

Order To Ooredoo Q.S.C.

Regarding C05-02 as per filing of October 16, 2017

CRARAC 2017/11/07

November 07, 2017

Non-Confidential Version

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1 Background and Introduction

1. This Order refers to Ooredoo's modifications to its Fibre Broadband Packages as contained in its Fibre Broadband (FBB) Services Tariff (C05-02) for Consumer Customers, filed on October 16, 2017 ("Tariff Filing – Consumer Fiber Broadband Changes", ref. OQ/Reg-5053/2017-10, dated October 12, 2017 "Ooredoo's Letter") ("New Tariff"). This filing also includes:
 - 1.1 An updated Tariff Document (C05-02 Consumer Fibre Broadband Services);
 - 1.2 An updated FTTx cost justification model (5053-Consumer Fiber Broadband changes - cost justification).
2. With this filing, Ooredoo is proposing a portfolio of New Tariffs applicable to new customers subscribing to the service.
3. The portfolio of New Tariffs proposed by Ooredoo are as follows:

Pack	Connection fee – one-time charge at Inception (QAR)	Double Play Unlimited Internet (1) and Landline Package	Triple Play Unlimited Internet (1), Landline and IP Television Package	
		Monthly recurring charge rate (QR)	Set Top Box (QR)	Monthly recurring charge rate (QR)
15 Mbps	300	300	Free of Charge	300
30 Mbps	300	400	Free of Charge	400
50 Mbps	300	450	Free of Charge	450
75 Mbps	300	500	Free of Charge	500
100 Mbps	300	550	Free of Charge	550
150 Mbps	300	600	Free of Charge	600
200 Mbps	300	650	Free of Charge	650
300 Mbps	300	700	Free of Charge	700
1 Gbps	300	1,500	Free of Charge	1,500
10 Gbps	300	6,500	Free of Charge	6,500

Table 1: FBB new Consumer Fibre Broadband Portfolio and Tariffs

4. Key amendments are
 - 4.1 Subscribers to New Triple Play Tariff will get STARZ PLAY at no additional charge as an add-on to the basic IPTV content packages.
 - 4.2 Subscribers to New Triple Play Tariff of 30 Mbps and above will get BeIN Sports at no additional charge as an addition to STARZ PLAY and the basic IPTV content packages.
 - 4.3 The Access Point ("Wi-Fi CPE") price will be changed from QAR 360 to QAR 480.
 - 4.4 Ooredoo plans to launch the New Tariff on November 8, 2017.
 - 4.5 Subscribers to the existing Triple Play Tariff will not get additional content packs unless they move to the New Triple Play Tariff.
5. On October 22, 2017, the CRA issued an Order to Ooredoo including its concerns and requests for clarifications (ref. CRARAC 2017/10/22) ("the Order").

6. In summary, Ooredoo was required to provide clarifications on:
 - 6.1 The Commercial strategy pursued by Ooredoo with the New Tariff;
 - 6.2 The Wi-Fi CPE, including – amongst others - the cost of the device and billing mechanism;
 - 6.3 The One-time Fees, including – amongst others - the billing mechanism;
 - 6.4 Other Terms and Conditions, including – amongst others - supply time and customers eligible for the additional TV contents;
 - 6.5 Cost justifications, including – amongst others – evidences of the cost used by Ooredoo for estimating the profitability of the New Tariff.
7. On October 31, 2017, as required by the Order, Ooredoo submitted (ref. Ooredoo's letter OQ/Reg-5072/2017-10):
 - 7.1 The responses to CRA requests for clarifications;
 - 7.2 An updated version of the cost justifications (ref. excel file "5072-FTTx Model v0 121 Oct 2017 Increased content bundles.xlsx");
 - 7.3 An updated of the Tariff document (ref. document "5072-C05-02 Consumer Fibre Broadband service 011.docx").
8. The CRA reviewed the above submissions and met Ooredoo on November 5, 2017, to further discuss some of the responses and the cost justifications.
9. On November 7, 2017, Ooredoo submitted an updated Tariff Document to address CRA's concerns (ref. Attachment 1).

2 Legal Basis

10. Article (4) of the Emiri Decision 42 of 2014 gives to the Communications Regulatory Authority (CRA) the responsibility for regulating the ICT and the Post sector, as well as access to digital media, with the aim of providing advanced and reliable communication services across the State. The Authority shall have the powers necessary to undertake the above and, in particular:
 - 10.1 Setting regulatory framework for the communications, ICT, post sector, and access to digital media, in line with the General policies of the sector and to enable optimum performance (1);
 - 10.2 Securing access to services across the State and ensuring comprehensive access to basic services (5);
 - 10.3 Ensuring interconnection and access to all users by setting conditions for effective interconnection and access (6);
 - 10.4 Setting conditions and criteria for licensing and approval for communications and ICT services, access to digital media, the use of frequencies and the issuance of related licenses and approvals; and ensuring compliance with its conditions (9).
11. Further, Article (15) of the Emiri Decision states that, within CRA, the Regulatory and Competition Affairs department shall:
 - 11.1 develop appropriate tariff regulations, giving priority to the telecommunications market, or telecommunications services according to the market requirements, and determine fees for retail and wholesale (2);

