

## Our Customer Charter

We have developed seven commitments that allow you to understand what you can and should expect from our products, services and our people.

The commitments also reflect our ongoing strategy to find better ways of working to deliver to you a superb customer experience. This Charter will be regularly reviewed and updated to reflect improvements in our processes and procedures.





### Our commitments:

1. We respect our customers.
2. We are committed to delivering the best products and services.
3. Our customers have a right to choose.
4. Our commitment is to be open, honest and transparent with our customers.
5. We commit to continuous improvement in our Customer Service.
6. We respect our customers' right to privacy.
7. We will continue to support the social development of our country.

**1. We respect our customers** All Ooredoo employees will, in any business transaction or communications, treat you with respect, courtesy and professionalism at all times. We will maintain monitoring processes and procedures whereby you can report any instances of unethical sales or customer service behavior you may experience. If at any time you feel you are not treated with the respect and professionalism to which you are entitled, then we encourage you to tell us about your experience. We will take any necessary steps to resolve the issue. We know that sometimes things can go wrong – and we are committed to resolving any problems that may occur. If you have a complaint then we'll look into it straight away and try to sort out the issue out as fully and as quickly as we can. In the first instance, please send your query through one of the below channels or visit your nearest Ooredoo Shop.

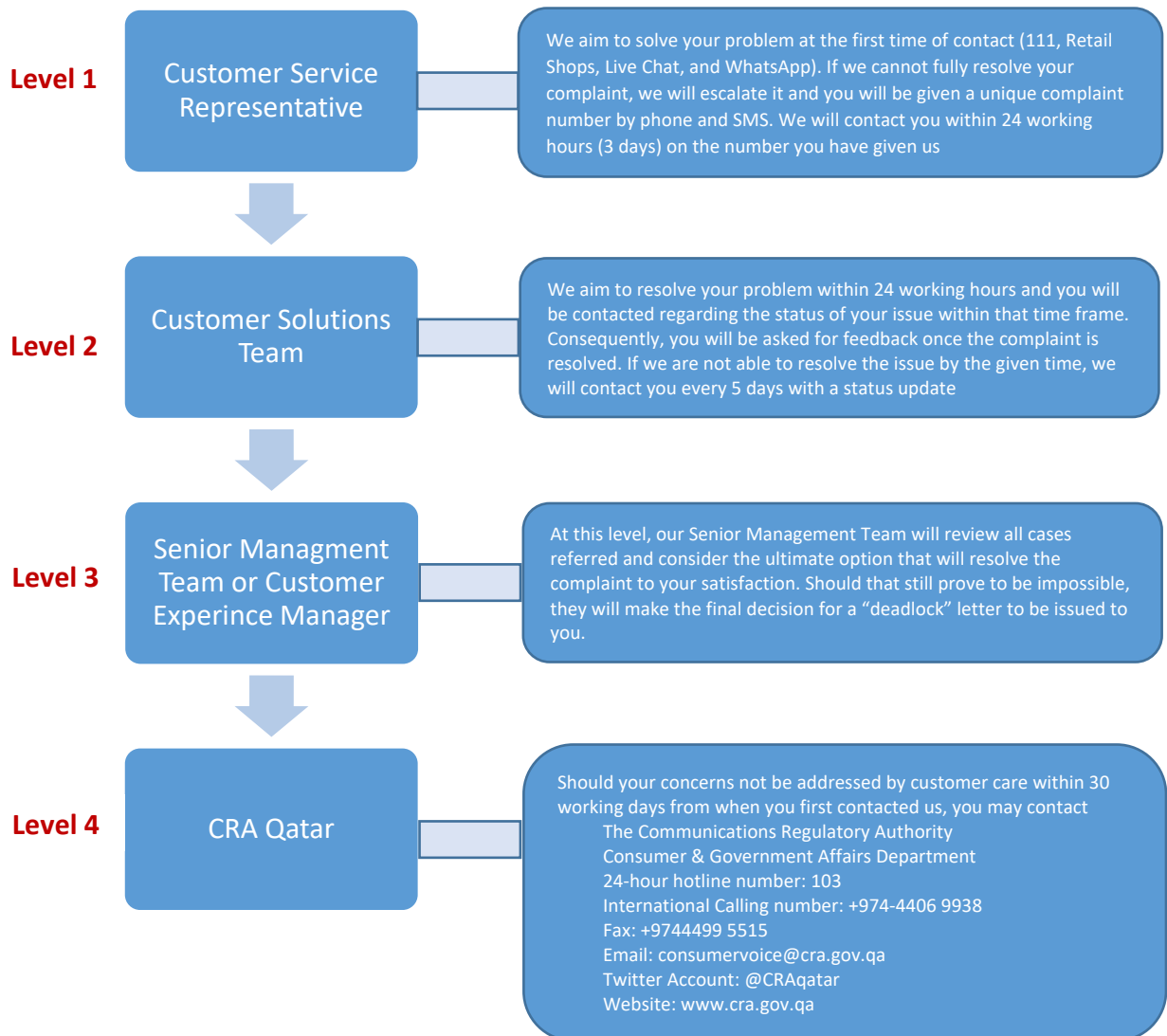
By Phone	<b>Ooredoo Call Centre</b> Tel : 111 - Overseas: +974 4438 0000 Fax:+974 44476231 / +974 4447 5273 From other operators in Qatar: +974 4420 0700
By Email	For Customer Service Issues, please email us at: <a href="mailto:customer.service@Ooredoo.qa">customer.service@Ooredoo.qa</a> <b>Note:</b> We'll do our best to respond to your email within 48 hours.

