

Ooredoo Service Tariff No. B17-01**General Tariff Information**

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	B17-01
Marketing Name of the Offer	Global IP VPN Service
Tariff Type	Standard Permanent
Duration	N / A
Customer Group	Business
Tariff Effective Date	29 November 2022
Tariff Version Number	002

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1 Definitions

1. City Limit –Means area that falls under Doha and Rayyan municipal city limits
2. Contract term - either one year, two or three-year contract
3. CRA- Communications Regulatory Authority
4. Delay (or Latency) Commitment - The Delay (latency) is the amount of time that the IP Packet of fixed size takes to reach from the customer's SLA site to a reference site within Ooredoo MPLS network. Delay is measured one way not for the round trip.
5. Demarcation point – the point of interface between the Subscriber-managed equipment and the Ooredoo-managed equipment. The Demarcation point is also referred to as the "Service Access Point" (SAP).
6. Hub & Spoke Network architecture: This is a Network architecture, where in many sites are connected to a single site or a central site on a one to one connectivity fashion. Any individual sites that need to communicate with any other site in the network will necessarily have to communicate via the central site.
7. IP – Internet Protocol, a network-layer (OSI Layer 3) protocol
8. IP VPN – MPLS based IP Virtual Private Network.
9. Local Access: IP VPN circuit as defined as per tariff plan B14-01, connecting the customer premises to Ooredoo's International Gateway
10. Mbps- Megabits per seconds.
11. Mean Time to Restore (MTTR) Service Commitment is the average time to restore the service after reporting an incident; this time includes the time to diagnose and locate the fault. The MTTR is measured from time when a Fault Ticket has been logged by Ooredoo Customer Services and to the Fault Ticket has been resolved, which is the time when the Service has been restored and is operational.
12. Mesh Network architecture: This is Network architecture, where in all the individual sites are connected to each other in a fully meshed fashion. Any individual sites that need to communicate with any other site can have a direct connectivity and does not necessarily have to go through any central point. Meshed network when implemented also provides redundancy amongst various sites, providing an alternate path in case of any link failure between any two individual sites.
13. MPLS – Multi Protocol Label Switching.

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14. Packet Loss is a comparative measure of packets faithfully transmitted and received to the total number that were transmitted. Loss is expressed as the percentage of packets that were dropped. Packet loss is measured between Customer SLA site and a reference site within Ooredoo MPLS network.
15. Ooredoo – Ooredoo Q.S.C (formerly Qatar Telecom (QTel) Q.S.C).
16. Response Time Commitment is defined as the time taken for the Ooredoo support team to acknowledge the Incident trouble ticket within the response timescales defined in the SLA matrix. This acknowledgement will confirm receipt of the ticket, its severity and indicate that diagnosis has commenced.
17. SC & LC Connector- SC and LC connectors are standard Fiber connectors. Optical fiber connectors are used to join optical fibers where a connect/disconnect capability is required.
18. Service – Domestic and international private telecommunications services provided using Ooredoo's landline facilities.
19. Service Restoration Commitment- Service Restoration (SR) Commitment is the commitment from Ooredoo for the restoration of the service in the event of a fault. It is defined in terms of Response Time and Mean Time to Restore Service (MTTR). Service Restoration can include the provision of a Workaround.
20. Services-Global IP VPN network services provided by Ooredoo to the Subscriber.
21. Severity Priority 1 (P1) – Major Service affecting: Is an incident when a customer site experiences a total loss of Service. If no correction is immediately available but a workaround is created, the P1 Incident will be closed, and a P2 Incident will be opened. The object is to neutralize a P1 Incident as soon as possible.
22. Severity Priority 2 (P2) – Partial Service Affecting: Is an Incident that results in a partial service degradation of performance or a loss of resilience or redundancy of the Site, but which does not result in a total loss of Service.
23. Subscriber -the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
24. Workaround – Means a temporary repair, neutralization of a fault, modification, alteration, enhancement or replacement to the Service made by Ooredoo pursuant to an Incident which enables the Customer to use the Service in accordance with the specification prior to full correction.

