

# General Tariff Information

|                                    |                          |
|------------------------------------|--------------------------|
| <b>Service Provider Name</b>       | Ooredoo Q.P.S.C.         |
| <b>Tariff Number</b>               | B03-01                   |
| <b>Marketing Name of the Offer</b> | Business Mobile Services |
| <b>Tariff Type</b>                 | Standard Permanent       |
| <b>Duration</b>                    | N/A                      |
| <b>Customer Group</b>              | Business                 |
| <b>Tariff Effective Date</b>       | 14 May 2024              |
| <b>Tariff Version Number</b>       | 085                      |

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## 1 Definitions

1. Minimum monthly average rentals – means the combined mobile package rental (only) spend (Shahry plan, Aamali plan, Qatarna plan, mobile broadband packages) each month by the business customer.
2. Mobile Service – means public mobile telecommunications services, including voice calling, messaging and data access provided by Ooredoo in respect of business customers.
3. OLO means Other Licensed Operator.
4. Ooredoo – Ooredoo Qatar Q.P.S.C.
5. Ooredoo General Terms and Conditions – Found at [www.ooredoo.qa](http://www.ooredoo.qa).
6. Roaming – means utilizing an Ooredoo-enabled mobile device to access services on the mobile network of a service provider other than Ooredoo.
7. Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for Business Mobile Services.
8. 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.
9. Tariff – means the current tariff document.
10. User – means the natural person who uses the relevant Business Mobile Service.

## 2 Tariff Terms and Conditions

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

### 3 Business Mobile Service

17. **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.
18. **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.
19. **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.
20. **Service Duration:** The minimum contractual period for the Business Mobile Service is 3 months unless the service is offered for a limited period event.
21. **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:

22. **Description:** The Business Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data access, for a monthly payment.
23. **Charging:** Standard mobile service charges are set out below:

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

*Table 1 Standard mobile service charges*

#### 4.2 Shahry+ and Qatarna+ plans

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

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

### 4.3 Shahry 5G and QATARNA 5G Packs

26. The Shahry 5G and QATARNA 5G Packs are permanent product and available for consumer customers.

27. 5G packs portfolio as follows:

| Plan  |   | SHAHRY 5G  |          |   |              | QATARNA 5G  |               |                  |
|---|---|--|----------|---|--------------|---|---------------|------------------|
|   |   | Shahry S   | Shahry M | Shahry L  | Shahry XL    | QATARNA Silver  | QATARNA Gold  | QATARNA Platinum |
| Monthly Rental (QR)                                     |   | 130  | 190      | 250   | 310          | 420   | 625           | 925              |
| Local Data Allowance                                    |   | Endless  | Endless  | Endless   | Endless      | Endless   | Endless       | Endless          |
|   | Full Speed Allowance                        | 6 GB   | 10 GB    | 14 GB   | 20 GB        | 40 GB   | 150 GB        | 500 GB           |
|   | Second throttling allowance & speed (up to) | -  | -        | -   | 10 GB @2Mbps | 20 GB @20Mbps   | 75 GB @20Mbps | 250 GB @20Mbps   |
|   | Unlimited Data at Lower Speed (up to)       | 128kbps  | 128kbps  | 512kbps   | 512kbps      | 512kbps   | 1Mbps         | 1Mbps            |
| Roaming Data Allowance <sup>1</sup>                     |   | -  | -        | -   | 2 GB         | 30 GB   | 50 GB         | 100 GB           |
| Local Units (Voice call and SMS) allowance <sup>2</sup> |   | 250  | 600      | 1,000   | Unlimited    | Unlimited   | Unlimited     | Unlimited        |
| International Voice Calls                               |   | 25   | 50       | 75  | 100          | 150   | 200           | 300              |
| WhatsApp Data (Clause)                                  |   | included   | included | included  | included     | included  | included      | included         |
| Non-Telecom Benefits                                    |   | Monthly Subscription to Urban Point; StarzPlay or ErosNow or OSN Streaming or Shahid VIP |          | Monthly Subscription to Urban Point; StarzPlay or ErosNow or OSN Streaming App <sup>3</sup> or Shahid VIP |              | Monthly Subscription to Urban Point; StarzPlay or BeIN Connect or OSN Streaming App or Shahid VIP |               |                  |

| Add-ons:                                   |  |  |      |        |      |       |       |       |     |
|--|--|--|------|--------|------|-------|-------|-------|-----|
| Local Data Pack 30 – QR 30                 |  |  | 2 GB | 2.5 GB | 3 GB | 5 GB  | -     | -     | -   |
| Local Data Pack 50 – QR 50                 |  |  | 4 GB | 5 GB   | 6 GB | 10 GB | 20 GB | 30 GB | -   |
| Local Voice 30 – QR 30                     |  |  | 300  | 400    | 500  | 1,000 | -     | -     | -   |
| International Pack 30 – QR 30 <sup>4</sup> |  |  | 25   | 50     | 75   | 100   | 100   | 100   | 100 |

<sup>1</sup> Available in Passport Partner Networks. For the list of Passport Partner Networks see Ooredoo.qa

<sup>2</sup> Fair Usage Policy (FUP): 10,000 units per month for Shahry 5G XL and 20,000 Units for All Qatarna 5G plans

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

<sup>4</sup> Available to International destinations listed in 4.4.4

| Add-ons:                                      |      |     |     |     |     |     |       |
|---|------|-----|-----|-----|-----|-----|-------|
| International Pack 50 – QR 50 <sup>5</sup>    | 100  | 200 | 300 | 400 | 500 | 600 | 1,000 |
| International Pack 35 (Bangladesh) – QR 35    | 700  |     |     |     |     |     |       |
| International Pack 35 (Egypt) – QR 35         | 220  |     |     |     |     |     |       |
| International Pack 35 (India) – QR 35         | 1200 |     |     |     |     |     |       |
| International Pack 35 (Nepal Telecom) – QR 35 | 475  |     |     |     |     |     |       |
| International Pack 35 (Pakistan) – QR 35      | 475  |     |     |     |     |     |       |
| International Pack 35 (Philippines) – QR 35   | 160  |     |     |     |     |     |       |
| International Pack 35 (Sri Lanka) – QR 35     | 160  |     |     |     |     |     |       |

Table 2 5G Packs Portfolio

28. All Shahry 5G and QATARNA 5G Packs will have 5G feature enabled
29. Shahry 5G and QATARNA 5G Packs have dedicated local data allowance and roaming data allowance. One cannot use local data allowance in roaming and roaming data allowance cannot be used locally in Qatar.
30. After the consumption of the “Full Speed” local data allowance, local data speed will be reduced accordingly to the subscribed pack (Table 2).
31. Customer can restore Shahry 5G and QATARNA 5G packs local data to full speed by subscribing to Local Data Pack 30 or 50 or top up with Data Recharge Cards.
32. When subscribed to Ooredoo Passport and connected on Ooredoo Passport partner’s networks, Passport allowances will be consumed first, followed by available Shahry 5G and QATARNA 5G packs roaming data allowance.
33. Out of bundle rates of these packs are as follows:
  - 33.1 Local units: QAR 0. 50 per unit.
  - 33.2 Local Data: customers will not be charged for out of bundle usage.
  - 33.3 International Calls: Standard international rate charges.
  - 33.4 Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exceptions mentioned at 4.14.
  - 33.5 Roaming Rate for non-Ooredoo Passport Networks: Standard Roaming Rates (section 4.10)
  - 33.6 Subscribers to Shahry 5G XL and QATARNA Packs will be charged pay as you go rate for Roaming voice (incoming, outgoing); Roaming SMS (outgoing) of QAR 1/minutes and QAR/SMS, respectively while roaming on Ooredoo Passport partner networks – exceptions or any other applicable rates mentioned in section 4.6.3. When roaming in other than Passport partner networks customer will be charged standard roaming rates.
34. Shahry 5G and QATARNA 5G packs and Add-on allowances cannot be carried over to the next monthly bill cycle.
35. Shahry 5G and QATARNA 5G and Add-on packs allowances are aligned with bill cycle.

