charged for standard out of bundle roaming rates or OP out of bundle roaming rates, applicable when OP is not activated, expired or OP allowances are consumed, Ooredoo will automatically activate OP, at no additional charge, when the customer spends QAR 100 on OP partner networks only. The customer will get full OP benefits. No action is required from the customer in order to get this feature.

### 4.9.4 List of the passport countries and operators:

Country	Operator
Afghanistan	MTN
Algeria	Ooredoo Algeria
Australia	Telstra
Australia	Vodafone Network PTY Ltd.
Austria	T-Mobile
Azerbaijan	AzerCell
Bahrain	Bahrain Telecommunications Co.
Bahrain	Zain BH
Bahrain	VIVA Bahrain
Bangladesh	Robi Axiata Limited
Bangladesh	Airtel Bangladesh Limited
Belguim	Base
Brazil	Claro
Bulgaria	Cosmo Bulgaria Mobile
Bulgaria	Vivacom
Cambodia	Smart (Hello)
Canada	Bell Mobility
Canada	TELUS Communications
China	China Unicom
Croatia	Croatian Telecom Inc (T-Mobile)
Croatia	Tele 2
Czech Republic	T-Mobile Czech Republic
Czech Republic	Vodafone Czech Republic a.s.
Denmark	TDC A/S
Egypt	ECMS-MobiNil
Egypt	Vodafone Egypt Telecommunications S.A.E.

Country	Operator
Estonia	Tele 2
France	Bouygues Telecom
France	Orange
France	SFR
Germany	Telefónica Germany
Germany	Telekom Deutschland (T-Mobile)
Germany	Vodafone D2 GmbH
Germany	E-Plus
Ghana	Airtel
Greece	Cosmote Mobile Telecom
Greece	Vodafone-Panafon Hellenic Tel.Co.
Guinea	Areeba / MTN
Hong Kong	China Mobile Hong Kong Company Limited
Hungary	Magyar Telekom
Hungary	Vodafone Hungary Ltd
India	IDEA Cellular Ltd. - Ap
India	IDEA Cellular Ltd. - Gujarat
India	Vodafone Cellular Limited(VCL)
India	IDEA Cellular Ltd. - Maharashtra
India	VODAFONE CELLULAR LIMITED (VCL)
India	Vodafone East Limited
India	Vodafone Mobile Services Limited
India	IDEA Cellular Ltd. - Haryana
India	IDEA Cellular Ltd. - Kerala
India	IDEA Cellular Ltd. - U.P.West
India	Vodafone West Ltd
India	Vodafone India Limited
India	IDEA Cellular Ltd. - State of Bihar
India	IDEA Cellular Ltd. Delhi
India	IDEA Cellular Ltd. - Himachal Pradesh
India	IDEA Cellular Limited Kolkata
India	IDEA Cellular Ltd. - Mumbai
India	IDEA Cellular Limited - Orissa
India	IDEA Cellular Ltd. - Rajasthan
India	IDEA Cellular Limited - Tamil Nadu & Chennai (TN&C)
India	IDEA Cellular Ltd. - U.P. East
India	IDEA Cellular Limited West Bengal
India	Idea Cellular Ltd. - Madha Pradesh
India	IDEA Cellular Limited - KARNATAKA
India	IDEA Cellular Limited

Country	Operator
India	Bharti Airtel Ltd. Mumbai
India	Bharti Airtel Ltd. Pune
India	Bharti Airtel Ltd. Gujrath
India	Bharti Airtel Ltd. Tamil Nadu
India	Bharti Airtel Ltd. Haryana
India	Bharti Airtel Ltd. UP west
India	Bharti Airtel Ltd. Kerala
India	Bharti Airtel Ltd. Madhya Pradesh
India	Bharti Airtel Ltd. Punjab
India	Bharti Airtel Ltd. Delhi
India	Bharti Airtel Limited. Himachal Pradesh
India	Bharti Airtel Ltd. Rajasthan
India	Bharti Airtel Ltd. Karnataka
India	Bharti Airtel Ltd. Andhra Pradesh
India	Bharti Airtel Ltd. Kolkata
India	Bharti Airtel Ltd. Chennai
Indonesia	PT. XL Axiata, Tbk
Indonesia	Indosat
Iran	MTN Iran
Iraq	Asiacell Communications L.L.C
Ireland	Vodafone Ireland Plc
Italy	TIM-GOS
Italy	WIND Telecomunicazioni S.P.A.
Italy	Vodafone Omnitel N.V
Jordan	Petra Jordanian Mobile Telecom
Jordan	Umniah Mobile
Jordan	Zain
Kenya	Airtel
Kuwait	Kuwait Telecom Company
Kuwait	Mobile Telecommunications Company (Zain)
Kuwait	Ooredoo Kuwait
Latvia	Tele 2
Malaysia	Maxis Mobile Services Sdn Bhd
Malaysia	Celcom Axiata Berhad
Maldives	Ooredoo Maldives
Malta	Vodafone Malta
Malta	Go Mobile
Morocco	IAM
Myanmar	Ooredoo Myanmar
Netherlands	T-Mobile