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2 Tariff Terms and Conditions

- 25. This Tariff is for a permanent standard service.
- 26. This Tariff contains rates and charges applicable to the provision of the Global IP VPN Service.
- 27. These Service terms and conditions are in addition to the terms and conditions specified in Ooredoo's General Terms and Conditions for the Master Services Agreement for Business Telecommunications Services where referenced.

3 Service Description

3.1 General description

- 28. The Global IP VPN service is offered through Ooredoo's multiple global partners on a fully managed next generation private network deployed using submarine and terrestrial cables, connecting major business destinations around the world in over 100 countries. Ooredoo Global IP VPN offers significant benefits to customers in terms of service performance and reliability.
- 29. The Global IP VPN is a pure MPLS based solution wherein every customer is provided with a port and a Class of Services mix based on Customer applications. The local access to the Global IP VPN node can be provided through the Ooredoo Domestic IP MPLS Product. Global IP VPN allows customers to establish a simple physical star network topology, while allowing customers to choose different logical topology or network interconnection configurations. This flexibility allows customer to maintain full control over their traffic using routing policies and reduces overall costs significantly.
- 30. Simplified Connectivity: Global IP VPN enables customers to create a single next generation multi-service wide-area-network (WAN) which can transport Voice, Video and Data traffic reliably, conveniently and economically to multiple global destinations, and hence eliminating the need to have separate inflexible networks for different needs. Whether configured as hub and spoke or fully meshed network solution, Global IP VPN simplifies wide area networking and significantly reduces Total Cost of Ownership (TCO) for the customers.
- 31. Class of Service: Global IP VPN offers very rich traffic engineering and Quality of Service features on its network infrastructure. Ooredoo provides four classes of services on its MPLS VPN Service as mentioned below
 - 31.1 CoS1 (Real Time)
 - 31.2 CoS2 (Business Critical)
 - 31.3 CoS3 (Business Data)

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31.4 CoS4 (Business Standard)

Ooredoo allows assigning different bandwidth caps for each CoS within the physical port limits and the purchased bandwidth. This allows the customers to optimize costs and performance, allowing higher priority traffic (e.g. Voice, business critical applications) to be carried without performance degradation, while lower priority traffic (e.g. Internet access, file downloads) be provided with left-over bandwidth. Thus, the customer can use its entire bandwidth efficiently and prioritizes the data according to his business needs.

Traffic Class	Managed Services Class Name	Traffic Type	Suggested Examples
CoS 1	Real time	Designed to carry high-speed video	Streaming video
CoS 2	Critical data applications	Designed to carry premium business applications	Transactional applications and low-speed video
CoS 3	Business data applications	Designed to carry Data for business applications	Database applications, commercial business, email, ERP applications
CoS 4	Business standard applications	Designed to carry standard business applications	File transfer, batch, web browsing and database

32. Physical Interfaces: Depending upon the customer's requirement and product available, Ooredoo can provide Optical and Electrical interfaces as detailed below:

32.1 Optical Interfaces: Ooredoo support 100FX, 1000SX and 1000LX interfaces. Selections of fiber type include single-mode and multi-mode. SC or LC connectors are also supported.

32.2 Electrical Interfaces: Ooredoo support 1000BT interfaces. Hand-off is via an RJ-45 jack. The Customer cable type should be minimum 5, Cat 5e or Cat 6.

3.2 Service Level Agreement

33. Ooredoo Service Level Agreement for Global IP VPN provides commitment on various performance, availability, reliability and incident management parameters which differ on the type of SLA Package as per the table below.

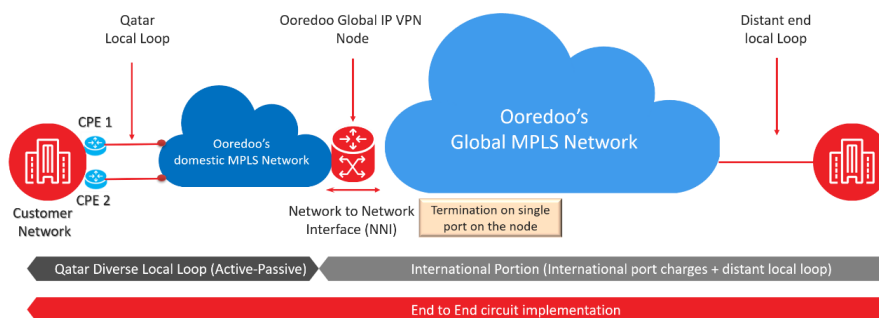
Service Domain	SLA Parameter	Applicability		
		Global IP VPN Service	Global IP VPN with Redundant Last Mile	Global IP VPN with Redundant Last Mile and Redundant Port on Active -Passive Mode
Availability	End to End Client Network Availability	99.0%	99.5%	99.8 %

