



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

ThurayaAssist™ FAQs

1. What is ThurayaAssist™?

ThurayaAssist™ is a comprehensive, global and 24*7 security advice and assistance service which also allows the user's location to be displayed on mapping, satellite imagery and aerial photography using a direct web address (www.ThurayaAssist.com). The service embodies all the features of both ThurayaLocate™ and ThurayaAssist™, but most importantly adds unlimited services of human security specialists, available 24 hours a day, to pre-brief the user and to assist any client who fears for their safety or finds themselves in a compromised security situation.

The ThurayaAssist™ service includes all of the single handset historical position services and the multiple handset 'follow live' services of ThurayaLocate™. The ThurayaAssist™ service also includes all the relaying services of ThurayaRelay™ whereby the user's location is transmitted in an emergency to one or more predefined email addresses or/and mobile numbers of family, friends or employers. As with the ThurayaRelay™ service, two distinct message types are supported: a standard position report (also known as a check-in report) showing 'this is where I am' and an emergency 'SOS' report – however, only emergency SOS messages are relayed. ThurayaAssist™ also allows free format SMS messages enabling the user to send additional information over and above the basic position, and these messages are displayed on the PC screen in history mode.

2. Why would I use it?

ThurayaAssist™ is the premier service in the Thuraya Location Services portfolio: it embodies all the functions of ThurayaLocate™ and ThurayaAssist™, but adds substantial personal security specialist support available on the phone 24 hours a day, 7 days a week, 365 days a year.

With its superior capacity to assist in adverse situations, ThurayaAssist™ is an invaluable companion – for the individual and adventure markets, but most particularly for providing full security advice and support for the corporate, NGO, government and aid agency markets.

Current studies show that some 73% of corporates have no policies, procedures or plans in place neither for pre-briefing employees prior to overseas trips nor operating procedures in place in the event the employee gets into real trouble. Even among companies with basic policies in place, little if anything is done to provide 24 hour advice and assistance, nor are they equipped with devices that can monitor the employees position or raise alarms in an emergency.

3. Who is a typical user of ThurayaAssist™?

ThurayaAssist™ is for anyone who is travelling to off-the-beaten-track locations and who wants their location to be known and shown to family, friends or employers – allowing them to know where they are, where they have been and when. Additionally, ThurayaAssist™ provides a specialist 24 hour helpline in the event that an emergency SOS event is initiated.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

Typical examples include:

- Backpackers letting friends and family see where they are and where they've been
- Outdoor adventurers – skiers, hikers, mountain bikers, climbers, canoeists, coastal and oceanic sailors
- Balloonists, paragliders and light aviation pilots
- Fishing boats, private yachts, water taxis, dive companies, river and cruise boat operators
- Long distance haulage companies, their drivers, truckers, courier companies
- Corporate/NGO/governmental and aid agency staff on overseas assignments
- Corporate/NGO/governmental and aid agency staff working in remote locations
- Overland travel companies, tourist coaches, 4x4 rally enthusiasts
- Disaster relief organisations – forest fire, flood, tsunami, earthquake
- Anyone travelling and working in off-the-beaten-track locations who wants friends, family and/or their employer to know where they are and to enable the relaying of SOS information in an emergency.

4. What are the key features of this service?

Personal security specialists on call 24 hours a day: Whether for personalised pre-briefing prior to a trip, or advice when things 'just don't feel right' or assistance when emergency help is definitely needed, help is just a phone call away

Voice transmission: Help is always at hand: studies show that 80% of emergency problems can be resolved in the first phone call

Data transmission: location data is sent to the ThurayaAssist™ servers via SMS messages using either the GSM or satellite network

Emergency SMS: relaying of 'SOS' emergency help requests via the relay system back to family, friends and employers – both e-mail and text to mobile phones

Analysis: History information is available for the last 6 months: post-incident information can be accessed to allow the corporate or NGO user to evaluate the response services provided

Reporting: Mobile phone messages contain the individual's identity, the latitude and longitude coordinates of the user's position, the date and time of the current or last valid GPS fix. E-mails contain a slightly extended version of the emergency position report including any SMS messages sent by the user. History is also available to determine the effectiveness of aural advice given from the global emergency help centre

User-Friendly: ThurayaAssist™ is easy and simple to use – all that is needed is for the user to acquire a GPS fix on their handset and transmit the fix as a text message via the menu press keys, and a PC connected to the internet to view the user's location. This process can be automated using the Thuraya SG-2520 handset's Helper function (this will shortly be available for the Thuraya SO-2510 handset).