Country	Operator
Netherlands	Vodafone Libertel N.V
Netherlands	KPN
New Zealand	Vodafone New Zealand Ltd.
Nigeria	Airtel
Nigeria	MTN
Norway	Mobile Norway
Oman	Ooredoo Oman
Oman	Oman Mobile Telecommunications Company L.L.C
Pakistan	Warid
Philippines	Globe Telecom
Philippines	Smart
Poland	Polska Telefonia
Portugal	Vodafone Portugal
Portugal	TMN
Romania	Cosmote Romania Mobile Telecom
Romania	Vodafone Romania S.S.
Saudi Arabia	Saudi Telecom Company
Saudi Arabia	Etihad Etisalat Company - Mobily
Seychelles	Airtel
Seychelles	Airtel
Singapore	M1 Limited
Singapore	Starhub
Slovakia	T-Mobile
Slovakia (Slovak Republic)	O2 SK
South Africa	Vodafone (Pty) Ltd.
South Africa	MTN
Spain	Telefonica Moviles España, S.A.
Spain	VodafoneEspaña, S.A.U.
Sri Lanka	Mobitel (Pvt) Limited
Sri Lanka	Dialog Axiata PLC (PQ 38)
Sudan	MTN
Sweden	Tele 2
Switzerland	Swisscom (Switzerland) Ltd
Tanzania	Airtel
Thailand	Advanced Info Service Public
Thailand	True Move Company Limited
Thailand	Total Access Communication
Tunisia	Ooredoo Tunisia
Turkey	AVEA İletisim Hizmetleri A.S. (Aria)
Turkey	Turkcell İletisim Hizmetleri A.S.



Country	Operator
Turkey	Vodafone Telekomunikasyon AS.
United Arab Emirates	Emirates Integrated Telecommunications Company PJSC
United Arab Emirates	E.T.I.S.A.L.A.T
United Kingdom	Everything Everywhere Orange (EE)
United Kingdom	Everything Everywhere T-Mobile (EE)
United Kingdom	Telefónica UK Limited (O2)
United Kingdom	Vodafone Ltd.
United States	T-Mobile
Yemen	MTN

**4.10 International Roaming:**

**4.10.1 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.

**4.10.2 Conditions:**

**4.10.2.1** 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.

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

**4.10.2.3** 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.

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

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

**4.10.2.6** 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.

**4.10.2.7** 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

**4.10.3 Charging:**

- 4.10.3.1** All Roaming calls are charged each 60 seconds.
- 4.10.3.2** All Roaming SMS messages are charged for each message or message part sent.
- 4.10.3.3** MMS messages are charged using the applicable Wireless Data Roaming rate.
- 4.10.3.4** Where Outbound roaming is available, the following rates apply:

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

The roaming prices in the above table are in effect from 1<sup>st</sup> of April 2018.

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
MENA	5	3	17	17	17	2	55	No Charge
Americas								No charge
Europe								No charge
Asia & Oceania								No charge
Africa & Rest of World								No charge

Satellite, Thurawal& 'Special Cases'	30	30	30	30	30	2	75	30
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The roaming prices in the above table are in effect from 14<sup>th</sup> April 2017.

