Ooredoo Service Tariff No. B18-01

General Tariff Information

Service Provider Name	Ooredoo Qatar Q.P.S.C.
Tariff Number	B18-01
Marketing Name of the Offer	Business Internet
Tariff Type	Standard Permanent
Customer Group	Business
Tariff Effective Date	17 September 2023
Tariff Version Number	006

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Contents

1   Definitions

1.   Demarcation point – the point of interface between the Subscriber-managed equipment and the Ooredoo-managed equipment. The Demarcation point is also referred to as the "Service Access Point" (SAP).

2.   IP – Internet Protocol, a network-layer (OSI Layer 3) protocol

3.   Internet-VPN – MPLS based Internet Access.

4.   MPLS – Multi Protocol Label Switching.

5.   Ooredoo – Ooredoo Qatar Q.S.C. (formerly (Qtel) Q.S.C)

6.   Services –IP VPN network services provided by Ooredoo to the Subscriber.

7.   Subscriber - the person or entity that enters into an agreement with Ooredoo to receive and pay for the Service.

8.   User – the natural person who actually uses the service.

9.   HTTP Response Time-is the time in second to get a HTTP (Hypertext Transfer Protocol) response from a local server hosted with Ooredoo ISP by sending the request through SLA enabled Business Internet from Customer premises.

10.   DNS Response Time -is the time taken in second to resolve a DNS (Domain Name System) request to a local server hosted with Ooredoo ISP by sending the request through SLA enabled Business Internet from Customer premises.

11.   Mean Time to Restore (MTTR) Service Commitment - is the average time to restore the service after reporting an incident; this time includes the time to diagnose and locate the fault. The MTTR is measured from time when a Fault Ticket has been logged by Ooredoo Customer Services and to the Fault Ticket has been resolved, which is the time when the Service has been restored and is operational.

12.   Response Time Commitment - is defined as the time taken for the Ooredoo support team to acknowledge the Incident trouble ticket within the response timescales defined in the SLA matrix. This acknowledgement will confirm receipt of the ticket, its Severity and indicate that diagnosis has commenced.

13.   End to End Client Network Availability-Service Unavailability shall mean a failure resulting in Customer being unable to connect to the Ooredoo Network from

Customer's location. Service Unavailability shall not include failure as a result of Ooredoo Network planned/scheduled maintenance, other planned outages, packet loss, problems with Customer's applications, equipment or facilities, acts or omissions of Customer, any use or user of the service authorized by Customer, or Force Majeure.

14. Service Restoration Commitment-Service Restoration (SR) Commitment is the commitment from Ooredoo for the restoration of the service in the event of a fault. It is defined in terms of Response Time and Mean Time to Restore Service (MTTR). Service Restoration can include the provision of a Workaround.

15. Severity Priority 1 (P1) - Major Service affecting -Is an Incident when a Customer Site experiences a total loss of Service. If no correction is immediately available but a Workaround is created, the P1 Incident will be closed and a P2 Incident will be opened. The object is to neutralize a P1 Incident as soon as possible.

16. Severity Priority 2 (P2) – Partial Service Affecting - Is an Incident that results in a partial service degradation of performance or a loss of resilience or redundancy of the Site but which does not result in a total loss of Service.

17. Mean Time Between Failures (MTBF) - is a measure of reliability of BUSINESS INTERNET service. It's measured as an average time between consecutive failures.

18. Workaround – Means a temporary repair, neutralization of a fault, modification, alteration, enhancement or replacement to the Service made by Ooredoo pursuant to an Incident which enables the Customer to use the Service in accordance with the specification prior to full correction.

19. City Limit –Means area that falls under Doha and Rayan municipal city limits

2 Tariff Terms and Conditions

20. This Tariff is for a permanent standard service.

21. This Tariff contains rates and charges applicable to the provision of the Business Internet Service.

22. 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.

23. 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.

24. These Service terms and conditions are in addition to the terms and conditions specified in Ooredoo's General Terms and Conditions for the Master Services Agreement for Business Telecommunications Services where referenced.

3   Service Description

25. Business Internet is a dedicated and symmetric Internet connection where the last mile is provisioned over a secure IP connection. Available in bandwidths from 2Mbps up to 10Gbps, Business Internet includes an Advanced Cisco Business Router for business-class service-delivery, as well as a subnet of 8 static (public) IP addresses which can be used for business applications such as for server hosting, VPN tunneling, video-conferencing and application sharing.