- 11.2 develop and identify policies and regulations for all services which will foster a competitive market and serve the interests of the consumers (7).
12. The Retail Tariff Instruction ("RTI") for Individually Licensed Service Providers in Qatar (CRA 2015/05/07) sets forth the rules and processes for the approval of retail tariffs by the CRA.
13. Section 4 of the RTI contains the Specific Provisions for Dominant Service Providers, including the prohibition of Anti-Competitive Conduct, such as e.g. pricing below cost, cross subsidizing, predatory pricing and excessive pricing.
14. Specifically, Section 4.1 "Tariff Filing and Review" of the RTI contains that:
 - 14.1 DSPs must ensure that all Tariffs that contain any service or service elements that falls within a Relevant Market in which the SP has been designated as dominant are filed and approved by the Authority in advance of their proposed effective date.
 - 14.2 The Authority shall have five working days, from the date on which a Tariff filing is received, in which it may (a) approve or (b) object to the tariff and order its suspension, modification or withdrawal, or (c) extend the period for review.
 - 14.3 If the Authority decides that an extended review of a proposed Tariff is necessary, it shall notify the DSP in writing and shall specify the procedures and timetable for the Tariff review, including any consultation or other relevant process with respect thereto, in accordance with the Applicable Regulatory Framework or as determined by the Authority.
15. In addition, Section 4.2 "Safeguards against Anti-Competitive Conduct" of the RTI contains that:
 - 15.1 Charging: In order to demonstrate that the effect of an offer has not been anticompetitive and therefore the DSP's pricing within a market is above cost the DSP is required to provide reports, which clearly demonstrate that product categories, taken individually and/or as a whole, are above the applicable cost standard¹. The DSP must also be able to demonstrate on request of the Authority that a Tariff is in compliance with the ARF. Sufficient granularity of information should be provided by the DSP to CRA to demonstrate that any product category will not be under cost over a given period.
 - 15.2 Absence of cross-subsidisation: Unless explicitly approved by the Authority cross subsidisation is explicitly forbidden by the Telecommunications Law. It is the obligation of the DSP to demonstrate that a Tariff does not contain cross-subsidies.
 - 15.3 Absence of a Price Margin Squeeze: DSPs must demonstrate the absence of a Price Margin-Squeeze (PMS) for their services. This should be based on the Wholesale Charges of existing wholesale products or, where relevant, the charge of proposed wholesale products.
 - 15.4 Charging: In order to demonstrate that the effect of an offer has not been anticompetitive and therefore the DSP's pricing within a market is above cost the DSP is required to provide reports, which clearly demonstrate that product categories, taken individually and/or as a whole, are above the applicable cost

¹ The current cost regime, employs a Fully Allocated Cost model based on Historical Cost Accounting. Please refer. to Regulatory Accounting System (RAS) Orders for the financial years 2013 onwards issued to Ooredoo Q.S.C (CRA 2014/05/26a dated 25th May 2014

16. The Order to Ooredoo ("Order on FBB") Regarding C05-02 Consumer Fiber Broadband Services as per filings of August 10, 2016 and February 16, 2017, and B30-01 Fibre Broadband Services as per filing of June 4, 2017 (ref. CRARAC 2017/07/18, dated July 17, 2017" is also applicable, with reference to the requirements on the cost justifications (ref. clauses 29, 30 and 31 of the Order).

3 Ooredoo's responses to CRA's concerns

3.1 Commercial strategy pursued by Ooredoo

17. In summary, Ooredoo explained that the New Tariff is aimed to:

17.1 [REDACTED]

17.2 [REDACTED]

18. Ooredoo also noted that Vodafone Qatar is offering a one-year free subscription to beIN CONNECT to customers subscribing to fixed broadband services with speeds equal or higher than 50 Mbps.
19. The CRA is satisfied with Ooredoo's response.

3.2 Wi-Fi Access Point

20. Ooredoo clarified that customers are not allowed to install their own Wi-Fi CPE for the following main reasons:
- 20.1 Only the Wi-Fi CPE provided by Ooredoo can be managed by remote means, ensuring lower cost for maintenance and configuration issues for all customers;
- 20.2 The provision of the Wi-Fi CPE increases the customer's experience in term of meeting required installation timeframes and achieving compliance with Quality of Service Parameters.
21. Ooredoo stated that the cost to them of purchasing and supplying the Wi-Fi CPE was between [REDACTED] while the device sold for a retail price of QAR 480. However, customers can opt for an "easy repayment plan" and repays the retail price of the Wi-Fi CPE over 12 (QAR40/month) or 24 (QAR 20/month) month period. This is an option that benefits customers.
22. On charging the customers for the Wi-Fi, Ooredoo stated that:
- 22.1 New customers will be charged for provision of a Wi-Fi CPE;
- 22.2 Existing customers who cancel their service and then reconnect may be charged for a new Wi-Fi CPE depending on the length of their cancelation period. The onus whether to charge for a new Wi-Fi CPE is with the in-store sales manager.
- 22.3 Existing customers moving to the New Tariff can make use of their existing Wi-Fi CPE and therefore will not be charged for a new Wi-Fi CPE;
- 22.4 Existing customers who move premises (and either remain on their existing or take a new package) can make use of their existing Wi-Fi CPE and therefore will not be charged for a new Wi-Fi CPE; and
- 22.5 Existing customers who cancel a service or transfer a service to another person's name and who have payments remaining on their easy repayment plan must pay out the remaining amount for the Wi-Fi CPE for their account to be closed.