#### 4.10.3.5 Standard Roaming Rates for all Ooredoo Passport Partners are as the following:

Calling People in the country you are in	Calling Qatar	Calling another Country	Receiving a Call	Sending SMS	Mobile Roaming data
QAR 0.9/minute	QAR 1/Minute	QAR 1/Minute	QAR 1/Minute	QAR0.25/SMS	QAR 1/MB

Roaming rates for Ooredoo Passport partners in GCC

Calling People in the country you are in	Calling Qatar	Calling another Country	Receiving a Call	Sending SMS	Mobile Roaming data
QAR 1/Minute	QAR 1/Minute	QAR 1/Minute	QAR 1/Minute	QAR 1/SMS	QAR 1/MB

Roaming rates for Ooredoo Passport partner in non-GCC

#### 4.10.3.6 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	-	15	-	-	-	-
Morocco	5	-	13	-	-	-	-
Canada	-	3	-	-	-	-	-
USA	-	3	-	-	-	-	-
Seychelles	-	3	-	-	-	-	-
India	-	3	-	-	-	-	-
Sri Lanka	-	-	17	-	-	-	-
Czech Republic	-	-	15	-	-	-	-
Malta	-	-	15	-	-	-	-
Italy	-	-	15	-	-	-	-
Russia	-	-	15	-	-	-	-
Senegal	-	-	-	-	-	-	55
Serbia & Montenegro	-	-	15	-	-	-	-

Switzerland	-	-	15	-	-	-	-
Tajikistan	-	-		-	-	-	55
Uzbekistan	-	-	15	-	-	-	-

Effective from the 16<sup>th</sup> of May 2017, the roaming prices in the below table will be applicable

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

- 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.

**4.11 Optional International Roaming Packs**

**4.11.1 Description:** Optional International Roaming Packs enable a subscriber to pre-pay for a bundle of roaming call minutes and/or data usage for specified destinations and networks.

**4.11.2 Validity:** International Roaming Packs are valid for a period of one (1) month (30 calendar days).

**4.11.3 Conditions:**

**4.11.3.1** International Roaming Pack credit may not be transferred to another user or carried over to subsequent months.

**4.11.3.2** The list of roaming countries and network partners for International Roaming Packs are listed below:

Region 1	
Country	Network Partner
France	FRANCE TELECOM
	SFR
Germany	O2
	T-MOBILE
Italy	WIND
Spain	FRANCE TELECOM
	TELEFONICA MOVILES
Switzerland	Swisscom
	Orange
UK	T-Mobile
	O2
USA	VODAFONE
	T-Mobile

**4.11.3.3** 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.

**4.11.3.4** While 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. Therefore, Ooredoo does not make any representations regarding the quality of service or reliability experienced by Users while Roaming.

**4.11.3.5** The subscriber will continue to be charged the applicable monthly fee for the relevant international roaming pack until their selection is revoked, upgraded or downgraded.

**4.11.3.6** The monthly billing cycle for the international roaming packs is independent of any other monthly billing cycle which may apply in respect of a subscriber.

**4.11.3.7** The Subscriber may subscribe or cancel their subscription to international roaming packs at any time via the usual Ooredoo subscription channels including SMS short code service, Ooredoo shops or by calling the Ooredoo call centre.

**4.11.3.8** In the event a Subscriber cancels the subscription within 24 hours, without using the service, the Subscriber will be refunded the full amount of the subscription.

**4.11.3.9** In the event a Subscriber cancels the Subscription after 24 hours or after the Subscriber has commenced using the International Roaming pack, the Subscriber will be charged the full amount of the Subscription.

**4.11.4 Charging:** International Roaming Packs are charged at the rates set out below:

Pack Type	Monthly fee (QR)	Allowance	Excess rate
Calling Package Region 1	200	100 minutes (cumulative of local calls, calls to Qatar & received call minutes.)	Standard roaming rate per call type

## 4.12 Data Services

### 4.12.1 Mobile Internet:

**4.12.1.1 Description:** This service feature allows Users to browse the Internet and WAP sites using their Mobile Device.

#### 4.12.1.2 Conditions:

**4.12.1.2.1** The service feature is available only when a data-enabled Mobile Device is within the covered service area. An updated 3G network coverage map can be found at <http://www.Ooredoo.com.qa/documents/Coverage-map.pdf>.

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

**4.12.1.2.3** 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 licence obligations and requirements.

**4.12.1.2.4** 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.

- 10,000 local call minutes,
- 3,000 Local SMS/MMS,

- 50GB Mobile Internet Data.

