



**CONSULTATION ON
QATAR TELECOM (Q-TEL) Q.S.C. TARIFFS FOR THE PROVISION OF
SPECIFIC CORPORATE SERVICES**

CONSULTATION DOCUMENT

**The Supreme Council of Information and Communication
Technology “ictQATAR”**

31 March 2008

Comments in response due by 30 April 2008

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A. INTRODUCTION AND BACKGROUND

1. The Telecommunications Law of 2006, Decree Law No. (34), gives the Supreme Council of Information and Communication Technology (ictQATAR) the responsibility for regulating the telecommunications sector in Qatar. This legal responsibility includes “safeguarding the interests of customers, including setting the rules for tariff regulation and criteria for quality of service and monitoring the terms and conditions of telecommunications services provision.”¹ It also includes “the power to determine the elements necessary for the provision of tariff offers, their approval and publication in respect to telecommunications services.”²
2. ictQATAR issued two licenses to Qatar Telecom (Q-TEL) Q.S.C. for the provision of public mobile and fixed telecommunications networks and services in October 2007. These licenses require that Q-TEL file all of its tariffs for telecommunications products and services with ictQATAR that were in effect on the 7th of October 2007. ictQATAR is currently in the process of reviewing the filed tariffs in so far as they relate to Q-TEL’s provision of corporate telecommunications products and services. To assist us with this review process, we are seeking views and related information from the public regarding Q-TEL corporate tariffs related to specific products and services, including prices, contract periods, technical conditions, service level agreements as well as other terms and conditions related to these tariffs.
3. The specific Q-TEL tariffs for which ictQatar seeks information from the public include those relating to Q-TEL’s provision of:
Corporate Private Line Services;
Corporate IP Services;
Corporate Internet Services;
VSAT Services and

¹ Decree Law 34 of 2006 on the promulgation of the Telecommunications Law; Article (4) para 8.

² Ibid; Article (26).

Corporate International Services.

Q-TEL's full description of each of these tariffs, as filed with ictQATAR, can be found on our website at www.ict.gov.qa.

4. The purpose of this public consultation is to ensure that all stakeholders with an interest in the terms and conditions of the Q-TEL corporate products and services listed above have an opportunity to participate in ictQATAR's tariff review process.
5. This is the first time that ictQatar has sought information or comments from the public regarding specific tariffs for telecommunications products and services. We may issue further public consultations in relation to tariffs for both corporate and consumer telecommunications products and services after evaluating the outcome of this consultation.

B. SUMMARY OF THE SPECIFIC Q-TEL CORPORATE TELECOMMUNICATIONS SERVICES UNDER REVIEW

6. ictQATAR seeks information from the public regarding the tariffs for specific Q-TEL corporate telecommunications products and services. These tariffs typically include the general terms under which a category of services is offered, descriptions of the types of services offered within a given service category, the rates and charges for each service, minimum service contract periods, terms for termination and discount rates, if any. The Q-TEL tariffs that are included as part of this consultation process are summarized below:

- a. Q-TEL Service Tariff No. 101: Corporate Private Line Services

Q-TEL's Corporate Private Line Services include international private line whole and half-circuits, local loop charges, Digital Data Network (DDN) services and DOHAPAK, which is a X.25, X.28 and X.32 data switching connection that is offered by means of dedicated and dial-up connections. The minimum contract period for these services is three (3) months. In addition to the standard terms and conditions

for this category of services, Q-TEL may also negotiate bespoke Service Agreements with customers.

b. Q-TEL Service Tariff No. 102: Corporate Internet Protocol (IP) Services

Q-TEL's Corporate IP services, which are offered for a minimum contract period of one (1) year, include Hosted IP Telephony, enhanced Virtual Private Networks (eVPN), Internet VPN, Bandwidth on Demand and managed and unmanaged IP VPN services. Installation and maintenance issues related to the provision of these IP services are addressed through additional bespoke Service Agreements. This Q-TEL tariff includes discounted rates for some of these services based on revenue commitment and/or contract duration. This tariff also includes discounted rates for government, schools and libraries for Internet VPN services.