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23. The CRA is of the view that:

- 23.1 The New Tariff shall be amended to make the above rules on the charging of customers for the Wi-F CPE more clear.
- 23.2 In theory, the CRA is of the view that customers should have the right to install a Wi-Fi CPE of their choice. Nevertheless, in the long-term, such a practice could lead in higher prices and lower quality because of:
- (a) The higher cost of installation and maintenance incurred by Ooredoo;
 - (b) Longer time supply;
 - (c) Longer fault repair time.

Therefore, the CRA accepts Ooredoo's arguments that Wi-Fi CPEs should be restricted to only those models that are compliant with Ooredoo's network requirements.

3.3 One-time Fees

24. Ooredoo clarified that:

- 24.1 New customers will be charged a QAR 300 connection fee;
- 24.2 Existing customers who change from their existing package to the New Tariff will not be required to pay the QAR 300 connection fee;
- 24.3 Existing customer who move to a new location (regardless of whether they remain on their current package or take the New Tariff) will be required to pay a QAR 399 Shift of Service fee;
- 24.4 The Shift of Service fee has been reduced from QAR 399 to QAR 300. Ooredoo will update the tariff document to reflect the change.
25. The CRA is satisfied with Ooredoo's responses. However, the New Tariff shall be amended to make more clear the above rule on charging customers for connection and relocation.

3.4 Other Terms and Conditions

26. Ooredoo clarified that:

- 26.1 The 'speed bonus' will apply to both new customers to the New Tariff and to existing customers who migrate to the New Tariff;
- 26.2 The Time to Supply the the New Tariff is consistent with Ooredoo's Fixed License obligations in terms of Quality of Service; and
27. The CRA is of the view that the New Tariff shall clarify that the standard Time to Supply is 10 working days as per CRA's complaint procedure and that a 30 working day or greater Time to Supply will occur only in exceptional circumstances.

3.5 Cost justifications

28. The CRA has reviewed the updated Cost Justifications and found that:

- 28.1 Costs are justified;
- 28.2 The overall FBB platform is profitable with the New Tariff.

29. Ooredoo has also explained that beIN Sport will not be automatically made available to the customers but customers have to opt in for utilizing this service. Hence, Ooredoo has based its Cost Justifications assuming that around [REDACTED] of the customers will opt in. The CRA has verified that the New Tariff will stay profitable even if all the customers will choose to have beIN Sport.
30. The CRA is satisfied with Ooredoo updated Cost Justifications. However, the New Tariff shall be amended to clarify that beIN Sport will not be automatically available to the customers.

4 Order

31. Following information submissions outlined above and the meetings held with Ooredoo, the CRA is satisfied with Ooredoo's answers.
32. The information provided by Ooredoo and changes made to the Tariff Document (ref. Attachment 1) have addressed the concerns raised by the CRA.
33. On the costing side, Ooredoo's cost justification shows that the whole Broadband Platform has a positive margin ([REDACTED]%).
34. The cost justification above is based on a standalone model, and not on costs sourced from Ooredoo's audited RAS. While the CRA is of the view that the assumptions and data used in the cost justification are credible, the CRA expects to see comparable costs in the audited RAS 2016.
35. The CRA retains the right to instruct Ooredoo to revise the Business and Residential FBB Tariffs if the final RAS 2016 costs do not support and justify the tariffs and will not approve the RAS 2016, if the cost assumptions implemented for the cost justification of the Consumer FBB and Business FBB Tariffs are not used in the RAS 2016.
36. Ooredoo is required to submit an updated cost model used to determine the cost justification for the Business and Residential FBB Tariffs with the audited and approved RAS 2016 15 (fifteen) working days after the CRA has issued the closure letter on RAS 2016.
37. In the light of the above, the CRA approves Ooredoo to launch the Consumer FBB Tariff, as per Attachment 1.

5 Compliance

38. Under Article 11 of the Telecommunications Law, the CRA is required to monitor the compliance of licensees in accordance with their licenses and the accompanying Law and By-Law.
39. Article 4 (14) of the Emiri Decision (42) of 2014, specifically mandates the CRA to monitor compliance of the Licensees with the regulatory frameworks and to take the necessary measures to ensure their compliance.
40. CRA will monitor the compliance of Ooredoo, inter alia, but not limited to against the following criteria:
 - 40.1 Ooredoo implements in the RAS 2016 the cost assumptions used for the Cost Justification of the FBB Tariffs;



