

Ooredoo Service Tariff No. C10-01

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C.
Tariff Number	C10-01
Marketing Name of the Offer	Postpaid Mobile Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Consumer
Tariff Effective Date	11 September 2024
Tariff Version Number	131

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1 Definitions

1. Mobile Device means cellular telephone equipment (including a mobile handset, wireless modem and/or other ancillary equipment) suitable for connection to the mobile telecommunications network.
2. OLO means Other Licensed Operator.
3. Post Paid Mobile Service means a post-paid public mobile telecommunications service offered by Ooredoo pursuant to the terms of this tariff.
4. Ooredoo means Ooredoo Q.P.S.C. (formerly (Qtel Q.S.C)
5. Roaming means utilizing Ooredoo enables mobile device to access services on the mobile telecommunications network of an overseas mobile network operator.
6. Subscriber means the person or entity that enters into an agreement with Ooredoo to acquire the Post Paid Mobile Service.
7. Subscriber Identity Module Card (SIM Card) means an electronic card that contains the Subscriber's identity information and when placed in a Mobile Device, enables the Subscriber to register onto a mobile telecommunications network and receive the Post Paid Mobile Service.
8. Tariff means the current tariff document.
9. User means the natural person who actually uses the Post Paid Mobile Service.

2 Tariff Terms and Conditions

10. This Tariff is for a permanent standard service.
11. This Tariff contains rates and charges applicable to the provision of the Post Paid Mobile Service.
12. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Ooredoo General Terms and Conditions where referenced.
13. From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
14. Ooredoo may offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

3 Service Description

- 15. The Post Paid Mobile Service provides Users with public mobile telecommunications services, including voice calling, messaging and data with a range of spending options.
- 16. Post-paid mechanism:
 - 16.1 Commencement of Post Paid Mobile Service: The Post Paid 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.
 - 16.2 Service validity: The Post Paid 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.
 - 16.3 Service duration: The minimum contractual period for the Post Paid Mobile Service is 3 months.
 - 16.4 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 Services

4.1 Shahry+ and Qatarna+ plans

4.1.1 General Terms

- 17. The Shahry+ and QATARNA+ are permanent tariff plans available to consumer customers.
- 18. All Plans have 5G feature enabled.
- 19. Non-Telecom Benefits
 - 19.1 The users of the Shahry+ Active, Shahry+ Max and Qatarna+ Plans are able to subscribe to additional non-telecom benefits at no extra charge. Subscribers can change these benefits anytime and the change will apply on the next bill cycle.
- 20. International minutes and SMS
 - 20.1 International minutes and SMS included in Shahry+, Qatarna+ plans and add-ons that are marked as valid for 118 countries are applicable for these destinations:

Afghanistan	French Guiana	Malaysia	Slovenia
Andorra	Georgia Republic	Malta	Slovak Republic
Angola	Germany	Martinique	South Africa
Argentina	Ghana	Mauritius	South Korea
Armenia	Gibraltar	Mayotte	South Sudan
Aruba	Greece	Mexico	Spain
Australia	Guatemala	Mongolia	Sri Lanka
Austria	Honduras	Mozambique	Sudan
Bahrain	Hong Kong	Namibia	Surinam

Bangladesh	Hungary	Nepal	Swaziland
Belgium	Iceland	Netherland Antilles	Sweden
Bhutan	India	Netherlands	Switzerland
Bolivia	Indonesia	New Caledonia	Syria
Botswana	Iran	New Zealand	Taiwan
Brazil	Iraq	Nigeria	Tajikistan
Brunei	Ireland	Norway	Thailand
Bulgaria	Italy	Oman	Turkey
China	Japan	Pakistan	Turkmenistan
Colombia	Jordan	Palestine	UAE
Costa Rica	Kampuchea (Cambodia)	Panama	UK
Cyprus	Kenya	Paraguay	Ukraine
Czech Republic	Kuwait	Peru	Uruguay
Denmark	Kyrgyzstan	Philippines	USA
Ecuador	Laos	Poland	Uzbekistan
Egypt	Lebanon	Portugal	Venezuela
El Salvador	Liechtenstein	Romania	Vietnam
Estonia	Lithuania	Russia	Yemen
Faroe Islands	Luxembourg	San Marino	Zambia
Finland	Macau	Saudi Arabia	
France	Malawi	Singapore	

Table 1 – List of the 118 Countries

21. Besides this, customers using the Shahry+ Active, Shahry+ Max and Qatarna+ Plans have the flexibility to activate additional allowance for calls and SMS to specific international destinations of their choice as a part of their plan at no additional charge. Subscribers can request a change of international destination anytime and the change will apply on the next bill cycle.
22. Roaming
 - 22.1 Qatarna+ Premium plan also provides unlimited calls, SMS messages and mobile data while the customer is roaming in the following GCC countries: Saudi Arabia, Oman, Kuwait, United Arab Emirates, Bahrain.
 - 22.2 Qatarna+ Platinum plan also provides unlimited calls, SMS messages and mobile data while the customer is roaming in following 27 countries: Saudi Arabia, Oman, Kuwait, United Arab Emirates, Bahrain, Turkey, United Kingdom, Germany, France, Spain, Switzerland, Italy, Egypt, United States of America, Australia, Austria, Bangladesh, Greece, Jordan, Malaysia, Netherlands, Norway, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia.

22.3 In addition to above roaming benefits, Qatarna+ Premium and Platinum plans also provide an additional roaming calling and data usage allowance, valid on Ooredoo Passport partner networks¹.

23. The “no permanent roaming” clause applies. Qatarna+ Premium and Platinum plans are for personal use only. Ooredoo will monitor the use of Qatarna+ plans and may, as appropriate, restrict the long-term continuous usage of roaming service. The specific terms of such a restriction will be communicated at the time of its introduction.

4.1.1.1 Shahry+ Select

24. Shahry+ Select tariff plan provides customers with a freedom to customize local calling, local data, international allowances, and monthly fees to meet their personal needs. The features of this plan are displayed below.

Shahry+ Select base plan		
Monthly Rental (QAR)		100
Local mins & SMS (units)		150
Local Data	Local data, GB at Full Speed	8
	Fair Usage Policy (GB)	8 @ Full speed UNL @ 128kbps

Table 2 – Shahry+ Select – Base Plan

25. Additional allowances for customer to personalize the Shahry+ Select base plan are:

Local mins & SMS				
Monthly Rental (QAR)	+QR 10	+QR 20	+QR 30	+QR 50
Local mins & SMS (units)	+70	+200	+400	+1,850
Local Data				
Monthly Rental (QAR)	+QR 15	+QR 30	+QR 50	+QR 100
Local Data, GB at Full speed	+1	+3	+6	+15

International minutes & SMS to 118 Destinations			
Monthly Rental (QAR)	+QR 10	+QR 30	+QR 50
International minutes & SMS to 118 Destinations (units) (ref. section 4.1.1. above for the destinations)	20	100	200

¹ Up to date list of Ooredoo Passport partner networks can be found on www.ooredoo.qa

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International minutes & SMS to other countries			
Monthly Rental (QAR)		+QR 20	+QR 40
International minutes & SMS to (units): Only one country can be selected at the time.			
	India	300	800
	Sri Lanka	40	160
	Philippines	50	160
	Pakistan	50	475
	Egypt	40	220
	Bangladesh	300	800

Extra Benefits		
Monthly Rental (QAR)	+QR 15	+QR 20
Extra benefits	Urban Point	WhatsApp local data usage (ref. 4.1.3)

Table 3 Shahry+ Select - Additional Allowances

26. A customer can change plan configuration, i.e. increase or decrease amount of extra service allowances. Requested changes will apply from the next billing cycle and will stay activated until the change is again requested by a customer. Shahry+ Select plan allowances are aligned with the bill cycle. Amount of allowances are reset every time a new billing cycle starts. There will be no carry-over of any allowances to next bill cycle. Once a bill is issued, any unused allowance from the selected packs from past bill cycle will be forfeited.
27. Customers can also choose one-time allowance boost options as per the table below. One-time subscriptions will expire at the end of billing cycle.