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Service Domain	SLA Parameter	Applicability		
		Global IP VPN Service	Global IP VPN with Redundant Last Mile	Global IP VPN with Redundant Last Mile and Redundant Port on Active -Passive Mode
Incident Management	Average Response Time - All Faults	1 hours	30 minutes	30 Minutes
Incident Management	MTTR - P1 Incidents (within city limit)	8 hours	4 hours	4 hours
Incident Management	Average MTTR - P1 Incidents (outside city limit)	12 hours	8 hours	4 hours
Incident Management	Average MTTR - P2 Incidents	12 hours	8 hours	8 Hours
Performance	Average Delay (Latency) on the local loop	✗	50 ms	50 ms
Performance	Average Packet Loss on the local loop	✗	0.5%	0.5%

3.3 Optional Add On: Redundancy with Diversity Service for Local Loop Portion

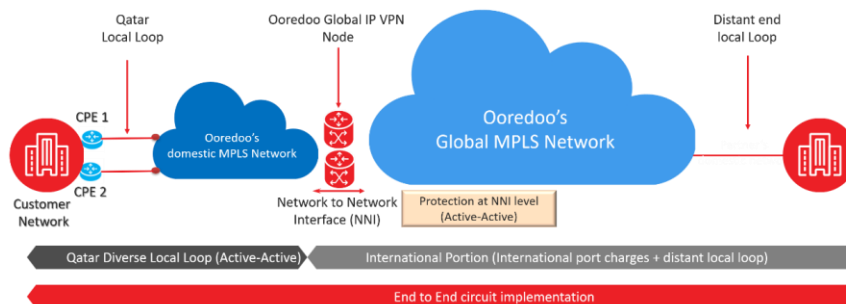
34. Subject to feasibility, a Subscriber may choose redundancy with diversity of the local loop portion of the service which duplicates the last mile access from two network points on the Ooredoo network at customer premises till the point of local Network to International Network Interface. Redundancy is ensured by providing two fibers and diversity by ensuring the two fibers do not share the same trench.



3.4 Optional Add On: Redundancy with Diversity Service for Local Loop and Port in an Active -Passive architecture

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35. Subject to feasibility, a Subscriber may choose redundancy with diversity of the local loop portion of the service which duplicates of the last mile access from two network points on the Ooredoo network at customer premises till the point of local Network to International Network Interface. Redundancy is ensured by providing two fibers and through diversity which does not share the same trench. The two redundant local loops will terminate on two physically different Ports on an Active - Active or Active-Passive architecture.



36. The Subscriber must provide an additional duct from the Subscriber premises to the outside boundary wall of the site and all necessary links from inside the premises to the outside boundary wall for both redundancy options.

3.5 Charge Rates

37. The connectivity from customer premises to Ooredoo Global IP VPN node shall be provided as National IP VPN. The customer has to pay for this Local Access as per tariff plan B14-01 **in addition** to B17-01.
38. Extension of the services beyond Global IP VPN node to customer premise outside Qatar shall be treated on case to case basis. Charging of this component will depend on the selected CoS, country of choice, available last mile options and associated charges for that respective last mile in that country.
39. **Optional Fees for Redundancy as per clause 3.3:** Customers are charged an additional monthly fee (after any applicable discounts set out in paragraph **Error! Reference source not found.**) as follows:

Product	First Class SLA
Local Loop Redundancy (not for the complete Global IP VPN Service)	40% of the applicable monthly fee of the local loop charges (as per tariff plan – B14-01, clause 4.8.3.1 – First Class SLA)

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40. **Optional Fees for Redundancy as per clause 3.4:** Customers are charged an additional monthly fee (after any applicable discounts set out in paragraph **Error! Reference source not found.**) as follows;