**4.12.1.3 Charging:** The charge rates for the Mobile Internet service are listed below:

**4.12.1.3.1 PAYG rate**

Service	Charges (QAR)
Mobile Internet	0.99/MB

**4.12.1.3.2 Mobile Internet (MIP) options are listed below:**

Tariff Plan	Monthly Charge (QAR)	Bundle Limit (MB)	Out of Bundle Cost (QAR)
Mobile Internet 1GB	60	1000	0.1/MB
Mobile Internet 3GB	80	3000	0.1/MB
Mobile Internet 6GB	100	6000	0.1/MB
Mobile Internet 15GB	200	15000	0.1/MB
Mobile Internet Unlimited*	500	N/A	N/A

\*Fair Usage Policy, for data: At 400GB usage the maximum speed you can avail on 3G is 1Mbps and on 4G is 2Mbps until the renewal date of your data pack. At 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 charges after the FUP is reached.

**4.12.2** The Unlimited Internet 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.

**4.12.3 Mobile Data Scratch Card Vouchers “Data Recharge”:**

**4.12.3.1 Description:** This service feature that allows users to browse the Internet and WAP sites over their Mobil Device

**4.12.3.2 Conditions:**

**4.12.3.2.1** Customers required entering the digit code via SMS or USSD to add Mobile Data.

**4.12.3.2.2** Scratch Card Vouchers will be consumed first if the customer has an existing Mobile Data Pack.

**4.12.3.2.3** Customers will resume their Mobile Data Pack or to the standard Pay As You Surf rate when the data allowance or validity is completed.

**4.12.3.3 Charging:** The charge rates for Mobile Internet service are set out below:



Data Recharge	Amount (MB)	Price (QAR)	Validity
Mobile Internet 100MB	500	10	1 day*
Mobile Internet 500MB	1,000	30	14 days
Mobile Internet 1GB	2,500	60	28 days
Mobile Internet 3GB	4,000	80	28 days
Mobile Internet 6 GB	7,000	100	28 days
Mobile Internet 10 GB	14,000	150	28 days
Mobile Internet 15 GB	20,000	200	42 days

\*Same day until midnight

#### 4.12.4 Endless Internet Packs

**4.12.4.1 Description:** The Endless Data Pack will have unique feature where customers will not be charged for out of bundle charges when subscribing to these packs.

**4.12.4.2 Charges:** The following table are the Endless Data Packs:

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 250MB	20	250
Data Pack 6GB	70	6,000
Data Pack 8GB	90	8,000
Data Pack 10GB	110	10,000
Data Pack 12GB	130	12,000
Data Pack 14GB	150	14,000
Data Pack 17GB	175	17,000
Data Pack 20GB	200	20,000
Data Pack 25GB	225	25,000
Data Pack 30GB	250	30,000
Data Pack 37GB	300	37,000
Data Pack 45GB	350	45,000
Data Pack 55GB	400	55,000

- **Data Safety Key (DSK):** The DSK will be activated whenever the customer data charges at standard data rate will reach QAR 70. The DKS will automatically add 6GB Endless Internet Pack at no additional charge. The 6GB will be valid until the end of a given bill cycle. If the 6GB is consumed before the bill cycle, the data speed will be reduced to the level of up to 64Kbps. The Automatic activation for the DSK will occur:
  - When the Shahry Pack allowance is 100% consumed and there are no additional data packs activated and customer was charged QAR 70 at the standard local data rate (QAR 0.99/MB and;
  - When the Mobile Internet Pack is 100% consumed and there was no additional data pack activated and customer was charged QAR 70 at the standard out of bundle rate Mobile Internet Pack (QAR 0.10/MB)

#### 4.12.4.3 Conditions:

- 4.12.4.3.1** Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.
- 4.12.4.3.2** 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.
- 4.12.4.3.3** Subscribers can restore the speed by purchasing the speed boosters **(4.2.3.11)**, top up with Data Scratch Card or wait until the next bill cycle.

**4.12.5 International data roaming:**

**4.12.5.1 Description:** International mobile internet allows Users to enjoy access to mobile internet services while roaming.

**4.12.5.2 Conditions:**

- 4.12.5.2.1** 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.
- 4.12.5.2.2** 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.

