

Ooredoo Service Tariff No. B08-01

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B08-01
Marketing Name of the Offer	Bulk SMS services
Tariff Type	Standard Permanent
Duration	N / A
Customer Group	Business
Tariff Effective Date	29 June 2022
Tariff Version Number	010

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1 Definitions

1. OLO - means Other Licensed Operator.
2. Ooredoo - means Ooredoo Q.P.S.C
3. Ooredoo General Terms and Conditions - Available at www.ooredoo.qa
4. Subscriber - means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Services.
5. Tariff - means the current tariff document.
6. User - means the natural person who uses the relevant Service.

2 Tariff Terms and Conditions

7. This Tariff is for a permanent standard service.
8. This Tariff contains rates and charges applicable to the provision of the Corporate Bulk Short Message (SMS) Service.
9. These terms and conditions are in addition to the terms and conditions specified in other tariffs, and Master Services Agreement for Business Services where referenced.
10. From time to time Ooredoo may publish promotions and readjustments by various means. Such promotions and readjustments will automatically modify this Tariff.
11. 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

12. This service enables the Subscriber to send simultaneously multiple SMS messages to mobile subscribers in Qatar through the internet.
13. The Subscriber will be assigned a User Name, Password, and Client Gateway Connection to use the Service.

4 Service Features and Charge Rates

4.1 Business SMS Standard Plan

14. It is a plan that provides the flexibility to pay as much as you use the service every month.

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15. Activation Fee (one-off) is QAR 1,500.
16. Basic Monthly Rental Fee is QAR 300.
17. Usage charges are in the table below:

Usage Charges Standard Business SMS	Local (QAR/SMS sent) On-net & off-net	International (QAR/SMS sent)
1 to 200,000 messages	0.12	0.24
200,001 to 4,000,000	0.10	0.22
4,000,000 & above	0.08	0.20

Table 1 – Usage Charges for the Standard Plan

18. Default traffic limit for all new account will be set at QAR 250,000 per month. Customer can request to revise the traffic limit by contacting the Account Manager and subject to approval.

4.2 Business SMS Packs

19. The Business SMS Packs offer incredible saving and enable you to execute marketing campaigns effectively, efficiently – and at a price that's right.

Packs	Monthly Rental	In-Bundle Local SMS	Out of Bundle Local (QAR/SMS sent)	International (QAR/SMS sent)
Pack 30k	QR 30,000	500,000	0.08	0.20
Pack 50k	QR 50,000	1,000,000		
Pack 100k	QR 100,000	2,300,000		
Pack 200k	QR 200,000	5,000,000		
Pack 300k	QR 300,000	8,500,000		
Pack 600k	QR 600,000	18,000,000		

Table 2 – Charges for the SMS Packs

20. The customer subscribing to Business SMS Packs will be charged **QAR 0.08** per SMS for on-net and off-net & out of bundle messages.
21. Default traffic limit monthly will set with every pack as the following:
 - (a) Pack 30k: (1,000,000 SMS).
 - (b) Pack 50k: (2,000,000 SMS).
 - (c) Pack 100k (4,500,000 SMS).
 - (d) Pack 200k (7,500,000 SMS).

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(e) Pack 300k (16,500,000 SMS).

(f) Pack 600k (25,000,000 SMS).

Customer can request to revise the traffic limit by contacting the Account Manager and subject to approval.

22. The customer can downgrade or upgrade the SMS pack free of charge starting from the next month billing cycle.
23. The actual limit of size of SMS is 160 characters if Latin alphabets are used. If non-Latin alphabets like Chinese or Arabic are used, the limit is 70 characters.

4.3 International SMS

24. This service is for sending messages from Qatar to any international destinations via SMS
25. Charging rate for international SMS will depends on the following destination Zone:

Slabs	SMS Retail / QAR
A	0.18
B	0.29
C	0.41
D	0.58
E	1.00

Table 3 – Charges for Intenational SMS

26. Access the following link to find the list of destinations with each slab:
<https://www.ooredoo.qa/web/wp-content/uploads/2022/04/International-Destinations-File.pdf>

4.4 Confirmation Receipt

27. Subscribers may request a confirmation receipt (via SMS) after each successfully sent SMS. Such confirmation is free of charge.
28. Subscriber may opt to allow the recipients of the SMS messages the option of sending a message back to the Subscriber. In that case, Subscriber must apply for a Short Code to be used by the recipients of the SMS to respond. The Subscriber pays only for the SMS sent at the same applicable SMS Bulk rate shown above and the SMS back to the short code will be rated with zero.