5. Are there any charges for ThurayaAssist™?

This is a pre-payment based service at \$249.99 a year which equates to just over \$20 per month. The cost of the Thuraya Satellite Phone is not included and needs to be purchased separately. There is a small charge (circa 25c in satellite mode) for the airtime to transmit the user's position via SMS text. The service can be shared over multiple individuals using the same Thuraya handset.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

6. Will I get an unlimited amount of relayed SMS text messages during my service?

Charging for the relayed SOS emergency messages to mobile phone recipients occurs by decrementing the number of days of service remaining: one day will be removed from the balance of days of payment left for each emergency SOS message generated. This equates to 70 cents per emergency SMS sent.

7. If there is a set amount of SMS messages during my service, will I be charged extra if I go over the set amount?

As explained above, the number of emergency SMS messages sent is limited only by the number of days left on your service. Once you have no days left, you will need to renew your payment before you can continue to use the service. You will be informed by e-mail approximately one month before your service expires.

8. For the ThurayaAssist™ service can I pay in monthly instalments rather than one payment at the beginning?

To keep ThurayaAssist™ to a low cost for users, we are unable to accept monthly instalments. However, the service can be shared over multiple individuals using the same Thuraya handset.

9. What happens when an "SOS" emergency SMS is sent?

On declaring an emergency we normally expect two actions by the user, one shortly following the other. The first is to place the emergency help voice call to our security assistance centre (on +44 203 291 2424); the second is to generate and send the emergency position report by SMS. Whenever an 'SOS' message is received by our system, we initiate a relay of the user's location to one or more predefined e-mail addresses (without charge) or to one or more mobile phone numbers (chargeable). Thus when the user sends a help message his/ her family, friends or employers will be sent the user's location including any free-format text with additional information from the user.

10. Who are the "SOS" emergency messages sent to?

All SOS notifications are automatically relayed to the ThurayaAssist security assistance centre as well as the predefined mobile phone numbers and email addresses given by the user on registration. These numbers and addresses can be modified by the user at any time. The emergency message and position is simultaneously transmitted to our global security assist centre.

11. Who runs the security assistance centre and where is it?

The security assistance centre is operated by the global security specialist company, red24. Red24 is a London Stock Exchange listed publicly quoted company specialising in travel and other security risk avoidance. The global assistance centre is physically located in Cape Town, South Africa. Further information is available at www.red24.info.

12. For ThurayaAssist™ will the SMS messages be in free-format?

For ThurayaAssist™ free-format text messages can be sent (in addition to the emergency SOS position report) from the user to the website, the e-mail addresses and the SMS broadcast addresses, thereby allowing the user to send additional information over and above the basic position.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

13. Is there a set amount of people that I can give my username and password to in order to view my location?

No, you can give your username/password to an unlimited number of people.

14. Will I need someone to watch over the user's progress all the time for notification of an emergency?

Not necessarily, you will be watched over by our global security assistance centre. However you can additionally see all the same emergency messages and positions using your own staff.

15. Will I need to give Geonix any confidential information to use this service?

For ThurayaAssist™ a certain amount of confidential information needs to be made available; specifically the e-mail addresses and phone numbers of the people you wish us to relay emergency SOS messages to. We undertake to hold this information in confidence and will not use this information for any purpose other than that defined in the ThurayaAssist™ service.

16. Will there be personal monitoring of my progress by Geonix?

The ThurayaAssist™ service is a monitored relay system, but there will not be any sharing of personal monitoring information by Geonix staff.

17. Is there any time delay between sending the "SOS" or "Check in" notifications and receipt at the user defined email addresses and mobile phones?

As with all e-mails and SMS messages, there is the possibility of minor delays in transmission particularly at very busy times. If the user's application wishes to have more stringent oversight and human intervention, they should elect to use ThurayaAssist™.

18. What security provisions apply?

The basic security on all accesses to the website is via username and password. We will never release this information to outsiders, but you are free to give your details to anyone you choose and trust. If you forget your username and password you can reset them online using the security questions and answers that you provided at sign up. In the event that you wish to rescind access privileges to anyone to whom you have given your details, you can simply change your password and re-issue it only to those people you choose. In the event that you (or a hacker) make multiple erroneous attempts at access passwords, your account will be blocked and can only be unblocked by sending a message to ThurayaAssist™ support and passing verification checks. If you attempt to register a device with the same phone number as one previously registered, the site will not allow you to proceed – stopping others registering your phone on their account.