**4.12.5.3 Charging:**

**4.12.5.3.1** Roaming data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming 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

**4.12.5.3.2** 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)

<b>Australia</b>	80
<b>Tajikistan</b>	80
<b>Senegal</b>	80

**4.12.5.3.3** 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)

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

**4.13.1.2 Charging:** 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	0.20
SMS to other mobile	0.40	0.40
SMS short code access (24xx, 25xx, 28xx, 29xx, 2730-2759)	0 – 100	
MMS to Ooredoo or other mobile – picture	0.90	0.90
MMS to Ooredoo or other mobile – video	1.20	1.20
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00
International MMS - picture	1.35	1.35
International MMS - video	1.80	1.80

### 4.13.2 Multimedia Messaging (MMS)

**4.13.2.1 Description:** A service feature that allows the User to send and receive messages containing text and/or pictures audio and video.

**4.13.2.2 Charging:** MMS service is charged on a per-message basis as set out in paragraph 4.13.1.2.

### 4.13.3 Optional Features:

**4.13.3.1** 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.	
Muzdawaj –new Subscribers (two SIM cards)	350	15	Per applicable calling rate.	
Muzdawaj – existing Subscribers (one additional SIM card)	200	15	Per applicable calling rate.	
Number Change	50	No charge	No charge	
Local Video Calling to Ooredoo mobiles	Peak	No charge	No charge	0.45/min
	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)	

#### 4.13.4 Easy-to-Remember Numbers:

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

**4.13.4.2 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	XYYYYXY	XYZZZYX	XYZZYXX
	XYYYYXX	XYYYYXX	XYZZZXY	XYZZXYZ
	XXYYYYY	XYXYXXX	XYZYZYZ	XYZYXYZ
	XXYYYYX	XYXXYXX	XYYZZXX	XYZYZZZ

**4.13.4.3 Regulation:** 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.

**4.13.4.4 Charging:** Subscribers may request assignment of special numbers 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
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

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

**4.13.5 BlackBerry™ Services:**

**4.13.5.1 Description:** A service that supports use of email account and personal information management on BlackBerry Mobile Devices.

**4.13.5.2** Conditions:

**4.13.5.2.1** Ooredoo will provide 2 service types:

- BES: BlackBerry Enterprise Service for business customers
- BIS: BlackBerry Internet Service provides access to Internet to individual users using Blackberry devices.

**4.13.5.2.2** The Subscriber is responsible for obtaining and maintaining all server hardware, software and communications equipment.

**4.13.5.2.3** The Subscriber maintains responsibility to terminate the Blackberry subscription of individual users as termination is not automatic in the case of number change or service termination by a particular User.

**4.13.5.2.4** BlackBerry BES subscription is subject to a fair-usage policy with a limit of 10MB per user per month for BlackBerry data traffic. Data traffic that exceeds the limit can and may be billed by Ooredoo.

**4.13.5.3 Charging:** Blackberry Services (BlackBerry BIS & BES) is charged as per the rates set out below:

Tariff Plan	Monthly Charge	Bundle Limit (MB)	Out of Bundle Cost
BlackBerry 1GB	QAR 60	1000	QAR 0.1/MB
BlackBerry 3GB	QAR 80	3000	QAR 0.1/MB
BlackBerry 6GB	QAR 100	6000	QAR 0.1/MB
BlackBerry Unlimited	QAR 500	N/A	N/A
BlackBerry Global (BIS)*	QAR 275	1GB Local data 1GB roaming (Email & BBM) data	Local – QAR 0.1/MB Roaming – as per the roaming rates

\*BlackBerry Global BIS will no longer be offered to new customers from the 28<sup>th</sup> of January, 2015.

BlackBerry BES only tariffs/fees:

	BlackBerry Enterprise Edition BES Full: (QAR)	BlackBerry BES Express: (QAR)	BlackBerry Global Package BES
Registration Fee (one-off)	12,000		
Installation Fee (one-off)	3,000	3,000	
Registration Fee per user (one-off)	450		
Enterprise Service Monthly Fee	1,000	500	
Monthly Fee per user of BlackBerry Enterprise Service*	500	500	500
Upgrade Fee from SBE to BEE	n/a	10,200	

\*BlackBerry Global BES will no longer be offered to new customers from the 28<sup>th</sup> of January, 2015



#### 4.13.6 Mobile Email Corporate Edition:

**4.13.6.1 Description:** The Mobile Email Service allows a Subscriber to provide multiple Users with access to corporate emails and other information using a Mobile Device.