c. Q-TEL Service Tariff No. 104: Corporate Internet Services

Q-TEL's Corporate Private Line Services include the provision of Internet Leased Lines and ADSL line services. These services are offered for a minimum contract period of three (3) months. This Q-TEL tariff includes a 50% discount off of its Leased Line rates for educational institutions and 20% discount for the government and medical sectors. Additional terms and conditions, including the technical conditions, specific service configurations or other matters may be contained in a Service Agreement signed by the parties.

d. Q-TEL Service Tariff No. 106: VSAT Services

Q-TEL provides VSAT services through two types of network configurations: (1) through Q-TEL's Hub; or (2) through its VSAT interactive systems. The first system involves using the Q-TEL hub to transport data back and forth to each VSAT terminal via satellite through a dedicated segment. For the second service, data is transported back and forth to each VSAT via satellite without going through a hub or central uplink site. The type of services available through Q-TEL's VSAT system include voice, data, video, SNGs (Satellite News Gathering) and WAN (Wide Area Networks). Qtel offers discounts for interactive VSATs and receive only VSATs

based on commitment periods. The rates for this Q-TEL tariff may also be subject to additional conditions set forth in a Service Agreement between the two parties.

e. Q-TEL Service Tariff No. 110: Corporate International Services

This Q-TEL tariff includes the international calling rates listed by country during peak and off-peak periods. Peak periods are from 7 am to 7 pm on all weekdays (Saturday to Thursday) and off-peak periods are from 7 pm to 7 am on all week days and all day on Fridays. This service is offered for an initial term of three (3) months. The terms and conditions for these services include information regarding itemized billing, billing intervals and charges for operator assisted calls.

C. RESPONDING TO THE CONSULTATION DOCUMENT

7. ictQATAR invites all interested parties to comment on the terms and conditions of the specific Q-TEL tariffs for corporate telecommunications products and services mentioned above. These comments are due on or before 3 pm on the 30th of April 2008.
8. All comments should be substantiated with information. This information could include, for example, a customer's previous and/or current experience using Q-TEL corporate services and/or experience using or knowledge of similar services in other markets. Additionally, this information could include any other relevant comments or observations in relation to a tariff or the product or service to which it relates. In particular, ictQATAR seeks comments that provide a clear picture of a given customer's views and/or experience with Q-TEL's tariffs for specific products and services for the following seven (7) areas:
 1. Minimum Service Contract Periods
 2. Quality of Service
 3. Discount Basis, Amount and Eligibility for Discounts
 4. Technical Capabilities, Conditions and Specifications

5. Price of Services
6. Service Level Agreements
7. Any other issue of importance that is not included above and that can be substantiated with supporting information.

D. CONSULTATION PROCEDURES

9. Unless otherwise marked as confidential, ictQATAR will be posting all comments to this consultation on its website at www.ict.gov.qa. ictQATAR prefers to receive submissions that are not marked as confidential. However, we accept that a submitter may sometimes wish to provide information in confidence. In these circumstances, submitters are asked to clearly identify any material that they consider confidential and provide a written explanation for the confidentiality claim. Any confidential information should be provided as part of a separate annex to a response document. ictQATAR will not publish any material for which a claim of confidentiality is made without first consulting with the submitter in question.
10. Each submission should only address the Q-TEL tariffs described in Section B. ictQATAR encourages submitters to structure their responses according to the seven (7) focus areas listed in Section C. We request that all comments, as far as is possible, are supported with factual data and/or actual experience.
11. All comments must be submitted in writing on or before 3:00 pm (local time in the State of Qatar) on the 30th of April 2008, 30 days from the publication of this consultation document.
12. All comments and other communications regarding this consultation should be submitted in the following manner:
 - a. By email (preferred) to consult@ict.gov.qa; or
 - b. By courier or post to:

Regulatory Authority
The Supreme Council of Information and Communication Technology
(ictQATAR)
Al Mirqab Tower, 4th Floor
Corniche Road
Doha, Qatar

13. Comments that are sent by courier or post should include an electronic version, preferably in a CD Rom format, in addition to a hard copy.