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1. Service

1.1 What is ThurayaPayphone service?

Thuraya Payphone is a solution for rural areas where customers cannot afford buying Mobile satellite phones. THURAYA payphone is a debit card payphone whereby customer purchases in advance a chip card of certain value, which provides the method of making calls without carrying around large amount of change.

1.2 How to make a call via Call for all cards?

By dialing 155, 156 or 157 which then will connect you to the system and ask the user to enter the Call for all PIN number.

Note:

Dial 155 for English language

Dial 156 for Arabic language

Dial 157 for French language

1.3 Can the Chip cards be programmed? Are they re-usable?

No. The chip card has a predefined face value and can be used for one time only.

1.4 Will CDR logs be available to Thuraya SP and it is possible to restrict certain destinations to avoid miss use or to comply to telecom regulations in certain countries?

All traffic details can be seen on the PCAS (Prepaid Customer Administration System) that is provided to all SPs. Further restricting destinations can be evaluated based on request.

1.5 Does the Payphone sense the difference between a call setup and actually connected to the called party and is it passing that info to the chip card?

Yes. This function is done by the chip card reader (Which is one of the main elements of the Payphone) which is also the interface between the end user and the SIM.

1.6 Does the user have to call the international destination code inside the country or can a local call be placed without 00?

Yes, the user has to dial 00 even for the local calls.

1.7 What kind of hardware do I need to have the service?

- ThurayaPayphone
- ThurayaPayphone SIM Card
- SAT and GPS Antennas that come with the Payphone package.

1.8 How is the service available to customers?

Through service providers and distributors assigned by Thuraya.

1.9 Who are the target customers?

- Government and military compounds/offices in rural/remote areas
- Hotels, gas stations, construction sites and compounds
- Marine rigs.
- Trains.
- High ways between cities/villages.
- Oil and gas industries.
- NGO's.

1.10 Can additional service charges be added?

The service charges cannot be added in the field, However, for the national service provider the additional service/tax charges can be added in the tariff table.

1.11 Does ThurayaPayphone memorize calls?

No.

1.12 Can the currency format be changed?

No, because it uses chip cards or Call for all calling cards which has a predefined face value in USD currency only.

2. ThurayaPayphone Unit

2.1 What does ThurayaPayphone Package contain

ThurayaPayphone package includes...

- ThurayaPayphone Unit
- Satellite antenna with 25 meter of cable
- GPS antenna with 25 meter of cable
- External Battery Cable
- Quick Installation, Quick Trouble Shooting Guide
- User Manual

2.2 What are the basic steps to start using ThurayaPayphone?

- Insert SIM.
- Connect using SAT and GPS antennas
- Power on, Obtain Network and GPS fix

Now your ThurayaPayphone is ready to make the first call.

2.3 What should I do to obtain Network and GPS fix?

- Please refer to User Manual.
- Place GPS antenna outside on a flat surface with a clear view of the sky.
- Power up ThurayaPayphone by disconnecting the power..
- ThurayaPayphone is now attempting to locate itself using GPS. This may take up to five minutes.

2.4 GPS Fix taking a long time. What shall I do?

Power cycle the terminal and retry.

2.5 Location of the SAT antenna?

Careful orientation of the SAT antenna towards the satellite is required for establishing connection.

2.6 Can I change the SIM card with ThurayaPayphone powered on?

The terminal must be turned off before replacing SIM.

2.7 Where is the SIM card placed?

The SIM card is placed in the fixed TU that is placed inside the ThurayaPayphone unit.

2.8 What is the duration that the battery will last if the power went off?

There is no backup battery, therefore the unit will shutdown if no alternative power source is connected.

2.9 Is ThurayaPayphone design for Indoor or outdoor? What kind of antenna is needed for Indoor?

ThurayaPayphone is design for Indoor/outdoor use and the type of antenna is what been provided with the package.

2.10 How can ThurayaPayphone be used in Maritime areas? What kind of antenna is needed?

ThurayaPayphone can be used in Maritime areas with normal SAT/GPS antennas provided by Thuraya or by using maritime antennas available in the market.

2.11 Can ThurayaPayphone SIM be used in other Thuraya terminals/products?

No

3. General

3.1 What is the warranty program available?

Thuraya gives its valuable RTSP warranty program for 12 months from the date of purchase for all Rural Telephony Products. More details can be found on the Warranty Program Manual that is under Rural Telephony section on www.sp.thuraya.com