

**General Tariff Information**

<b>Service Provider Name</b>	Ooredoo Q.P.S.C
<b>Tariff Number</b>	C05-03
<b>Service Name</b>	<i>Ooredoo Next Gen</i>
<b>Tariff Type</b>	<i>Standard Permanent</i>
<b>Customer Group</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>20 January 2022</i>
<b>Tariff Version</b>	<i>003</i>

## 1. Definitions

- 1.1. Additional Service Point is an extension of the physical reach of the Service within the customer's premises. This typically requires additional cabling.
- 1.2. Broadband means High-speed Internet access through fixed and wireless networks.
- 1.3. Connection Charges means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.4. CPE means Customer Premises Equipment. This includes the Wi-Fi router and the Set Top Box (if applicable).
- 1.5. Domain-Name means an Internet address, i.e. "Ooredoo.qa".
- 1.6. Email Account means the required user to access to certain email box
- 1.7. Email Address means Domain-base address by which a user is referred to i.e. user@domain.name.
- 1.8. Email Box means an allocated space on Ooredoo servers associated with an email address/email account where the user can send and receive emails.
- 1.9. Mbps – Mega Bits per second.
- 1.10. Monthly Rental Fee means the monthly subscription fee identified in the applicable tariff and payable every month in advance
- 1.11. Optical Network Terminal (ONT) means a media converter necessary to provide the fibre broadband service, which is installed on the customer premises.
- 1.12. Ooredoo means Qatar Q.P.S.C. (Ooredoo).
- 1.13. OTT means Over The Top.
- 1.14. Router means an intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
- 1.15. Set Top Box (STB) means a media device which is connected to a television that can receive digital signals.
- 1.16. Service is the Fibre Broadband Service. This includes Landline Services, Broadband Services and can include IPTV.
- 1.17. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.18. User means the natural person who actually uses the Service.
- 1.19. Web Hosting means a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
- 1.20. Wi-Fi means Wireless high-speed access to the Internet provided using IEEE-802.11 technology.



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

- 2.1. This tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
- 2.2. This tariff contains charges and conditions applicable to the provision of Consumer Fibre Broadband and Landline services.
- 2.3. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.4. From time to time, and subject to CRA approval, Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff (subject to CRA approval) as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.5. These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the General Terms & Conditions where referenced.

### 3. Consumer Fiber Broadband

#### 3.1. Service Description

- 3.1.1. The Fiber Broadband Service offers fast access to the Internet for surfing the Web, downloading and uploading data, landline services and IPTV Entertainment and OTT streaming services. The service is delivered to the subscriber via a fiber access network. External factors outside Ooredoo's control may impact speed or access to certain sites / destinations. Wi-Fi speeds are not guaranteed and will vary depending on customer premise environment and client device capabilities.
- 3.1.2. Subscribers select the appropriate plan to suit their needs in terms of speed and entertainment options.
- 3.1.3. Commencement of Service: The subscriber will be provided with the service installation required in order to use the service.

#### 3.2. Features and Charging

**New Tariffs Table 1**

Plans	Connection fee – one-time charge at inception (QAR)	Fixed unlimited Broadband, Talk and Entertainment plans			
		Set Top Box Android (number)	Wi-fi devices (number)	Monthly recurring charge rate (QAR)	Credits for Content (TV and Streaming packs)
100 Mbps	300	1 – Included	1 – Included	365	20
500 Mbps	300	1 - Included	1 - included	500	40
1 Gbps	300	2 - Included	3 - included	950	60
10 Gbps	300	3 - Included	4 - included	6,500	100