19. Is there a set amount of pre-determined email addresses and mobile phone numbers that I can have?

ThurayaAssist™ supports relay of SOS messages to 3 email addresses and 3 mobile phone numbers. ThurayaAssist™ security staff will also relay status to your contacts and emergency, embassy or specialist agencies by telephone.

20. How much history can I see with ThurayaAssist™?

The ThurayaAssist™ service will keep six months' historical data.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

21. How many devices can be shown on Follow Live?

As many as you register. There will obviously be limitations as to how many you can view at one time on your PC screen dependent upon magnification, geographic diversity of users and size of screen, but the system allows you to zoom in and out as desired.

22. When is ThurayaAssist™ available?

ThurayaAssist™ is available now.

23. Can I have my own corporate version of ThurayaAssist™?

ThurayaAssist™ can be 'skinned' to portray the service as being a private closed user group service incorporating a corporate, NGO, governmental or aid agencies' logos and style. Contact support@geonix.com for further information. Additional charges may apply to this service.

24. Can I purchase ThurayaAssist™ code to run on my own corporate server?

Licences are available to use the ThurayaAssist™ code library on an organisation's own servers, giving the user complete management and administrative control and security. Contact support@geonix.com for further information. Charges apply to this service, but are offset by the fact that no subscriptions to the public service are required.

25. Can I buy a Thuraya handset from Geonix?

Not normally. Thuraya handsets are available from Thuraya Service Providers, a list of which can be found on www.thuraya.com. As a service to our clients we can purchase these on your behalf, but you will normally be better served by your local Thuraya Service Provider.

26. How much does it cost to call or use a Thuraya handset?

SIM cards must be bought from a local GSM service provider or Thuraya Service Provider. Costs of mobile satellite or GSM service must be obtained from them.

27. Who does the user contact for further information?

Further information on the Thuraya Location Services can be found on our website www.geonix.com, or alternatively contact your Thuraya Service Provider or info@geonix.com.

28. Who does the user contact for support?

For technical support questions, please e-mail support@geonix.com.

29. Will the service be further developed??

We are already working on additional enhancements to the ThurayaAssist™ service which will further enhance its features. We are also keen to hear from users with specific requests for enhancements: please e-mail suggestions to support@geonix.com.

30. Who provides the ThurayaAssist™ Service?

ThurayaAssist™ service is provided by Geonix, a UK based specialist supplier of GPS location equipment, software and services.

The monitoring and specialist security advice features of ThurayaAssist™ are provided under contract by the UK listed company red24 plc.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION BASED SERVICES ThurayaAssist™

31. Why would I need ThurayaAssist™ Service?

ThurayaAssist™ service is for people who will be working or travelling primarily in off-the-beaten-track locations who desire additional security for themselves as well as peace of mind for employers and family and friends. ThurayaAssist™ enhances the employer's ability to meet its ethical and legal duty of care responsibilities to its employees working in remote locations.

32. Which countries does ThurayaAssist™ cover?

ThurayaAssist™ service relies upon Thuraya satellite phones to transmit their GPS location data; hence ThurayaAssist™ operates in all countries where Thuraya satellite phones operate. Currently in satellite mode this represents almost 2/3 of the world's land surface including Asia, Africa, Europe, Middle East, China, Indonesia, Japan, Korea and Australia. When using a Hughes, Ascom, SG or SO phone the Thuraya Location Services are also available wherever there is an interconnected GSM network, thereby significantly extending the coverage area.



33. What phones can I use with ThurayaAssist™?

Phones must be compatible with the Thuraya Satellite network. Any handset that Thuraya has ever made can be used with this service. This includes all Gen1 models (Hughes 7100, 7101 and Ascom 21) or the Gen2 APSI SO-2510 and SG-2520 phones. The service will also work with the newly launched ThurayaMarine product.



Hughes Gen1 SO-2510 Gen 2 SG-2520 Gen 2

34. What is needed to view the user's location?

For viewing the user's location, all that is required is a recent (javascript enabled) web browser (Internet Explorer or Mozilla Firefox are recommended) on any current PC that is connected to the internet.