Local mins & SMS					
One-time Fee (QAR)	+QR 5	+QR 10	+QR 15	+QR 20	+QR 25
Local mins & SMS (units)	20	40	60	100	200
Local Data					
One-time Fee (QAR)	+QR 5	+QR 10	+QR 15	+QR 20	+QR 25
Local Data, GB at Full speed	1	2	3	4	5

International minutes & SMS to 118 Destinations			
One-time Fee (QAR)	+QR 10	+QR 30	+QR 50
International minutes & SMS to 118 Destinations (ref. section 4.1.1. above for the destinations)	20	100	200

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International minutes & SMS to other countries		
One-time Fee (QAR)		+QR 10
International minutes & SMS to (units): Only one option can be selected at the time.	India	150
	Sri Lanka	20
	Philippines	25
	Pakistan	25
	Egypt	20
	Bangladesh	150

Table 4 Shahry+ Select - Add ons

4.1.1.2 Shahry+ Active and Max

28. Shahry+ Active and Max plans' allowances validity are aligned with the bill cycle. Amount of allowances are reset every time a new billing cycle starts. There will be no carryover of any allowances to a subsequent bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited. If a customer needs more allowances, (s)he can activate additional add-on subscriptions at an additional cost (see section 4.1.1.4). Customers can activate these additional subscriptions as recurrent or one-time options. Recurrent options will be renewed with every bill cycle, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

	Shahry+ ACTIVE	Shahry+ MAX
Monthly Rental (QAR)	130	210
Local mins & SMS	500	700
Local data - GB at Full Speed (GB)	10	28
Fair Usage Policy	10 @ Full speed UNL @ 128kbps	28 @ Full speed 500 @ 512kbps UNL @ 128kbps
WhatsApp Local Data (ref. section 4.1.3)	Included	Included

International minutes and SMS Only one country can be selected at the time	To 118 Destinations (ref. section 4.1.1.)	50	50
	To India	300	300
	To Philippines	150	150
	To Pakistan	150	150
	To Bangladesh	300	300

	Urban Point	Included	Included
	# of Eligible extra benefits	0	1
	Starzplay Basic		Available

		Shahry+ ACTIVE	Shahry+ MAX
Extra Benefits (non-telecom) ^{23 4}			
	VIU		Available
	Anghami		Available

Table 5 Shahry+ Active and Max – Features and Charges

4.1.1.3 Qatarna+

29. Qatarna+ plan allowances are aligned to the billing cycle. Allowances are reset every time a new billing cycle starts. There will be no carryover of any allowances to next bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited. If a customer needs more allowances, (s)he can activate additional add-ons at an additional cost (4.1.1.4). Customers can activate these additional subscriptions as recurrent or one-time options. Recurrent options will be renewed every month, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

	Qatarna+ PRO	Qatarna+ PREMIUM	Qatarna+ PLATINUM
Monthly Rental (QAR)	365	525	925
Local mins & SMS ⁵	Unlimited Local	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 22 Countries
Local data - GB Full Speed	Unlimited Local	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 22 Countries
Fair Usage Policy (GB)	50 @ Full speed 500 @ 10Mbps UNL @ 128kbps	100 @ Full speed 500 @ 15Mbps UNL @ 128kbps	500 @ Full speed 500 @ 15Mbps UNL @ 128kbps
WhatsApp Local Data (ref. section 4.1.3)	Included	Included	Included

International minutes and SMS	To 118 Destinations (ref. section 4.1.1.)	100	200	400
	to India	400	500	1000
One option can be selected at the time	to Philippines	200	350	700
	to Pakistan	200	350	700
	to Bangladesh	400	500	1000

² Customers can choose the listed benefits according to the located number of extra benefits within the pack per billing cycle. If customer subscribes to benefit in the middle of bill cycle, customer will be allowed to change benefit only after 30 days.

³ Any extra-benefit will be revoked if the customer does not use it for 3 consecutive months.

⁴ The terms and conditions described for Shahry+ MAX also apply to the grandfathered plans Shahry 5G M, L and XL.

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

		Qatarna+ PRO	Qatarna+ PREMIUM	Qatarna+ PLATINUM
Roaming allowances in OP Partner Countries	Roaming minutes	-	100	200
	Roaming data, GB	5	20	100
Extra Benefits ⁶ (non-telecom)	Urban Point	Included	Included	Included
	# of eligible extra benefits	2	3	4
	Starzplay Basic	Yes	Yes	Yes
	Shahid VIP	Yes	Yes	Yes
	OSN+	Yes	Yes	Yes
	TOD	Yes	Yes	Yes
	VIU	Yes	Yes	Yes
	Anghami	Yes	Yes	Yes
Apple Music ⁷	Yes	Yes	Yes	

Table 6 Qatarna+ - Features and Charges

4.1.1.4 Add-on and charges applicable to Shahry+ Active and Max and Qatarna+

30. Customers have the option to subscribe to the following add-ons on a monthly recurring basis or on a one-time basis. The fee will be charged accordingly.

Local mins & SMS			
Fee (QAR)	+QR 10	+QR 20	+QR 30
Local mins & SMS	100	250	400
Local Data			
Fee (QAR)	+QR 15	+QR 30	+QR 50
Local data, GB at Full speed	1	3	6
International minutes & SMS to 118 Destinations			
Fee (QAR)	+QR 10	+QR 30	+QR 50
International minutes & SMS to 118 Destinations (ref. section 4.1.1. above for the destinations)	20	100	200
International minutes & SMS to other countries			
Fee (QAR)	+QR 10	+QR 35	
International minutes and SMS (units)	India	150	800
	Philippines	25	160
	Pakistan	25	475
	Bangladesh	150	800

⁶ Once per billing cycle customers can activate specific number (as indicated for each plan) of "Entertainment and Lifestyle" benefits available within a given price plan. The subscribed benefit is valid for 30 days from the day of subscription. If customer subscribes to a specific benefit in the middle of a bill cycle, customer will be allowed to change benefit only 30 days after subscription

⁷ Apple Music benefit can be redeemed only on Apple ID accounts which are linked to Qatari Apple App Store

Sri Lanka	20	160
Egypt	20	220

Table 7 Shahry+ Active, Shahry+ Max and Qatarna+ – add-ons and Charges

4.1.2 Out of bundle rates applicable for Shahry+ and Qatarna+ plans

31. Local minutes & SMS: QAR 0.50 per unit.
32. Local Data: customers will not be charged for out of bundle usage.
33. International Calls: Standard international calling rate charges (ref. section 4.7).
34. Roaming Rate for Ooredoo Passport Networks: QAR 1 per MB/Minute/SMS with few exceptions mentioned at section 4.9.
35. Roaming Rate for non-Ooredoo Passport Networks: Standard Roaming Rates mentioned at section 4.9.

4.1.3 WhatsApp - Included benefit

36. The benefit of this feature is restricted to local use only, meaning the benefit will be active only when the WhatsApp messaging service is being used while the message sender is connected to a local data service in Qatar.
37. WhatsApp consumption with the use of a VPN will affect the identification of data traffic and will consume the available monthly local data allowance of the specific plan (or be charged as out-of-bundle if the monthly local data allowance has expired).
38. WhatsApp consumption while roaming will consume the available monthly roaming data allowance of the specific plan (or be charged as out-of-bundle if the monthly roaming data allowance has expired or not available as part of plan).
39. The WhatsApp- Included benefit, is dedicated only for personal use and cannot be used for commercial activities or for mass broadcasting purposes. Customers whose usage is deemed excessive will be warned in advance and if excessive usage continues may be subject to service termination.

4.1.4 Easy To Remember (ETR) number discount

40. All new subscribers getting new line with Shahry+ or QATARNA+ Plans are eligible to the one-time ETR discount below:
 - 40.1 Shahry+ Active – up to 1,000 QAR Discount.
 - 40.2 Shahry+ Max – up to 3,000 QAR Discount.
 - 40.3 Qatarna+ Pro – up to 5,000 QAR Discount.

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- 40.4 Qatarna+ Premium – up to 10,000 QAR Discount.
- 40.5 Qatarna+ Platinum – up to 20,000 QAR Discount.
- 41. ETR discount is provided with condition that customer will use the new line for at least 12 months from day of subscription on same or higher value tariff plan.
- 42. ETR discount applies only to ETR numbers valued from 300 to 20,000 QR. Discount is not refundable and cannot be used for other services If discount is higher than ETR number value.
- 43. Customers who used ETR discount will have to pay prorated value (based on remaining months) of used ETR discount If customer terminates line or downgrades tariff plan to lower value earlier than 12 months period.

4.1.5 **Worry Free Key**

- 44. The Worry Free Key is an add-on to Shahry+ and Qatarna+ Plans aimed to block the out of bundle usage for Calls, SMS and Roaming services⁸.
- 45. There is no cost associated with the Key.
- 46. Customers will be able to activate it and deactivate it through Ooredoo App, SMS, call centers and retail shops.
- 47. After the activation of the Key, customers will still be able to purchase add-ons or upgrade their plan to increase their allowances.

4.1.6 **International Calls and SMS**

- 48. Customers can change multi-destination minutes into minutes valid for one (1) selected destination, as per the available options. Minutes can be changed on the Ooredoo app, customer support via WhatsApp, customer support by calling 111 or at any Ooredoo Store.
- 49. Requests to change international minutes between different destinations will apply from the next billing cycle onwards.
- 50. Any calls and SMS messages to other destinations or outside any plan allowances will be restricted by default using Worry-Free Key, which protects customers from unexpected charges.
- 51. Customers wishing to enable calls at standard rates should unsubscribe from Worry-Free Key. Standard rates will apply.

4.1.7 **Entertainment Benefits (Extra Benefits)**

⁸ Endless local data are provided with Shahry+ and Qatarna+ Packs. Therefore, the Worry Free Key is not applicable to local data.