- 3.2.1. The service also includes Calls to Ooredoo and other fixed operator Landlines. Charges for national calls to mobile, for international calls and for other services are listed in section 4 below.
- 3.2.2. The Content requires activation by the customer and can be redeemed using the Credits in Table 2 below. More information on how to activate the content can be found at [www.ooredoo.qa](http://www.ooredoo.qa).
- 3.2.3. Customers may elect not to take the Android STB(s). No discount on the monthly recurring charge will be applied in this instance.
- 3.2.4. New Customers and Grandfathered/Returning Customers subscribing to a Next Gen Plan who do not have an Ooredoo approved Wi-Fi device must take at least one included Wi-Fi device. Cancellation charges outlined in Section 4.1.8. below apply.
- 3.2.5. Returning or Grandfathered Customers (with an Ooredoo approved Wi-Fi device) may elect not to take an included Wi-Fi device. No discount on the monthly recurring charge will be applied in this instance.
- 3.2.6. Credits and redemptions
- Plans come with Credits which can be redeemed for Entertainment services (TV and Streaming packs). The redemption allows customers to build their TV viewing whilst allowing the selection of TV and Streaming services. The table below shows the Credits needed to redeem the content.

**Credits and redemptions Table 2**

Your TV packs <sup>1</sup>	Credits	Your Streaming packs	Credits
The best of Arabic	10	OSN Streaming	5
Bollywood	10	Shahid VIP	5
Lollywood	10		
Filipino	10		
Movie star	10		
Entertainer	5		
Discover	5		
Kids	5		
belN Elite	25		

At least 2 TV pack redemptions are required before any Streaming pack redemptions

5 Credits or 5 purchased credits may also be used for additional Multi room TV, providing at least 2 TV pack redemptions have been made.

### 3.2.7. Additional Credits

Customers can purchase additional 10 credits for QAR 75 per month.

### 3.2.8. STB Android and Wi-Fi devices ownership and liabilities

Ooredoo is the owner of the Android STB, which should be returned to Ooredoo shops in case of termination of the service. The customer will not be charged if the STB is returned within twelve (12) months of service activation.

Non-return of any Android STB within twelve (12) months of service activation will incur a prorated charge on QAR 365 per STB device.

New customers and Grandfathered/Returning customers who take an included Wi-Fi device will be the owner of the device. Terminations within twelve (12) months of service activation will incur a prorated charge on 832 QAR per device.

Termination charges for Grandfathered Customers taking a Next Gen Plan who do not take an included Wi-Fi device will only apply for the remaining duration (if any) of the loan of their existing Wi-Fi device.

Termination charges for Returning Customers taking a Next Gen Plan who do not take an included Wi-Fi device will not apply.

### 3.2.9. Multi Room TV is available for QAR 25 per month. Customers are charged QAR 150 for the installation, irrespective of the number of multi room devices taken.

### 3.2.10. Fair Usage Policy: The Service is provided to the subscriber as 'unlimited' fiber broadband access subject to a 'Fair Usage Policy' found at [www.Ooredoo.qa](http://www.Ooredoo.qa)

### 3.2.11. The terms applicable to charges for Broadband Router device provided by Ooredoo are specified for individual situations below. Note that to ensure good and consistent customer service experience and to expedite resolution of potential broadband service interruptions, Ooredoo customers are asked to use Wi-Fi device provided by Ooredoo.

### 3.2.12. Customer Moving Home

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<sup>1</sup> Commercial names of the packs may change over time

Customers with existing grandfathered plans may move with that plan to the new address. Customers will be charged an installation fee of QAR 300.

Customers moving on Ooredoo Next Gen plan tariff or those that select a new Ooredoo Next Gen plan shall not incur any installation charges.

Any payments remaining on the Broadband Router may be carried forward i.e., the Customer is not required to pay all remaining payments at the time of changing their address.

### 3.2.13. Transfer of service ownership

Customers may transfer their Ooredoo Next Gen plans, EXCLUDING below:

3.2.13.1. Additional purchased 'Ooredoo Next Gen credits', these should be terminated immediately while plan credits should be transferred to new Owner.

3.2.13.2. Streaming Services, these should be terminated immediately

All CPE entitlements MUST be transferred as a condition of transfer.

All additional STB rentals shall be transferred and charged

Customers may not transfer their Ooredoo Next Gen products with changes to their portfolio i.e., it should be LIKE- LIKE transfer with above conditions.

3.2.13.3. Customer must repay the outstanding loan on the Broadband Router (if any) before transferring services to another person.