26. Physical Interfaces

Depending upon customer's requirement and product availed, Ooredoo provide Optical and Electrical interfaces as detailed below:

26.1 Optical Interfaces: Ooredoo support 100FX, 1000SX, 1000LX and 10GE interfaces. Selections of fiber type include single-mode and multi-mode. SC or LC connectors are supported

26.2 Electrical Interfaces: Ooredoo support 1000BT interfaces. Handoff are via an RJ-45 jack. Customer cable type should be minimum 5or Cat 5e or Cat 6.

4   Business Internet Service

4.1   Service Feature

27. Business Internet is a dedicated and symmetric Internet connection where the last mile is provisioned over a secure IP connection. Available in bandwidths from 2 Mbps up to 10Gbps, Business Internet includes an Advanced Cisco

Business Router for business-class service-delivery, as well as a subnet of 8 static (public) IP addresses which can be used for business applications such as for server hosting, VPN tunneling, video-conferencing and application sharing.

4.2 Charging

28. Business Internet standard service charges are set out below:

Speed	Installation Fee QAR	Monthly Recurring Charges (MRC) QAR
2 Mbps	3,000	9,750
5 Mbps	9,500	13,250
10 Mbps	9,500	14,000
15 Mbps	9,500	17,900
25 Mbps	9,500	24,950
40 Mbps	9,500	31,900
50 Mbps	9,500	35,000
60 Mbps	9,500	39,500
100 Mbps	9,500	45,500
125 Mbps	9,500	56,500
175 Mbps	9,500	69,750
250 Mbps	9,500	83,750
350 Mbps	9,500	92,500
500 Mbps	9,500	100,000
1 Gbps	9,500	131,500
2 Gbps	9,500	164,000
3 Gbps	9,500	205,000
4 Gbps	9,500	256,000
5 Gbps	9,500	300,000
10 Gbps	9,500	450,000

Table 1 Charges

29. Ooredoo may offer up to 20% discount on the products or services from time to time on the permanent or promotional basis as per the Article 3.9 of the Retail Tariff Instructions (RTI).

4.3 Upgrade/Downgrade Policy

30. A Subscriber upgrading or downgrading between packages will do so without paying any extra charge. A Logical upgrade that doesn't require any physical installation will not incur a new term or minimum service period. However, a new term would commence for changes where a new physical installation is required.

4.4 Equipment Charges

31. Ooredoo will provide any customer premises equipment necessary for the provision of service free of charge.

4.5 Change of Location

32. Subject to feasibility, a Subscriber may change the location where the Service is provided and applicable installation fee as per paragraph 4.2.

4.6 Additional Charges

33. Following a feasibility study of the Subscriber site, a Subscriber will be notified of any applicable additional installation fees due to the particular features of the Subscriber's site(s), such as civil works required due to distance between Subscriber site.

4.7 Optional Add On: Burstable Business Internet

34. Description

   Ooredoo offers a usage based Burstable Business Internet for customers having bursty traffic patterns. This option allows customer committing to a fixed capacity and have option to burst up to the port speed, or to an agreed pre-set rate limit. Customer opting for the Burstable Business Internet are provided with an Ethernet port capable of supporting burst. Subscribers to any Business Internet service products above 2Mbps can subscribe to a burstable Business Internet plan.

35. Charging

Burstable Business Internet has two charging elements; fixed port bandwidth and burst. The fixed port is charged for the committed capacity as per 4.2. The 'burst' is charged based upon 95th percentile billing where incremental usage above the subscribed bandwidth is billed at the unit rate equivalent to the subscribed bandwidth.

4.8   Optional Add On: Service Level Agreement

36.   Description

A Subscriber may enter into a Service Level Agreement which defines service and support levels provided by Ooredoo to the Subscriber for Business Internet A Subscriber may enter into one of the following SLA's;

36.1   First Class SLA

First Class SLA is offered with more stringent objectives and comprehensive parameters. First Class SLA is a premium service wherein Ooredoo guarantee the high availability by ensuring the redundancy and diversity as package solution.

36.2   Business Class SLA

Business class SLA option where in the objectives are defined for selective key parameters like availability of the Business Internet.