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52. All customers using Shahry+ Active, Max and Qatarna+ plans are eligible for an Urban Point subscription at no additional cost.
53. Subscriptions to the Urban Point service can be redeemed only on the Ooredoo App.
54. All customers using Shahry+ Active and Max plans are eligible to choose one additional entertainment benefit from the available options.
55. All customers using Qatarna+ plans are also eligible for additional entertainment benefits to choose from available options:
 - 55.1 Qatarna+ Pro customers can choose TWO (2) additional benefits
 - 55.2 Qatarna+ Premium customers can choose THREE (3) additional benefits
 - 55.3 Qatarna+ Platinum customers can choose FIVE (5) additional benefits
56. Available benefits are displayed and accessible in the Ooredoo app.
57. Subscriptions to an entertainment benefit can only be redeemed using the Ooredoo app.
58. Customers can change a redeemed benefit to another one. Customers should request to stop the current benefit before the end of the bill cycle. A new benefit for redemption will be available from the start of the new billing cycle.
59. If an activated subscription for an entertainment benefit remains unused for three consecutive months, it will be automatically cancelled.
60. Once the inactive subscription is cancelled, the customer can select the same benefit again or choose a different one from the available options
61. Ooredoo can change the list of available benefits without any further notice. Ooredoo can terminate an already-redeemed benefit after 30 days' notice.

4.2 Sapphire Employee Offer

62. The activations of the Sapphire Offer will start from 30 June 2024.
63. New customers and customers migrating from prepaid to postpaid who are employed by one of the companies listed in Table 8 are eligible to benefit from the Sapphire Employee Offer outlined in Table 9, subject to the following eligibility criteria:
 - 63.1 Customers migrating from prepaid to postpaid can get the offer benefits only if they were prepaid customers at least 3 months before migration.
64. Existing Ooredoo customers who are employed by any of the companies listed in Table 8 are eligible to benefit from the Sapphire Employee Offer outlined in Table 9, including the rental discount on their existing lines, subject to the following eligibility criteria:

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- 64.1 They have to upgrade to a higher value plan. (example: upgrading from Shahry+ MAX to Qatarna+ PRO), and
- 64.2 They should not have downgraded their plan in the last three (3) months.
- 65. Existing Ooredoo customers who are employed by any of the companies listed in Table 8 are eligible to benefit from the Sapphire Employee Offer outlined in Table 9, without the rental discount on their existing lines, subject to the following criteria:
 - 65.1 They downgrade to a lower value plan. (example: changed from Shahry+ Max to Shahry+ Active). and
 - 65.2 They want to activate the offer on their current used plans.
- 66. Sapphire Offer will be available only in Ooredoo stores and Digital Ooredoo Channels where customer eligibility can be validated.
- 67. The Sapphire offer will be activated with 12 months validity.
- 68. Extra benefits will be valid for 12 months only from the date of the activation of the offer.
- 69. Extra Allowances and other benefits will be terminated:
 - 69.1 if the plan is changed or the line is deactivated,
 - 69.2 when employee stops working in the Eligible Company. Eligibility will be reviewed every 12 months or if company shared termination details of the customer earlier.
- 70. International minutes are valid for calls to 118 destinations. The full list can be found in the paragraph 4.1.1
- 71. The Exclusive Offer can be applied only to personal lines of the Eligible Customers.
- 72. To avail of the offer, customer has to present a valid Employee's ID which proves that the customer is an employee of the Eligible Company.
- 73. Eligible customers can take the Exclusive Offer up to 4 lines.
- 74. The minimum service period of three (3) months applies.
- 75. The Sapphire Offer apply only to employees of the following list of companies (or entities):

List of companies Eligible for Sapphire Employee Offer	
Al Ahli Bank	MOFA - Ministry of Foreign Affairs
AL MANA GROUP	MOI Ministry of Interior
Al Meera	MOM Ministry of Municipality
Al Rayyan Project Management	MOPH - Ministry of public Health
AL-DAWRI & AL-KASS CHANNEL	MOT - Ministry of Transport
ALFARDAN	Mowasalat
ALI BIN ALI	National planning Council

List of companies Eligible for Sapphire Employee Offer	
Amiri Diwan	North Oil Company
Amiri Guard	Oryx GTL
Arab Bank	Public Prosecution's
Ariane Real Estate	Q Invest
Ashghal – Public Works Authority	Qatar Airways Group (Qatar Airways, MATAR, Qatar Aviation Services, Amiri Flight, Qatar Airways Catering Co., Qatar Duty Free Company, Qatar Distribution Company, Oryx International School)
Aspire	Qatar Armed Forces Testahee;
ASPIRE	Qatar Exchange
Awqaf	QATAR FOUNDATION FOR SOCIAL WORK
BARWA REAL ESTATE CO.	Qatar Free Zone Authority
beIN Sport Al Jazeera	Qatar Investment Authority QIA
CBQ	Qatar Media Corporation
Civil Aviation	Qatar New Agency
CIVIL SERVICE AND GOVERNMENTAL DEVELOPMENT BUREAU	QATAR News Agency
CTJV - Technip Energies	Qatar Olympic Committee
Dareen/AI Shaya	Qatar Posts
DHL	QATAR RACING CLUB
Doha bank	QATAR RAIL RKH Qitarat
Dolphin Energy	Qatar Shell
Dukhan Bank	QATAR UNIVERSITY
Emir's private affairs office	Qatar Visit
ExxonMobil	QatarEnergy / QatarEnergy LNG (QatarGas)
FADAAT MEDIA	QATARI DIAR RCAL ESTATE INVSTMENT CO
General Tax Authority	QCB
Government Communications Office	QF
GWC	QIB
HIA Hamad International Airport	QIC / QLM
HMC - Hamad Medical corporation PHCC	QIIB
Home center	QNB
IHG Group	QRCS - Qatar Red Crescent
INDUSTRIES QATAR (QAFCO, QAFAC Qatar Steel	RABBAN GROUP
JAIDAH GROUP	REGENCY GROUP
Kahramaa	Saipem
Katara Hospitality	Schlumberger
KATARA PROJECT	SHARAKA HOLDINGS
Leesha Bank	SOUQ AL BALADI TRADING
Lulu	Special Security Forces-Lekhwiya

List of companies Eligible for Sapphire Employee Offer	
MCIT - Ministry of Communications and Information Technology	Supreme Committee for delivery & legacy
Media City	Supreme judicial Council
Milaha	TADMUR
Ministry of Commerce	TALIB BIN MOHD AL KHOURI
Ministry of Culture	TEYSEER
Ministry of Environment & Climate change	Total Qatar
Ministry of Justice's	TRAGS
MINISTRY OF LABOR	UNITED DEVELOPMENT CO.
MINISTRY OF SOCIAL DEVELOPMENT & FAMILY	WASEEF ASSETS MANAGERMENTS
Ministry OF Sports & Youth	Woqod
MOE - Ministry of Education	Yachout Amiri
MOF Ministry of Finance	The Torch group (GRAND HERITAGE DOHA HOTEL ASD SPA, THE TORCH DOHA, 21 HIGH ST. RESIDENCE
Al Rayan Bank	

Table 8 List of Companies for Sapphire Offer

76. The Sapphire offer benefits below:

Extra allowances and discounts	Shahry+			Qatarna+		
	SELECT	ACTIVE	MAX	PRO	PREMIUM	PLATINUM
Rental Discount, QR/month	-	-10	-50	-105	-120	-175
Local Data/month	-	+7 GB	+45GB	+80 GB	+100 GB	+250 GB
Local minutes & SMS/month	-	+1,000	+1,000	-	-	-
International Minutes (to 118 countries)/month	-	+25	+50	+100	+200	+100

Table 9 Sapphire Employee Offer Benefits

4.3 Baytna Plan

4.3.1 Baytna Plan Services

77. Baytna Plan includes 5 Baytna lines under one bill with each line getting all the plan's benefits listed below:

Baytna	
Calls & SMS ⁹	Unlimited in Qatar + in 27 countries

⁹ Unlimited voice, SMS and data allowance applies for usage made in Qatar or when visiting any of 27 listed countries. Fair Usage Policy (FUP) for voice and SMS: 20,000 units per month.

Data - GB ¹⁰	Unlimited in Qatar + in 27 countries
International Calls - Minutes ¹¹	400
Roaming Calls - Minutes ¹²	200
Roaming Data - GB	100
WhatsApp Local Data (ref. section (4.1.3))	Included
Non-Telco benefits (select 4) ¹³	Urban Point: Shahid, OSN+, TOD, VIU, Starzplay, Anghami, Apple Music ¹⁴
Discount on ETR (new lines) ¹⁵	Up to QR 20,000

Table 10 Baytna plan

- (a) 27 selected countries: Saudi Arabia, Oman, Kuwait, United Arab Emirates, Bahrain, Turkey, United Kingdom, Germany, France, Spain, Switzerland, Italy, Egypt, United States of America, Australia, Austria, Bangladesh, Greece, Jordan, Malaysia, Netherlands, Norway, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia.
- (b) 12 months liabilities apply with ETR discount
78. The Price for Baytna Plan is QAR 4,000 per month.
79. Baytna Plan will be registered under one QID. Each line can have separate QID associate with it for Metrash2 purposes.