3.2.13.4. New customer has the option to purchase new Broadband device or take the existing one from transferee.

3.2.13.5. The connection fee of QAR 300 will not be charged.

### 3.2.14. Moving from Grandfathered plans to Ooredoo Next Gen plans

Customer will not be charged connection fee of QAR 300.

Customers may carry their Broadband Router forward. Any payments remaining on the Broadband Router are also carried forward.

### 3.2.15. Service termination

Customer is requested to repay charges outstanding, including any loan payments outstanding on the supplied Broadband Router.

### 3.2.16. Returning Customers

Customers who previously had Ooredoo's Fibre Broadband with an approved Broadband Device can be re-provisioned at retail outlets with the same landline number (if available) and without need to purchase a new Broadband device.

3.2.16.1. The maximum time-period allowed from termination to re-provisioning is 6 months.

3.2.16.2. In each case customer will have to pay service activation fee of QAR 300.

### 3.3. Home Broadband Speed Boost:

3.3.1. Consumer fiber customers will have the option to upgrade their current fiber broadband plan to the any higher speed for the same price as their current speed for three months.

3.3.2. Charging: After the customer has been on the higher plan for three months, he will have the option to downgrade to his original plan (e.g. the customer may request to move back from the



500 Mbps to 100Mbps plan) at the same price he was paying previously or stay on their upgraded plan at the price set for that higher plan (e.g. customer that was upgraded to 500 Mbps will pay the price of 500 Mbps as reflected on Table 1 if applicable).

- 3.3.3. Condition: The offer can be applicable for the same customer only once in twelve (12) months' time period.

#### 4. Landline Service

- 4.1. Landline allows a User to call and receive calls from local and international fixed and mobile telephone numbers from their landline handset
- 4.2. Voice only customers are charged a recurring monthly fee of QAR 33.
- 4.3. Landline modification charges

**Table 3**

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Number Change	50	No charge	n/a
Landline Service reconnection	50	No charge	n/a
Landline Temporary Suspension	No charge	No charge	n/a

#### 4.4. Landline national calling

- 4.4.1. The billing interval for national calls is 60 seconds.
- 4.4.2. The national calling charges are in the table below:

**Table 4**

Calling Rates	Peak Rates (QAR) daily 6am-11pm	Off Peak Rates (QAR) daily 11pm-6am
Calls to Ooredoo and other fixed operator Landline	Free of charge (included in monthly recurring charge set out in paragraph <b>Error! Reference source not found.</b> )	Free of charge (included in monthly recurring charge set out in paragraph <b>Error! Reference source not found.</b> )
Calls to Ooredoo Mobile	0.45	0.30
Calls to other mobile operator	0.45	0.30

#### 4.4.2.1. Landline other national numbers and calling charges

**Table 6**

Service	Dialling Pattern	Charge (QAR)/minute
Freefone	800 xxxx	No charge
Landline Audiotext	9001xxx, 9002xxx	0-100
Directory Inquiry	180	No charge
International Call Barring	150	No charge
Call Centre	111	No charge
Telegram	130	No charge
'Telegram by Phone'	131	No charge
Speaking Clock - Arabic	141	No charge
Speaking Clock - English	140	No charge
Emergency Services	999	No charge
Kahramaa Emergency Services	991	No charge



#### 4.4.3. Landline international calling:

- 4.4.3.1. Description: Landline international calling allows calls to be placed from Qatar to any international destination chosen by the subscriber.
- 4.4.3.2. The billing interval for international calls is 60 seconds.
- 4.4.3.3. Countries included within each charging zone are illustrated in the table below:

**Table 5**

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

Zone	Country/platform destination
	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

- 4.4.3.4. Charging for standard destinations: The following all-inclusive charges for voice and video calls apply to standard international destinations:

Table 6

Zone	Calls (voice/video) Peak Rate (QAR/min.) daily 6am-11pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 11pm-6am
GCC	1.64	1.08
M.E.N.A.	2.08	1.64
Americas	2.08	1.64
Europe	2.08	1.64
Oceania	2.08	1.64
Asia	2.64	1.92
Africa & Rest of World	2.64	1.92
Special & Satellite	30.00	30.00