Product	First Class SLA
Local Loop and Port Redundancy (not for the complete Global IP VPN Service)	40% of the applicable monthly fee of the local loop and the Port charges (as per tariff plan – B14-01, clause 4.8.3.1 – First Class SLA and charges as specified in 5.2 above)

41. **Upgrade/Downgrade Policy:** A Subscriber upgrading or downgrading between packages will do so without paying any extra charge. A new contract term would commence for the changed requirement.
42. **Change of Location:** Subject to feasibility, a Subscriber may change the location where the Service is provided and will be liable to pay the applicable installation fee for the local access only.
43. **Temporary Subscriptions:** Ooredoo would allow temporary subscription for the service for temporary use such as exhibitions, conferences, and symposiums. All temporary Subscriptions are subject to feasibility. For the temporary subscription, Ooredoo would charge a setup fee and a minimum one-month rental only.

4 Service Provider obligations

44. **Commencement of Service:** The service shall commence from the date of activation of service.
45. **Responsibility for service:** Ooredoo is responsible for service only up to the Ooredoo Demarcation point at the customer premises and shall not be responsible for any quality of service, continuity of service or other matters impacted by subscriber cabling, equipment or other facilities (not provided by Ooredoo) beyond this point.
46. **Service Provisioning Time:** If the customer location is feasible from a network perspective, Ooredoo will endeavor to provision the services within a lead time of 4-6 week from the date of the release of Purchase Order.
47. **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. Global IP VPN may not be available in the

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subscriber's area, their specific location or may not be compatible with their specific landline connection.

48. **Discontinuation:** Ooredoo reserves the right to discontinue the circuit temporarily or permanently if the use of the circuit, in Ooredoo's reasonable judgment, is causing or is likely to cause substantial impairment to Ooredoo's regular public services and in any such case Ooredoo shall give the Subscriber the maximum length of notice, practicable in the prevailing circumstances, of any intended discontinuation of the circuit under this clause. No rental shall be paid for the period of such discontinuation. Ooredoo may need to discontinue service for a variety of reasons, such as maintenance, circuit interruptions or in the event of an emergency when capacity in the cable is reduced for any reason, such as cable failure, and private circuits are required to be re-used to convey priority emergency traffic.

5 Subscriber obligations

49. **Minimum service period:** With exception to temporary subscriptions, the service will be provided for a minimum service period of one (1) year from the date of activation.
50. **Cancellation:** If a Subscriber terminates the service, they will be liable to pay a cancellation fee calculated as follows:
- 50.1 In the event of a subscriber terminating prior to the expiry of the minimum service period, will be liable to pay the full charges for duration of the minimum service period.
- 50.2 In the event of a commitment period for more than one (1) year, a Subscriber terminating prior to expiry of the term, but after the minimum service period, will be liable for any discounts received.
- 50.3 In the event of a commitment period for more than one (1) year, a Subscriber terminating prior to expiry of the commitment period and prior to the expiry of the minimum service period, will be liable to pay a cancellation fee equivalent to the monthly fees for the remaining minimum service period, and for any discount received.
- 50.4 The customer would also be liable to pay penalty charges as applicable in case of early termination as imposed by the distant end participating telecom carrier.
51. Connection to the circuit:
- 51.1 The Subscriber shall bear all the costs of connection of the circuit at each terminal by landline or otherwise to the Subscriber's corresponding premises and shall provide at its own cost all communication equipment and ancillary devices necessary for its use of the circuit.

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- 51.2 The subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of the subscriber's data devices and/or the use of the service.
- 51.3 The Subscriber hereby undertakes not to connect or permit to be connected to any terminal of the circuit of any equipment, apparatus or device which causes or is likely to cause damage to or interference with the circuit or any terminal thereof and to allow access to the Subscriber's premises as agreed with the Subscriber by a duly authorized representative of Ooredoo for the purpose of inspecting the equipment, apparatus and devices therein in connection with the Services provided to the Subscriber.
52. **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 comply with the above provision will result in the Services being immediately terminated and in the Subscriber being held responsible for the legal, regulatory and financial consequences of his/her behavior.

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

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Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001	3 November 2020	3 November 2020	Revamp Tariff
002	29 November 2022	29 November 2022	Class License for the Resale of Retail Telecommunications Services