36. "NO PERMANENT ROAMING" clause: Shahry 5G and QATARNA 5G service can be used for personal purpose only. Ooredoo will monitor use of Shahry 5G and QATARNA 5G packs and may as appropriate restrict the long term continuous usage of Shahry 5G and QATARNA 5G in international roaming. Specific terms of such restriction will be specified at the time of its introduction.
37. Ooredoo have the right to change or remove any of the benefit content without giving customers 30 days' notice.
38. Easy To Remember (ETR) number discount – All new subscribers getting new line with QATARNA Plans are eligible to one-time ETR discount.
- 38.1 Qatarna 5G Silver - up to 3000 QR Discount.
- 38.2 Qatarna 5G Gold - up to 4000 QR Discount.
- 38.3 Qatarna 5G Platinum – up to 6000 QR Discount.
39. ETR discount is provided with condition that customer will use new line at least 12 months from day of subscription on same or higher value tariff plan.
40. ETR discount applies only to ETR numbers valued from 300 to 6000 QR. Discount is not refundable and cannot be used for other services If discount is higher that ETR number value.
41. Customers who used ETR discount will have to pay prorated value (based on remining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period

## 4.4 Aamali Packs

### 4.4.1 Aamali Business Mobile Packs

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

|   | Aamali 90     | Aamali 150    | Aamali 200     | Aamali 250             | Aamali 300      | Aamali 500       | Aamali 750             | Aamali 1000 |
|---|---------------|---------------|----------------|------------------------|-----------------|------------------|------------------------|-------------|
| <b>Local Minutes /SMS<sup>5</sup></b>         | 500           | 1000          | 1500           | Unlimited <sup>6</sup> | Unlimited       | Unlimited        | Unlimited              | Unlimited   |
| <b>Endless Data<sup>7</sup></b>               | 4 GB          | 8 GB          | 14 GB          | 22 GB                  | 50 GB           | 200 GB           | Unlimited <sup>8</sup> | Unlimited   |
| <b>Throttling Allowance and Speed (up to)</b> | 4 GB @ 3 Mbps | 8 GB @ 3 Mbps | 10 GB @ 3 Mbps | 10 GB @ 3 Mbps         | 450 GB @ 3 Mbps | 300 GB @ 15 Mbps | -                      | -           |
| <b>Unlimited Data at lower speed</b>          | 128 Kbps      | 128 Kbps      | 128 Kbps       | 256 Kbps               | 256 Kbps        | 256 Kbps         | 64 Kbps                | 64 Kbps     |
| <b>Favorite Local numbers</b>                 | -             | 1 number      | 2 numbers      | Unlimited              | Unlimited       | Unlimited        | Unlimited              | Unlimited   |
| <b>Business Group</b>                         | Free          | Free          | Free           | Free                   | Free            | Free             | Free                   | Free        |

<sup>5</sup> Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

<sup>6</sup> 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.

<sup>7</sup> After consuming the Endless Data allowance customers will not be charged for out of bundle usage and instead will be throttled to a lower speed, as indicated in the rows below.

<sup>8</sup> 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.



|   | Aamali 90       | Aamali 150       | Aamali 200       | Aamali 250       | Aamali 300       | Aamali 500       | Aamali 750       | Aamali 1000      |
|---|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| <b>Landline Key</b>   | QAR 50          | Free             | Free             | Free             | Free             | Free             | Free             | Free             |
| <b>International minutes (121 Countries)</b>                  | 25              | 50               | 100              | 150              | 200              | 350              | 1000             | 2000             |
| <b>IRK (QAR 120) Minutes or SMS<sup>9</sup></b>               | Up to 500 units | Up to 1000 units | Up to 1500 units | Up to 2000 units | Up to 2500 units | Up to 3500 units | Up to 4500 units | Up to 6500 units |
| <b>ILK (FREE) Minutes or SMS to India, UK, USA and Canada</b> | Up to 500 units | Up to 1000 units | Up to 1500 units | Up to 2000 units | Up to 2500 units | Up to 3500 units | Up to 4500 units | Up to 6500 units |
| <b>Receiving Roaming (OP Partner)</b>                         | -               | -                | -                | -                | -                | 75               | 350              | 650              |
| <b>Dialing Roaming (OP Partner)</b>                           | -               | -                | -                | -                | -                | 35               | 60               | 100              |
| <b>Roaming Data (OP Partner)</b>                              | -               | -                | -                | -                | 10 GB            | 50 GB            | 100 GB           | 150 GB           |
| <b>Business Collaboration Key</b>                             | QAR 70          | QAR 70           | QAR 70           | Free             | Free             | Free             | Free             | Free             |
| <b>ETR Discount</b>   | QAR 500         | QAR 1000         | QAR 1500         | QAR 1500         | QAR 2000         | QAR 2000         | QAR 4000         | QAR 6000         |
| <b>Urban Point</b>  |                 |                  |                  | FREE             | FREE             | FREE             | FREE             | FREE             |
| <b>Monthly rental (QAR)</b>                                   | 90              | 150              | 200              | 250              | 300              | 500              | 750              | 1000             |

Table 3 Aamali Business Mobile Packs (2.0)

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

|  | Aamali 35       | Aamali 65       | Aamali 130      | Aamali 180      | Aamali 280       | Aamali 475       | Aamali 800       |
|--|-----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|
| <b>Local Minutes /SMS<sup>10</sup></b>           | 200             | 300             | 600             | 900             | Unlimited        | Unlimited        | Unlimited        |
| <b>Endless Data<sup>11</sup></b>                 | 0.5 GB          | 2 GB            | 5 GB            | 9 GB            | 18 GB            | Unlimited        | Unlimited        |
| <b>Favorite Local numbers</b>                    |                 |                 | 1               | 2               | -                | -                | -                |
| <b>Business Group</b>                            | Free            | Free            | Free            | Free            | Free             | Free             | Free             |
| <b>Landline Key</b>                              | QAR 50          | QAR 50          | QAR 50          | QR 50           | QAR 50           | QAR 50           | QAR 50           |
| <b>International minutes (121 Countries)</b>     |                 |                 | 35              | 50              | 150              | 300              | 700              |
| <b>IRK (QAR 120) Minutes or SMS<sup>12</sup></b> | Up to 200 units | Up to 300 units | Up to 600 units | Up to 900 units | Up to 2500 units | Up to 3300 units | Up to 6500 units |
| <b>Receiving Roaming (OP Partner)</b>            |                 |                 | -               |                 | -                | 60               | 300              |
| <b>Dialing Roaming (OP Partner)</b>              |                 |                 | -               |                 | -                | 30               | 300              |
| <b>Business Collaboration Key</b>                | QAR 70          | QAR 70          | QAR 70          | QAR 70          | QAR 70           | FREE             | FREE             |
| <b>Monthly rental (QAR)</b>                      | 35              | 65              | 130             | 180             | 280              | 475              | 800              |

Table 4 Aamali Business Mobile Packs (1.0)

<sup>9</sup> The IRK converts the monthly local units to international and roaming receiving units. The units are consumed specifically for the international destinations (121 countries)

<sup>10</sup> Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

<sup>11</sup> After consuming the Endless Data allowance customers will not be charged for out of bundle usage. The data speed will be lowered to 64kbps.

<sup>12</sup> The IRK converts the monthly local units to international and roaming receiving units. The units are consumed specifically for the international destinations (121 countries)

44. The following are Aamali Build Your Own Plans:

|  | Aamali Standard | Aamali Advanced | Aamali Premium |
|--|-----------------|-----------------|----------------|
| <b>Local Minutes /SMS<sup>13</sup></b> | 500             | 1500            | Unlimited      |
| <b>Throttled Speed</b>                 | 256 Kbps        | 512 Kbps        | 1 Mbps         |
| <b>Business Group</b>                  | Free            | Free            | Free           |
| <b>Landline Key</b>                    | QAR 50          | QAR 50          | Free           |
| <b>Monthly rental (QAR)</b>            | 50              | 100             | 150            |

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

46. The following Add-ons are applicable for the Aamali Packs and Aamal Small Business Plans:

46.1 Shahry Endless Data Pack Add-ons:

| Tariff Name        | Add on Data | Price (QAR) |
|--------------------|-------------|-------------|
| Local Data Pack 20 | 2 GB        | 20          |
| Local Data Pack 25 | 3 GB        | 25          |
| Local Data Pack 30 | 4 GB        | 30          |
| Local Data Pack 35 | 5 GB        | 35          |
| Local Data Pack 40 | 6 GB        | 40          |
| Local Data Pack 45 | 7 GB        | 45          |
| Local Data Pack 50 | 10 GB       | 50          |
| Local Data Pack 55 | 14 GB       | 55          |
| Local Data Pack 60 | 16 GB       | 60          |
| Local Data Pack 65 | 20 GB       | 65          |
| Local Data Pack 70 | 30 GB       | 70          |
| Local Data Pack 75 | 40 GB       | 75          |

