

## General Tariff Information

<b>Service Provider Name</b>	Ooredoo Q.P.S.C.
<b>Tariff Number</b>	B35-01
<b>Marketing Name of the Offer</b>	IoT Single SIM Solution
<b>Tariff Type</b>	Business
<b>Duration</b>	N / A
<b>Customer Group</b>	Business
<b>Tariff Effective Date</b>	4 December 2024
<b>Tariff Version Number</b>	005

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## **1 Definitions**

1. Ooredoo refers to 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 IoT Single SIM Solution Service.
3. User means the natural person who uses the relevant Service.

## **2 Tariff Terms and Conditions**

4. This tariff is effective as of the date established in this Tariff Document and will automatically cease being effective if, subject to CRA approval where required, Ooredoo publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
5. From time to time, and subject to CRA approval where required, Ooredoo may publish promotions and amend this tariff, publishing the tariff documents on its regulatory webpage.
6. These terms and conditions are in addition to the terms and conditions specified in other tariffs, the Master Service Agreement and any application/service definition/quotation for the Services.
7. Ooredoo may offer up to 20% discount on the products or services from time to time on the permanent or promotional basis

## **3 Service Description**

8. Ooredoo IoT Connect product provides the customer with services to manage, operate and support connectivity in the area of 'Internet of Things' (IoT) or 'Machine-to-Machine' (M2M) applications. The product consists of following components:
  - 8.1 IoT SIM cards for Mobile connectivity service for IOT applications,
  - 8.2 IOT Connect Management portal,
  - 8.3 Support service.
9. Mobile IoT SIM cards are available as 2FF (Mini), 3FF (Micro), 4FF (Nano/3-in-One), MFF2 and eSIM/ profile
10. Single SIM subscription plans are available for data and optionally SMS services. The IOT Single SIM subscription plan defines the usage allowance for a period of a calendar month. Unused

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allowance of the current month is not carried over to following month. The usage allowance is applicable for one single SIM card.

11. There are 4 SIM status as per the defined SIM life cycle. The status are:
  - (a) Active: A device with an active subscription is registered in the system, and it can connect to the network. A monthly subscription fee applies.
  - (b) Paused: A device with a paused subscription cannot connect to the network, but the paused subscription can be activated again. The monthly subscription fee is different than in the case of an active subscription. An entry or an exit fee may also apply, based on the agreed quotation.
  - (c) Deactivated: A device with a deactivated subscription cannot connect to the network, but the deactivated subscription can be activated again. The monthly subscription fee is the same as in the case of an active subscription.
  - (d) Terminated: Termination of subscription(s) is instant and cannot be reversed. Please ensure that only subscription(s) that you wish to permanently remove are terminated. A device with a terminated subscription cannot connect to the network anymore. No monthly fee applies.
12. Geographical region: The service is supported within the geographical territory of the State of Qatar.
13. Mobile data services are provided as internet access through standard IoT APN. Alternatively, further APN/VPN options can be requested as optional service.
14. The customer is responsible for appropriate functionality and configurations of the mobile device including GSM compatibility, apply predefined APN configuration.
15. The IoT Connect Portal is provided as a web-based service. It can be accessed through the internet by any standard web browser. The portal allows the user to administrate and operate the IoT SIM cards and connectivity service for their application. The portal is available in English language.
16. Support service to the customer is provided through the Ooredoo business hotline 8008000 or email 8008000@Ooredoo.qa
17. Service charges for Ooredoo IoT Connect Single SIM is set out as the following:
- 18.

Service Name	Local data per SIM per month	One Time Price per SIM activation (QAR)	Price per SIM per month (QAR)
IoT Single SIM	20 MB	QAR 10	QAR 10
	50 MB	QAR 10	QAR 15
	100 MB	QAR 10	QAR 20
	250 MB	QAR 10	QAR 35
	500 MB	QAR 10	QAR 55
	1 GB	QAR 10	QAR 95