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	<p>For Ooredoo Business Solutions issues, please email us at: <a href="mailto:8008000@Ooredoo.qa">8008000@Ooredoo.qa</a></p> <p>New start-up business customers can email their enquiries to: <a href="mailto:newbusiness@Ooredoo.qa">newbusiness@Ooredoo.qa</a></p>
By E-ticket	<p>This online support method is one of the most efficient ways to obtain help in regards to Ooredoo products and services.</p> <p><a href="#">Click here</a> to access our online support system and get our help.</p>
By Social Media	<p> <a href="http://www.facebook.com/ooredooqatar">http://www.facebook.com/ooredooqatar</a></p> <p> <a href="https://twitter.com/OoredooQatar">https://twitter.com/OoredooQatar</a></p> <p> <a href="http://www.youtube.com/ooredooqatar">http://www.youtube.com/ooredooqatar</a></p> <p> <a href="http://www.linkedin.com/company/ooredooqatar">http://www.linkedin.com/company/ooredooqatar</a></p>
By WhatsApp	<p>You can reach us via WhatsApp on 4414 4414 (<a href="http://ore.do/whatsapp">http://ore.do/whatsapp</a>)</p>
By Live chat	<p>You can reach us via Live Chat (<a href="https://direct.lc.chat/8726056/">https://direct.lc.chat/8726056/</a>)</p>

For whatever reason, if you have a complaint then we want to hear about it. There are several ways to talk to us and we will listen to you with respect and consideration with the aim of resolving any issues you may have. Here's how to make a complaint and a brief outline of our procedures:

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## We are committed to deliver the best products and services

Using the very latest technologies, we will deliver the best quality and most reliable networks, products and services for fixed and mobile service for everyone in Qatar. Our continual investment in fixed and wireless networks means that today we can offer customers a comprehensive suite of telecommunications products and services that covers 5G mobile service, the fastest 10Gbps high-speed fibre Internet in the region, the widest fibre coverage in Qatar and unparalleled family TV entertainment.

We work with the world's leading suppliers to identify and then deliver innovative services that are appropriate for the Qatari marketplace and that meet the needs

of our customers. This ranges from the latest network technologies and device manufactures to leading global content partners.

Please visit our website for the latest products and offers:

<https://www.ooredoo.qa/portal/OoredooQatar/home>

### **3. Your right to choose**

We will continually strive to offer you choice in the services we offer, how much you pay for connectivity and how you choose to interact with us on a daily basis. We recognise that everyone is different with their own needs, requirements and available budgets to spend on our products and services. We are also aware of the important need for our customers to be able to connect to friends, families and business colleagues here at home and around the world. For these reasons, we offer you choice across our range of products and services to ensure affordable communications for all.

You can easily order your services and new devices via our Ooredoo eShop on the website or via the Ooredoo App. For billing and payment choices, we provide customers with a range of options that are designed to make it easy and convenient for them to settle bills. These channels include My Ooredoo web and the Ooredoo App self-care, over 100 Ooredoo and Premium Dealer Shops, Q-Post branches as well as Self-Service Machines located around the country.

