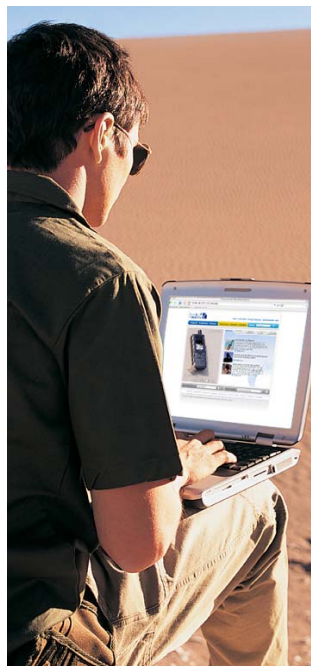


Thuraya Satellite Telecommunications Company

ThurayaGmPRS

Frequently Asked Questions

February 2007



Soft Launch Release for Service Provider Information

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1. ThurayaGmPRS – Features, Applications and Benefits

1.1 What is ThurayaGmPRS?

Geo Mobile Packet Radio Service via Thuraya satellite network offering “Always On” mobile satellite Internet at speeds up to 60/15 Kbps download/upload, using Thuraya’s new generation small, light-weight handsets. It complements Thuraya’s existing services, making Thuraya the first MSS operator to have both circuit switched voice and GmPRS service on a satellite handset.

With ThurayaGmPRS you can browse the web, send and receive emails and even access your corporate network, providing you with freedom to work and entertain anytime, anywhere in Thuraya coverage.

1.2 What are the key activities that ThurayaGmPRS supports?

The service will enable users to connect to the Internet anywhere across Thuraya coverage area and enjoy its wide range of applications including:

- Web browsing
- Email, Web mail
- Content downloading
- File Transfer Protocol (FTP)
- Virtual Private Network (VPN)
- E-commerce

1.3 What are the benefits of ThurayaGmPRS?

- ThurayaGmPRS provides an always on Internet connection on your handset/PC. Receive and send data at higher speeds of up to 60/15 Kbps. Make and receive voice calls, send, receive, reply SMS, send and receive email, all using one handset, same SIM card and same Thuraya number anywhere in over 110 countries.
- With ThurayaGmPRS, you only pay for the actual volume of data sent and received regardless of how long you are connected.

1.4 Where does ThurayaGmPRS work?

ThurayaGmPRS service is available across Thuraya coverage.

1.5 What is the supported speed for ThurayaGmPRS?

While in Satellite mode,

- From network to handset (download), the speed is up to 60 kbps.
- From handset to network (upload), the speed is up to 15 kbps.

1.6 What is the Quality of Service?

ThurayaGmPRS offers shared channel resources among several users. This means that in any spot beam, the number of users logged on and are actively using the service will be sharing the available channels.

ThurayaGmPRS provides a standard connection to the World Public Internet Network where Thuraya has no control over QoS. While certain throughput cannot be guaranteed, we keep monitoring the network to make sure that the best possible service throughput is achieved.

1.7 Who are the target subscribers?

ThurayaGmPRS is ideal for those who need “always on” satellite Internet access on the move, especially in regions with minimal or unreliable terrestrial communication lines. Main targeted

segments are Oil and Gas, media covering events in remote and underserved areas, NGOs, SMEs and other frequent travelers.

1.8 What are the key advantages of the service for Corporates and Governments and NGOs?

- Enable business and organizations to extend business operations to remote or underserved locations while meeting the communication requirements of remote employees and distant offices.
- Fast secure and reliable communication wherever their employees are located, offering better mobility and flexibility of workforce.

2. ThurayaGmPRS – Activating the service

2.1 How do I subscribe for ThurayaGmPRS service ?

If you are already a Thuraya mobile service subscriber, contact your Service Provider for ThurayaGmPRS activation on your existing SIM mobile service SIM card. Upon successful activation, you will receive an SMS confirmation, followed by SMS with ThurayaMail address and password.

- Prepaid subscribers - One off activation fee of US\$ 30 applies. ThurayaGmPRS service will be provided in addition to basic voice and other services.

If you are not a current subscriber and would like to subscribe to Thuraya services, please contact our service providers. Check our service providers on www.thuraya.com or send an email to our customer service on helpline@thuraya.com

Public Static IP address is available for ThurayaGmPRS subscribers. Check with your Service Provider.

2.2 How is ThurayaGmPRS charged?

Three Postpaid Plans to suit your usage and budget requirements:

- **ThurayaGmPRS Light** : Monthly fee US\$ 30 with inclusive volume of 5,120 KB
 - **ThurayaGmPRS Smart**: Monthly fee US\$ 68 with inclusive volume of 15,360 KB
 - **ThurayaGmPRS Pro**: Monthly fee US\$ 119 with inclusive volume of 35,840 KB
- 5 cents per 10 KB for usage exceeding the inclusive monthly volume in each plan.

ThurayaGmPRS Prepaid : Usage Charge : 5 cents per 10 KB.

