

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B21-01
<b>Marketing Name of the Offer</b>	Wi-Fi Hotspots
<b>Tariff Type</b>	Business
<b>Duration</b>	N / A
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	27 December 2022
<b>Tariff Version Number</b>	002



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## 1 Definitions

1. LAN – local area network – a network covering a small geographic area such as a home, office, or group of buildings
2. Subscriber –The person or entity that enters into an agreement with Ooredoo to receive and pay for Service.
3. User – The natural person who actually uses the service.
4. Wi-Fi Hotspot- Broadband Wireless Internet Service based on Wi-Fi technology
5. Wi-Fi – Wireless high-speed access to the Internet provided using IEEE-802.11x technology.
6. Access Point – A device that connects to a Wi-Fi router and extends its operational service range. The access point connects to a Wi-Fi router directly or to an Ethernet hub.
7. Wi-Fi Router – A device that connects a WAN (wide-area network) to a wireless Wi-Fi LAN (local area network).

## 2 Tariff Terms and Conditions

8. This tariff is neither a special promotion nor a readjustment.
9. 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.
10. 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.
11. This tariff contains charges and conditions applicable to the provision of the WiFi Hotspot Service.
12. These terms and conditions are in addition to the terms and conditions specified in other tariffs and Master Services Agreement.

### 3 Service Description

13. Wifi Hotspot Service enables corporate customers to provide wireless broadband internet access in the Subscriber's location(s). The Wi-Fi hotspot service is based on an underlying Ooredoo Business fixed broadband service coupled with the provision of an enhanced security Wi-Fi router plus additional Wi-Fi access points. Subscribers receive password vouchers enabling and controlling end-user access to the service at their business premises.

## 4 Service Features and Charge Rates

14. WiFi Hotspots
- 14.1 End-user usage of the Wi-Fi hotspot is controlled by the Subscriber issuing usage vouchers to end-users in or near the Subscriber's business premises. The vouchers detail a username and password which when input into a dedicated Subscriber web interface will facilitate end-user access to the internet for a specific duration. Distribution of the end-user vouchers is entirely at the discretion of the corporate customer.
- 14.2 The Subscriber will receive Wi-Fi hotspot usage vouchers in a spreadsheet distributed via email, CD-ROM or other digital media. The vouchers will consist of a username and password and will be replenished to the corporate customer on a monthly basis.
15. Voucher usage duration and validity are as follows:

OOREDOO Business Wi-Fi Hotspot voucher permutations	
Hours of usage	Validity
1	1 day from first login
3	1 day from first login
24	1 month from first login

16. Charges:

Features	Package (1)	Package (2)	Package (3)
Installation fee per installation (QAR)	1,000	1,000	1,000
Monthly Fee (QAR)	1,200	1,600	2,200
Download speed	2 Mbps	4 Mbps	8 Mbps
Usage limit	Unlimited	Unlimited	Unlimited

<b>Default access points</b>	1	2	4
<b>Additional access points available</b>	1	2	3
<b>Charge per additional access point (QAR)</b>	75	75	75
<b>Enhanced security</b>	Included	Included	Included

17. The installation fee includes, planning, site survey, and installation of the underlying business fixed broadband service, modem, Wi-Fi Router and default number of Wi-Fi access points provided. A customer site is defined a customer premise where an individual ADSL line is installed.
18. The Business Wi-Fi Hotspot service incorporates the provision of an underlying business fixed broadband service (for use with Business Wi-Fi Services only) which is not charged for additionally.
19. Vouchers are provided to the Subscriber at no charge. The number of vouchers initially provided to the Subscriber will be based on the Subscriber's estimate of the number of vouchers required. Additional vouchers can be requested by contacting Ooredoo's Customer Contact Center at any time.
20. Customers of the Business Wi-Fi hotspot service are not subject to any usage limitation of the service and, for the avoidance of doubt; no 'Fair Usage Policy' applies in respect of the service currently.

## 5 Service Provider obligations

21. WiFi Hotspot Service 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 verify the following:
22. That the subscriber's landline is in an area where they can receive broadband services, based on the feasibility survey.
23. That the technical characteristics of the subscriber's landline can support broadband services, which may require the performance of a landline test.
24. Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of additional subscriber equipment, apart from CPE provided by Ooredoo at service installation or connection.
25. Ooredoo is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
26. Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular WiFi hotspot.



## 6 Subscriber obligations

27. **Minimum service period:** The minimum service period for the WiFi Hotspot Service is three (3) months commencing from the date of activation of service.
28. The Subscriber must subscribe to receive Ooredoo Business landline service (B01-01) in order to be able to subscribe the WiFi Hotspot Service.
29. Subscribers may terminate the service at any time but will be liable for the recurring monthly charges applicable to the minimum service period if cancelling the service within the minimum service period.
30. Customers are responsible for backing-up their entire systems before installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
31. **Equipment:** Subscribers may acquire 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 as stated in the Master Service Agreement.
32. **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.

### Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		24 July 2011	Permanent Tariff Change
002	27 December 2022	27 December 2022	Class License for the Resale of Retail Telecommunications Services