- 40.2 Timely submission of the updated cost model (ref. clause 36 above):
- 40.3 Consistency of the published Tariff Document with the requirements of this Order (ref. section 3 above).
41. This monitoring will be carried out upon filing the updated Cost Justifications (ref. clause 36 above) and through checking the section of Ooredoo's website where the Tariff Documents are published.
42. In the event of non-compliance, it shall result in one or a combination of the following enforcement provisions as stipulated under the Telecommunication Law:
- 42.1 Invoking the provisions of chapter sixteen (16) of the Law, whereby the Licensee shall be subject to criminal prosecution as a form of punishment for non-compliance with the relevant provisions of the Law and its license; and
- 42.2 Such non-compliance shall under Article 70 be punishable as an offence by a term of imprisonment not exceeding two (2) years and or a fine not exceeding one hundred thousand Riyals; or
- 42.3 Such non-compliance shall under Article 67 be punishable as an offence by imposing a term of imprisonment not exceeding one year and a fine not exceeding one million Qatari Riyals; and
- 42.4 Under Article 71, the person responsible for the actual management of the corporate entity, shall be punished with the same penalties assigned to the acts that are committed in violation of the rules of this law, if it is proved that such person was aware of such acts or the breach of his or her duties rendered upon him or her by such management, had contributed to the offense.



Mohammed Ali Al-Mannai

President of the Communications Regulatory Authority

Attachment 1 to the Order To Ooredoo Q.S.C. Regarding C05-02 as per filing of October 16, 2017, dated November 07, 2017 (CRARAC 2017/11/07)

General Tariff Information

Service Provider Name	Ooredoo Q.S.C (formerly Qtel Q.S.C.)
License	Public Fixed Telecommunications Network and Services
Tariff Number	C05-02
Service Name	<i>Fibre Broadband Services</i>
Tariff Type	<i>Consumer</i>
Tariff Effective Date	<i>8 November 2017</i>

1. Definitions

- 1.1. Additional Service Point is an extension of the physical reach of the Service within the customer's premises. This typically requires additional cabling.
- 1.2. Broadband means High-speed Internet access through fixed and wireless networks.
- 1.3. Connection Charges means the charges identified in the applicable tariff for connection of the basic and optional services and payable once in advance
- 1.4. CPE means Customer Premises Equipment. This includes the Wi-Fi router and the Set Top Box (if applicable).
- 1.5. Domain-Name means an Internet address, i.e. "Ooredoo.com.qa".
- 1.6. Email Account means the required user to access to certain email box
- 1.7. Email Address means Domain-base address by which a user is referred to i.e. user@domain.name.
- 1.8. Email Box means an allocated space on Ooredoo servers associated with an email address/email account where the user can send and receive emails.
- 1.9. Mbps – Mega Bits per second.
- 1.10. Monthly Rental Fee means the monthly subscription fee identified in the applicable tariff and payable every month in advance
- 1.11. Optical Network Terminal (ONT) means a media converter necessary to provide the fibre broadband service, which is installed on the customer premises.
- 1.12. Ooredoo means Qatar Telecom (Ooredoo)
- 1.13. Router means an intelligent device that enables a number of end-user consumer electronic devices to share a single data service simultaneously.
- 1.14. Service is the Fibre Broadband Service. This includes Landline Services, Broadband Services and can include IPTV.
- 1.15. Subscriber means the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.
- 1.16. User means the natural person who actually uses the Service.
- 1.17. Web Hosting means a Web site that is hosted and operating in Ooredoo computer servers connected to the Internet.
- 1.18. Wi-Fi means Wireless high-speed access to the Internet provided using IEEE-802.11 technology.

2. Tariff Terms and Conditions

- 2.1.** This tariff is for a permanent standard service. This tariff is neither a special promotion nor a readjustment.
- 2.2.** This tariff contains charges and conditions applicable to the provision of Consumer Fibre Broadband services.
- 2.3.** 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.
- 2.4.** 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 (subject to CRA approval) as specified by Ooredoo as of the date Ooredoo publishes such promotions or readjustments.
- 2.5.** These terms and conditions are in addition to the terms and conditions specified in other tariffs and/or the General Terms & Conditions where referenced.

3. Service Description

- 3.1. The Fibre Broadband Service offers fast access to the Internet for surfing the Web, downloading and uploading data, landline services and optional IPTV. The service is delivered to the subscriber via a fibre access network. External factors outside Ooredoo's control may impact speed or access to certain sites / destinations. Wi-Fi speeds are not guaranteed and will vary depending on customer premise environment and client device capabilities.
- 3.2. Subscribers may select an Internet and Landline package (Double play) or an Internet, Landline and basic IP television subscription (Triple play).
- 3.3. Commencement of Service: The subscriber will be provided with the service installation required in order to use the service. The service will be provided within 10 consecutive days from order, subject to technical feasibility and availability of the network.

4. Features and Charging:

4.1. The additional features of the broadband service are set out below:

Table 1

Domain Name	Free with the following address (subject to availability)
Web Hosting	Up to 250MB
Email Box	Up to 3 email addresses with 3GB mailbox space per email account or box

4.2. Fibre broadband service

Current Tariffs Table 2

Pack	Connection fee – one-time charge at inception (QAR)	Double Play Unlimited Internet (1) and Landline Package	Triple Play Unlimited Internet (1), Landline and IP Television Package	
		Monthly recurring charge rate (QAR)	Set Top Box (QAR)	Monthly recurring charge rate (QAR)
10 Mbps	300	250	Free of Charge	250
25 Mbps	300	350	Free of Charge	350
50 Mbps	300	400	Free of Charge	400
75 Mbps	300	450	Free of Charge	450
100 Mbps	300	500	Free of Charge	500
150 Mbps	300	550	Free of Charge	550
200 Mbps	300	600	Free of Charge	600
300 Mbps	300	650	Free of Charge	650
1 Gbps	300	1,900	Free of Charge	1,900
10 Gbps	300	7,500	Free of Charge	7,500

These packs are no longer available for sale from the 8th of November 2017. Customers subscribed to these packs can continue using these packs until they unsubscribe or move to other pack.