Table 5 Shahry Endless Data Pack Add-ons

46.2 International Minutes Add-ons:

| Tariff Name                | International Minutes <sup>14</sup> | Price (QAR) |
|----------------------------|-------------------------------------|-------------|
| International Unit Pack 15 | 25                                  | 15          |
| International Unit Pack 30 | 50                                  | 30          |
| International Unit Pack 45 | 100                                 | 45          |
| International Unit Pack 90 | 200                                 | 90          |

Table 6 International Minutes Add-ons

46.3 International Calling iPack Plus add-ons:

| iPacks          | Price (QAR) | India | Bangladesh | Philippines | Pakistan | Egypt | Nepal | Sri Lanka | GCC |
|-----------------|-------------|-------|------------|-------------|----------|-------|-------|-----------|-----|
| <b>iPack 35</b> | 35          | 750   | 950        | 250         | 275      | 100   | 60    | 75        | 100 |

<sup>13</sup> Included allowance with the pack are provided on a one-month carry over basis only. Out of Bundle rate for local calls: 0.35/min.

<sup>14</sup> Standard out of bundle rate applies after consumption of the selected International minutes allowance

| iPacks   | Price (QAR) | India | Bangladesh | Philippines | Pakistan | Egypt | Nepal | Sri Lanka | GCC |
|----------|-------------|-------|------------|-------------|----------|-------|-------|-----------|-----|
| iPack 50 | 50          | 1000  | 1250       | 350         | 400      | 160   | 90    | 100       | 150 |

Table 7 International Minutes Add-ons

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

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

Table 8 International Zone Calling Add-ons

## 46.5 Roaming Dial Minutes Add-ons:

| Tariff Name | Roaming Dial Minutes <sup>15</sup> | Price (QAR) |
|-------------|------------------------------------|-------------|
| Roaming 100 | 100                                | 100         |
| Roaming 200 | 200                                | 200         |

Table 9 Roaming Dial Minutes Add-ons

## 46.6 Local Minutes Add-ons:

| Tariff Name | Local Minutes <sup>16</sup> | Price (QAR) |
|-------------|-----------------------------|-------------|
| Local 8     | 200                         | 8           |
| Local 20    | 500                         | 20          |
| Local 40    | 1000                        | 40          |
| Local 60    | 1500                        | 60          |

Table 10 Local Minutes Add-ons

46.7 **International Lite Key (ILK):** <sup>17</sup>Subscribers can pay QR25 per month extra on their Aamali Pack monthly rental and be eligible for the 'International Lite Key'. This will allow customers to use the included local units to dialing set of countries like India, Canada, United States of America, United Kingdom all operators. ILK is free of charge for all Aamali Packs except Aamali 70.

#### 4.4.2 Aamali Starter

47. Aamali Starter plan is monthly plan priced at QAR 10 that has 500MB local data allowance.

48. Conditions:

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

<sup>15</sup> Standard out of bundle rate applies after consumption of the Roaming Dial Minutes allowance.

<sup>16</sup> Standard out of bundle rate applies after consumption of the Local Minutes allowance.

<sup>17</sup> This 'International Lite Key' will be an opt-in service and subscribers will need to request this add-on on OAPP (Admin approval required) or OPortal to enable the service. Likewise customers can opt-out ILK using OAPP or OPortal.

48.2 All Aamali Add-ons listed in section 4.4.1 are accessible for the subscribers of Aamali Starter.

48.3 Business customers have to request or must be subscribed to a minimum 50 lines across multiple plans (combination of Aamali 2.0, Aamali 1.0, Aamali Build Your Own plan, and Aamali Starter) to qualify for Aamali Starter.

#### 4.4.3 Aamali Unlimited Local All Net Add-on

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

50. The Add-on is applicable to Aamali Standard and above.

51. Business customer has to request a minimum 10 line to qualify for Aamali Unlimited Local All Net Add-on and through account managers.

52. Fair Usage Policy applies.

### 4.5 Hala Business

53. 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.

54. Conditions:

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

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

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

54.4 Rental fees are not prorated

54.5 Hala Business Pack can be terminated, upgraded, downgraded after expiry pack

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

54.7 Business Group service is available for Hala Business customers (section 4.5)

55. Charging:

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

| Hala Business                        | 35  | 55  | 80  | 100 | 150 | 150  | 200  | 250       | 325       | 450       | 525       | 750       | 825       |
|--------------------------------------|-----|-----|-----|-----|-----|------|------|-----------|-----------|-----------|-----------|-----------|-----------|
| Rental fee (QAR)                     | 35  | 55  | 80  | 100 | 150 | 150  | 200  | 250       | 325       | 450       | 450       | 750       | 825       |
| Local calls / Messages <sup>18</sup> | 120 | 200 | 200 | 500 | 500 | 1000 | 1000 | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |

<sup>18</sup> Fair Usage Policy for unlimited calls/SMS is 5,000 local call minutes per month or 3,000 Local SMS per month.

| Hala Business                                     | 35    | 55    | 80  | 100 | 150 | 150 | 200 | 250 | 325 | 450  | 525  | 750       | 825       |
|---|-------|-------|-----|-----|-----|-----|-----|-----|-----|------|------|-----------|-----------|
| Data  | 250MB | 500MB | 1GB | 1GB | 1GB | 2GB | 2GB | 3GB | 3GB | 10GB | 10GB | Unlimited | Unlimited |
| International voice calling minutes <sup>19</sup> | -     | -     | 60  | -   | 150 | -   | 200 | 100 | 800 | 300  | 1600 | 600       | 3200      |
| Receiving Roaming minutes                         | -     | -     | -   | -   | -   | -   | -   | -   | -   | 60   | 60   | 300       | 300       |

Table 11 Hala Business Packs

#### 56. Hala Add-ons:

- 56.1 Hala Balance Protection Feature: The Feature will automatically be activated whenever the customer have no local data pack activated or when they consume the local data pack allowance (Data Card Allowance or Mobile Internet Allowance. For the first 100 MB of Pay As You Go (PAYG), the data usage will be charged at 0.03 QAR per MB. The rest of the data usage until midnight of the same day will be charged at 0.10 QAR per MB. Hala Balance Protection Feature only applies once a day and will start again in the next day in case of PAYG data usage
- 56.2 Hala International Keys and Packs: A customer may opt-in for several Key and Packs which can be found in C11-01 Prepaid Mobile Services Tariff Document

## 4.6 Business Group Service

57. The Business Group Service is available to any Ooredoo business customer with two or more Ooredoo lines.
58. All Business Group member lines must be enrolled under a single Ooredoo corporate customer number (e.g. the benefits of the intra-Business Group discount are administered by a single corporate customer).
59. Any individual service line can only be included within one Business Group Service at any one time.
60. Any corporate customers, including Qatar-registered companies, government institutions and other non-commercial entities (e.g. registered charities) are eligible.
61. Intra-Business Group call minutes cannot be used while roaming abroad and standard roaming rates will apply.
62. Standard rates apply to intra-Business Group calls once the intra-Business Group allowance is consumed.

<sup>19</sup> International minutes to 121 countries available at [www.ooredoo.qa](http://www.ooredoo.qa).

63. Prevailing rates (based on other product selections where applicable), apply for all calls outside of the intra-Business Group.
64. **Family Option:** business customer can add personal Shahry lines in the Business Group for QAR 25 per Shahry line to gain the same benefits of unlimited minutes to the group.

## 4.7 Local Calling

### 65. Charging:

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

| Service  | Charge (QAR)/min |
|--|------------------|
| Voice calls to 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) <sup>20</sup>             | 0.35             |
| Postpaid Audio text                                      | 0 - 100          |
| Three Digit Short Code voice calls                       | 0 - 100          |

Table 12 Local Call charges rates

## 4.8 Three Favorite Numbers

66. **Description:** The Three Favorite Numbers service offers a 25 % discount to the International charge rates for calls made to a maximum of three pre-selected International numbers.
67. **Conditions:** This service is available for calls made to any international location.
68. **Charging:** The Three Favorite Numbers service charges are set out below:

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

Table 13 Three Favorite Numbers charges

## 4.9 International Calling

69. **Description:** Calling and messaging placed from Qatar to any international destinations chosen by the User.
70. **Conditions:**
- 70.1 The billing interval for international calls is 60 seconds.