4.3.2 Baytna Additional Benefits

80. Al-Nokhba: Baytna subscribers will be enrolled in Al-Nokhba Tier and receive Al-Nokhba benefits, including more than 30 exclusive partner and discounts offers.
81. Al-Maha Service: Baytna subscribers will have an access to Al-Maha service twice a year (1 for arrival and 1 for departure), which include Arrival and Departure services through Hamad

¹⁰ Data FUP: 500 GB of local and roaming data in 27 selected countries at full speed. After consuming 100% of full-speed allowances, the speed will be reduced to 15Mbps, and the customer will enjoy 500 GB at this speed. After the consumption of the additional 500 GB, speed will be reduced to 128Kbps where customers can still have unlimited access to the internet at a slower speed.

¹¹ The International calls allowance can be used for calls to all countries.

¹² Roaming calls and data allowance applies in others than the 27 listed countries.

¹³ Once per billing cycle customers can activate specific number (as indicated for each plan) of "Entertainment and Lifestyle" benefits available within a given price plan. The subscribed benefit is valid for 30 days from the day of subscription. If customer subscribes to a specific benefit in the middle of a bill cycle, customer will be allowed to change benefit only 30 days after subscription

¹⁴ Apple Music benefit can be redeemed only on Apple ID accounts which are linked to Qatari Apple App Store

¹⁵ Number of ETR numbers is limited to 5 lines per Baytna account.

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International Airport. More information is available at: <https://www.qatarairways.com/en/hia-hamad-international-airport/al-maha-services.html>

82. VIP Valet Parking: Baytna Plan will offer 4 VIP valet vouchers from Mr. Valet and Wait Valet per month that can be used in more than 40 locations in Qatar.

4.4 Plans for QNB First customers

83. Only QNB First customers (“**Eligible Customers**”) are eligible for these plans.
84. When activating the plans, the customers must present their QNB First card in order to be enrolled in the plans.
85. Eligible Customers can subscribe to maximum four (4) QNB First plans, out of which maximum number of two subscriptions are allowed of “QNB First” plan.
86. The allowances of the plans are aligned to the billing cycle. Allowances are reset every time a new billing cycle starts. There will be no carryover of any allowances to next bill cycle. Once the bill is issued, any unused allowance from the selected packs will be forfeited. If a customer needs more allowances, (s)he can activate additional add-ons at an additional cost (**Error! Reference source not found.**). Customers can activate these additional subscriptions as recurrent or one-time options. Recurrent options will be renewed every month, together with main plan allowances. One-time subscriptions will expire at the end of the billing cycle.

	QNB First	QNB First Plus
Monthly Rental (QAR)	350	650
Local mins & SMS ¹⁶	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 22 Countries
Local data - GB Full Speed	Unlimited Local & GCC Roaming	Unlimited Local & Roaming in GCC and other 22 Countries
Fair Usage Policy (GB)	100 @ Full speed 500 @ 15Mbps UNL @ 128kbps	500 @ Full speed 500 @ 15Mbps UNL @ 128kbps
WhatsApp Local Data (ref. section 4.1.3)	Included	Included

International minutes and SMS One option can be selected at the time	To 118 Destinations (ref. section 4.1.1.)	200	400
	to India	500	1000
	to Philippines	350	700
	to Pakistan	350	700

¹⁶ Fair Usage Policy (FUP): 10,000 units per month.

		QNB First	QNB First Plus
	to Bangladesh	500	1000
Roaming allowances in OP Partner Countries	Roaming minutes	100	200
	Roaming data, GB	20	100
Extra Benefits ¹⁷ (non-telecom)	Urban Point	Included	Included
	# of eligible extra benefits	3	4
	Starzplay Basic	Yes	Yes
	Shahid VIP	Yes	Yes
	OSN+	Yes	Yes
	TOD	Yes	Yes
	VIU	Yes	Yes
	Anghami	Yes	Yes
	Apple Music ¹⁸	Yes	Yes

Table 11 Plans for QNB First customers – Features and Charges

87. Out of bundle charges are included in section **Error! Reference source not found.**

4.5 Postpaid to Prepaid Conversion

88. A subscriber may migrate his or her postpaid services account to prepaid service account.

89. A subscriber will incur one-off migration charge of 100 QAR per a SIM connection.

4.6 Messaging

90. Short Message Service (SMS) is a service feature that allows a User to send and receive a text message to another Mobile Device through a Short Message Service (also referred to as text messaging).

91. Voice SMS allows a User to record and store short voice messages for later retrieval by the recipient. SMS notification is sent to the intended recipient, who has the option of listening to the associated voice message. Voice SMS messages may be sent or retrieved by Users that are Roaming. Storage and replay of messages: Up to 25 voice SMS messages of 30 seconds maximum duration each can be stored per intended recipient. For sending or retrieving a voice

¹⁷ Once per billing cycle customers can activate specific number (as indicated for each plan) of "Entertainment and Lifestyle" benefits available within a given price plan. The subscribed benefit is valid for 30 days from the day of subscription. If customer subscribes to a specific benefit in the middle of a bill cycle, customer will be allowed to change benefit only 30 days after subscription.

¹⁸ Apple Music benefit can be redeemed only on Apple ID accounts which are linked to Qatari Apple App Store

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SMS from/to an Ooredoo mobile customer outside Qatar, the Subscriber is charged at the standard voice SMS rate per message plus the applicable roaming mobile voice call charge per minute.

92. Rates are set out in the table below:

Service	Charges (QAR)/ message	
	Peak	Off-peak
SMS to Ooredoo mobile	0.30	0.30
SMS to other mobile	0.30	0.30
SMS short code access (924xx, 925xx, 928xx, 929xx, 92730-92759)	0 - 100	
SMS to the number 151 for Mobile Number Portability	0	
International SMS	0.60	0.60
SMS to 'In flight' mobiles (via Access code 88299)	5.00	5.00

Table 12 Messages - Charges

4.7 Data Services

4.7.1 Mobile Data Scratch Card Vouchers "Data Recharge"

93. A service feature that allows Users to browse the Internet and WAP sites over their Mobile Device.

94. Conditions:

94.1 Customers are required to enter a digit code via SMS or USSD to add Mobile Data.

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

94.3 Customers will resume their Mobile Data Pack or pay standard Pay As You Go rates when the data allowance or validity is completed.

95. The charge rates for Mobile Internet service are set out below which include BlackBerry:

Denomination	QR 5	QR 10	QR 20	QR 30	QR 60	QR 80	QR 100	QR 150	QR 200
Allowance (GB)	0.5	1	2	4	10	12	20	25	35
Validity (days)	1 ¹⁹	3	7	14	28	28	28	28	42
Line Validity (days)	60	60	60	60	60	60	60	60	60

Table 13 Data Scratch Cards

4.7.2 Endless Internet Packs

96. The Endless Data Pack has a unique Data Safety Key feature (DSK, see below) where customers will not be charged for out of bundle charges when subscribing to these packs.

97. The following table includes the Endless Data Packs:

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 250MB	20	250

¹⁹ On the day of activation until midnight

Data Pack	Monthly Charge (QAR)	Bundle allowance (MB)
Data Pack 6GB	70	6,000
Data Pack 8GB	90	8,000
Data Pack 10GB	110	10,000
Data Pack 12GB	130	12,000
Data Pack 14GB	150	14,000
Data Pack 17GB	175	17,000
Data Pack 20GB	200	20,000
Data Pack 25GB	225	25,000
Data Pack 30GB	250	30,000
Data Pack 37GB	300	37,000
Data Pack 45GB	350	45,000
Data Pack 55GB	400	55,000
Data Pack Unlimited	500	Unlimited ²⁰

Table 14 Data Endless Packs

98. The DSK will be activated whenever a customer's data charges at standard local data rate of QAR 0.99/MB reach QAR 70. The DSK will automatically add the 6GB Endless Internet Pack at no additional charge. The 6GB will be valid until the end of a given bill cycle. If the 6GB is consumed before the end of the bill cycle, the data speed will be reduced to the level of up to 64Kbps. The Automatic activation for the DSK will occur:

98.1 When the New Shahry Pack allowance is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB) or,

98.2 When the Mobile Internet Pack is 100% consumed and there are no additional data packs activated by the customer and the customer has consumed QAR 70 of data at the standard local PAYG data rate (QAR 0.99/MB).

99. Conditions:

99.1 Subscribers to these packs will not have any more out of bundle charges when they consumed the data allowance within these packs.

99.2 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.

99.3 Subscribers can restore the speed by purchasing the speed boosters (ref. 4.7.2), top up with Data Scratch Card (ref. 4.7.1) or wait until the next bill cycle.

4.7.3 Zero Rated Apps

²⁰ Fair Usage Policy, for data: After reaching the usage of 400GB in a given bill cycle the maximum data transfer speed will be reduced on 3G network to 1Mbps and on 4G network to 2Mbps until the renewal date of data pack. After reaching the usage of 500GB the maximum speed will be reduced on 3G network to 256Kbps and on 4G network to 512Mbps until the renewal date of data pack.

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100. Customers will not incur any data charges while accessing the below listed “Zero Rated” applications. This data consumption will not be deducted from the allowance of the data packs subscribed by the customers and will not attract any out of bundle data charges.

101. Unlimited Zero-Rated services include:

101.1 Ooredoo TV App,

101.2 Etheraz App.

102. Limited Zero-Rated services include:

102.1 Ooredoo website: For data usage of up to 50MB per day, customers do not incur any data charges while accessing Ooredoo App and/or Ooredoo website. However, once the customer consumed more than 50MB per day for Ooredoo App and/or Ooredoo website, standard rated charges will be applied as per tariff subscribed by the customers.

