

### General Tariff Information

<b>Service Provider Name</b>	<i>Qatar Telecom (QTel) Q.S.C.</i>
<b>License</b>	
<b>Tariff Number</b>	<i>C18-02</i>
<b>Service Name</b>	<i>Prepaid Mobile Broadband v2 ('Qtel Virgin Mobile Prepaid Mobile Broadband')</i>
<b>Tariff Type</b>	<i>Consumer</i>
<b>Tariff Effective Date</b>	<i>13 May 2010</i>
<b>Tariff Version Number</b>	<i>C18-02</i>

**1. Definitions**

- 1.1 Bearer Services – Services used for transporting data over the Network.
- 1.2 GB – Giga Bytes. 1 GB is 1024 MB.
- 1.3 MB – Mega Bytes. 1 MB is 1024 KB.
- 1.4 Bit – the lowest unit of data usage.
- 1.5 Byte – 8 bits.
- 1.6 Data Device – Data modem i.e. a USB modem, PCMCIA data card or laptop embedded modem.
- 1.7 Data Device Rating – Maximum speed of device defined in Mbps (Mega Bits per second).
- 1.8 Data Only SIM - A SIM (subscriber identity module) which is only enabled for data service usage and exceptionally for basic voice services (*i.e.* No comprehensive voice service usage). For use in a data device such as a USB modem, PC Data card or embedded in a laptop.
- 1.9 HSDPA – High Speed Downlink Packet Access
- 1.10 HSPA – High Speed Packet Access which includes HSDPA and HSUPA.
- 1.11 HSUPA – High Speed Uplink Packet Access.
- 1.12 KB – KiloByte. 1 KB equals 1024 Bytes.
- 1.13 Mobile Broadband – the data service which enables, by using one or more Bearer Services, the subscriber to download and/or upload information.
- 1.14 Network – The telecommunications systems utilized by Qtel in providing the Mobile Broadband service.
- 1.15 Subscriber –The person or entity that enters into an agreement with Qtel to receive and pay for Service.
- 1.16 Qtel – Qatar Telecom (Qtel) QSC

**2. Tariff Terms and Conditions**

- 2.1 This tariff is neither a special promotion nor a readjustment.
- 2.2 This tariff will be effective as of the date established in this tariff and will automatically cease being effective if, subject to ictQATAR approval, Qtel publishes a new tariff for this service or publishes notification on its webpage that this tariff is no longer effective.
- 2.3 From time to time, and subject to ictQATAR approval, Qtel may publish promotions and readjustments on its webpage or by other means. Such promotions and readjustments will automatically modify this tariff as specified by Qtel as of the date Qtel publishes such promotions or readjustments.
- 2.4 This tariff contains rates and charges applicable to the provision of Consumer Prepaid Mobile Broadband service.
- 2.5 These terms and conditions are in addition to the terms and conditions specified in other tariffs and General Terms and Conditions for Consumer Services where referenced.

### **3. Service Description**

- 3.1 The Prepaid Mobile Broadband service facilitates wireless broadband network access including access to the internet for consumers preferring the convenience of paying in advance for a period of usage with an option to extend such usage if required. The service is provided via a 'data-only' SIM card used either directly in a subscriber's device or via use of a USB mobile broadband modem which may be purchased separately.
- 3.2 Commencement of Service: The subscriber will be provided with a data-only SIM card and may purchase an optional USB mobile broadband modem if required. By default, each data-only SIM card will be pre-provisioned with 7 consecutive days of service availability. The service is activated automatically from initial use of the data-only SIM card and not necessarily from the date of prepaid purchase.
- 3.3 Recharging your account:
- 3.3.1 The customer will be notified via SMS messages as their prepaid period of service validity is nearing expiry. Such SMS messages are deliverable to the vast majority of mobile broadband devices.
- 3.3.2 If the customer's service validity period expires, they will be entitled to a grace period of 60 days prior to full cancellation and recycling of their data-only SIM card number.
- 3.3.3 The customer can recharge their Prepaid Mobile Broadband service at any time during an existing period of service validity or 60 day grace period using a variety of payment methods for 'top-up'. In the event that a customer recharges their account prior to the expiry of their existing service period, the customer will still receive their full existing service period and that of any additional 'top-up' i.e. existing service period validity will be carried over.
- 3.3.4 The customer can recharge their prepaid mobile broadband service via 'top-ups' in a variety of duration increments, as shown in Section 5.2. Rates for service 'top-up' are included in the standard service charge rate table herein.
- 3.3.5 Customers can recharge their prepaid mobile broadband service by purchasing a 'top-up' account credit voucher from a variety of retail outlets or via a Qtel self service machine. Customers will need to enter the voucher number in an SMS message sent directly from their device (or USB mobile broadband modem) to short code 127.

### **4. Features**

- 4.1 Data-only SIM cards can be used directly in a number of hardware devices such as 'netbooks' or PDA's or indirectly via an optional USB modem.