<sup>20</sup> 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)

70.2 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.

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

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

| Zone                | Country/Platform Destination  |
|---------------------|---|
|                     | Samoa - Western, Solomon Islands, Tahiti (French Polynesia), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futana |
| Special & Satellite | Inmarsat, Iridium, Skyphone, Thuraya  |

*Table 14 Country / Platform Destination*

Zones:

| Country            | Zone |
|--------------------|------|
| Canada             | A    |
| USA-Alaska         | A    |
| USA-Puerto Rico    | A    |
| United States      | A    |
| USA-Virgin Islands | A    |
| USA-Hawai          | A    |
| Colombia           | A    |
| Bangladesh         | A    |
| Peru               | A    |
| Malaysia           | A    |
| India              | A    |
| Mongolia           | A    |
| Iceland            | A    |
| Korea South        | A    |
| China              | A    |
| Faroe Islands      | A    |
| Romania            | A    |
| Norway             | A    |
| Hong Kong          | A    |
| Australia          | A    |
| New Zealand        | A    |
| USA-Guam           | A    |
| Chile              | A    |
| Paraguay           | A    |
| Thailand           | A    |
| Indonesia          | A    |
| Mexico             | A    |
| Bermuda            | A    |
| Dominican Rep.     | A    |
| Marina Islands     | A    |
| Saint Marteen      | A    |
| Jamaica            | A    |



| Country                   | Zone |
|---------------------------|------|
| Philippines               | B    |
| Costa Rica                | B    |
| Pakistan                  | B    |
| Singapore                 | B    |
| Greenland                 | B    |
| Cambodia                  | B    |
| Brunei Darussalam         | B    |
| Brazil                    | B    |
| Bhutan                    | B    |
| Hungary                   | B    |
| Namibia                   | B    |
| Greece                    | B    |
| Viet Nam                  | B    |
| Lao P.D.R.                | B    |
| Czech Rep.                | B    |
| Ireland                   | B    |
| Cyprus                    | B    |
| San Marino                | B    |
| Saint Pierre and Miquelon | B    |
| Gibraltar                 | B    |
| Japan                     | B    |
| Wallis and Futuna         | B    |
| Taiwan, China             | B    |
| Venezuela                 | B    |
| Nigeria                   | B    |
| Argentina                 | B    |
| Panama                    | B    |
| Egypt                     | C    |
| Kuwait                    | C    |
| Spain                     | C    |
| Slovakia                  | C    |
| Uzbekistan                | C    |
| Netherlands Antilles      | C    |
| United Arab Emirates      | C    |
| Bahrain                   | C    |
| Oman                      | C    |
| Saudi Arabia              | C    |
| United Kingdom            | C    |
| Martinique                | C    |
| Uruguay                   | C    |

| Country               | Zone |
|-----------------------|------|
| Bolivia               | C    |
| El Salvador           | C    |
| Yemen                 | C    |
| Nepal                 | C    |
| Kenya                 | C    |
| Guatemala             | C    |
| Macao, China          | C    |
| Poland                | C    |
| Mauritius             | C    |
| Sri Lanka             | C    |
| Sudan                 | C    |
| Myanmar               | C    |
| Guadeloupe            | C    |
| Turkmenistan          | C    |
| France                | C    |
| Lebanon               | C    |
| Honduras              | C    |
| Ecuador               | C    |
| Diego Garcia          | C    |
| French Guiana         | C    |
| Iran                  | C    |
| Cayman Islands        | C    |
| Afghanistan           | C    |
| Turkey                | C    |
| Jordan                | C    |
| Palestine             | C    |
| Trinidad and Tobago   | C    |
| Kyrgyzstan            | C    |
| Tajikistan            | C    |
| Aruba                 | C    |
| Kazakhstan            | C    |
| Andorra               | C    |
| Angola                | C    |
| Italy                 | C    |
| South Africa          | C    |
| Iraq                  | C    |
| Sao Tome and Principe | C    |
| Barbados              | C    |
| Dominica              | C    |
| Guyana                | C    |

| Country                        | Zone |
|--------------------------------|------|
| Saint Kitts and Nevis          | C    |
| Netherlands                    | C    |
| British Virgin Islands         | C    |
| Eritrea                        | C    |
| Austria                        | C    |
| Luxembourg                     | C    |
| Armenia                        | C    |
| Syria                          | C    |
| Saint Lucia                    | C    |
| Grenada                        | C    |
| Bahamas                        | C    |
| Ethiopia                       | C    |
| Turks and Caicos               | C    |
| Saint Vincent & the Grenadines | C    |
| Anguilla                       | C    |
| Botswana                       | C    |
| Ukraine                        | C    |
| Russia                         | C    |
| Belize                         | C    |
| Nicaragua                      | C    |
| Antigua and Barbuda            | C    |
| Ghana                          | C    |
| Ascension                      | C    |
| French Polynesia/Tahiti        | C    |
| Haiti                          | C    |
| Suriname                       | C    |
| Rwanda                         | C    |
| Denmark                        | C    |
| Germany                        | C    |
| Georgia                        | C    |
| Niger                          | C    |
| Fiji                           | C    |
| Swaziland                      | C    |
| Latvia                         | C    |
| New Caledonia                  | C    |
| Sweden                         | C    |
| Cape Verde                     | C    |
| Tanzania                       | C    |
| Uganda                         | C    |
| Mozambique                     | C    |

| Country                | Zone |
|------------------------|------|
| Azerbaijan             | C    |
| Moldova                | C    |
| Togo                   | C    |
| Senegal                | C    |
| Libya                  | C    |
| Croatia                | C    |
| Cameroon               | C    |
| Lithuania              | C    |
| Ivory Coast            | C    |
| Antartika              | C    |
| Belarus                | C    |
| Benin                  | C    |
| Estonia                | C    |
| Monaco                 | C    |
| Bulgaria               | C    |
| Micronesia             | C    |
| Belgium                | C    |
| Finland                | C    |
| Bosnia and Herzegovina | C    |
| Djibouti               | C    |
| Burkina Faso           | C    |
| Switzerland            | C    |
| Serbia                 | C    |
| Macedonia              | C    |
| Slovenia               | C    |
| Portugal               | C    |
| Liechtenstein          | C    |
| Somalia                | C    |
| Mali                   | C    |
| Reunion                | C    |
| Liberia                | C    |
| Gambia                 | C    |
| Gabon                  | C    |
| Albania                | C    |
| Congo/Zaire            | C    |
| Zambia                 | C    |
| Malta                  | C    |
| Guinea                 | C    |
| Malawi                 | C    |
| Palau                  | C    |

| Country                   | Zone |
|---------------------------|------|
| Lesotho                   | C    |
| Zimbabwe                  | C    |
| Congo Rep. of the         | C    |
| Sierra Leone              | C    |
| Burundi                   | C    |
| Kosovo                    | C    |
| Comoros                   | C    |
| Montenegro                | C    |
| Equatorial Guinea         | C    |
| Niue                      | C    |
| Chad                      | C    |
| Guinea Bissau             | C    |
| Samoa                     | C    |
| South Sudan               | C    |
| Tonga                     | C    |
| Cook Islands              | C    |
| Mayotte                   | C    |
| Morocco                   | C    |
| Algeria                   | C    |
| Mauritania                | C    |
| Guinea-Bissau             | C    |
| Seychelles                | C    |
| Madagascar                | C    |
| Cuba                      | C    |
| Tunisia                   | C    |
| Solomon Islands           | C    |
| Maldives                  | C    |
| Central African Rep.      | C    |
| Tokelau                   | C    |
| Timor-Leste               | C    |
| Tuvalu                    | C    |
| Papua New Guinea          | C    |
| Vanuatu                   | C    |
| Nauru                     | C    |
| Saint Helena              | C    |
| Norfolk Island            | C    |
| Falkland Islands Malvinas | C    |