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- 29. Email to SMS and SMS to Email: allow users to receive messages on their phones by having dedicated email address that forward SMS to the user's mobile phone and vice versa.
- 30. SMS Charging: All SMS with delivery status Success, Failed and Expired are charged or deducted from the provided allowance. All SMS with status Rejected and Blacklisted is not charged or deducted from the provided allowance. Note: SMS delivery status report is available on Business SMS platform and can be fetched with respective customer login.

4.5 Other Services

- 31. Service Re-connection fees: QAR 0
- 32. Connection fee: QAR 1500
- 33. Short Code Fee: QAR200/Month per Short code
- 34. Free alphanumeric short codes.

5 Service Provider obligations

- 35. Commencement of Service: The relevant Bulk SMS Service shall commence from the service activation date.
- 36. Service Availability and Limits: 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. Messages may be interrupted, dropped, refused or limited. Ooredoo will not be liable for any service limits due to these conditions that may arise from time to time, subject to Ooredoo's statutory and license obligations and requirements.
- 37. Block Spam SMS: If a customer is experiencing spam SMSs, customers can block receiving messages by sending SMS to 92600 with "Unsuball" or "Unsub service name".

6 Subscriber obligations

- 38. Minimum service period: The minimum service period for the SMS Business Service is Three (3) months commencing from the date of activation of Service.
- 39. Cancellation: If a Subscriber terminates the contract before the end of the minimum service period, the Subscriber will be liable to pay charges for the full three months period.
- 40. Service Compliance: Customer agrees to notify Ooredoo immediately of any unauthorized use of your account or any other breach of security.
- 41. Fair usage policy for Bulk SMS service: Subscribers agree not to use the Service to:
 - 41.1 Send duplicative or unsolicited messages (commercial or otherwise) to users who have not consented to receipt of such messages;
 - 41.2 Harvest or otherwise collect information about others, including Mobile Telephone numbers, without their prior consent;
 - 41.3 Create a false identity or forged email, phone or fax address or header, or otherwise attempt to mislead others as to the identity of the sender or the origin of the message;
 - 41.4 Transmit through the Service or convey links to unlawful, anti-religious, anti-social, harassing, libelous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material of any kind or nature;
 - 41.5 Transmit through the Service or convey links to any material that may infringe the intellectual property rights or other rights of third parties, including trademark, copyright or right of publicity;
 - 41.6 Ooredoo may, at its option and without further notice, use anti-spam technologies, such as automatic word and spam filters that may terminate messages without delivering them or prevent or prevent messages from reaching the customer. Customer may not use the Service in a way that imposes an unreasonable or disproportionately large load (as agreed with Ooredoo) on Ooredoo's infrastructure or that otherwise would harm or breach our arrangements with any of our service providers.

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- 41.7 Customer shall comply with any reasonable request by Ooredoo concerning the use of the Service. Ooredoo may require customers to submit information reasonably related to the usage of the Service.
42. Message and Address Book Storage, Outbound Messages and Other Limitations: Ooredoo assumes no responsibility for the deletion or failure to store information. Ooredoo does not set an upper limit on the number of messages a member may store or send through the Service; however, Ooredoo retains the right, at its sole discretion, to determine whether or not Member's conduct is consistent with the terms and conditions and may terminate Service if the Subscriber is in breach of the Agreement. Ooredoo may, in the future, with prior notification, limit the amount of storage space available to each Subscriber.
43. Equipment: You are responsible for obtaining and maintaining all computer hardware, software and communications equipment needed to access the Service, and for paying all third-party access charges (e.g., ISP, telecommunications) incurred while using the Service.

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

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		10 February 2014	First version
002		27 August 2015	New Business SMS packs for 2.3M, 5M and 8.5M added.
003		1 November 2015	New feature
004	4 March 2016	4 March 2016	Price reductions and increase in FUP. On-Net/Off-Net. New packs
005	6 June 2017	6 June 2017	Packs changes
006	26 August 2019	26 August 2019	Bulk SMS pack changes
007	12 January 2021	12 January 2021	Bulk SMS Clause update (4.4)
008	30 May 2021	30 May 2021	International SMS (4.3)
009	24 May 2022	24 May 2022	International SMS rate revision (4.3)
010	28 June 2022	29 June 2022	New Format