Proposed New Tariffs Table 3

Pack	Connection fee – one-time charge at inception (QAR)	Double Play Unlimited Internet (1) and Landline Package	Triple Play Unlimited Internet (1), Landline and IP Television Package	
		Monthly recurring charge rate (QAR)	Set Top Box (QAR)	Monthly recurring charge rate (QAR)
15 Mbps	300	300	Free of Charge	300
30 Mbps	300	400	Free of Charge	400
50 Mbps	300	450	Free of Charge	450

75 Mbps	300	500	Free of Charge	500
100 Mbps	300	550	Free of Charge	550
150 Mbps	300	600	Free of Charge	600
200 Mbps	300	650	Free of Charge	650
300 Mbps	300	700	Free of Charge	700
1 Gbps	300	1,500	Free of Charge	1,500
10 Gbps	300	6,500	Free of Charge	6,500

4.2.1. Voice only customers are charged a recurring monthly fee of QAR 33 and may upgrade to a Double or Triple Play service at any time and pay the new respective monthly fee.

4.2.2. Fair Usage Policy: The Service is provided to the subscriber as 'unlimited' fibre broadband access subject to a 'Fair Usage Policy' found at www.Ooredoo.qa

4.2.3. The terms applicable to charges for Broadband Router device provided by Ooredoo are specified for individual situations below. Note that to ensure good and consistent customer service experience and to expedite resolution of potential broadband service interruptions, Ooredoo customers are asked to use Wi-Fi device provided by Ooredoo.

4.2.3.1. Customer Moving Home

- Customer pays QAR 300 for the installation at the new address.
- If customer has Broadband Router currently on a loan repayment with outstanding payments customer will not be asked to pay the loan in full at the time of home move. Customer can use his Broadband Router on the new address and continues to pay device loan.
- If customer has Broadband Router, which was supplied by Ooredoo free of charge (prior to March 2017), customer will not be asked to purchase a new Broadband device. Customer simply takes Broadband Device to new home address.

4.2.3.2. Transfer of service ownership

- Customer must repay the outstanding loan on the Broadband Router (if any) before transferring services to another person.
- New customer has the option to purchase new Broadband device or take the existing one from transferee.
- There will be no installation charge of QAR 300.

4.2.3.3. Moving from Old Fibre plan to New Fibre Plans

- Customer will not be charged installation charge of QAR 300.
- Loan on the Broadband Router (if any) is carried forward. Customer is not required to pay loan in full at the time of changing the tariff plan.
- If customer has Broadband Router, which was supplied free of charge (prior to March 2017) customer will not be asked to purchase a new Broadband Router.

4.2.3.4. Service termination

- Customer is requested to repay charges outstanding, including any loan payments outstanding on the supplied Broadband Router.

4.2.3.5. Double to Triple Play Migration

- Broadband Router loan if any is carried forward, customer will not have to pay outstanding loan repayments at the time of migration.
- If customer has Broadband Router, which was supplied free of charge (prior to March 2017) customer will not be asked to purchase a new Broadband device.
- No installation charge of QAR 300 is charged.

4.2.3.6. Returning Customers

- Customers who previously had Ooredoo's Fibre Broadband with an approved Broadband Device can be re-provisioned at retail outlets with the same landline number (if available) and without need to purchase a new Broadband device.
- The maximum time-period allowed from termination to re-provisioning is 12 months.
- Customers returning after 12 months will have to purchase new Fibre Router device.
- In each case customer will have to pay service activation fee of QAR 300.

4.2.4. Additional Access Points may be purchased at a once off charge of QAR 800 (HomeZone). The charge includes installation, necessary cabling and an Access Point (CPE).

4.2.5. TV for additional rooms is QAR 100 per month per additional STB, which comes with free Ooredoo Basic TV. Additional premium add on packages are chargeable at 50% of the current retail price per additional STB. No installation charges apply.

4.2.6. Secondary room pricing is QAR 100 monthly recurring plus 50% of the Extra / Premium Package(s) received on the primary room. Note packages subscribed to on the Primary room are automatically made available on each secondary room and charged.

4.2.7. If the customer is subscribed to double play packs, the upload and download speed ratio is 1:2. If the customer is subscribed to Triple play packs, the upload and download speed ratio is 1:4. Example: Customer subscribed to 100mb double play pack will get download speed up to 100Mbps and upload speed up to 50Mbps; customer subscribed to 100 Mbps Triple play pack will get download speed up to 100Mbps and upload speed up to 25Mbps.