**4.13.6.2 Conditions:**

**4.13.6.2.1** The Subscriber maintains responsibility for modification or termination of the Mobile Email Service in the event of a number change or service termination by a particular user.

**4.13.6.2.2** Additional terms and conditions may apply for configuration of software for access to enterprise email systems per the end user license agreement, which is provided to the Subscriber.

**4.13.6.3 Charges:** Mobile Email Corporate edition service charge rates are set out below:

Applicable Service	Rate QAR
One-off corporate registration fees	3,000
One-off registration per user	30
Monthly fee per user	100
GPRS Traffic per user	Included
Roaming data charges	As per section <b>Error! Reference source not found.</b> of this tariff.



**4.13.7 Wireless Corporate Data Access Service:**

**4.13.7.1 Description:** The Wireless Corporate Data Access Service (WCDAS) is a data-only service used to securely connect Mobile Devices through a wireless virtual private network (VPN), utilising end-to end VPN security.

**4.13.7.2 Validity:** Minimum service period of 3 months.

**4.13.7.3 Conditions:**

**4.13.7.3.1** The Subscriber is responsible for obtaining and maintaining all server hardware, software and communications equipment needed to utilise the WCDAS.

**4.13.7.3.2** Ooredoo will configure a Subscriber’s local area network equipment and perform other installations required to utilise the WCDAS.

**4.13.7.3.3** The WCDAS requires subscription to Ooredoo IP VPN service.

**4.13.7.3.4** All users included in a WCDAS subscription must have a valid Ooredoo mobile subscription.

**4.13.7.4 Charging:**

**4.13.7.4.1** Wireless Corporate Data Access charge rates are outlined below:

	Data transfer usage included per month	Monthly fee QAR	Usage fee for usage in excess of included monthly usage level QAR
Option 1	500 MB	2,500	4/MB
Option 2	1 GB	4,000	4/MB
Option 3	5 GB	8,000	4/MB
Option 4	10 GB	10,000	4/MB

**4.13.7.4.2** Connection Fees /Installation charge: QAR 5,000

**4.14 Mobile Money – International Transfer, Top-Up offer**

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

**4.14.2 Charging:** None.

**4.14.3 Conditions:**

**4.14.3.1** International remittance transaction:

Remittance slab
1-100
101-500
501-1000

1001-2000
2001-4000
4001-10000

**4.14.3.2** Mobile Money Terms and Conditions Applies.

**4.14.3.3** General Terms and Conditions Applies.

**4.15 Shahry QATARNA Packs:**

**4.15.1** QATARNA Packs are permanent product and available for consumer customers.

**4.15.2** Shahry QATARNA Packs portfolio:

QATARNA Pack	QATARNA 350	QATARNA 500	QATARNA 600	QATARNA 850
<b>Monthly Rental</b>	350	500	600	850
<b>Local Allowance (Minutes/SMS)</b>	Unlimited	Unlimited	Unlimited	Unlimited
<b>Local Data (GB)</b>	30	120	150	Unlimited
<b>Roaming Data (GB)</b>	30	45	50	100

**4.15.3 Conditions:**

- 4.15.3.1** QATARNA 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.
- 4.15.3.2** Customer is not subscribed to any additional local data add-on pack, then after consumption of 100% QATARNA 350, QATARNA 500 and QATARNA 600 Pack local data allowance, local data speed will be throttled to 64kbps.
- 4.15.3.3** For QATARNA Pack 850, local data speed will be throttled after consuming 400GB (3G and 4G traffic) to maximum speed of 1Mbps (3G), 2Mbps (4G) . Further speed throttling will be applied after consuming 500GB (3G and 4G traffic) to maximum speed of 256Kbps (3G), 512Kbps (4G).
- 4.15.3.4** Unless otherwise specified, the allowances of additional local data add-on pack to which customer subscribe will be consumed before available QATARNA Pack local data allowance.
- 4.15.3.5** One can restore QATARNA local data to full speed using the Endless Internet Pack, Data Recharge cards or any of the available speed boosters.
- 4.15.3.6** QATARNA Packs roaming benefits are valid only on Ooredoo Passport partners' networks.
- 4.15.3.7** After consumption of QATARNA Pack roaming data allowance, special pay as you go rate of QR1/MB will apply while roaming on Ooredoo Passport partners. When

roaming in other than Passport partner networks customer will be charged standard roaming rates.

