

ADDRESS GATEWAY

BUSINESS SERVICES

GROWTH PARTNER — PRO SERVICE PACKAGES

Package Documentation & Terms of Service

1. Package Overview

Address Gateway's Growth Partner PRO Service Packages provide reliable government-relations (PRO) support across four tiers — Basic, Standard, Silver, and Gold — designed to match the scale and needs of your business. Each package bundles a defined number of employees, transactions, Hukoomi services, and value-added benefits such as training sessions and legal advising.

Package Feature	BASIC	STANDARD	SILVER	GOLD
Annual Fee	1,000 QAR / Year	2,500 QAR / Year	5,000 QAR / Year	8,000 QAR / Year
Company Size	Up to 10 employees per company	Up to 30 employees per company	Up to 100 employees per company	Up to 200 employees per company
Transactions Included	30 transactions only	100 transactions only	250 transactions only	500 transactions only
Hukoomi Services	MOI and MOL	MOI, MOL, Civil Defense	MOI, MOL, Civil Defense, 4 ministry visits*	MOI, MOL, Civil Defense, 4 ministry visits*
Value Added Services	Training: 4 sessions (250 QAR/session) — 1 team member	Training: 12 sessions (250 QAR/session) — 1 team member	Training: 12 sessions (250 QAR/session) — 3 team members	Training: 12 sessions (250 QAR/session) — 5 team members
Legal Advising	—	1 legal advising session	1 legal advising session	1 legal advising session
Dedicated PRO Officer	—	—	—	Dedicated PRO
Translation Service	1 page	3 pages	5 pages	10 pages

*Ministry visits under Silver and Gold packages are subject to the Terms and Conditions in Section 4.

Translation pages beyond the included allowance are charged at a special discounted rate for package holders — contact Address Gateway for current per-page pricing.

2. Customised Packages

Businesses with requirements outside the standard tiers — whether in transaction volume, employee count, or specific service combinations — may request a tailored package. Address Gateway will assess and propose a customised solution to fit your business needs.

3. Included Services

3.1 MOI Services (Ministry of Interior)

- Visa Services
 - QVC
 - Outside Qatar
- QID (Qatar ID) issuance
- QID Renewal
- NOC – Visa Transfer
- Civil Defense approvals
- Security camera registration and approval
- Establishment Card update and renewal
- Certificate – Labor statistics and employee list
- Business Visa (multi-entry, subject to company qualification)
- QID Amendment
 - Passport amendment
 - Photo update
 - Nationality update
- Company National Address
- Entry/Exit Notification Certificate
- Company Representative Delegation
- Customs Approval
- Lost and Found
- Cheque Return and Complaint Registration
- Security Permits
- ID Cancellation and Visa Cancellation

3.2 MOL Services (Ministry of Labour)

- Work Permit (VP) Issuance and Renewal
- Company Labor Registration
- Company Registration Modification
- Recruitment Work Permit
- Recruitment Medical
- Work Permit Renewal
- Contract Modification
- Profession Modification
- Contract Attestation
- Employee Company Transfer
- Employee Exit Permit
- Secondment
- Company List
- Absconding Registration
- Family Employment Permit
- Termination of Work Permit
- Salary Certificate
- Contract Extension
- Suspension Uplifting

3.3 Single Window – MOCI

- Single Window MOCI Company Documents Renewal

4. Terms and Conditions

1. **Scope of Service:** This package covers online government transactions only, processed through the relevant ministry portals (MOI, MOL, MOCI, and other applicable Hukoomi platforms).
2. **Physical/In-Person Attendance:** Any service requiring an approval, in-person visit, or physical attendance at a ministry or government office will be treated as an additional service and charged separately on a case-by-case basis.
3. **Management Discretion:** All transactions will be processed according to Address Gateway's management assessment. Management reserves the right to determine, on a case-by-case basis, whether a service can be completed online or requires an alternative process, and to decide the applicable course of action accordingly.
4. **Exclusions Beyond Our Control:** The package excludes any delay, failure, or inability to complete a service where such delay or failure results from government decisions, portal/website errors, technical malfunctions, or ministry-side delays. Address Gateway shall not be held liable for such external factors.
5. **Client Responsibility:** The client is responsible for providing accurate, complete, and valid information and supporting documents for each transaction. Where the client fails to provide accurate information or required documents, the package coverage for that transaction shall not apply, and any resulting rejection, resubmission, or penalty shall be the client's responsibility.
6. **Package Validity:** The selected package is valid for twelve (12) months from the date of subscription/activation, unless otherwise agreed in writing.

7. **Transaction & Employee Limits:** Each package includes a defined number of transactions and covered employees as stated in the package table. Usage beyond the included limit will be charged separately at the applicable standard rate.
 8. **Government & Third-Party Fees:** The package fee covers Address Gateway's service charges only. Government fees, ministry fees, fines, penalties, and any third-party charges are not included and remain payable by the client.
 9. **Non-Transferability & Non-Rollover:** Unused transactions, training sessions, or legal advising sessions do not roll over to the next package cycle and are not transferable to another company or package.
 10. **Renewal:** Package renewal must be requested prior to the expiry date. Address Gateway is not obligated to honor package rates or benefits for any request submitted after expiry.
 11. **Fees:** Package fees are payable in advance and are non-refundable once the service period has commenced or services have been rendered, except as otherwise required by law.
 12. **Value Added Services:** Training sessions and legal advising sessions are subject to scheduling availability and must be utilized within the package validity period.
 13. **Out-of-Scope Services:** Any service not explicitly listed in the applicable package's service list is considered out of scope and will be quoted and charged separately.
 14. **Customised Packages:** Clients requiring services, limits, or terms beyond the standard packages may request a customised package tailored to their specific business needs.
 15. **Amendments:** Address Gateway reserves the right to update these terms and conditions, package pricing, or service inclusions, with prior notice to existing clients.
 16. **Translation Service:** Each package includes certified translation up to the page allowance stated in the package table (Basic: 1 page, Standard: 3 pages, Silver: 5 pages, Gold: 10 pages). Additional pages beyond the included allowance are charged at a special discounted rate for package holders. Unused translation pages do not roll over to the next cycle.
-

YOUR GROWTH, OUR COMMITMENT