102.2 Hayya App: For data usage of up to 100MB per day, customers do not incur any data charges while accessing Hayya App. However, once the customer consumed more than 100MB per day for Hayya App, standard rated charges will be applied as per tariff subscribed by the customers.

102.3 Short Code: All SMS are free of charge when receiving or replying to the short code 92688 locally.

4.8 International Calling

4.8.1 Standard Terms and Conditions

103. International calling allows calls to be placed from Qatar to any international destinations chosen by the subscriber.

104. The billing interval for international calls is 60 seconds.

105. The peak rate for international services applies from 7am to 7pm on all weekdays (Saturday to Thursday), and the off-peak rate for international services applies from 7pm to 7am on all weekdays and all day on Friday for Shahry Standard.

4.8.2 Charging

105.1 International rates reflect the combined standard international voice and video call rates plus the airtime calling rate during the applicable time frame.

105.2 International calling rates for Shahry Standard customers are set out below:

Country	Int'l rates/min (QR) – (peak/off-peak)
ASCENSION ISLAND	10.00/10.00
AFGHANISTAN	2.20/1.80
ALBANIA	2.00
ALGERIA	2.50
AMERICAN SAMOA	2.20/1.80

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Country	Int'l rates/min (QR) - (peak/off-peak)
ANDORRA	2.20/1.80
ANGOLA	2.20/1.80
ANGUILLA	3.99
ANTARCTICA	5.00
ANTIGUA AND BARBUDA	3.99
ARGENTINA	2.20/1.80
ARMENIA	2.20/1.80
ARUBA	2.20/1.80
AUSTRALIA	2.20/1.80
AUSTRIA	2.20/1.80
AZERBAIJAN	2.20/1.80
BAHAMAS	3.99
BAHRAIN	1.80/1.30
BANGLADESH	2.20/1.80
BARBADOS	3.99
BELARUS	1.50
BELGIUM	1.50
BELIZE	2.20/1.80
BENIN	1.5
BERMUDA	3.99
BHUTAN	2.20/1.80
BOLIVIA	2.20/1.80
BOSNIA AND HERZEGOVINA	2.00
BOTSWANA	2.20/1.80
BRAZIL	2.20/1.80
BRITISH VIRGIN ISLANDS	3.99
BRUNEI Darussalam	2.20/1.80
BULGARIA	1.50
BURKINA FASO	2.20/1.80
BURUNDI	2.20/1.80
CAMBODIA	2.20/1.80
CAMEROON	1.50
CANADA	2.20/1.80
CAPE VERDE	1.50
CAYMAN ISLANDS	3.99
CENTRAL AFRICAN REPUBLIC	4.00
CHAD	2.20/1.80
CHILE	2.20/1.80
CHINA	2.20/1.80
CHRISTMAS ISLAND	3.99
COCOS ISLANDS	3.99
COLOMBIA	2.20/1.80
COMOROS	2.50
CONGO	2.00
CONGO/Zaire	2.00
COOK ISLANDS	4.00
COSTA RICA	2.20/1.80

Country	Int'l rates/min (QR) - (peak/off-peak)
CROATIA	1.50
CUBA	2.99
CYPRUS	2.20/1.80
CZECH REPUBLIC	2.20/1.80
DENMARK	2.20/1.80
DIEGO GARCIA	5.99
DJIBOUTI	1.50
DOMINICA	3.99
DOMINICAN REPUBLIC	3.99
EAST TIMOR (Timor-Leste)	3.99
ECUADOR	2.20/1.80
EGYPT	2.20/1.80
EL SALVADOR	2.20/1.80
EQUATORIAL GUINEA	2.00
ERITREA	2.20/1.80
ESTONIA	1.50
ETHIOPIA	2.20/1.80
FALKLAND ISLANDS MALVINAS	9.00
FAROE ISLANDS	2.20/1.80
FIJI	1.00
FINLAND	1.50
FRANCE	2.20/1.80
FRENCH GUIANA	2.20/1.80
FRENCH POLYNESIA/Tahiti	1.50
GABON	2.20/1.80
GAMBIA	2.20/1.80
GEORGIA	1.50
GERMANY	2.20/1.80
GHANA	1.00
GIBRALTAR	2.20/1.80
GREECE	2.20/1.80
GREENLAND	2.20/1.80
GRENADA	3.99
GUADELOUPE	2.20/1.80
GUAM	3.99
GUATEMALA	2.20/1.80
GUINEA	2.20/1.80
GUINEA-BISSAU	3.00
GUYANA	2.20/1.80
HAITI	1.50
HONDURAS	2.20/1.80
HONG KONG	2.20/1.80
HUNGARY	2.20/1.80
ICELAND	2.20/1.80
INDIA	2.20/1.80
INDONESIA	2.20/1.80
IRAN	2.20/1.80

Country	Int'l rates/min (QR) - (peak/off-peak)
IRAQ	2.20/1.80
IRELAND	2.20/1.80
ISRAEL	2.20/1.80
ITALY	2.20/1.80
IVORY COAST	2.00
JAMAICA	3.99
JAPAN	2.20/1.80
JORDAN	2.20/1.80
KAZAKHSTAN	2.20/1.80
KENYA	2.20/1.80
KIRIBATI	10.00
KOREA NORTH	2.00
KOREA SOUTH	2.20/1.80
KUWAIT	1.80/1.30
KYRGYZSTAN	2.20/1.80
LAOS	2.20/1.80
LATVIA	2.20/1.80
LEBANON	2.20/1.80
LESOTHO	2.00
LIBERIA	2.00
LIBYA	1.50
LIECHTENSTEIN	2.20/1.80
LITHUANIA	1.50
LUXEMBOURG	2.20/1.80
MACAO, CHINA	2.20/1.80
MACEDONIA	1.50
MADAGASCAR	2.99
MALAWI	2.00
MALAYSIA	2.20/1.80
MALDIVES	2.50
MALI	1.50
MALTA	2.00
MARSHALL ISLANDS	3.99
MARTINIQUE (French Antilles)	2.20/1.80
MAURITANIA	2.20/1.80
MAURITIUS	2.20/1.80
MAYOTTE	2.20/1.80
MEXICO	2.00
MICRONESIA	2.20/1.80
MOLDOVA	1.50
MONACO	2.20/1.80
MONGOLIA	2.20/1.80
MONTENEGRO	1.50
MONTSERRAT	3.99
MOROCCO	2.20/1.80
MOZAMBIQUE	2.20/1.80
MYANMAR (Burma)	2.20/1.80

Country	Int'l rates/min (QR) - (peak/off-peak)
NAMIBIA	2.20/1.80
NAURU	2.99
NEPAL	2.20/1.80
NETHERLANDS	2.20/1.80
NETHERLANDS ANTILLES	2.20/1.80
NEW CALEDONIA	1.00
NEW ZEALAND	2.20/1.80
NICARAGUA	2.20/1.80
NIGER	1.50
NIGERIA	2.20/1.80
NIUE	3.99
NORFOLK ISLAND	3.99
NORTHERN MARIANA ISLANDS	3.99
NORWAY	2.20/1.80
OMAN	1.80/1.30
PAKISTAN	2.20/1.80
PALAU	2.00
PALESTINE	2.20/1.80
PANAMA	2.20/1.80
PAPUA NEW GUINEA	3.50
PARAGUAY	2.20/1.80
PERU	2.20/1.80
PHILIPPINES	2.20/1.80
POLAND	2.20/1.80
PORTUGAL	2.00
PUERTO RICO	3.99
REUNION	2.00
ROMANIA	2.20/1.80
RUSSIA	2.20/1.80
RWANDA	2.20/1.80
SAINT BARTHELEMY	3.99
SAINT HELENA	4.99
SAINT KITTS AND NEVIS	3.99
SAINT LUCIA	3.99
SAINT MARTIN	3.99
SAINT PIERRE AND MIQUELON	3.99
SAINT VINCENT AND THE GRENADINES	3.99
SAN MARINO	6.00
SAO TOME AND PRINCIPE	3.99
SAUDI ARABIA	1.80/1.30
SENEGAL	1.50
SERBIA	1.50
SEYCHELLES	2.50
SIERRA LEONE	2.20/1.80
SINGAPORE	2.20/1.80
SLOVAKIA	2.20/1.80
SLOVENIA	1.50

Country	Int'l rates/min (QR) - (peak/off-peak)
SOLOMON ISLANDS	4.00
SOMALIA	2.20/1.80
SOUTH AFRICA	2.20/1.80
SOUTH SUDAN	2.50
SPAIN	2.20/1.80
SRI LANKA	2.20/1.80
SUDAN	2.20/1.80
SURINAME	9.00
SWAZILAND	1.50
SWEDEN	1.50
SWITZERLAND	1.50
SYRIA	2.20/1.80
TAJKISTAN	2.20/1.80
TAIWAN, CHINA	2.20/1.80
TANZANIA	1.50
THAILAND	2.20/1.80
TOGO	1.50
TOKELAU	7.50
TONGA	3.50
TRINIDAD AND TOBAGO	3.99
TUNISIA	2.50
TURKEY	2.20/1.80
TURKMENISTAN	2.20/1.80
TURKS AND CAICOS ISLANDS	3.99
TUVALU	3.99
UGANDA	1.50
UKRAINE	1.50
UNITED ARAB EMIRATES	1.80/1.30
UNITED KINGDOM	1.50
UNITED STATES OF AMERICA	2.20/1.80
UNITED STATES VIRGIN ISLANDS	3.99
URUGUAY	2.20/1.80
UZBEKISTAN	2.20/1.80
VANUATU	3.50
VATICAN	2.20/1.80
VENEZUELA	2.20/1.80
VIETNAM	2.50
WALLIS AND FUTUNA	2.99
WESTERN SAMOA / SAMOA COUNTRY	3.99
YEMEN	2.20/1.80
ZAMBIA	2.00
ZIMBABWE	2.00

Table 15 International Calling

4.8.3 Optional International Packs

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

107. International Packs are valid for a period of 1 month.

108. **Conditions:**

108.1 Optional International Pack credit is not valid for calls or messages made while roaming or for premium-rated numbers.