4.2.8. The Access Points (WiFi) are now chargeable and customer's owned. The customer can pay QAR 480 up front or easy repayment plans are the following:

4.2.8.1. QAR 20 per month for 24 months.

4.2.8.2. QAR 40 per month for 12 months.

4.2.9. The Access Points sold to the customer will come with a 24 month warranty.

4.3. Home Broadband Speed Boost:

4.3.1. Description: Only applicable on the new plans listed in Table 3.

Consumer fiber customers will have the option to upgrade their current fiber broadband plan to the any higher speed for the same price as their current speed for two months.

4.3.2. Charing: After the customer has been on the higher plan for two months, he will have the option to downgrade to his original plan (e.g. the customer may request to move back from the 30Mbps to 15Mbps plan) at the same price he was paying previously or stay on their upgraded plan at the price set for that higher plan (e.g. customer that was upgraded to 30Mbps will pay the price of 30Mbps as reflected on **Table 3** if applicable.

4.3.3. Condition: The offer can be applicable for the same customer only once in 12 months' time period.

4.4. Landline Service

- 4.4.1. Description: Landline allows a User to call and receive calls from local and international fixed and mobile telephone numbers from their landline handset
- 4.4.2. Voice only customers are charged a recurring monthly fee of QAR 33.
- 4.4.3. Landline modification charges

Table 3

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Number Change	50	No charge	n/a
Landline Service reconnection	50	No charge	n/a
Landline Temporary Suspension	No charge	No charge	n/a

4.4.4. Landline national calling

- 4.4.4.1. The billing interval for national calls is 60 seconds.
- 4.4.4.2. The national calling charges are in the table below:

Table 4

Calling Rates	Peak Rates (QAR) daily 6am-11pm	Off Peak Rates (QAR) daily 11pm-6am
Calls to Ooredoo and other fixed operator Landline	Free of charge (included in monthly recurring charge set out in paragraph 4.2)	Free of charge (included in monthly recurring charge set out in paragraph 4.2)
Calls to Ooredoo Mobile	0.45	0.30
Calls to other mobile operator	0.45	0.30

4.4.4.3. Landline other national numbers and calling charges

Service	Dialling Pattern	Charge (QAR)/minute
Freefone	800 xxxx	No charge
Landline Audiotext	9001xxx, 9002xxx	0-100
Directory Inquiry	180	No charge
International Call Barring	150	No charge
Call Centre	111	No charge
Telegram	130	No charge
'Telegram by Phone'	131	No charge
Speaking Clock - Arabic	141	No charge
Speaking Clock - English	140	No charge
Emergency Services	999	No charge
Kahramaa Emergency Services	991	No charge

Table 5

Environment Emergency Services	998	No charge
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4.4.5. Landline international calling:

- 4.4.5.1. Description: Landline international calling allows calls to be placed from Qatar to any international destination chosen by the subscriber.
- 4.4.5.2. The billing interval for international calls is 60 seconds.
- 4.4.5.3. Countries included within each charging zone are illustrated in the table below:

Table 6

Zone	Country/platform destination
GCC	Bahrain, Kuwait, Oman, Saudi Arabia, UAE
MENA	Algeria, Djibouti, Egypt, Iraq, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Somalia, Sudan, Syria, Tunisia, Yemen
Africa & Rest of World	Angola, Ascension Island, Benin, Botswana, Burkina Faso (Upper Volta), Burundi, Cameroon, Cape Verde Island, Central African Rep., Chad, Comoros (Mayotte Island), Congo, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea Bissau, Guinea Rep., Ivory Coast, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, St. Helena, Tanzania, Togolese, Uganda, Zaire, Zambia, Zimbabwe
Americas	Alaska, Anguilla, Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Canada, Cayman Islands, Chile, Colombia, Costa Rica, Cuba, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Island, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Hawaii, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherland Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, St. Kitts Nevis, St. Lucia, St. Pierre Et Miquelon, St. Vincent, Surinam, Tahiti (French Polynesia), Trinidad & Tobago, Turks & Caicos

	Island, Uruguay, USA, Venezuela, Virgin Islands (British), Virgin Islands (Us)
Asia	Afghanistan, Bangladesh, Bhutan, Burma (Myanmar), India, Iran, Maldives, Mongolia, Nepal, Pakistan, Sri Lanka, Brunei, China, Diego Garcia, Hong Kong, Indonesia, Japan, Kampuchea (Cambodia), Korea North, Korea South, Laos, Macao, Malaysia, Philippines, Singapore, Taiwan, Thailand, Vietnam
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Island, Finland, France, Georgia, Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Italy, Kazakhstan, Kyrgyz Rep., Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (Azores / Madeira), Romania, Russia, San Marino, Slovak Rep., Slovenia, Spain (Balearic Islands), Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, UK, Ukraine, Uzbekistan, Yugoslavia
Oceania	Antarctica, Australia, Australian Ext. Territories, Christmas Island (Indian Oc.), Cocos (Keeling) Islands, Cook Islands, East Timor, Fed. States Of Micronesia, Fiji, Guam, Kiribati, Marshall Islands, Nauru, New Caledonia, New Zealand, Niue Island, Northern Mariana Islands, Palau, Papua New Guinea, Samoa – Us, Samoa – Western, Solomon Islands, Tahiti (French Polynesia), Tokelau, Tonga, Tuvalu, Vanuatu, Wallis & Futana
Special & Satellite	Inmarsat, Iridium, Skyphone, Thuraya