71. **Charging:**

71.1 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. |
|------------------------|--|-------|---------------|--|-------|---------------|--------------|
|                        | Airtim e                                 | Int'l | All inclusive | Airtime                                      | Int'l | All inclusive |              |
| GCC                    | 0.3                                      | 1.5   | 1.8           | 0.3  | 1     | 1.3           | 0.6          |
| M.E.N.A.               | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          |
| Americas               | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          |
| Europe                 | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          |
| Oceania                | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          |
| Asia                   | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          |
| Africa & Rest of World | 0.3                                      | 1.9   | 2.2           | 0.3  | 1.5   | 1.8           | 0.6          |
| Special & Satellite    | 0.3                                      | 30    | 30.3          | 0.3  | 30    | 30.3          | 0.6          |

Table 15 International rates peak and off peak rates

71.2 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             | 2.00                                 |
| ALGERIA             | 2.50                                 |
| AMERICAN SAMOA      | 1.66                                 |
| ANDORRA             | 0.99                                 |
| ANGOLA              | 0.99                                 |
| ANGUILLA            | 0.99                                 |
| ANTARCTICA          | 5.00                                 |
| ANTIGUA AND BARBUDA | 0.99                                 |
| ARGENTINA           | 0.99                                 |
| ARMENIA             | 0.99                                 |
| ARUBA               | 0.99                                 |
| AUSTRALIA           | 0.99                                 |
| AUSTRIA             | 0.99                                 |
| AZERBAIJAN          | 1.66                                 |
| BAHAMAS             | 1.50                                 |
| BAHRAIN             | 0.99                                 |
| BANGLADESH          | 0.99                                 |
| BARBADOS            | 1.50                                 |

| Country (English)        | Standard International Rate (QR/Min) |
|--------------------------|--------------------------------------|
| BELARUS                  | 1.50                                 |
| BELGIUM                  | 1.50                                 |
| BELIZE                   | 0.99                                 |
| BENIN                    | 1.50                                 |
| BERMUDA                  | 0.99                                 |
| BHUTAN                   | 0.99                                 |
| BOLIVIA                  | 0.99                                 |
| BOSNIA AND HERZEGOVINA   | 2.00                                 |
| BOTSWANA                 | 0.99                                 |
| BRAZIL                   | 0.99                                 |
| BRITISH VIRGIN ISLANDS   | 0.99                                 |
| BRUNEI Darussalam        | 0.99                                 |
| BULGARIA                 | 1.50                                 |
| BURKINA FASO             | 1.50                                 |
| BURUNDI                  | 1.99                                 |
| CAMBODIA                 | 0.99                                 |
| CAMEROON                 | 1.50                                 |
| CANADA                   | 0.99                                 |
| CAPE VERDE               | 1.50                                 |
| CAYMAN ISLANDS           | 0.99                                 |
| CENTRAL AFRICAN REPUBLIC | 4.00                                 |
| CHAD                     | 2.50                                 |
| CHILE                    | 0.99                                 |
| CHINA                    | 0.99                                 |
| CHRISTMAS ISLAND         | 1.50                                 |
| COCOS ISLANDS            | 1.50                                 |
| COLOMBIA                 | 0.99                                 |
| COMOROS                  | 2.00                                 |
| CONGO                    | 2.00                                 |
| CONGO/Zaire              | 4.00                                 |
| COOK ISLANDS             | 1.99                                 |
| COSTA RICA               | 1.50                                 |
| CROATIA                  | 0.99                                 |
| CUBA                     | 2.99                                 |
| CYPRUS                   | 0.99                                 |
| CZECH REPUBLIC           | 0.99                                 |
| DENMARK                  | 0.99                                 |
| DIEGO GARCIA             | 3.50                                 |
| DJIBOUTI                 | 1.50                                 |
| DOMINICA                 | 0.99                                 |
| DOMINICAN REPUBLIC       | 2.50                                 |
| EAST TIMOR (Timor-Leste) | 3.50                                 |

| Country (English)         | Standard International Rate (QR/Min) |
|---------------------------|--------------------------------------|
| ECUADOR                   | 0.99                                 |
| EGYPT                     | 0.99                                 |
| EL SALVADOR               | 0.99                                 |
| EQUATORIAL GUINEA         | 2.00                                 |
| ERITREA                   | 0.99                                 |
| ESTONIA                   | 1.50                                 |
| ETHIOPIA                  | 0.99                                 |
| FALKLAND ISLANDS MALVINAS | 9.00                                 |
| FAROE ISLANDS             | 0.99                                 |
| FIJI                      | 1.00                                 |
| FINLAND                   | 1.50                                 |
| FRANCE                    | 0.99                                 |
| FRENCH GUIANA             | 0.99                                 |
| FRENCH POLYNESIA/Tahiti   | 1.50                                 |
| GABON                     | 1.66                                 |
| GAMBIA                    | 1.99                                 |
| GEORGIA                   | 1.50                                 |
| GERMANY                   | 0.99                                 |
| GHANA                     | 1.50                                 |
| GIBRALTAR                 | 0.99                                 |
| GREECE                    | 0.99                                 |
| GREENLAND                 | 1.99                                 |
| GRENADA                   | 0.99                                 |
| GUADELOUPE                | 0.99                                 |
| GUAM                      | 3.50                                 |
| GUATEMALA                 | 0.99                                 |
| GUINEA                    | 1.66                                 |
| GUINEA-BISSAU             | 3.00                                 |
| GUYANA                    | 0.99                                 |
| HAITI                     | 1.50                                 |
| HONDURAS                  | 0.99                                 |
| HONG KONG                 | 0.99                                 |
| HUNGARY                   | 0.99                                 |
| ICELAND                   | 0.99                                 |
| INDIA                     | 1.25                                 |
| INDONESIA                 | 0.99                                 |
| IRAN                      | 0.99                                 |
| IRAQ                      | 0.99                                 |
| IRELAND                   | 0.99                                 |
| ITALY                     | 0.99                                 |
| IVORY COAST               | 2.00                                 |
| JAMAICA                   | 1.50                                 |



| Country (English)            | Standard International Rate (QR/Min) |
|------------------------------|--------------------------------------|
| JAPAN                        | 0.99                                 |
| JORDAN                       | 0.99                                 |
| KAZAKHSTAN                   | 0.99                                 |
| KENYA                        | 0.99                                 |
| KIRIBATI                     | 10.00                                |
| KOREA NORTH                  | 2.00                                 |
| KOREA SOUTH                  | 0.99                                 |
| KUWAIT                       | 0.99                                 |
| KYRGYZSTAN                   | 0.99                                 |
| LAOS                         | 0.99                                 |
| LATVIA                       | 1.99                                 |
| LEBANON                      | 0.99                                 |
| LESOTHO                      | 2.00                                 |
| LIBERIA                      | 2.00                                 |
| LIBYA                        | 1.50                                 |
| LIECHTENSTEIN                | 0.99                                 |
| LITHUANIA                    | 1.50                                 |
| LUXEMBOURG                   | 0.99                                 |
| MACAO, CHINA                 | 0.99                                 |
| MACEDONIA                    | 1.50                                 |
| MADAGASCAR                   | 2.50                                 |
| MALAWI                       | 2.00                                 |
| MALAYSIA                     | 0.99                                 |
| MALDIVES                     | 2.99                                 |
| MALI                         | 1.50                                 |
| MALTA                        | 2.00                                 |
| MARSHALL ISLANDS             | 0.99                                 |
| MARTINIQUE (French Antilles) | 0.99                                 |
| MAURITANIA                   | 2.50                                 |
| MAURITIUS                    | 0.99                                 |
| MAYOTTE                      | 0.99                                 |
| MEXICO                       | 2.00                                 |
| MICRONESIA                   | 0.99                                 |
| MOLDOVA                      | 1.50                                 |
| MONACO                       | 0.99                                 |
| MONGOLIA                     | 0.99                                 |
| MONTENEGRO                   | 1.50                                 |
| MONTSERRAT                   | 0.99                                 |
| MOROCCO                      | 1.50                                 |
| MOZAMBIQUE                   | 0.99                                 |
| MYANMAR (Burma)              | 0.99                                 |
| NAMIBIA                      | 0.99                                 |