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

109. **Charging:**

109.1 International pack service is charged at the rates set out below:

International Pack Price (QAR)	50	100	130	200	300	500	575
Included International call minutes	75	160	215	350	545	1000	1150
Included International SMS	N/A	N/A	25	50	100	N/A	200

Table 16 International Packs

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

109.3 Once a subscriber has consumed their usage allowance in any given month, all subsequent international service usage is charged at standard international service charges as set out in section 4.8.1). The monthly billing cycle for the International Packs is independent of any other monthly billing cycle which may apply in respect of the Subscriber.

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

4.9 International Roaming

4.9.1 Standard Terms and Conditions

110. 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.

111. Conditions:

111.1 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.

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- 111.2 Charges apply for all incoming and outgoing calls and messages at the roaming rate applicable for the country in which Roaming is provided.
- 111.3 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.
- 111.4 'Special case' charge rates are applied to calls made while roaming on services supported by satellite. This includes the Ooredoo In-Flight Service.
- 111.5 Calls made to destinations which are other than 'local' or 'Qatar' will be charged at QAR17 per minute unless specifically noted. Ooredoo may implement surcharges to specific international calling routes while roaming on specific operators or within specific countries.
- 111.6 Roaming Wireless Data usage will not be deducted from any allowance or bundle that a Subscriber may have active on their service. All Roaming data usage is charged at the applicable Roaming rate.
- 111.7 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	Saint Kitts, Saint Lucia, Saint Vincent and the Grenadines, Suriname, Trinidad & Tobago, Turks and Caicos, Puerto Rico, Montserrat, Netherlands, Antilles, Nicaragua, Mexico, Guyana, Haiti, Honduras, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bolivia, British Virgin Islands, Colombia, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Grenada, Argentina, Brazil, Canada, Chile, Cuba, El Salvador, Guatemala, Jamaica, Panama, Paraguay, Peru, Uruguay, USA, Venezuela
Europe	San Marino, Moldova, Monaco, Montenegro, Isle of Man, Kosova, Guernsey, Albania, 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	Fiji, French Polynesia, Laos, Papua New Guinea, Samoa, Tonga, 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	Lesotho, Madagascar, Malawi, Mali, Namibia, Niger, Republic of Congo, Rwanda, Sao Tome and Principe, Somalia, Swaziland, Togo, Zambia, Zimbabwe, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comores, Guinea Bissau, Ivory Coast, Anguilla, 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 17 List of Roaming Countries

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112. Charging:

112.1 All Roaming calls are charged each 60 seconds.

112.2 All Roaming SMS messages are charged for each message or message part sent.

113. Where Outbound roaming is available, the following rates apply:

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
GCC ²¹	0.85	0.80	1	1	1	0.20	1.00	No charge

Table 18 Roaming – GCC Countries

Zone	Roaming Local Voice (QAR/min.)	Roaming Terminated Voice (QAR/min.)	Roaming Voice Calls to Qatar (QAR/min.)	Roaming Voice Calls to GCC Zone (QAR/min.)	Roaming Voice International & All Other Calls (QAR/min.)	SMS (QAR/SMS)	Wireless Data (QAR/MB)	Roaming Voice Calls to Ooredoo Customer service (+974 44380000) QR/Min
MENA, Americas, Europe, Asia & Oceania, Africa & Rest of World	5	3	17	17	17	2	55	No Charge
Satellite, Thurawal & 'Special Cases'	30	30	30	30	30	2	75	30
Lebanon (effective from 3 rd September 2019)	5	5	5	5	5	5	5	No Charge
On Air (effective from 16 th October 2019)	15	15	15	15	15	15	15	No Charge
Monaco (effective from 31 st October 2019)	5	5	5	5	5	5	5	No Charge

Table 19 Roaming – Other Countries

114. These rates apply when:

114.1 No Ooredoo Passport partners are available in the roaming country; or

²¹ The roaming prices in the table are in effect from 1st of April 2018.

- 114.2 The subscriber roams to the country without first obtaining an Ooredoo Passport (see Section 4.10); or
- 114.3 The Ooredoo Passport bundled minutes or data (see Section 4.10) have been fully consumed when roaming.
115. Surcharges are applied to specific call types to specific countries or operators that modify the international roaming rates to the 'all inclusive' charge rates that are listed in the table below:

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

Table 20 Roaming – Surcharges

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

4.10 Ooredoo Passport

117. This optional subscription will allow the subscribers to have data and voice calls minutes (Inbound and outbound) while roaming. A weekly and monthly Ooredoo Passport are available for the subscribers.
118. Conditions:
- 118.1 Customers need to send "OP" for weekly or "OPM" for monthly to 114 to subscribe to this optional feature. To check the balance customers can send a SMS to 114 with a keyword "BAL OP" for weekly and "BAL OPM" for monthly. To Stop the OPM, customers can send a SMS to 114 with a keyword "STOP OP" for weekly and "STOP OPM" for monthly.
- 118.2 Subscriber will have the allowance for 7 days for the weekly Ooredoo Passport (OP) or 30 days for monthly Ooredoo Passport (OPM) from the date of subscription.
- 118.3 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.
- 118.4 Subscribers can re-subscribe to this optional service after the weekly (7 days) is complete. The monthly Ooredoo Passport is an auto-renewal subscription.
- 118.5 Roaming Customers will receive detailed SMS in the specific country with the preferred roaming network partners. (Please check 4.10 list of the passport countries and operators).
- 118.6 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).
- 118.7 Subscribers on the weekly Ooredoo Passport will get additional 1GB of data allowance if they are roaming in GCC countries. Subscribers on the monthly Ooredoo Passport will get additional

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4GB of data allowance if they are roaming in GCC countries. These additional data can only be consumed in GCC countries.

118.8 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. Customers can use a keyword “OPMX (X = 1 to 3)

119. Charging:

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

119.2 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.

119.3 When 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.

120. List of the passport countries and operators is available at www.ooredoo.qa

4.11 Roam Like Home Key

121. The Roam Like Home Key (“**RLHK**”) and Roam Like Home Monthly Key (“**RLHMK**”) enables customers to use their Local Units (voice calls, SMS), Local Data allowances, Add-ons, WhatsApp allowance and the related out of bundle services (all together “**Home Allowance**”) while roaming.

122. The RLHK is accessible to customers subscribed to:

122.1 Shahry+,

122.2 Qatarna+,

122.3 Al Nokhba,

122.4 QNB First.

123. The service applies to roaming from the following countries:

GCC Countries	European Countries	Others
Kingdom of Saudi Arabia, Kuwait, Oman, United Arab Emirates, Bahrain	France, Germany, Italy, Spain, Switzerland, Turkey, United Kingdom Greece, Netherlands, Norway,	United States of America, Egypt, Australia, Austria, Bangladesh, Jordan, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand, Tunisia

Table 21 Roam Like Home – List of countries

124. Pricing and validity:

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- 124.1 The price for the Roam Like Home Key is 150 QAR. The price for the Roam Like Home Monthly Key is 500 QAR.
- 124.2 The Benefit Validity for RLHK is seven (7) Days and the Benefit Validity for RLHMK is thirty (30) Days. Both keys grants the following:
 - (a) Incoming minutes will be free of charge
 - (b) Outgoing minutes will be available to be consumed from local bundles for:
 - (i) Calls back to Qatar,
 - (ii) Calls within roaming country,
 - (iii) Calls from Roaming country to another country.
- 125. Customer can activate the RLHK or RLHMK via:
 - 125.1 SMS by sending Keyword "RH" for RLHK and "RHM" for RLHMK to 114,
 - 125.2 Ooredoo App.
- 126. Home Allowances are as per:
 - 126.1 Tariff C10-01, for Shahry and Qatarna customers; "Endless" data allowances included in the tariff plans at slower/throttled speed are not available in roaming,
 - 126.2 Tariff C10-01 for Al Nokhba customers,
 - 126.3 Promotion launched on 12 January 2016 for QNB First customers.
- 127. The usage consumption priority while in roaming is:
 - 127.1 Available Home allowances,
 - 127.2 Roaming allowances as per Ooredoo Passport/ other pack allowances,
 - 127.3 Out of bundle Local Rate.
- 128. Roam Like Home Key is dedicated for personal use. Ooredoo has the right to stop the service if abusive behavior, commercial use, or services reselling to third party is observed.
- 129. The benefit of this service will be terminated if plan is changed, or line is deactivated.