4.9   SLA Features and Charges

37.   Ooredoo Service Level Agreement provide commitment on various performance, availability, reliability and incident management parameters which differ on the type of SLA Package as per the table below.

Service Domain	SLA Parameter	Applicability Business Class	Applicability First Class
Availability	End to End Client Network Availability	99.0%	99.5%
Incident Management	Average Response Time - All Faults	1 hour	30 minutes
Incident Management	Average MTTR - P1 Incidents (within city limit)	8 hours	4 hours

Service Domain	SLA Parameter	Applicability Business Class	Applicability First Class
Incident Management	Average MTTR - P1 Incidents (outside city limit)	12 hours	8 hours
Incident Management	Average MTTR - P2 Incidents	12 hours	8 hours
Reliability	Average MTBF	✖	15 days
Performance*	HTTP Response Time*	✖	50 ms
Performance*	DNS Response Time *	✖	0.5%
* Performance parameter commitment may not be applicable when the diversity is on wireless media such as 4G and 5G etc. The customer will be clearly informed if the diversity is supplied via wireless media.			

Table 2 SLA Features

38.   Charges

Customers are charged an additional monthly fee:

Product	Business Class SLA	First Class SLA
Business Internet (Internet VPN)	This would be included within the commercials for the Business Internet offering	40% of the applicable monthly fee (as per paragraph 4.2)

Table 3 SLA Charges

4.10 Ideahub Package

39.   Customers can request Ideahub Package at the following charges:

Business Internet Speeds	Ideahub Package	Monthly Recurring Charge (MRC) QAR
From 10 Mbps to 60 Mbps	Ideahub 65-inch screen	1,195
From 100 Mbps to 10 Gbps	Ideahub 86-inch screen	1,795

Table 4 Ideahub Packages

40.   New customers can request Ideahub Package without charges if they accept two (2) years commitment period. In case they subscribe to speeds from 10 Mbps to 60 Mbps, they get Ideahub 65-inch screen. While, if they subscribe to speeds from 100 Mbps to 10 Gbps, they get Ideahub 86-inch screen.

41.   If existing customers upgrade to a speed in between 10 Mbps and 60 Mbps and accept two (2) years commitment, they will get Ideahub 65-inch screen. While,

if they upgrade to speeds from 100 Mbps to 10 Gbps, they get Ideahub 86-inch screen.

42. If customers terminate the service before the end of the commitment period, they will have to pay early termination charges based on the MRC included in table 4 for the remaining of the service term.

5   Service Provider obligations

43. Commencement of Service: The service shall commence from the date of activation of service.

44. Responsibility for service: Ooredoo is responsible for service only up to the Customer Premises Equipment and shall not be responsible for any quality of service, continuity of service or other matters impacted by subscriber cabling, equipment or other facilities (not provided by Ooredoo) beyond this point.

45. Service Provisioning Time: If the customer location is feasible from a network perspective, Ooredoo endeavor to provision the services within a lead time of 4-6 week from the date of release of Purchase Order.

46. 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. Business Internet may not be available in the subscriber's area, their specific location or may not be compatible with their specific landline connection.

6   Subscriber obligations

47. Installation Requirements: In order for the business internet service to be delivered, customers are required to provide a secure, air-conditioned space within their premises, with a power source within 2 meters of the equipment to be installed by Ooredoo. The Subscriber should ensure that Category 5 Cable (Cat5) or higher is installed at the customer's premises and that a suitable air-conditioned location is provided for the 'Business Internet' service.

48.   Equipment: The Subscriber shall comply with any reasonable request by Ooredoo concerning the configuration of their devices and/or the use of the service.

49.   Equipment: Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo.

50.   Minimum service period: The service will be provided for a minimum service period of three (3) months from the date of activation.

51.   Cancellation: If a Subscriber terminates the contract before the end of the minimum service period term, the Subscriber will be liable to pay the full charges for remaining duration for the minimum service period.

52.   Equipment: Importation of suitable, type-approved equipment may be undertaken following approval by Ooredoo.

53.   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.

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Tariff Version Control

Tariff Version Number	Effective Date	Tariff Modifications
001	1 July 2013	New tariff
002	22 April 2019	Revamp
003	17 November 2020	New Higher Bandwidths (4.2)
004	12 June 2022	New Speeds (4.2)
005	29 November 2022	Class License for the Resale of Retail Telecommunications Services
006	17 September 2023	Ideahub package (4.10)