| Country (English)                | Standard International Rate (QR/Min) |
|----------------------------------|--------------------------------------|
| NAURU                            | 2.99                                 |
| NEPAL                            | 0.99                                 |
| NETHERLANDS                      | 0.99                                 |
| NETHERLANDS ANTILLES             | 0.99                                 |
| NEW CALEDONIA                    | 1.00                                 |
| NEW ZEALAND                      | 0.99                                 |
| NICARAGUA                        | 0.99                                 |
| NIGER                            | 1.50                                 |
| NIGERIA                          | 0.99                                 |
| NIUE                             | 2.50                                 |
| NORFOLK ISLAND                   | 3.50                                 |
| NORTHERN MARIANA ISLANDS         | 3.99                                 |
| NORWAY                           | 0.99                                 |
| OMAN                             | 0.99                                 |
| PAKISTAN                         | 0.99                                 |
| PALAU                            | 2.00                                 |
| PALESTINE (972)                  | 0.99                                 |
| PALESTINE (970)                  | 0.99                                 |
| PANAMA                           | 0.99                                 |
| PAPUA NEW GUINEA                 | 3.50                                 |
| PARAGUAY                         | 0.99                                 |
| PERU                             | 0.99                                 |
| PHILIPPINES                      | 0.99                                 |
| POLAND                           | 0.99                                 |
| PORTUGAL                         | 2.00                                 |
| PUERTO RICO                      | 0.99                                 |
| REUNION                          | 2.00                                 |
| ROMANIA                          | 0.99                                 |
| RUSSIA                           | 0.99                                 |
| RWANDA                           | 0.99                                 |
| SAINT BARTHELEMY                 | 3.99                                 |
| SAINT HELENA                     | 2.80                                 |
| SAINT KITTS AND NEVIS            | 2.50                                 |
| SAINT LUCIA                      | 0.99                                 |
| SAINT MARTIN                     | 0.99                                 |
| SAINT PIERRE AND MIQUELON        | 2.50                                 |
| SAINT VINCENT AND THE GRENADINES | 0.99                                 |
| SAN MARINO                       | 6.00                                 |
| SAO TOME AND PRINCIPE            | 2.50                                 |
| SAUDI ARABIA                     | 0.99                                 |
| SENEGAL                          | 1.50                                 |
| SERBIA                           | 1.50                                 |

| Country (English)            | Standard International Rate (QR/Min) |
|------------------------------|--------------------------------------|
| SEYCHELLES                   | 2.50                                 |
| SIERRA LEONE                 | 1.99                                 |
| SINGAPORE                    | 0.99                                 |
| SLOVAKIA                     | 0.99                                 |
| SLOVENIA                     | 1.50                                 |
| SOLOMON ISLANDS              | 4.00                                 |
| SOMALIA                      | 1.50                                 |
| SOUTH AFRICA                 | 0.99                                 |
| SOUTH SUDAN                  | 2.50                                 |
| SPAIN                        | 0.99                                 |
| SRI LANKA                    | 0.99                                 |
| SUDAN                        | 0.99                                 |
| SURINAME                     | 9.00                                 |
| SWAZILAND                    | 1.50                                 |
| SWEDEN                       | 1.50                                 |
| SWITZERLAND                  | 1.50                                 |
| SYRIA                        | 1.25                                 |
| TAIWAN, CHINA                | 0.99                                 |
| TAJIKISTAN                   | 0.99                                 |
| TANZANIA                     | 1.50                                 |
| THAILAND                     | 0.99                                 |
| TOGO                         | 1.50                                 |
| TOKELAU                      | 7.50                                 |
| TONGA                        | 3.50                                 |
| TRINIDAD AND TOBAGO          | 0.99                                 |
| TUNISIA                      | 2.50                                 |
| TURKEY                       | 0.99                                 |
| TURKMENISTAN                 | 0.99                                 |
| TURKS AND CAICOS ISLANDS     | 0.99                                 |
| TUVALU                       | 3.50                                 |
| UGANDA                       | 1.50                                 |
| UKRAINE                      | 1.50                                 |
| UNITED ARAB EMIRATES         | 0.99                                 |
| UNITED KINGDOM               | 1.50                                 |
| UNITED STATES OF AMERICA     | 0.99                                 |
| UNITED STATES VIRGIN ISLANDS | 0.99                                 |
| URUGUAY                      | 0.99                                 |
| UZBEKISTAN                   | 0.99                                 |
| VANUATU                      | 3.50                                 |
| VATICAN                      | 0.99                                 |
| VENEZUELA                    | 0.99                                 |
| VIETNAM                      | 2.50                                 |

| Country (English)             | Standard International Rate (QR/Min) |
|-------------------------------|--------------------------------------|
| WALLIS AND FUTUNA             | 2.50                                 |
| WESTERN SAMOA / SAMOA COUNTRY | 3.99                                 |
| YEMEN                         | 0.99                                 |
| ZAMBIA                        | 2.00                                 |
| ZIMBABWE                      | 2.00                                 |

Table 16 Specific calling destination rates

### 71.3 Countries included in the Bundle:

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

| Country       |            |           |  |
|---------------|------------|-----------|--|
| Finland       | Malaysia   | Sri Lanka |  |
| France        | Malta      | Sudan     |  |
| French Guiana | Martinique | Suriname  |  |
| Georgia       | Mauritius  | Swaziland |  |

*Table 17 Countries included in the Bundle*

## 4.10 Ooredoo Passport

72. **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.
73. **Conditions:**
- 73.1 Business customers will need to contact their account manager to have this feature enabled.
- 73.2 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.
- 73.3 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.
- 73.4 Subscribers can re-subscribe to this optional service after the weekly (7 days) is completed. The monthly Ooredoo Passport is an auto-renewal subscription.
- 73.5 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).
- 73.6 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 QAR 100. 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).
- 73.7 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.

- 73.8 Business Aamali Customers will have a choice to activate the OPM for a number of months (up to 3) of their choice; OPM is not auto-renew and it will expire at the end of the last selected month automatically. They can activate OPM only by sending an email to 8008000 or login to Ooredoo APP and select number of months (which need to be approved by their company admin).
- 73.9 Business Shahry/Qatarna Customers will have a choice to activate the OPM for a number of months (up to 3) of their choice; OPM is not auto-renew and it will expire at the end of the last selected month automatically, they can activate OPM only by sending an email to 8008000 or login to Ooredoo APP and select number of months or by sending an SMS to 114 with keyword "OPMX (X = 1 to 3)
74. **Charging:**
- 74.1 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.
- 74.2 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.
- 74.3 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.
75. List of the passport countries and operators can be found at [www.ooredoo.qa](http://www.ooredoo.qa)

#### 4.11 International Roaming

76. **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.
77. **Conditions:**
- 77.1 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.
- 77.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
- 77.3 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.
- 77.4 'Special case' charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.

- 77.5 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR 17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.
- 77.6 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.
- 77.7 The list of roaming countries available to Subscribers as listed below:

|                                      |  |
|--------------------------------------|--|
| GCC                                  | Bahrain, Kuwait, Oman, Saudi Arabia, UAE   |
| M.E.N.A.                             | Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Sudan, Syria, Tunisia, Yemen   |
| Americas                             | Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela   |
| Europe                               | Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar (UK), Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia & Montenegro, Slovak Republic, Slovenia, Spain & Balearic Islands, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan |
| Asia & Oceania                       | Afghanistan, Australia, Bangladesh, Brunei, Cambodia, China, Guam, Guinea, Hong Kong, India, Iran, Indonesia, Japan, Korea South, Macau, Malaysia, Maldives, Mongolia, Nepal, New Zealand, Pakistan, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Vietnam  |
| Africa & Rest of World               | Congo, Côte d'Ivoire, Ethiopia, Gambia, Ghana, Kenya, Liberia, Mauritius, Mozambique, Nigeria, Senegal, Seychelles, Sierra Leone, South Africa, Tanzania, Uganda   |
| Satellite, Thuraya & 'Special Cases' | THURAYA, AT&T-WIRELESS MARITIME, Manx Telecom Maritime Services, Aero Mobile, In-Flight Roaming  |