4.12 Additional Services

4.12.1 Device & Smartphone Data Plan

- 130. This is an optional feature that allows customers to get up to 36 GB of free data upon purchase of a selected Smartphone or Mobile Broadband Devices.
- 131. Conditions:
 - 131.1 Customers can get benefit of FREE data of up to 36GB.

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- 131.2 This optional feature is limited to selected devices and is a subject to the availability of these devices.
- 131.3 Data will be first consumed from the FREE data allowance. Once the FREE data allowance is used up or its validity period is expired, customers will start consuming their data allowance within the Shahry Smart Pack or Mobile Internet Packs.
- 131.4 Customers will be notified via SMS when the FREE data is used up or the validity period has expired.

4.12.2 Apple Watch Wireless Plan

- 132. Supported Apple Watch models (cellular) can be paired with a mobile number and a mobile tariff plan (New Shahry and Qatarna Plans). Customers who activate and pair Apple Watch with their mobile device and Ooredoo tariff plan can make and receive local calls, send and receive local SMS, make and receive international calls and use local data directly using Apple watch without the need of paired mobile device proximity.
- 133. Supported Apple Watch models and pairing instructions can be found on www.ooredoo.qa
- 134. Charges:
 - 134.1 One Time activations fee: QAR 50
 - 134.2 Recurring monthly rental fee: QAR 30
- 135. All mobile service usage made on Apple Watch after pairing it with the user’s tariff plan will be charged and deducted according to the rates of the Ooredoo mobile tariff plan to which user subscribes to.

4.12.3 Various

Service	Set-Up Fee (QAR)	Monthly Fee (QAR)	Usage Fee (QAR)
Mobile Email	50	50	No charge
GSM Data/Fax	50	15	Per applicable calling rate in section 4.1.2.2
Mobinet (3 month minimum)	No charge	20	QAR 0.01/Kbit (First 2MB free usage per month)

Table 22 Additional Services

4.12.4 Itemized Billing for International, Mobile and Value-Added Services

- 136. A monthly billing statement will itemize subscriber charges separately namely, for calls made to a mobile phone, value added services, and/or to international calls.
- 137. The Subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.

4.12.5 Easy-to-Remember Numbers

4.12.5.1 General Terms and Conditions

138. The charge paid for an ETR number entitles the subscriber to use that number. However, according to art. 35 of the Telecommunications Law No. 34 (2006) and art. 64 of the Telecommunications By-Law No. (1) of 2009, all mobile numbers belong to the State of Qatar and the Communications Regulatory Authority (CRA) may withdraw, suspend or change numbers at any time. If this happens, we will give the subscriber at least 30 days' notice.

4.12.5.2 Types and Charges

139. Easy to remember numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

140. The table below provides examples of the types of number patterns that are classified in each category.

141. Due to the large number of number of permutations available, an exhaustive list is not shown.

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	AXXXXXXXX	XXXXXXAX	XXXXXXAXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXYXXXXY	XXYYXXXX
Platinum Plus	XYYYYYXX	XYXXYYYY	XYXXXXXY	XXXXYYXX	XXYYYYXX	XYYYXXXX
Platinum	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY	XXXXYXXY
Gold Plus	XXXXAYYY	XXXAYYYY	XXYYZZZ	XXXXYYA	XXXXYYA	XXXXAYY
Gold	AXXXXBXX	AXXXXYXY	AXXXXYXX	AXXYYXX	XXXXABC	XXXXABX
Silver Plus	ABXXYYY	XYYYYYXA	XYZZZZY	ABXXYYY	XXXABYY	XXYYAX
Silver	ABXXXY	ABYYXX	AXBCXXX	ABXYXX	AXXBYY	AXXBYY
Bronze	ABXXXCD	ABXXXY	ABXXYY	ABXXYY	ABYXXY	ABYXXY
Pearl	AXXBCXX	AXXBYXX	AXYXZZZ	AXYXZZZ	XXYZZZ	XXYZZZ
Mercury	XABXXYY	XAXYZZZ	XAYXZZZ	XXABCYY	XXABYY	XXYBYXX
Cooper	XAYXZZZ	XXYXXAY	XXYXXYA	XXYXXZZ	XXYXXZZ	XYXZYXZ
8 digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

Table 23 ETR - Examples

142. 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.

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

Number Classification	Applicable one-time charge (QAR)
Royal	1,000,000
Diamond plus (with "0"s)	500,000

Number Classification	Applicable one-time charge (QAR)
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 24 ETR – Charges

5 Disabilities and Retirees

144. Customers who are registered and hold a valid Special Needs or Retirement Card (ID) from the Qatar Society for the Rehabilitation of Special Needs (QSRSN) or National Retirement Authority (Eligible Customer) can get a benefit of having a discount of 50% off the following services: all QATARNA+ plans.
145. This discount is limited up to one (1) GSM line and one (1) Fixed line only per ID.

6 Ooredoo Anniversary

6.1 Description

146. In the month of the anniversary of their account activation with Ooredoo, our customers will be able to claim either additional Nojoom points or extra local data allowance. Specifically:

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- 146.1 Customers subscribed to unlimited plans for local data will be able to claim up to 500²² Nojoom points per each year of tenure of their account with Ooredoo (e.g. if the customer's account was opened in January 2023, in January 2025, the customer will be able to redeem (up to 500 Nojoom points) x (2 years) = up to 1,000 Nojoom points),
- 146.2 Customers subscribed to limited plans for local data will be able to redeem 1 GB of local data per each year of tenure of their account with Ooredoo (e.g. if the customer's account was opened in January 2023, in January 2025, the customer will be able to redeem (1 GB local data) x (2 years) = 2 GB local data).

6.2 Terms and conditions

147. Both Nojoom points and local data can only be claimed through Ooredoo App.
148. The Nojoom points claimed will be credited within 3 days and will be valid for 3 months.
149. The claimed local data will be valid for 1 month.

7 Ooredoo Fun

150. Ooredoo Fun gives our postpaid mobile customers the possibility to win prizes with every bill payment or login to the Ooredoo App.
151. To participate in Ooredoo Fun, our customers must first download the Ooredoo App.
152. After performing a transaction such as bill payment or login to the Ooredoo App, customers will receive a game in the Goodies Section. If the customers win the game, they will be rewarded with Urban Point vouchers.
153. The games will expire after three (3) days if not played.
154. The customers can also buy games using their Nojoom points.

8 Mobile Number Portability

8.1 Porting of mobile number away from Ooredoo

155. 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.
156. 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

²² The number of Nojoom points will depend on the customers' average ARPU

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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.

157. 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:

157.1 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,

157.2 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

157.3 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.

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

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

158.2 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.

8.2 Porting of mobile numbers to Ooredoo

159. 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.

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

160.1 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,

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- 160.2 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
- 160.3 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.
161. 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.

9 Service Provider obligations

162. Commencement of Service: The Post-Paid Mobile Service shall commence from the date of service connection activation by Ooredoo.
163. Service Availability and Limits:
- 163.1 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.
- 163.2 Calls may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory, license and other obligations.

10 Subscriber obligations

164. **Equipment:**
- 164.1 The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their Mobile Device or the use of the Post-Paid Mobile Service.
165. 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

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

166. SIM Card: The Subscriber must promptly notify Ooredoo if the SIM Card is damaged.

- END OF TARIFF -

Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
01	1 December 2011	Permanent Tariff Change, Roaming Voice Calls to Ooredoo Call Centre Free of Charge.
02	1 March 2012	Permanent Tariff Change, International Key
03	20 May 2012	Permanent Tariff Change, BlackBerry Key
04	1 October 2012	Ooredoo Passport Permanent
05	14 November 2012	Permanent Tariff Change, Shahry Value Plans price reductions
06	8 January 2013	New Mobile Data Plans Permanent Change
07	31 January 2013	Permanent Tariff Change, Mobile Number Portability
08	25 February 2013	Permanent Tariff Change, Shahry Value Plans Upgrade
09	1 October 2013	Permanent Tariff Change, 4G Key
10	1 November 2013	Permanent Tariff Change, International Calling
11	13 February 2014	Permanent Tariff change, Shahry Smart Packs
12	7 April 2014	Permanent Tariff change, Passport
13	16 April 2014	Permanent Tariff Change, Data Scratch Card
14	1 May 2014	Permanent Tariff Change, Smartphone Plan
15	1 May 2014	Permanent Tariff Change, Ooredoo Passport
16	16 June 2014	Permanent Tariff Change, Shahry Saver Key
17	17 July 2014	Permanent Tariff Change, Data Services
18	22 September 2014	Permanent Tariff Change, Fair Usage Policy
19	1 November 2014	Permanent Tariff Change, Ooredoo Passport
20	22 November 2014	Permanent Tariff Change, Service Features
21	28 January 2015	Permanent Tariff Change, BlackBerry Global
22	13 July 2015	Permanent Tariff Change, Shahry Smart Packs
23	23 August 2015	Permanent Tariff Change, Smartphone Tariff
24	27 August 2015	Permanent Tariff Change, Smartphone Shahry Combo
25	17 September 2015	Permanent Tariff Change, Shahry Discount Offer
26	25 December 2015	Permanent Tariff Change, Shahry Saver Key
27	12 February 2016	Permanent Tariff Change, Shahry Refresh, increased data
28	28 February 2016	Permanent Tariff Change, Unlimited data first month
29	15 March 2016	Permanent Tariff Change, IDD rate increase, India pack permanent.
30	27 March 2016	Permanent Tariff Change, PAYG rate changed to QAR 0.99
31	1 April 2016	Permanent Tariff Change, Intra GCC roaming rates.
32	1 May 2016	Permanent Tariff Change, student discount changed to young person, under 26 years of age.
33	29 May 2016	Ascension Island rate increased to QAR 10.
34	13 June 2016	Permanent Tariff Change, revisions of credits
35	17 June 2016	Permanent Tariff Change, Smart Packs
36	5 July 2016	Permanent Tariff Change, Ooredoo Passport