Table 1: Service Charges

19. In case of usage above the defined allowance, the following charges are applicable:
  - 19.1 Customer has the option to enable/disable out of bundle usage.
  - 19.2 Out of bundle usage charge per MB above data allowance limit: QAR 1 for local Qatar use.
  - 19.3 The charging of data volumes is done by applying a block size of 10KB.
  - 19.4 In case of activated SMS service following charges apply: QAR 0.12 per SMS for local destinations and QAR 0.60 per SMS for international destinations.
20. The IoT Connect portal provides the customer with self-service administration. The customer shall be aware, that this includes among other the control about chargeable subscriptions.
21. The Customer is responsible to control data usage of the SIM subscriptions and exceeding data allowance through the application or through potential misuse of SIM cards (usage control through IOT Connect portal, prevent SIM removal, obligations to end user).
22. Controlling of the data usage will be managed by the users, an initial portal training will be given by Ooredoo. Customers can request a refreshment training if they require again in future.
23. All prices quoted are in Qatari Riyals and excluding tax.
24. In case of activation of a subscription within a calendar month the usage allowance and recurrent fees will be prorated.
25. Each subscription has an initial duration of three month. After the expiry the subscription is automatically extended by another month, unless it is terminated with a 30 days' notice period.
26. Roaming services can be enabled and priced accordingly upon request
27. Customers are eligible for the following discount framework as per table below:

IoT SIM Quantity	Discount
>1,000	35%
>5,000	45%
>10,000	50%
>20,000	55%
>40,000	60%
>80,000	65%
>160,000	70%
>200,000	80%

*Table 2: Discount Framework*

More specifically:

- 27.1 The discount framework is applicable to all service charges included in Table 1 above;
- 27.2 The threshold of the IoT SIM Quantity must be met within the specified month in order to obtain the applicable discount for that month;
- 27.3 Minimum commitment period of 12-months applies to the above offer.
- 27.4 In case of early termination, the customer will be liable to pay the total value of the discounts availed during the service period.
- 27.5 This offer is opt-in.
28. The service shall be ordered through the IOT Connect order form together with an official price quotation. Ooredoo sales team will provide price quotation and the order form when requested.
29. For more information on the service, customers can visit <https://www.ooredoo.qa/web/en/business/ict-solutions/internet-of-things/iot-connect/>
30. The Service Order Form defines the ordered services with reference to this tariff document, the Ooredoo Master Service Agreement and any application/service definition/quotation for the Services.
31. The service will be provisioned including the portal account (optional), the subscription plans and related network services. Activation of SIM card subscription is either done with the order and provisioning of the service, or in case of provided IOT Connect portal, the customer can do the activation of ordered SIM cards through the user portal. With the activation of SIM cards the prices as defined by the Subscription Plan will be applicable.

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32. The billing of services is done according to the provisioned subscription plans, used services, and defined prices in this tariff document, or in price quotations. The billing period of services is based on the calendar month, invoice calculation starts on the first day of the month and ends in the last day of month. Ooredoo will generate the invoice for the customer based on the customer's regular invoice cycle. The Customer shall pay Ooredoo for the use of the service within thirty (30) days of the invoice date.
33. The terms defined in the Ooredoo Master Service Agreement are applicable.

## **4 Service Provider obligations and limitations**

34. The handover of the service by Ooredoo includes the access to IoT Connect portal, the physical SIM cards or eSIM/Profile and subscriptions. The physical SIM cards are available for collection by the Customer from Ooredoo HQ2 office.
35. By applying for the Service, customer consents to collection, processing, use and storage of customer information by Ooredoo and its partners, subcontractors, suppliers and sub-suppliers of customer information for the purpose of setting up and provisioning of the Service. Customer also consents to transit, processing, use and storage of customer information outside the geographic boundaries of the State of Qatar. Ooredoo shall collect, use, process and store customer information in all respects in accordance with Law No. 13/2016 of the State of Qatar concerning the Protection of the Privacy of Personal Data.

## **5 Customer obligations**

36. The Mobile IOT device is not part of the delivery scope. The customer is responsible for appropriate functionality and configurations of the mobile device including network compatibility and applying necessary configurations.
37. The customer has to ensure full legal right and authorization to use the service or, if applicable sell a solution or service in the territory. The Customer shall cause all users (anyone who uses or accesses the Service) to comply with the terms and the Customer is responsible for their use of the Service (s). In order to comply with municipal regulations and national security orders, the customer shall own the responsibility to register, verify and activate new SIM Cards in Qatar where relevant.
38. 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)

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(<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 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 Number	Effective Data	Tariff Modifications
001	17 February 2020	New tariff
002	11 December 2022	Class License for the Resale of Retail Telecommunications Services
003	9 April 2023	Discount Framework (3)
004	21 September 2023	Service Description
005	4 December 2024	Changes to section 2, 3, and 4, including definitions, plans, and discount framework