Table 18 Roaming countries available to subscribers

## 78. Charging:

- 78.1 All Roaming calls are charged each 60 seconds.
- 78.2 All Roaming SMS messages are charged for each message or message part sent.
- 78.3 Roaming rates for Ooredoo non-Passport Partners:

| Zone           | Roaming Local Voice (QAR/min.) | Roaming Terminated Voice (QAR/min.) | Roaming Voice Calls to Qatar (QAR/min.) | Roaming Voice Calls to GCC Zone (QAR/min.) | Roaming Voice International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) | Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min |
|----------------|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| GCC            | 0.85                           | 0.80                                | 1                                       | 1  | 1  | 0.20          | 1                      | No charge  |
| MENA           |                                |                                     |   |  |  |               |                        |  |
| Americas       | 5                              | 3                                   | 17                                      | 17   | 17   | 2             | 55                     | No Charge  |
| Europe         |                                |                                     |   |  |  |               |                        |  |
| Asia & Oceania |                                |                                     |   |  |  |               |                        |  |

| 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 |
|--------------------------------------|--------------------------------|-------------------------------------|---|--|--|---------------|------------------------|--|
| Africa & Rest of World               |                                |                                     |   |  |  |               |                        |  |
| Satellite, Thuraya & 'Special Cases' | 30                             | 30                                  | 30                                      | 30   | 30   | 2             | 75                     | 30   |
| Lebanon                              | 5                              | 5                                   | 5                                       | 5  | 5  | 5             | 5                      | No Charge  |
| On Air                               | 15                             | 15                                  | 15                                      | 15   | 15   | 15            | 15                     | No Charge  |
| Monaco                               | 5                              | 5                                   | 5                                       | 5  | 5  | 5             | 5                      | No Charge  |

Table 19 Roaming rates for Ooredoo Non-Passport Partners

78.4 The Roaming rates (Table 15) apply when:

- No Ooredoo Passport partners are available in the roaming country; or
- The subscriber roams to the country without first obtaining an Ooredoo Passport (Section 4.10); or
- The Ooredoo Passport bundled minutes or data (Section 4.10) have been fully consumed when roaming.

78.5 Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

| Exception Case    | Roaming Local (QAR/min.) | Roaming Terminated (QAR/min.) | Roaming Calls to Qatar (QAR/min.) | Roaming Calls to Ooredoo Zone (QAR/min.) | Roaming International & All Other Calls (QAR/min.) | SMS (QAR/SMS) | Wireless Data (QAR/MB) |
|-------------------|--------------------------|-------------------------------|-----------------------------------|--|--|---------------|------------------------|
| <b>Australia</b>  | -                        | -                             | -                                 | -  | -  | -             | <b>55</b>              |
| <b>Cuba</b>       | <b>5</b>                 | -                             | <b>17</b>                         | -  | -  | -             | -                      |
| <b>Morocco</b>    | <b>5</b>                 | -                             | <b>17</b>                         | -  | -  | -             | -                      |
| <b>Canada</b>     | -                        | <b>3</b>                      | -                                 | -  | -  | -             | -                      |
| <b>USA</b>        | -                        | <b>3</b>                      | -                                 | -  | -  | -             | -                      |
| <b>Seychelles</b> | -                        | <b>3</b>                      | -                                 | -  | -  | -             | -                      |
| <b>India</b>      | -                        | <b>3</b>                      | -                                 | -  | -  | -             | -                      |
| <b>Sri Lanka</b>  | -                        | -                             | <b>17</b>                         | -  | -  | -             | -                      |



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

Table 20 Surcharges to specific counties or operators

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

#### 4.11.1 Optional International Roaming Packs

79. **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.

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

81. **Conditions:**

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

81.2 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            |

| Region 1    |                    |
|-------------|--------------------|
| Country     | Network Partner    |
| Spain       | FRANCE TELECOM     |
|             | TELEFONICA MOVILES |
| Switzerland | Swisscom           |
|             | Orange             |
| UK          | T-Mobile           |
|             | O2                 |
| USA         | VODAFONE           |
|             | T-Mobile           |

Table 21 Roaming countries and network partners for international roaming packs

- 81.3 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.
- 81.4 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.
- 81.5 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.
- 81.6 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.
- 81.7 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 center.
- 81.8 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.
- 81.9 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.
82. Charging: International Roaming Packs are charged at the rates set out below:

| Pack Type                   | Monthly fee (QR) | Allowance  | Excess rate                         |
|-----------------------------|------------------|--|-------------------------------------|
| Calling Package<br>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

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

84. Conditions:

- 84.1 The service feature is available only when a data-enabled Mobile Device is within the covered service area.
- 84.2 Certain factors may interfere with actual service quality and availability and connection may be interrupted, dropped, refused or limited.
- 84.3 Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to its statutory and license obligations and requirements.
- 84.4 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.

85. Charging:

- 85.1 Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.
- 85.2 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.
- 85.3 Subscribers can restore the speed by purchasing the speed boosters, top up with Data Scratch Card or wait until the next bill cycle.

**4.12.2 International Data Roaming**

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

87. Conditions:

- 87.1 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.
- 87.2 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.

88. Charging:

88.1 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                       |

| Zone                                 | Zone Charge per MB (QAR) |
|--------------------------------------|--------------------------|
| Europe                               | 55                       |
| Americas                             | 55                       |
| Asia & Oceania                       | 55                       |
| Africa & 'Rest of the World'         | 55                       |
| Satellite, Thuraya & 'Special Cases' | 75                       |

Table 22 Roaming Data usage charges

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

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

Table 23 Surcharging to specific counties or operators

88.3 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)

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

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

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

Table 24 SMS charges

## 4.14 Optional Features

91. 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) |          |

Table 25 Optional Feature charges

## 4.15 Easy-to-Remember Numbers

92. **Description:** Easy-to-Remember numbers are special desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.
93. **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 |
|          | XYYYYYX | XYYYYXX | XYZZZXY | XYZZXYZ |

Table 26 Easy to Remember category examples

94. 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.
95. Subscribers may request assignment of Easy to Remember at the following rates:

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

*Table 27 Easy to Remember charge rates*

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

## 4.16 Mobile Money – International Transfer, Top-Up offer

97. **Description:** Any Hala Mobile Money Payroll customer making an international remittance transaction of more than QAR 100 will get a data bonus, detailed below. This benefit is over and above standard credit and bonus local minutes.
98. **Charging:** None.
99. **Conditions:** International remittance transaction as follows:

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

Table 28 Remittance slab

- 99.1 Mobile Money Terms and Conditions Applies.
- 99.2 General Terms and Conditions Applies.

## 4.17 Aamali Logistics Mobile Plans

100. The following are the Aamali Logistics Mobile Packs:

|                    | Aamali Logistics Basic | Aamali Logistics Advanced |
|--------------------|------------------------|---------------------------|
| Local voice/SMS    | 1500                   | UL                        |
| Endless local data | 12 GB                  | 22 GB                     |
| Business Group     | FREE                   | FREE                      |
| Monthly rental     | QR 85                  | QR 135                    |

Customers from Logistics Industry are eligible for Aamali Logistics Plans.

## 4.18 Discount framework for Aamali Mobile Packs

101. Business customers who are subscribed to Ooredoo's Business mobile Aamali Packs are eligible for the following discount framework (Until 30 June 2024):

| Qualifying criteria – number of lines | Discount Percentage on total bill (%) |
|---------------------------------------|---------------------------------------|
| 50 – 299                              | 20%                                   |
| 300 – 599                             | 40%                                   |
| 600 +                                 | 50%                                   |

Table 29-A Discount framework for Aamali Mobile pack above QAR 65

From 1 July 2024, Business customers who are subscribed to Ooredoo's Business mobile Aamali Packs are eligible for the following discounts framework:

| Qualifying criteria – number of lines | Discount Percentage on total bill (%) |
|---------------------------------------|---------------------------------------|
| 50 – 299                              | 20%                                   |
| 300 – 599                             | 25%                                   |
| 600 +                                 | 30%                                   |

*Table 30-A Discount framework for Aamali Mobile pack above QAR 65*

| Qualifying criteria – number of lines | Discount Percentage on total bill (%) |
|---------------------------------------|---------------------------------------|
| 1-50                                  | 20%                                   |
| 50+                                   | 30%                                   |

*Table 36-B Discount framework for Aamali Mobile packs Below QAR 65*

102. The discount in Table 36-A applies to all revenues generated from Aamali packs 2.0, Aamali packs 1.0, Aamali Build Your Own Plans (section 4.4) and Aamali Logistics Plans (Section 4.16). The minimum subscribed plan counted for the discount eligibility is Aamali 65 and above. Discount applies to all revenues charged for Aamali 65 and higher packs as well as all applicable add on packs included in the section 4.4.
103. The discount in Table 36-B applies to all revenues generated from Aamali packs 2.0, Aamali packs 1.0 and Aamali Build Your Own Plans (section 4.4) with base pack rentals below QAR 65. Discount applies to all revenues charged as well as all applicable add on packs included in the section 4.4.
104. For the avoidance of doubt, the threshold of the Total Number of Qualifying Aamali Mobile Lines must be met within the specified month in order to obtain the applicable discount for that month.
105. Minimum commitment period of 12-months applies to the above offer.
106. In case of early termination, the customer will be liable to pay the total value of the discounts availed during the service period.
107. This offer is opt-in.

