

## General Tariff Information

|   |                          |
|---|--------------------------|
| <b>Service Provider Name</b>              | Ooredoo Q.P.S.C.         |
| <b>Tariff Number</b>                      | C05-01                   |
| <b>Marketing Name of the Retail Offer</b> | Fixed Broadband services |
| <b>Tariff Type</b>                        | Standard Permanent       |
| <b>Duration</b>                           | N / A                    |
| <b>Customer Group</b>                     | Consumer                 |
| <b>Tariff Effective Date</b>              | 28 November 2019         |
| <b>Tariff Version Number</b>              | 005                      |

## 1. Definitions

- 1.1. ADSL – Asymmetric Digital Subscriber Line. A data communications technology that enables fast data transmission over copper telephone lines.
- 1.2. Bit – the lowest unit of data usage.
- 1.3. Broadband–High-speed Internet access through fixed and wireless networks.
- 1.4. Connection Charges – the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.5. CPE – Customer premises equipment. Typically refers to a broadband modem or Wi-Fi router.
- 1.6. Domain-Name – is an Internet address, i.e. “ooredoo.qa”
- 1.7. Email Account– The username and password details required in order to access an Email Box.
- 1.8. Email Address Domain-based address by which a user is referred to. I.e. “user@domain.name”
- 1.9. Email Box – Is an allocated space on Ooredoo servers associated with an email account where the user can send and receive emails
- 1.10. Monthly Rental Fee - the monthly subscription fee identified in the applicable tariff and payable every months in advance
- 1.11. IP: Internet Protocol, a network layer (OSI layer 3) protocol.
- 1.12. Mozaic – is an IP based television, which is included in the triple play package.
- 1.13. Ooredoo: Ooredoo Q.S.C (formerly (QTel) Q.S.C.)
- 1.14. Router – An intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
- 1.15. Service – Internet (including Broadband and WiFi), offerings, any combination thereof and/or any of these Internet offerings individually.
- 1.16. Web Hosting: is a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
- 1.17. WiFi – Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

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

- 2.1.** This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to CRA approval, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.3.** 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 as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.4.** This tariff contains rates and charges applicable to the provision of consumer broadband services.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for Consumer Services where referenced.

### 3. Service Description

- 3.1.** Broadband is fast access to the Internet for surfing the Web, downloading and uploading data - such as movies, music, videos, pictures and other files. Fixed broadband service may be delivered to the subscriber via a variety of technologies including ADSL.
- 3.2.** Subscriber have an option to subscribe to the following packages:
- 3.2.1.** Double Play: Landline and Internet.
- 3.2.2.** Triple Play: Landline, Internet, and IP television (Mozaic).
- 3.3.** Each broadband service variant includes provision of a Wi-Fi Router which enables the subscriber to connect a number of consumer electronic devices to the broadband service simultaneously.
- 3.4.** Commencement of Service: The subscriber will be provided with the necessary CPE and service installation required in order to use the service. The service will be provided within 30 consecutive days from order, subject to technical feasibility.

### 4. Features

#### 4.1. Included Services:

|             | 1Mbps   | 2Mbps  | 4 Mbps  | 8Mbps   |
|-------------|---|--|---|---|
| Domain Name | Free with the following address: <a href="http://www.[Domain Name].qa">www.[Domain Name].qa</a> |  |   |   |
| Web Hosting | 15 MB   | 25 MB  | 50 MB   | 100 MB  |
| Email box   | 3 email addresses with 250 MB mailbox space per email account or box                            | 3 email addresses with 500 MB mailbox space per email account or box | 3 email addresses with 1GB mailbox space per email account or box | 3 email addresses with 2GB mailbox space per email account or box |

### 5. Charge rates

#### 5.1. Service rates

| Speed  | Connection fee – one-time charge at inception (QAR) | Double Play<br>Unlimited Internet and Landline Package | Triple Play<br>Unlimited Internet, Landline and IP Television Package |                                     |
|--------|---|--|---|-------------------------------------|
|        |   | Monthly recurring charge rate (QAR)                    | Set Top Box (QAR)   | Monthly recurring charge rate (QAR) |
| 1 Mbps | 199   | 250  | Free of charge  | 250                                 |
| 2 Mbps | 199   | 350  | Free of charge  | 350                                 |
| 4 Mbps | 199   | 433  | Free of charge  | Not available                       |
| 8 Mbps | 199   | 633  | Free of charge  | Nor available                       |

- 5.1.1.** Customers subscribing to the broadband service will receive the broadband CPE free of charge.
- 5.1.2.** Customers will be charged on a monthly base. A three month minimum service period applies.
- 5.1.3.** Customers can get additional Set-Top Box for IP Television free of charge (subject to technical feasibility).
- 5.1.4.** If the customer is subscribed to 1 Mbps and 2 Mbps double play packs, the upload and download speed ratio is 1:2. If the customer is subscribed to 1 Mbps or 2 Mbps Triple play packs, the upload

and download speed ratio is 1:4. Example: Customer subscribed to 1 Mbps double play will get download speed up to 1 Mbps and upload speed up to 0.5 Mbps. Customer subscribed to 1 Mbps Triple play pack will get download speed up to 1 Mbps and upload speed up to 0.25 Mbps.

