

General Tariff Information

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| Service Provider Name | Ooredoo Q.P.S.C |
| Tariff Number | C05-07 |
| Service Name | <i>Home+ Wireless Broadband</i> |
| Tariff Type | <i>Standard Permanent</i> |
| Customer Group | <i>Consumers</i> |
| Tariff Effective Date | <i>17 July 2024</i> |
| Tariff Version | <i>001</i> |

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1 Definitions

1. Additional Service Point is an extension of the physical reach of the Service within the customer's premises. This typically requires additional cabling and / or device(s).
2. Broadband means high-speed Internet access through fixed and wireless networks.
3. Connection Charges means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
4. CPE means Customer Premises Equipment. This includes the 5G router provided to the Customer.
5. Customer means any Subscriber or User of telecommunications services.
6. Mbps stands for Megabits per second.
7. Monthly Recurring Charge means the monthly subscription fee identified in this tariff and payable every month in advance.
8. Router means an intelligent device that enables multiple Users to share a single data service simultaneously.
9. Service is the Home+ Wireless Broadband service.
10. Subscriber means the person or entity that enters into an agreement with Ooredoo to pay for the Service.
11. User means the natural person who actually uses the Service.
12. Subscriber and User may be the same natural person.
13. Wi-Fi means wireless high-speed access to the Internet provided using IEEE-802.11 technology.

2 Tariff Terms and Conditions

14. This tariff is for a permanent standard service.
15. This tariff contains terms and conditions applicable to the provision of the Service.
16. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
17. From time to time, and subject to CRA approval, Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff (subject to CRA approval) as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.

18. 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).
19. These terms and conditions are in addition to the terms and conditions specified in the General Terms & Conditions available at <https://www.ooredoo.qa/web/en/regulatory/>.
20. Subscribers and Users cannot resale the Service.

3 Home+ Wireless Broadband Service

3.1 Service Description

21. The Service will be provided to Customers residing in locations which are not covered by Ooredoo fiber network,
22. The Service will be geo-locked to the home location provided by the customers (Home) and will cease working if the customers travel outside to their Home or use the SIM in any other device.
23. The Service includes:
 - 23.1 One (1) Indoor 5G router (CPE). Ooredoo is the owner of the CPE. The CPE will be delivered at customers' home location (Home). The customers will install and activate the CPE by themselves. In case of cancellation of the Service, the CPE must be returned to Ooredoo. In case the CPE is not returned to Ooredoo, or it is returned to Ooredoo in no-working conditions, the customers will be charged 749 QAR,
 - 23.2 One (1) TB of data per month (Data Allowance). There will be no carryover over the months of the Data Allowance (i.e., once the bill is issued, any unused Data Allowance will be forfeited). After consuming 100% of the Data Allowance in the month, the speed will be throttled to 1 Mbps and the customer will still enjoy unlimited access to the internet at the throttled speed,

3.2 Charging

24. The table below shows the applicable charges:

| | Monthly recurring charge (QAR) |
|--|--------------------------------|
| Home+ Wireless | 400 |
| Home+ Temporary (For customers waiting for their fiber orders to be provisioned) | 365 |

Table 1 Charges

25. A commitment period of three (3) months applies. This is not applicable to the Home+ Temporary, which service will be terminated without penalties as soon as the fiber become available.
26. In case, the plan has been activated as a Home+ Temporary, when the fiber is provisioned then the customer must move to Home+ fiber plans. The customer will be contacted in due time and will be given the options above. In case the customer makes him not available over a call over even after minimum 3 attempts or refuse to move to Home+ fiber plans, the service will be terminated, and – unless the device is returned to Ooredoo’s stores within seven (7) days from the termination notice - the customer will be charged QR 749 for the non-returning of the device.

4 Service provider obligations

27. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo is not responsible for any delays due to the subscriber’s absence at the agreed maintenance date or time.

5 Subscriber obligations

28. With the exception of the Devices provided by Ooredoo, the subscriber may also acquire the equipment that they intend to use to receive the service from a third-party, provided that all equipment used to connect to Ooredoo’s networks and facilities is approved by CRA and is compliant with current requirements for technical standards and specifications. Ooredoo’s General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment).
29. The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
30. Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
31. 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)¹ and without a prior written approval by Ooredoo. Failure to comply with the above provision will result in the Services

¹ Available at (<https://www.cra.gov.qa/en/document/class-license-for-the-resale-of-retail/telecommunications-services>)

being immediately terminated and in the Subscriber being held responsible for the legal, regulatory, and financial consequences of his/her behavior.

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

Tariff Version Control

| Tariff Version Number | Effective Date | Tariff Modifications |
|-----------------------|----------------|------------------------------------|
| 001 | 17 July 2024 | <i>Introduction of the service</i> |