- 4.4.3.5. Charging for specific international destinations  
The following all-inclusive rates apply to specific calling destinations:

Table 7

Exception for specific destinations	Calls (voice/video) Peak Rate (QAR/min.) daily 7am-7pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 7pm-7am
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	3.76	2.96
Greenland	2.48	1.92
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

- 4.4.4. Landline Value Added Services:

- 4.4.4.1. Number change announcement: The service allows the Customer to benefit from a temporary recorded message announcing a permanent change in their telephone number.
- 4.4.4.2. Call line identification (CLI): The service allows the called Customer to view a calling party's directory number.

- 4.4.4.3. Call Waiting: The service allows a user to be notified of another incoming call while a call is already in progress, and gives the user the ability to answer the second call while the first call remains on 'hold'.
- 4.4.4.4. Conference calling: The service allows a telephone call to be established in such a way that three or more stations can communicate directly with all the other stations.
- 4.4.4.5. Call forwarding: The service allows the customer to forward incoming calls to another phone number.
- 4.4.4.6. International call barring: International Call Barring is a facility that prevents a landline from originating international calls
- 4.4.4.7. AudioText: is an Interactive Voice Response (IVR) which provides information in the form of recorded messages over telephone lines in response to caller input.
- 4.4.4.8. Hunting Facility: The service allows multiple telephone lines to single residential premises to act collectively as a 'hunting group'. If an individual hunting group line is engaged, the caller will be forwarded to the next available 'hunting group' line.
- 4.4.4.9. Ex-Directory: The service allows the subscriber to withhold their phone number from all directory services.
- 4.4.4.10. Outgoing call barred (OCB): Outgoing Calls Barred is a facility that prevents all outgoing calls and only allows the subscriber to receive calls.
- 4.4.4.11. Incoming call barred (ICB): Incoming Calls Barred prevents a subscriber from receiving incoming calls and only facilitates outgoing calls.
- 4.4.4.12. Itemized Billing for International, Mobile and Value Added Services: A monthly billing statement will itemize charges for calls made to mobile numbers, value added services, and/or to international calls. The subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.
- 4.4.4.13. Charging: Subscribers will be charged at the rates as set below:

Table10

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Call Forwarding**	Free	8	n/a
Call Line Identification (CLI) Service	Free	15	n/a
Call Waiting Service*	Free	8	n/a
Conference Calling Service*	Free	8	n/a
Subscriber controlled International Call Barring*	Free	8	n/a
Call forward	Free	15	
International call barring	Free	15	
Incoming call barred (ICB)	50	No charge	n/a
Outgoing call barred (OCB)	50	No charge	n/a
Number Change Announcement	No charge	First month free of charge and QAR25 per month thereafter	n/a
Calling Line Hot Line Service	No charge	30	n/a

\* Star Services: Subscribers selecting Call Barring, Call Waiting and Conference Calling as a combined package receive a discounted monthly rental of QAR17 instead of the collective separate charges of QAR24 for monthly rental.

#### 4.4.5. Easy-to-Remember Numbers

4.4.5.1. Description: Easy to Remember (ETR) numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

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

**Table 8**

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	AXXXXXXX	XXXXXXAX	XXXXXXXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXXYYXXY	XXYYXXXX
Platinum Plus	XYYYYYXX	YXXXXYYY	YXXXXXXY	XXXXYYXX	XXYYYYXX	XYYYXXXX
Platinum	XXXXYXXY	XXXXYXYX	XXXXYXYX	XXXXYYXY	XXXYYXXY	XXYYXXXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXXYYZZZ	XXXXYYYA	XXXYYYYA	XXXXXAYY
Gold	AXXXBXX	AXXXYXY	AXXXYYX	AXYYYYYX	XXXXABC	XXXXABX
Silver Plus	ABXXYYY	YYYYYYA	XYZZZZY	ABXXYYY	XXXABYYY	XXYYAX
Silver	ABXXXY	ABXXYYX	AXBCXXX	AXBXXYY	AXXBYYY	AXXXBY
Bronze	ABXXCD	ABXXYXY	ABXXYYX	ABXXYYX	ABXXXY	ABXXYY
Pearl	AXXBCXX	AXXBYYY	AXYXZZZ	AXYXZZZ	XXYZZZ	XXYZZY
Mercury	XABXXYY	XAXYZZZ	XAYXZZZ	XXABCYY	XXABYYY	XXYABYY
Cooper	XAYXZZZ	XXYXXAY	XXYXXYA	XXYXXYZ	XXYXXZZ	XYXZYX
8 digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