4.4.5.4. Charging for standard destinations: The following all-inclusive charges for voice and video calls apply to standard international destinations:

Table 7

Zone	Calls (voice/video) Peak Rate (QAR/min.) daily 6am-11pm	Calls (voice/video) Off-Peak Rate (QAR/min.) daily 11pm-6am
GCC	1.64	1.08
M.E.N.A.	2.08	1.64
Americas	2.08	1.64
Europe	2.08	1.64
Oceania	2.08	1.64
Asia	2.64	1.92
Africa & Rest of World	2.64	1.92
Special & Satellite	30.00	30.00

4.4.5.5. Charging for specific international destinations

The following all-inclusive rates apply to specific calling destinations:

Table 8

Exception for specific destinations	Calls (voice/video) Peak Rate (QAR/min.) daily 7am-7pm	Calls (voice/video) Off-Peak Rate (QAR/min.)
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		daily 7pm-7am
Wallis & Futuna, Norfolk Island, Nauru, Australian Ext. Territories, Cuba, Sao Tome Principe, St. Helena, Diego Garcia	3.76	2.96
Greenland	2.48	1.92
Iridium Local	16.00	16.00
Skyphone	36.00	36.00
Thuraya	6.00	6.00

4.4.6. Landline Value Added Services:

- 4.4.6.1. Number change announcement: The service allows the Customer to benefit from a temporary recorded message announcing a permanent change in their telephone number.
- 4.4.6.2. Call line identification (CLI): The service allows the called Customer to view a calling party's directory number.
- 4.4.6.3. Call Waiting: The service allows a user to be notified of another incoming call while a call is already in progress, and gives the user the ability to answer the second call while the first call remains on 'hold'.
- 4.4.6.4. Conference calling: The service allows a telephone call to be established in such a way that three or more stations can communicate directly with all the other stations.
- 4.4.6.5. Call forwarding: The service allows the customer to forward incoming calls to another phone number.
- 4.4.6.6. International call barring: International Call Barring is a facility that prevents a landline from originating international calls
- 4.4.6.7. AudioText: is an Interactive Voice Response (IVR) which provides information in the form of recorded messages over telephone lines in response to caller input.
- 4.4.6.8. Hunting Facility: The service allows multiple telephone lines to single residential premises to act collectively as a 'hunting group'. If an individual hunting group line is engaged, the caller will be forwarded to the next available 'hunting group' line.
- 4.4.6.9. Ex-Directory: The service allows the subscriber to withhold their phone number from all directory services.
- 4.4.6.10. Outgoing call barred (OCB): Outgoing Calls Barred is a facility that prevents all outgoing calls and only allows the subscriber to receive calls.
- 4.4.6.11. Incoming call barred (ICB): Incoming Calls Barred prevents a subscriber from receiving incoming calls and only facilitates outgoing calls.
- 4.4.6.12. Itemized Billing for International, Mobile and Value Added Services: A monthly billing statement will itemize charges for calls made to mobile numbers, value added

services, and/or to international calls. The subscriber may elect to receive a non-itemized or censored bill by informing Ooredoo.

4.4.6.13. Charging: Subscribers will be charged at the rates as set below:

Table 9

Service	Connection and Set-up Fees (QAR)	Monthly Fees (QAR)	Service Shifting Fee
Call Forwarding**	Free	8	n/a
Call Line Identification (CLI) Service	Free	15	n/a
Call Waiting Service*	Free	8	n/a
Conference Calling Service*	Free	8	n/a
Subscriber controlled International Call Barring*	Free	8	n/a
Call forward	Free	15	
International call barring	Free	15	
Incoming call barred (ICB)	50	No charge	n/a
Outgoing call barred (OCB)	50	No charge	n/a
Number Change Announcement	No charge	First month free of charge and QAR25 per month thereafter	n/a
Calling Line Hot Line Service	No charge	30	n/a

* Star Services: Subscribers selecting Call Barring, Call Waiting and Conference Calling as a combined package receive a discounted monthly rental of QAR17 instead of the collective separate charges of QAR24 for monthly rental.

4.4.7. Easy-to-Remember Numbers

4.4.7.1. Description: Easy to Remember (ETR) numbers are especially desirable numbers classified in five categories according to the number of consecutive identical digits and other factors.

4.4.7.2. Examples: The table below provides examples of the types of number patterns that are classified in each category. Due to the large number of number of permutations available, an exhaustive list is not shown.