#### 4.19 Mobile services for temporary kiosks

108. During special events (e.g. FIFA), Ooredoo will offer to temporary kiosks (including booths, stalls, cubicles, etc.) which may not have fiber connectivity a dual play mobile service (calls + internet) through the mobile network.
109. Prices are included in the table below:

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

*Table 31 Dual play mobile service - prices*

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



- 110.1 Unlimited local calls to landlines (with a FUP of 20,000 minutes);
- 110.2 Endless local data (with a FUP of 400 GB, afterwards the customer can navigate at 128 Kbps);
- 110.3 A Wireless Wi-Fi router that can be connected to a telephone handset. The router must be returned to Ooredoo at the end of the service.
- 111. Local calls to mobile and international calls will be charged at the standard rates (ref. section 4.6 and 4.8).

## 5 Service Provider obligations

- 112. **Commencement of Service:** The relevant Business Mobile Service shall commence from the service connection date.
- 113. **Service Availability and Limits:**
  - 113.1 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.
  - 113.2 The service is only available when the User's Mobile Device is within a mobile coverage area.
  - 113.3 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.
  - 113.4 Ooredoo May offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

## 6 Customer Obligations

- 114. **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.
- 115. 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.
- 116. **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.

117. **Resale:** The Subscriber cannot resell the service if (s)he does not qualify as an Eligible Person, within the framework set by the Class License for the Resale of Retail Telecommunications Services issued by the Communication Regulatory Authority (CRA) (<https://www.cra.gov.qa/en/document/class-license-for-the-resale-of-retail/telecommunications-services>) and without a prior written approval by Ooredoo. Failure to comply with the above provision will result in the Services being immediately terminated and the Subscriber being held responsible for the legal, regulatory and financial consequences of his/her behavior.
118. **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

119. **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.
120. **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.
121. **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:
- 121.1 within 30 days of the invoice date, Ooredoo may direct the OLO to bar the ability of Users to make outgoing calls (except for calls to emergency service organization numbers and operator service numbers), send SMS, access data services and any other outgoing services using the ported mobile number;
- 121.2 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

121.3 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.

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

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

122.2 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

123. 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.

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

124.1 within 30 days of the invoice date, Ooredoo will, upon request of the OLO, bar the ability of Users to make outgoing calls (except for calls to emergency service organization numbers and operator service numbers), send SMS, access data services and any other outgoing services using the ported mobile number;

124.2 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

124.3 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.

125. If the Subscriber requests the porting of a mobile number to Ooredoo and it is subsequently discovered that the port has been made in error, is fraudulent or the Subscriber does not otherwise have the right to port that mobile number to Ooredoo, Ooredoo may take such measures as are necessary to address this issue, including returning the ported number to the original range holder.

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

# Tariff Version Control

| Tariff Version Number | Effective Date    | Tariff Modifications   |
|-----------------------|-------------------|--|
| 01                    | 25 February 2013  | New revamped tariff  |
| 02                    | 14 November 2013  | Permanent Tariff Change, prices revamped   |
| 03                    | 14 February 2014  | Permanent Tariff Change- Shahry Smart packs  |
| 04                    | 2 April 2014      | Permanent Tariff Change, Monthly Packs   |
| 05                    | 8 April 2014      | Permanent Tariff Change, Passport  |
| 06                    | 16 April 2014     | Permanent Tariff Change, Data Scratch Card   |
| 07                    | 1 May 2014        | Permanent Tariff Change, Ooredoo Passport  |
| 08                    | 8 June 2014       | Permanent Tariff Change, Smart Packs   |
| 09                    | 17 June 2014      | Permanent Tariff Change, Shahry Saver Key  |
| 10                    | 22 September 2014 | Permanent Tariff Change, Fair Usage Policy definition  |
| 11                    | 1 November 2014   | Permanent Tariff Change, Ooredoo Passport  |
| 12                    | 4 November 2014   | Permanent Tariff Change, Smart Packs   |
| 13                    | 22 January 2015   | Permanent Tariff Change, Smart Packs   |
| 14                    | 28 January 2015   | Permanent Tariff Change, BlackBerry Global   |
| 15                    | 13 July 2015      | Permanent Tariff Change, Shahry Smart Packs  |
| 16                    | 1 October 2015    | Permanent Tariff Change, Data Service and International Roaming  |
| 17                    | 12 February 2016  | Permanent Tariff Change, Shahry refresh, data update   |
| 18                    | 14 February 2016  | Permanent Tariff Change, Unlimited data first month  |
| 19                    | 15 March 2016     | Permanent Tariff Change, IDD standard rate increased to 0.99 and India 10QAR 600 Minutes made permanent.         |
| 20                    | 27 March 2016     | Permanent Tariff Change, PAYG rate changed to QAR 0.99   |
| 21                    | 1st April 2016    | Permanent Tariff Change, Hala Business included in Business Group Service  |
| 22                    | 1 April 2016      | Permanent Tariff Change, Intra GCC roaming rates.  |
| 23                    | 29 May 2016       | Ascension Island rate increased to QAR 10.   |
| 24                    | 17 June 2016      | Permanent Tariff Change, Hala Business   |
| 25                    | 28 July 2016      | Permanent Tariff Change, Mobile Internet Pack  |
| 26                    | 2 August 2016     | Permanent Tariff Change, Data Services   |
| 27                    | 5 August 2016     | Permanent Tariff Change, roaming rate change   |
| 28                    | 29 August 2016    | Permanent Tariff Change, short code  |
| 29                    | 8 September 2016  | Permanent Tariff Change, Voicemail   |
| 30                    | 12 October 2016   | Permanent Tariff Change, Hala Business Packs   |
| 31                    | 18 November 2016  | Permanent Tariff Change, Unlimited Data Pack and FUP   |
| 32                    | 30 November 2016  | Unlimited Data Pack and FUP removed.<br>Permanent Tariff Change, Mobile Money international transfer bonus data. |
| 33                    | 19 December 2016  | Fair Usage Policy for Unlimited data corrected.  |
| 34                    | 5 January 2017    | Permanent Tariff Change, Fair Usage Policy updated   |
| 35                    | 6 February 2017   | Permanent Tariff Change, Fair Usage Policy increase  |

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

| Tariff Version Number | Effective Date    | Tariff Modifications  |
|-----------------------|-------------------|---|
| 72                    | 18 August 2022    | New format  |
| 73                    | 1 September 2022  | RTI 20% discount (2)  |
| 74                    | 26 September 2022 | Aamali Unlimited Local All Net Add-on (4.3.3)   |
| 75                    | 13 October 2022   | Discount Framework for Aamali Mobile Packs (4.16)   |
| 76                    | 19 October 2022   | Mobile services for temporary kiosks and sites (4.17)   |
| 77                    | 24 October 2022   | Aamali Business Mobile Packs (1.0) (4.3), Discount Framework for Aamali Mobile Packs (4.16) and Aamali Push-to-Talk (5) |
| 78                    | 27 November 2022  | Class License for the Resale of Retail Telecommunications Services  |
| 79                    | 6 April 2023      | Multimedia Messaging removal (4.8), (4.10), (4.12.1), (4.12.2), (8.1) and (8.2)   |
| 80                    | 31 May 2023       | Shahry+ and Qatarna+ portfolio (4.2. and 4.3), 4.4.2 Aamali Starter   |
| 81                    | 24 October 2023   | Moving Aamali Push To Talk to Tariff B06-01   |
| 82                    | 6 December 2023   | Aamali Portfolio Revamp (4.3)   |
| 83                    | 6 February 2024   | International Calling iPack (4.3), Family Option (4.5), Logistic Mobile Plans (4.16) and Discount Framework (4.17)      |
| 84                    | 28 March 2024     | Business Mobile Services Discount Framework update (4.17)   |
| 85                    | 14 May 2024       | Changes to Aamali Starter (4.3.2) and Shahry+ and Qatarna+ plans (4.2)  |