### **4. Open, honest and transparent**

We will be open, honest and transparent with you – making sure all communications are in easy-to-understand plain language with no hidden clauses or undisclosed information. In line with CRA guidelines, we will communicate in language that you understand and we will never seek to hide information or mislead you. We make our Price Plans as easy as possible to understand but if you do not understand the terms and conditions of purchase then we will explain them to you at any Ooredoo Shop so that you can make informed purchase decisions according to the Customer Protection Policy (CPP) which was issued by the CRA in January 2014.

The CRA approved the General Terms & Conditions for Consumer Services, which are available [here](#). Digital copies are also available from any Ooredoo Shop or authorised Premium Dealer providing Ooredoo services. Full costs and tariffs for the services we provide are also on the website and available from shops. We will provide your bill in a format that recognises best environmental practice – electronically as an email PDF or through other electronic means in either Arabic or English. You can request a paper bill format for a fee of QR5/per monthly bill, per account up to the last 12 months only. Should a query arise, we have in place a process that allows you to register and resolve a complaint.

Our tariff rates and price plans are available to all [here](#) on our website and if additional terms and conditions are applicable to any service then we point this out in advertising and sales literature. All tariffs listed in the link have been filed and approved by the CRA and in compliance to the Retail Tariff Instruction (RTI).

## **5. Improving the customer experience**

Through customer feedback, interaction and process improvements, we will continue to develop and improve your experience in dealing with us. We want your interaction with Ooredoo to be enjoyable, enriching and hassle-free and if there are problems, then we undertake to resolve them quickly and to your satisfaction. We recognise that this is an area of importance to our customers and we have in place measures and processes that allow us to monitor our performance and identify areas for staff training and development which will help us improve the customer experience.

We aim, whenever reasonable, to talk in your preferred language. We have in place multi-cultural and multi-lingual agents who can talk to you in the key languages used in Qatar. Where appropriate, we will also print our customer collateral in languages (other than Arabic and English) to make it easy for all customers to be able to best use our products and services.

If a customer believes there is an error then we will instigate investigations to resolve the issue.

## **6. Your right to privacy**

We will always respect your legal right to privacy with regard to the information we collect as a necessary part of delivering your service.

Your right to privacy - and in particular the data that we hold about your service accounts with us - is protected under our service terms and conditions, our privacy policy, and Qatari law. In today's connected world, we recognise the critical importance of ensuring that sensitive records and the data we hold about customers remain secure. To these ends, we are committed to:

Protecting your personal information (including phone calls and other communications) from misuse and loss and from unauthorised access, modification or disclosure. Providing you with reasonable access to your own personal information that we have on record and taking reasonable steps to keep records accurate and up-to-date.

We will not sell or provide external organisations with customer records (such as telephone numbers) for the purposes of spamming. We do use our databases to communicate information of which our customers may need to be aware (such as network upgrades or fault repairs). We may also use these databases to communicate marketing information that may be of interest and use to our customers and may ultimately benefit them, provided that our customers may withdraw their consent to receiving marketing communications at any time.

## **7. Our commitment to society**

Continuous investment and contributions to Qatari society are at the heart of our business ethos. Our Corporate Social Responsibility (CSR) programme will continue to support the people and social infrastructures of the country with a focus on Education, Healthcare, Environmental Protection, Social Welfare initiatives and Sport. We recognise and embrace our obligations to give back to society by making financial (and in-kind) contributions to the ongoing success of our country and its people. As a good corporate citizen, we have developed five programmes to help with the growth and development of:

Education  
Healthcare  
Environmental protection  
Social Welfare initiatives  
Sport

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We are also committed to publishing an annual report on our CSR programme, detailing the key areas of our activity, financial investments in and contributions to the above fields.

We aim to invest in a long-term, sustainable manner in projects that support our five priority concerns. Ooredoo dedicates around USD70 million to CSR activity every year, and is committed to providing annual support for a number of key charities that make an important contribution to life and the community in Qatar. We are also committed to partnership with the local community, and will review any request coming from people within Qatar to support particular initiatives.

Nothing in this document affects your legal rights or forms part of any contract with us.