4.4.5.3. 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 ETR number for more than one year following the date of assignment.

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

**Table 9**

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

Number Classification	Applicable one-time charge (QAR)
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

#### 4.5. Disabilities and Retirees

- 4.5.1. Customers who are registered and hold a valid Special Needs or Retirement Card (ID) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (Eligible Customer) can get a benefit of having a discount of 50% off the Fibre Plans. This discount limited to one (1) line only per ID.

## 5. Business Residential Plan

- 5.1.1. Description: Businesses (“Business Customer”) who provide residential accommodation to tenants<sup>2</sup> (“End Users”) are eligible for the Triple Play 30Mbps business residential plan (“Broadband Service”).
- 5.1.2. Charging: The 30Mbps business residential plan is charged at 250 QAR per month, per connection and includes.
  - 5.1.2.1. WiFi access point (hub device only);
  - 5.1.2.2. Ooredoo TV set top box;
  - 5.1.2.3. Ooredoo TV essential pack.
- 5.1.3. No connection fee applies (normally QAR 300 per connection).
- 5.1.4. Conditions:
  - 5.1.4.1. The plan is available with a minimum of 25 lines (REDACTED) per individual Business Customer<sup>3</sup>;
  - 5.1.4.2. Ooredoo may as per Article 3.9 of the Retail Tariff Instructions (“RTI”) offer a discount of up to 20% on the plan. In such cases, a twelve (12) month commitment period will apply for the Business Customer. If the service is terminated by the Business Customer during the 12-month period, Ooredoo will charge back all the discounts offered until that date. Under no circumstances, the Business Customers are allowed to recover such termination charges from the End users;
  - 5.1.4.3. For those Business Customers who committed to a twelve (12) month commitment period, at the signature of the contract, the Business Customers will be notified in writing by Ooredoo that they may either commit to another twelve (12) month contract period in exchange for a discount or they may move to a monthly contract without any discount<sup>4</sup>.
- 5.1.5. The table below includes the Termination Charges

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2 A tenant is not restricted to just an employee of the Business Customer

3 A request for more than (REDACTED) per Business Customer requires CRA approval.

4 For the avoidance of doubt, the Business Customer must inform Ooredoo in writing of its choice. If a Business Customer does not inform Ooredoo in writing by the end of their 12-month commitment period, the Business Customer will be moved to a monthly contract without any discount upon completion of their 12-month commitment period.

			Termination Charges		
	Minimum service period	Cost recovery period for Wi-Fi access point and STB	Monthly rental for services	Setup box	Wi-Fi Access point
Standard Tariff	First 3 months	12 months	<u>Before minimum service period</u> a. Termination charges equivalent to remainder of the minimum service period (3 month)  <u>After minimum service period</u> b. No charges applicable	<u>During 12-month period</u> 1. Pay pro-rated part of hardware price – (QAR 350) and keep the device  2. or return the device to Ooredoo without additional charges	<u>During 12-month period</u> 1. Pay pro-rated part of hardware price (QAR 840) and keep the device  2. or return the device to Ooredoo without additional charges
Standard Tariff (Up to 20% discount)	12 months	12 months	<u>Before minimum service period</u> a. Termination charges equivalent to remainder of the minimum service period as per Standard Tariff (3 month). b. discount amount per month x number of months subscribed.  <u>After minimum service period</u> b. No charges applicable	<u>After 12month period</u> 1. No charges applicable. Customer can either return the device or keep the device	<u>After 12month period</u> 1. No charges applicable. Customer can either return the device or keep the device