35. How do I send a position report or Emergency SOS message?

Once you have visited the www.ThurayaAssist.com website and registered your details and handset phone number you are ready to send position reports. All you need to do is acquire a GPS fix using the standard features of all Thuraya phones, then send this to our servers via an SMS text message with a couple of key presses. This process can be automated on the SG-2520 handset using the Helper function (see next question), and this feature will shortly be added to the SO-2510 phone. Your location will then be displayed in the web browser for you or anyone you notify – family, friends or employers – to see.

36. What are the SMS numbers for the ThurayaAssist™ server?

Position reports (also known as check-in reports) need to be sent to +27 8388 918 342.
Emergency SOS messages need to be sent to +27 8388 918 343.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

37. What is the Helper function?

The Helper function is an automated process which can be set up on your Thuraya Gen II handset – currently on the SG 2520 model and shortly on the SO-2510 model. The Helper function allows you to set up (once) an SMS reporting number and the frequency at which you want reports to be sent. Then all that is required is the long push of a single button, whereupon the handset goes into the process of collecting your current GPS position and transmitting it automatically at the predefined intervals. A large red exclamation mark (!) appears on the screen when this process is active.

38. How frequently does the Helper function report my position?

An immediate SMS message is generated and sent as soon as the Helper function is activated, and this may contain user generated SMS text detailing the assistance required. Shortly thereafter, the handset will send a further message as soon as it has got an up-to-date valid GPS fix, normally within one minute of activation. Thereafter the Helper function will report at regular intervals as set by the user: the minimum interval time is 3 minutes, the maximum is 99 minutes.

39. Is there/will there be a Helper function available on Gen I handsets?

Not directly in the Gen 1 handset, but Geonix make an add-on device called the GT2000 for all Thuraya Gen I handsets. The GT2000 enables similar capabilities for automatic reporting to the Helper function, but also embodies significant additional functionality such as automatic voice calls, silent listening-in, motion detection, keyfob signalling, dual alarm states and so forth. Full details on the GT2000 are available from Geonix on www.geonix.com.

40. What is the difference between the Follow Live Position and Historical Position?

Historical Position provides a view of a single user – their current position and a historical record of where they were previously located. Follow Live Position gives a current multi-asset view of all users registered to a single account, updated once a minute with their up-to-date live location. In ThurayaAssist™ history is kept for one week.

41. Which mapping is better to use when viewing the user's position?

ThurayaAssist™ provides access to mapping, satellite imagery and aerial photography as available via Google Maps™ and Windows Virtual Earth™. The choice of either or both services is at the viewers' discretion and will depend upon the data available in the particular location where the Thuraya phone user is located. The viewer can switch between views on-line as desired.

42. I have more than one device – will I be able to view all of them at the same time?

Yes you will be able to view all of your devices, and at the same time if Follow Live is selected. The historical position shows the history of each single user, and the follow live position shows the updated current location of all devices registered to a single user.

43. What does GPS mean?

GPS stands for Global Positioning System. The GPS uses a constellation of at least 32 Medium Earth Orbit satellites that transmit precise microwave signals that enable GPS receivers (as already fitted in all Thuraya phones ever made) to determine their location, speed, direction and time.



ThurayaAssist™ it's good to know help is always on hand

THURAYA LOCATION

BASED SERVICES

ThurayaAssist™

44. If I am indoors, trapped underground or in an avalanche will I be able to acquire a GPS fix?

GPS receivers normally require a line of sight view of at least three orbiting satellites, hence locating Thuraya phones indoors, underground or in avalanche conditions is not normally possible. Certain techniques of the latest GPS SiRFIIIstar chipsets (as used in the Thuraya SO and SG phones) can determine a signal in certain indoor situations by accessing signals through windows.

45. What is the service availability of ThurayaAssist™ and how often can I use it?

The target availability for ThurayaAssist™ is 99.99%: as such it is intended for emergency use predominantly by corporates, NGOs, government, aid agencies, individuals and adventurers. The service usage is unlimited during the validity of the subscription.

46. Will services be offered in any language other than English?

Display services will be offered initially in English, but ultimately in a variety of languages.

47. Are any other travel advice and information services available?

All ThurayaAssist™ customers have full access to the travel and other information database services provided via web access under contract to Geonix by the leading security specialist company red24. For more information, visit www.geonix.com.