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Tariff Version Number	Effective Date	Tariff Modifications
37	18 July 2016	Permanent Tariff Change, revision of credits
38	28 July 2016	Permanent Tariff Change, Mobile Internet Data
39	2 August 2016	Permanent Tariff Change, Data Services
40	5 August 2016	Permanent Tariff Change, roaming rate change
41	29 August 2016	Permanent Tariff Change, short codes
42	8 September 2016	Permanent Tariff Change, Voicemail
43	18 November 2016	Permanent Tariff Change, Unlimited Data Pack
44	30 November 2016	Unlimited Data Pack changes removed. Permanent Tariff Change, Mobile Money international transfer bonus data.
45	19 December 2016	Fair Usage Policy for Unlimited data corrected.
46	29 December 2016	Permanent Tariff Change, Shahry Smart Pack and Young Discount.
47	5 January 2017	Permanent Tariff Change, Fair Usage Policy updated.
48	6 February 2017	Permanent Tariff Change, Fair Usage Policy increase.
49	16 March 2017	Permanent Tariff Change, Endless Internet Pack
50	1 April 2017	Permanent Tariff Change, GCC Roaming rate change.
51	15 April 2017	Permanent Tariff Change, Shahry Smart Pack and Roaming
52	16 May 2017	Permanent Tariff Change, Standard PAYG changes
53	17 July 2017	Permanent Tariff Change, Standard Validity of Selected Data Recharges
54	18 July 2017	Permanent Tariff Change, Shahry 450 data allowance and Shahry QATARNA.
55	3 August 2017	Permanent Tariff Change, Shahry International Calling Rate Change.
56	17 August 2017	Permanent Tariff Change, Shahry QATARNA Packs.
57	21 September 2017	Permanent Tariff Change,
58	21 November 2017	Permanent Tariff Change, Data Recharge.
59	22 November 2017	Permanent Tariff Change, India Pack
60	18 February 2018	Permanent Tariff Change, Roaming Rates for OP change
61	21 February 2018	Permanent Tariff Change, OPM and DSK
62	8 March 2018	Permanent Tariff Change, young discount and first month removal
63	20 March 2018	Permanent Tariff Change, Calls to Tunisia
64	1 April 2018	Permanent Tariff Change, GCC Roaming rate change.
65	5 April 2018	Permanent Tariff Change, Shahry Super Packs and Mobile Data Adjustments
66	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
67	24 May 2018	Disabilities and retirees
68	11 July 2018	Permanent Tariff Change, International and Roaming Key and rates
69	9 September 2018	Permanent Tariff Change, Qatarna Packs
70	18 October 2018	Permanent Tariff Change, Qatarna Packs, Roaming Data allowance increase
71	4 December 2018	Adding MyKi Devices Packs
72	27 December 2018	Permanent Tariff Change, SIM Replacement Fee Change

Tariff Version Number	Effective Date	Tariff Modifications
73	24 January 2019	Permanent Tariff Change, Qatar Petroleum Offer
74	7 February 2019	Permanent Tariff Change, Qatar Petroleum Offer
75	26 March 2019	Permanent Tariff Change, Apple Watch
76	7 August 2019	Permanent Tariff Change, Lebanon exception rate
77	16 October 2019	Permanent Tariff Change, On Air Rate
78	1 November 2019	Monaco as Ooredoo Passport partner (4.6.3)
79	10 December 2019	Shahry 5G and QATARNA 5G Packs (4.14)
80	18 February 2020	Speed Boosters FUP update (4.3.1.1.)
81	9 September 2020	Netflix as Permanent Product (4.15)
82	12 September 2020	India and Syria price revisions
83	6 October 2020	OSN Streaming App (4.14.)
84	23 November 2020	eShop Permanent Offer (4.14.4.)
85	31 December 2020	Shahid VIP (4.14.2)
86	1 February 2021	Postpaid Price Revisions (4.1, 4.2, 4.3, 4.12, 4.14)
87	11 March 2021	OSN extension to lower tier (4.14.2)
88	21 July 2021	Price and Product adjustment (4.4.3) and (4.14)
89	23 September 2021	eShop Offer (4.14.4)
90	28 October 2021	Migration to Prepaid (4.15)
91	26 November 2021	Mobile Gaming Add-ons (4.16)
92	1 February 2022	Postpaid Price Adjustments (4.2.3, 4.2.5, 4.3, 4.12, 4.14.2, 4.14.4)
93	23 March 2022	Netflix Offer (4.18)
94	14 April 2022	Ooredoo Passport Monthly update (4.10)
95	9 June 2022	Netflix Offer (4.18)
96	22 August 2022	Mobile Gaming Add-on (4.3)
97	31 August 2022	Netflix Offer Removal (4.4)
98	6 September 2022	Removal of eShop Offer (4.1.5)
99	5 October 2022	Easy to Remember Numbers (4.9.6) and small typos corrected
100	9 October 2022	Roaming Like Home Key (4.9)
101	13 October 2022	Zero Rated Apps (4.5.3)
102	22 December 2022	Ooredoo Employee Platinum Offer (4.2)
103	3 January 2023	ETR Discounts and Offer updates (4.1.4 and 4.11.6.3)
104	9 January 2023	Worry Free Key (4.1.5)
105	22 January 2023	Class License for the Resale of Retail Telecommunications Services (8)
106	9 February 2023	Worry Free Key update (4.1.5)
107	20 March 2023	New Plans Shahry+ and Qatarna+ (4.1) Related changes in 4.2 and other sections
108	4 April 2023	Zero Rated Short Code (4.6.3)
109	6 April 2023	Multimedia Messaging removal (4.5), (4.8.1), (6.1) and (6.2)
110	8 May 2023	Extra Benefits update (4.1.1.3)

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Tariff Version Number	Effective Date	Tariff Modifications
111	16 May 2023	Gaming Add-on Removal (4.4)
112	8 June 2023	Roam Like Home Monthly Key (4.9)
113	26 June 2023	Mobile Data Scratch Card Revamp (4.5.1)
114	7 September 2023	Ooredoo Passport Weekly and Monthly update (4.8)
115	10 September 2023	B2B2C Platinum Offer update (4.2)
116	15 September 2023	Postpaid to Prepaid Migration charge update (4.3)
117	21 September 2023	Postpaid Portfolio and Bangladesh add-on allowance update (4.1.1.1, 4.1.1.2, 4.1.1.3, 4.1.1.4 and 4.2)
118	10 October 2023	Ooredoo Passport Weekly and Monthly update (4.8)
119	9 November 2023	Baytna Plan (4.3)
120	3 December 2023	Removing Nepal International calling (4.1.1.1, 4.1.1.2, 4.1.1.3 and 4.1.1.4)
121	18 January 2024	Ooredoo Employee Offers (4.2 and 4.3)
122	28 March 2024	SMS to 151 for Mobile Number Portability free of charge (4.6)
123	15 May 2024	Ooredoo Anniversary (6)
124	19 May 2024	Changes to Shahry+ Active (4.1.1.2)
125	11 June 2024	Changes to Employee Platinum Offer (4.2) and Employee Exclusive Offer (4.3). Introduction of Sapphire Employee Offer (4.4)
126	24 June 2024	Changes to Employee Platinum Offer (4.2), to Employee Exclusive Offer (4.3), and to the introduction date of the Sapphire Employee Offer (4.4)
127	25 June 2024	Introduction of Ooredoo Fun (7)
128	1 July 2024	Changes to Employee Platinum Offer (4.2) and to Employee Exclusive Offer (4.3)
129	7 August 2024	Introduction of tariff plans for QNB First customers (4.6)
130	20 August 2024	Introduction of Apple Music as an additional in bundle non-telco benefit and as a paid add on (4.1.1.3, 4.5, and 4.6). Removal of MyKi Devices Packs (4.14.2)
131	11 September 2024	Changes to Shahry+ plans and extra benefits (4.1) Deletion of the sections related to Platinum and Exclusive employee offers which are not available anymore for subscription. Changes to Sapphire Employee Offer (4.2)