- 5.1.6. The offer can be procured by Business Customers via Ooredoo business sales account representatives.
- 5.1.7. Prior to a rental agreement being signed between a potential End User and a Business Customer the Business Customer must inform, in writing, the potential Ender User of the availability of the Broadband Service at the place of rental including (but not limited to):
- 5.1.7.1. all terms and conditions and any charges associated with the Broadband Service.
  - 5.1.7.2. their right not to take the Broadband Service from the Business Customer.
  - 5.1.7.3. if they decide not to take the Broadband Service from the Business Customer, their right to enquire as to whether the rental agreement with the Business Customer for the premise will be adjusted to reflect this<sup>5</sup>.

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<sup>5</sup> End Users who choose alternative/no BB plan should seek information from the Business Customer as to how this is reflected in the rental agreement.

- 5.1.7.4. if they decide not to take the Broadband Service, their right to take a broadband service from an alternative service provider.
- 5.1.8. An End User who decides to subscribe to the Broadband Service from the Business Customer, must be informed, in writing, by the Business Customer and prior to signing any rental agreement with the Business Customer of:
  - 5.1.8.1. the requirement to contact Ooredoo Customer Service for all customer service enquiries such as plan and technical issues related to the Broadband Service.
  - 5.1.8.2. the requirement to contact Ooredoo Customer Service to request a broadband service from Ooredoo with a speed greater than 30Mbps<sup>6</sup>.
  - 5.1.8.3. the requirement to contact Ooredoo Customer Service to request additional paid services to be delivered over the Broadband Service e.g., OSN pack, BeIN Sport, etc.
  - 5.1.8.4. their right to take additional paid services from an alternative service provider i.e. streaming services from Netflix etc.
  - 5.1.8.5. the requirement to contact Ooredoo Customer service to request to terminate their Broadband Service.
- 5.1.9. If they terminate their Broadband Service, the right to take a broadband service from an alternative service provider.
- 5.1.10. For avoidance of doubt, no exclusivity agreement for the provision of broadband service by Ooredoo only at the Business Customer's premises can be agreed between Ooredoo and the Business Customer.
- 5.1.11. Master Service Agreement for Business Apply.

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<sup>6</sup> In such a case, the Business Customer has the right to either a) terminate the line with no additional fees paid or b) to take an additional line from Ooredoo at a month charge of QAR 250



## **6. Service provider obligations**

- 6.1. Some or all fibre broadband services may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection. In order to verify that Ooredoo can provide this service, Ooredoo will need to do the following:
- 6.2. Verify that the subscriber's landline is in an area where they can receive broadband services.
- 6.3. Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.
- 6.4. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including any additional equipment necessary to connect the service. Ooredoo is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
- 6.5. Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

## **7. Subscriber obligations:**

- 7.1. Minimum service period: The minimum service period for the fibre broadband service is three (3) months commencing from the date of activation of service. Subscribers terminating before the end of the minimum service period, will be liable to pay any outstanding monthly recurring charges for the full minimum service period.
- 7.2. Subscribers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
- 7.3. Equipment: With the exception of the CPE equipment provided by Ooredoo, the subscriber may also acquire the equipment that they intend to use to receive the service from a third-party, provided that all equipment used to connect to Ooredoo's networks and facilities is approved by CRA and is compliant with current requirements for technical standards and specifications. Ooredoo's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment).
- 7.4. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 7.5. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
- 7.6. 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.

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

**Tariff Version Control**

<b>Tariff Version Number</b>	<b>Approval Date</b>	<b>Effective Date</b>	<b>Tariff Modifications</b>
<i>001</i>	<i>12 October 2021</i>	<i>14 October 2021</i>	<i>Ooredoo next generation</i>
<i>002</i>	<i>16 August 2021</i>	<i>10 September 2021</i>	<i>Business Residential Plan (section 5)</i>
<i>003</i>	<i>19 January 2022</i>	<i>19 January 2022</i>	<i>Liabilities (section 3.2.8)</i>