Table 10

Number Category	Typical format example					
Royal	XXXXXXXX					
Diamond plus	AXXXXXXX	XXXXXXAX	XXXXXXXA	XYYYYYYX	XAXXXXXX	
Diamond	XXAXXXXX	XXXAXXXX	XXXXXYYY	XXXXYYYY	XXXYYYYY	XXXXYXXX
Platinum Plus	XYYYYYXX	XYXXXXYY	XYXXXXXY	XXXXYYYY	XYYYYYXX	XYXXXXXX
Platinum	XXXXYXXY	XXXXYXYX	XXXXYXYX	XXXXYXYX	XXXXYXYX	XXXXYXYX
Gold Plus	XXXXAYYY	XXXAYYYY	XXXXYYZZ	XXXXYYYA	XXXXYYYA	XXXXAYYY
Gold	AXXXXBXX	AXXXXYXY	AXXXYYX	AXXXYYX	XXXXXABC	XXXXXABX
Silver Plus	ABXXYYYY	XYYYYYXA	XYZZZZXY	ABXXYYYY	XXXABYYY	XXXXYYYX
Silver	ABXXXXYY	ABXYYYXX	AXBCXXXX	AXBXYYYY	AXXXBYYY	AXXXBYYY

Bronze	ABXXXXCD	ABXXXYXY	ABXXYYXX	ABXXYYXX	ABXYXXXY	ABXYXYYY
Pearl	AXXBCXXX	AXXYBYYY	AXYXYZZZ	AXYYXZZZ	XXXYZYZZ	XXYZZZYZ
Mercury	XABXXYYY	XAXYYZZZ	XAYYXZZZ	XXABCYYY	XXABXYYY	XXYABYYY
Cooper	XAYXYZZZ	XXYXXAAY	XXYXXYYA	XXYXXYZZ	XXYXYXZZ	XYXYZXZY
8 digit sequence	23456789	34567890	45678991	56790092	67901193	79012294
7 digit sequence	X0123456	X1234567	X2345678	X3456789	X4567901	X5679013
6 digit sequence	XY012345	XY123457	XY234567	XY345678	XY456789	
Descending	654321XY	543210XY				

4.4.7.3. Regulation: Easy to Remember numbers remain under the administrative jurisdiction of CRA, which may require surrender or reassignment of certain telephone numbers at any time. In no case does Ooredoo guarantee the right to use any ETR number for more than one year following the date of assignment.

4.4.7.4. Charging: Easy to remember numbers are subject to a one-time charge as follows:

Table 11

Number Classification	Applicable one-time charge (QAR)
Royal	1,000,000
Diamond plus (with "0"s)	500,000
Diamond plus	300,000
Diamond (with "0"s)	200,000
Diamond	150,000
Platinum Plus (with "0"s)	50,000
Platinum Plus	40,000
Platinum (with "0"s)	35,000
Platinum	25,000
Gold Plus (with "0"s)	20,000
Gold Plus	15,000
Gold (with "0"s)	13,000
Gold	10,000
Silver Plus (with "0"s)	7,500
Silver Plus	6,000
Silver (with "0"s)	5,500
Silver	4,500
Bronze (with "0"s)	4,000
Bronze	3,000
Pearl (with "0"s)	2,500
Pearl	1,500
Mercury (with "0"s)	1,000
Mercury	700
Cooper (with "0"s)	500
Cooper	300
8 digit sequence	10,000
7 digit sequence	3,000
6 digit sequence	1,500
Descending	300

5. Service Provider obligations:

- 5.1.** Some or all fibre broadband services 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 do the following:
 - 5.1.1.** Verify that the subscriber's landline is in an area where they can receive broadband services.
 - 5.1.2.** Verify that the technical characteristics of the subscriber's landline can support broadband services which may require performing a landline test.
- 5.2.** Ooredoo is responsible for servicing and providing technical maintenance of the service. Ooredoo will not provide any maintenance of the subscriber's equipment, including any additional equipment necessary to connect the service. Ooredoo is not responsible for any delays caused in installation due to the subscriber's absence at the agreed installation date or time.
- 5.3.** Ooredoo may, if necessary to protect the network system, suspend, terminate or downgrade a particular broadband service.

6. Subscriber obligations:

- 6.1. Minimum service period:** The minimum service period for the fibre broadband service is three (3) months commencing from the date of activation of service. Subscribers terminating before the end of the minimum service period, will be liable to pay any outstanding monthly recurring charges for the full minimum service period.
- 6.2.** Subscribers are responsible for backing-up their entire systems before broadband installation takes place and ensuring that the software installed in their computer equipment (and other devices) is compatible with the service and related software.
- 6.3. Equipment:** With the exception of the CPE equipment provided by Ooredoo, the subscriber may also acquire the 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. Ooredoo's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment).
- 6.4.** The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.
- 6.5.** Ooredoo may require the subscriber to submit information reasonably related to the service or their connected data devices.
- 6.6.** The subscriber undertakes to use the service personally and for their private interest, and shall not transfer the service or assign it to a third party without obtaining Ooredoo's prior written consent.

**** END OF TARIFF ****

Tariff Version Control

Tariff Version Number	Approval Date	Effective Date	Tariff Modifications
001		22 January 2012	New tariff
002		1 April 2012	Introduction of installation fee and cost for secondary Set-top box
003		7 October 2014	Speed Upgrade for 1Mbps and 10Mbps subscribers
004		3 September 2015	Home Broadband Speed Boost
005		29 May 2016	New 1GB speed, plus updates for Speed increase and Ooredoo TV.
006		14 June 2016	Price packs prices changes
007		5 July 2016	Addition Plans
008		15 July 2016	Price Pack prices changes
009		23 February 2017	Introducing New 10GB speed
010		4 April 2017	Access Points
011		8 November 2017	Packages changes; change in fee for shifting location