- 4.15.3.8** QATARNA subscribers will be charged special pay as you go rate for Roaming voice (incoming, outgoing); Roaming SMS (outgoing) of QR1/min & QR1/SMS, respectively while roaming on Ooredoo Passport partners. When roaming in other than Passport partner networks customer will be charged standard roaming rates.
- 4.15.3.9** All add-on packs except QR100/- Shahry International Key, can be subscribed to on all QATARNA Packs.
- 4.15.3.10** When subscribed to Ooredoo Passport and connected on Ooredoo Passport partners' networks, Passport allowances will be consumed first, followed by available QATARNA Pack roaming data allowance.
- 4.15.3.11** QATARNA Pack allowances, cannot be carried over.
- 4.15.3.12** QATARNA Pack allowances, are aligned with bill cycle.
- 4.15.3.13** "NO PERMANENT ROAMING" clause: QATARNA service can be used for personal purpose only. Ooredoo will monitor use of QATARNA Packs and may as appropriate restrict the long term continuous usage of QATARNA in international roaming. Specific terms of such restriction will be specified at the time of its introduction.

## **5. Service Provider obligations**

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

### **5.2 Service Availability and Limits:**

**5.2.1** 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.

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

**5.2.3** 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.

## 6. Customer obligations

- 6.1 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.
- 6.2** 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.
- 6.3 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.
- 6.4 Assignment of service:** The subscriber undertakes to use the service personally and for their private interest, and shall not transfer the service or assign it to a third party without obtaining Ooredoo's prior written consent.
- 6.5 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:

**7.1.1 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.

**7.1.2 Charges payable as at date of port:** The Subscriber cannot port a mobile number to the OLO until all invoiced charges that are outstanding at the time the Subscriber requests the port are fully paid. If charges are outstanding at the time the Subscriber requests a port, Ooredoo will inform the Subscriber of the amount payable and the timeframe in which that payment must be made to avoid the cancellation of the Subscriber's port request.

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

**7.1.3.1** 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 organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.1.3.2** 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

**7.1.3.3** 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.

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

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

**7.1.4.2** 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:

**7.2.1** 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.

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

**7.2.2.1** 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 organisation numbers and operator service numbers), send SMS/MMS, access data services and any other outgoing services using the ported mobile number;

**7.2.2.2** 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

**7.2.2.3** 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.

**7.2.3** 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**

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
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



<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
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	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated
35	6 February 2017	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase
36	15 April 2017	15 April 2017	Permanent Tariff Change, GCC roaming rate change.
37	16 May 2017	16 May 2017	Permanent Tariff Change, Standard PAYG changes
38	17 July 2017	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges.
39	3 August 2017	3 August 2017	Permanent Tariff Change, International Calling Rate Change
40	17 August 2017	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
41	21 September 2017	17 September 2017	Permanent Tariff Change, Shahry International Packs.
42	21 November 2017	21 November 2017	Permanent Tariff Change, Data Recharge.
43	18 February 2018	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
44	21 February 2018	21 February 2018	Permanent Tariff Change, OPM and Data Safety Key
45	25 February 2018	25 February 2018	Permanent Tariff Change, Protection Feature
46	16 March 2018	16 March 2018	Permanent Tariff Change, Hala Nepal Super Key
47	22 March 2018	22 March 2018	Permanent Tariff Change, Aamali Packs
48	1 April 2018	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
49	5 April 2018	5 April 2018	Permanent Tariff Change, Mobile Data Adjustments
50	17 April 2018	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	11 July 2018	Permanent Tariff Change, International and Roaming Key Changes and rates.
52	9 September 2018	9 September 2018	Permanent Tariff Change, Qatarna Packs
53	18 October 2018	18 October 2018	Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase
54	1 November 2018	1 November 2018	Permanent Tariff Change, Mobile Money