### **5. Charge rates**

- 5.1 The Prepaid Mobile Broadband service charge rates are listed in the following table and are subject to the conditions set forth herein, and the General Terms and Conditions for Consumer Services.
- 5.2 Charges for various prepaid mobile broadband service durations are as shown below:

<b>Duration of Service</b>	<b>'Top-up' charge rate</b>	<b>Fair Usage Policy Limit (See note 5.2.1)</b>
7 Days	QR 200 (See note 5.2.3)	

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14 Days	QR 300	15GB
28 Days	QR 400	
<b>Data-only SIM replacement charge</b>		
One-time charge for the replacement of an existing prepaid mobile broadband data-only SIM card		QAR 35

- 5.2.1 The service is provided to the subscriber as ‘unlimited’ mobile broadband access subject to a ‘Fair Usage Policy’. Fair usage is interpreted as being less than 15 GB during the relevant service duration period. Qtel may seek to constrain the service speed of a subscriber’s service in the event that the subscriber routinely exceeds the fair usage policy usage limit and Qtel has chosen to invoke such a fair usage policy.
- 5.2.2 Both downloaded and uploaded data are accounted for in the customer’s usage.
- 5.2.3 As all data-only SIM cards are initially pre-provisioned with 7 days service duration, the charge rate at service inception is equivalent to the ‘top-up’ charge rate for 7-day service duration plus a QR 35 charge for the SIM .
- 5.3 The subscriber will pay the fee for the desired package tariff whether they use the service or not. Prepaid data-only SIM cards which have not been activated will remain valid for the applicable length of service durations for a maximum period of 12 months.
- 5.4 International usage: The Prepaid Mobile Broadband service cannot be used outside of the State of Qatar, although USB modems and devices may be capable of operation with other network provider services and in other countries subject to applicable terms and conditions of service. For the avoidance of doubt, optional USB modems are not ‘SIM locked’ to Qtel’s network and may be used with other network providers subject to their applicable terms and conditions of service.

**6. Service Provider obligations**

- 6.1 The customer will be sent SMS message notifications as they approach expiry of their relevant period of service duration.
- 6.2 Coverage:
  - 6.2.1 Prepaid Mobile Broadband service is provided via HSPA coverage which matches the Qtel 3G network covering the greater Doha region and outskirts from Umm Salal in the North to Sealine beach in the South and from Rayyan in the West to the Corniche area in the East.
  - 6.2.2 Where HSPA coverage is not available, the subscriber will get the best coverage available.
- 6.2 Service speed achievable
  - 6.2.1 The speed of service achieved is dependent on the Network and customer's data device rating.
  - 6.2.2 HSDPA 7.2 Mbps will be the theoretical maximum download speed and the theoretical maximum upload speed will be HSUPA 2Mbps.
  - 6.2.3 The customer's data device rating will constrain the speed achieved or achievable by the subscriber if less than the available network service speed. For example, a customer may have a USB modem which may constrain the maximum download speed to 3.6 Mbps and the maximum upload speed to 384kbps.
  - 6.2.4 The available network speed is best efforts and dependent on the subscriber's coverage, distance from the base station and current usage load on the relevant base station/cell.
- 6.3 Qtel reserves the right to reduce the theoretical maximum speed of the network, in some or all of its coverage areas from time to time, in order to maintain availability and quality of service, subject to our statutory and licence obligations and requirements.
- 6.4 Customers will be fully reimbursed if they are consistently unable to receive service during the prepaid service period in locations that are advertised as having service coverage, with the exception of the service availability and limits described in Sections 6.5 and 6.7.
- 6.5 Qtel shall exercise all reasonable efforts to make the Bearer Services available to our subscribers at all times. However, due to the constraints of radio and electronic communication, the Bearer Services shall not be fault free.
- 6.6 Qtel shall exercise all reasonable efforts to provide access that is continuous, except in cases in which the provision of service is affected as set forth in other applicable sections of this tariff or the General Terms and Conditions for Consumer Services ("Section 19 Force Majeure and Matters Beyond Qtel's Reasonable Control").
- 6.7 Service Availability and Limits: The service is available only when the customer data device is within the covered service area. Certain factors, such as network changes, traffic volume, transmission limits, service outages, technical limitations signal strength, the subscriber's device, terrain, structures, weather, or other conditions may interfere with actual service quality and availability. Connection may be interrupted, dropped, refused or limited. Qtel will not be liable for any service limits due to these conditions that may arise from time to time, subject to our statutory and licence obligations and requirements.

**7. Customer obligations**

- 7.1 Equipment: With the exception of the data-only SIM card, the customer 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 Qtel's networks and facilities is approved by ictQATAR and is compliant with current requirements for technical standards and specifications. Qtel's General Terms and Conditions for Consumer Services, Article 11 (Connecting Subscriber Equipment) refers.
- 7.2 Data-only SIM Card: It is the customer's responsibility to keep safe the SIM Card that is provided to them. SIM cards are easily damaged and should be handled with care. Customers must promptly notify Qtel if their SIM Card is damaged. In the event of loss or theft of a customer's SIM Card, they must notify Qtel within forty-eight (48) hours of becoming aware of such loss or theft. The customer may be charged in the event of loss or theft of the SIM card as noted in the applicable service charge rate table.
- 7.3 The customer shall comply with any reasonable request by Qtel concerning the configuration of their data device, the data-only SIM card and/or the use of the Service.
- 7.4 Qtel may require the customer to submit information reasonably related to their service, their data device or their data-only SIM card.
- 7.5 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 Qtel's prior written consent.
- 7.6 Customers of the service cannot migrate to other Qtel SIM-based services such as Hala, Shahry, or the Postpaid Mobile Broadband service.
- 7.7 The service requires no customer involvement for termination. Dependent upon the length of service duration, the data-only SIM service capability will automatically cease after 60 days of account suspension commencing with expiry of the relevant period of the subscriber's service duration validity.

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END OF TARIFF