## 5.2. Service modifications rates:

**5.2.1.** Upgrade speed: no charge

**5.2.2.** Reduce speed level: no charge

**5.2.3.** There is no administration charge applicable for upgrading or downgrading basic Mozaic packages.

## 5.3. Shift of service:

Shift of broadband service from one property address to another is charged at QAR 100 to the same account holder. There is an additional fee of QR 199 to move the triple play service (Total charge of QR 299). This price does not include any shift of the related consumer landline service.

## 5.4. Additional features and services:

| Service                                | Set-up fee (one-time charge at inception) (QAR) | Monthly recurring charge rate (QAR)  |
|--|---|--------------------------------------|
| Additional Web Hosting space (per 2MB) | 50  | 15                                   |
| Additional email box                   | 50  | 10                                   |
| Additional email box storage           | No charge                                       | 2 per MB (in minimum 5MB increments) |
| Additional email address               | 30  | 30                                   |
| Domain name                            | 50  | 20                                   |

## 5.5. Copper to Fiber Migration

**5.5.1.** Customer currently subscribed to Ooredoo copper fixed line services will qualify for the below offer when migrated to Ooredoo fiber broadband services.

| Copper Plan | Copper Price (QAR) | Fiber Plan | Fiber Price (QAR) | Migration Offer   |
|-------------|--------------------|------------|-------------------|---|
| 1 Mbps      | 250                | 50 Mbps    | 300               | QAR 250 retail monthly rental for first six (6) months after migration. Thereafter the price will increase to QAR 300 |
| 2 Mbps      | 350                | 50 Mbps    | 300               | Pay QAR 50 lower price get higher bandwidth.  |
| 4 Mbps      | 433                | 150 Mbps   | 400               | Pay QAR 33 lower price get higher bandwidth.  |
| 8 Mbps      | 633                | 500 Mbps   | 550               | Pay QAR 83 lower price get higher bandwidth.  |

**5.5.2.** All additional details about the consumer fiber plans can be found in C05-02 Consumer Fiber Broadband Tariff document which is available at <https://www.ooredoo.qa/portal/OoredooQatar/regulatory>

**6. Service Provider obligations**

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

**7. Customer obligations**

- 7.1.** Minimum service period: The minimum service period for the broadband service is three (3) months commencing from the date of activation of service.
- 7.2.** The subscriber must subscribe to the Ooredoo consumer landline service in order to be able to subscribe for the fixed broadband service.
- 7.3.** Customers may terminate the service before the end of the relevant minimum service period but the customer will be liable for any charges waived at inception of the service if cancelling within the 3 month minimum service period. In this case the customer will be charged QAR for a wifi router and QAR 300 for a Set-Top Box for IP Television.
- 7.4.** Customers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
- 7.5.** Equipment: In addition to the CPE equipment provided by Ooredoo, the customer 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) refers.
- 7.6.** The customer shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 7.7.** Ooredoo may require the customer to submit information reasonably related to the service or their connected data devices.
- 7.8.** The subscriber undertakes to use the service personally and for their private interest, and shall not transfer the service or assign it to a third party without obtaining Ooredoo's prior written consent.
- 7.9.** Personal Identification Number (PIN): Ooredoo will also provide with two personal identification numbers (PINs) related to the subscriber's account: a system PIN and a Purchase PIN. The subscriber will need these PINs in order to access the subscriber's account and make any changes. The subscriber should keep both PINs in a secure place order to protect the subscriber's account and privacy.
- 7.10.** PIN Confidentiality: The Subscriber shall be fully responsible for the PINs (both settings and purchase) and shall keep them confidential. The Subscriber alone shall bear the costs arising from the use or misuse of such PINS or the losses arising from such misuse, whether resulting from negligence or intentional disclosure. In order to maintain PIN confidentiality, the Subscriber should change his PIN from time to time.

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

**Tariff Version Control**

| Tariff Version Number | Approval Date  | Effective Date   | Tariff Modifications   |
|-----------------------|----------------|------------------|--|
| 001                   |                | 01/04/2010       | <i>New revamped tariff submission and revision of installation fees waived</i> |
| 002                   |                | 1/04/2010        | <i>Mozaic Addition</i>   |
| 003                   |                | 14/6/2016        | <i>Permanent Tariff Change, Pack Prices</i>                                    |
| 004                   |                | 15/7/2016        | <i>Permanent Tariff Change, Pack Prices</i>                                    |
| 005                   | 6 October 2019 | 28 November 2019 | <i>Permanent Tariff Change, Copper to Fiber Migration</i>                      |