

General Tariff Information

Service Provider Name	Ooredoo Q.P.S.C
Tariff Number	B29-01
Marketing Name of the Offer	Telepresence Services
Tariff Type	Standard Permanent
Duration	N/A
Customer Group	Business
Tariff Effective Date	26 December 2022
Tariff Version Number	002

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1 Definitions

1. Ooredoo – means Ooredoo Qatar Q.P.S.C.
2. Subscriber – means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Telepresence Service.
3. Public Room Tariff – The applicable rate for Doha Telepresence Public Room as per the tariff sheet
4. User – means the natural person who uses the relevant Service.
5. Public Telepresence Room – Is the Ooredoo Facility at a designated place which houses Public Telepresence Facilities owned and operated by Ooredoo.

2 Tariff Terms and Conditions

6. This tariff is for Telepresence services from a designated location out of Qatar to a location in another country (subject to technical feasibility).
7. This tariff contains rates and charges applicable for Public Telepresence.
8. This tariff will be effective as of the date established in this tariff and will automatically cease being effective if Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective subject to CRA approval, if required.
9. From time to time Ooredoo may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will suspend or modify this tariff as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments subject to CRA approval, if required.
10. These Service terms and conditions are in addition to the terms and conditions specified in Ooredoo's General Terms and Conditions for the Provision of Consumer Telecommunications Services where referenced.

3 Telepresence Service

11. **Service Description:** Telepresence” is the ability to share audio, data, and video with a distant site or sites as though the person were truly in the same room, across the conference table. What makes Telepresence unique from traditional video conferencing relates to how the audio, video, document sharing, control systems, room environment, and transport are handled.
12. **Public Telepresence Service:** Access to Ooredoo’s Telepresence is at a designated place which houses Public Telepresence Facilities owned and operated by Ooredoo. Any subscriber wishing to avail this facility will schedule the service through Ooredoo at an appropriate time, duration and the choice of remote location for the Telepresence Service as per the tariff. Ooredoo shall provide the Telepresence Service to the subscriber during the specified time and duration. The Telepresence Services are provided only to Global Destinations. Ooredoo shall update the list of destinations/countries where such facilities are available periodically.
13. **Commencement of Service for Public Room:** The Telepresence Service will commence from the start of the scheduled time on the date requested till the end of the requested time which will be on demand.
14. **Service Validity:** The service validity would be the number of hours a customer schedules the Telepresence service.

4 Service Features and Charge Rates

15. Charging: The charge rate for Ooredoo Public Telepresence in Qatar is set out as below at the Ooredoo Telepresence Room Facility:
 - 15.1 Hourly Rate: QAR 2,200

5 Service Provider obligations

16. **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. 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 Ooredoo’s statutory and license obligations and requirements.

17. **Allocation and Access:** In conjunction with the operator of the Distant Terminal, Ooredoo shall allocate and reserve for the exclusive use of the Subscriber the Telepresence Service for two-way conferencing between Doha and the Destination Point according to the mode of usage and for the hours and period stated in the Service Level Agreement.
18. Access to the Telepresence Service at Doha terminal shall be provided by Ooredoo in accordance with the terms of this Tariff and at the Distant Terminal pursuant to arrangements made or to be made between the Subscriber and the operator of the Distant Terminal.
19. The hours and period of Service, mode of usage, rental and accounting procedure of the Telepresence Service shall be in accordance with the terms as the parties agree.

6 Subscriber obligations

20. **Minimum Service Period for Public Telepresence Service:** Unless otherwise stated in the Service Level Agreement the minimum duration for any Public Telepresence Services would be one hour.
21. **Discontinuation:** Ooredoo reserves the right to discontinue the Telepresence Service temporarily or permanently if the use of the Telepresence Service, 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 Telepresence Service under this clause. No rental shall be paid for the period of such discontinuation.
22. Ooredoo may need to discontinue service for a variety of reasons, such as maintenance, Telepresence Service interruptions or in the event of an emergency when capacity in the cable is reduced for any reason, such as cable failure, and Services are required to be re-used to convey priority emergency traffic.
23. **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 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		25 September 2011	Permanent Tariff Change
002	26 December 2022	26 December 2022	Class License for the Resale of Retail Telecommunications Services