2.3 Do I have to pay any registration/activation fee or monthly fee for using ThurayaGmPRS?

For prepaid subscribers, one-off activation fee of \$30 is charged at the time of activation of service.

2.4 Is charging packet-based (data) or time-based?

Charging is based on volume of data transferred and not on duration of connection.

2.5 Is charging done for data transfer only?

Charging is based on data transfer, which includes browsing and the minor usage that occurs while remaining connected to the Internet.

2.6 What is ThurayaGmPRS billing increment?

ThurayaGmPRS Data Block (Billing Increment) is 10 Kilobytes.

2.7 Can I change from one plan to another ThurayaGmPRS postpaid plans ?

You can get your existing account deactivated and re-activated on another ThurayaGmPRS plan. Monthly package fees apply. All dependant services also will be deactivated and re-activated.

2.8 Can normal scratch cards be used to refill prepaid accounts with ThurayaGmPRS?

Yes normal scratch cards to refill your account.

3. ThurayaGmPRS – Thuraya SO-2510 and Laptop/PC Set Up

3.1 Do I have to upgrade my Thuraya SO-2510 to be GmPRS enabled?

Thuraya SO-2510 phones (with software version 5.7 or more) are ThurayaGmPRS enabled. Those with software version less than 5.7 need upgrade. Please contact your Service Provider to get your phone upgraded with the required firmware.

(To check firmware version on Thuraya SO-2510 - Select Menu> 9 Security > 8 Software Version).

3.2 What are the configurations / setting to be used on my phone to access ThurayaGmPRS services?

GmPRS-ready handsets will have the settings pre-configured (upgrades will automatically configure the settings).

3.3 What is the APN to be set in my phone for accessing ThurayaGmPRS service?

APN to access ThurayaGmPRS service is: get (GmPRS Enabled Thuraya).

Thuraya SO-2510: Go to Menu>7Settings >11GmPRS > 1APN select APN 'get'. It is important to ensure that APN 'get' is selected to access ThurayaGmPRS service.

3.4 Can I use Macintosh products with SO-2510?

Thuraya SO-2510 supports Windows operating system and therefore cannot be currently used with Macintosh products.

3.5 Can I use Thuraya SO-2510 with Pocket PC or Windows Mobile enabled PDA or similar terminals?

Currently this is not possible.

4. ThurayaGmPRS – Accessing and Using the Service

4.1 What are the steps to connect to the Internet using a Thuraya SO-2510 ?

- Ensure the following before accessing the service.
 - Thuraya SO-2510 is GmPRS enabled
 - ThurayaGmPRS is activated on the SIM card in your handset
 - APN 'get' is selected on your handset
 - Handset is well charged and necessary drivers are installed on your laptop/PC
 - ThurayaGmPRS network connection is available on your laptop/PC with SO-2510 as the modem and dialing number is *99#
- Keep the handset positioned in the direction of the satellite to get the best signal strength. Connect to the Laptop/PC using the USB data cable provided with SO-2510.
- Double click ThurayaGmPRS network connection icon, Leave user name and password blank. Click Dial
- Upon successful dialing - you are online, open your Internet browser and enjoy ThurayaGmPRS service

(For details check Section 11)

4.2 Can I make a call in the middle of ThurayaGmPRS data connection?

Yes, simply dial the number and call.

4.3 Can I answer an incoming call in the middle of ThurayaGmPRS data connection?

If Auto Reject is set to OFF (default), you will have the option to either accept or reject the call. If you take the call (press Answer Call key), ThurayaGmPRS data call is put on hold. After you end your voice call, ThurayaGmPRS connection automatically resumes.

If Auto Reject is set to ON, incoming voice call during an active ThurayaGmPRS data session will be automatically rejected; you will be able to view missed calls.

On ThurayaSO-2510 : Menu > 7Settings > 11 GmPRS > 2 Auto Reject

4.4 Can I send / receive an SMS while in the middle of an active ThurayaGmPRS data session?

Yes you can send / receive, read and reply SMS during an active ThurayaGmPRS data session.

4.5 How can I check ThurayaGmPRS usage?

On Thuraya SO-2510 : Menu> 3 Call Logs > 5 Call Duration > 5 GmPRS Volume > Last session will indicate usage.

4.6 I have connected Thuraya SO 2510 to my computer and dialed the connection; however my computer says data connection is not possible. What seems to be the problem ?

Please ensure you have checked the phone drivers. The drivers are available online on www.thuraya.com and on the CD provided with your phone.

4.7 Does ThurayaGmPRS have a feature to limit the sites that can be accessed by the user?

This feature is not currently available.

5. Virtual Private Network (VPN)

5.1 Can I dial into my company's network ?

ThurayaGmPRS provides a standard Internet connection. Corporate users can use standard VPN clients to connect to their company's corporate network.

5.2 Does Thuraya provide the VPN Client?

No. Establish a VPN session using any VPN client installed on your laptop/PC.

5.3 Do I need to have a Public Static IP Address to establish VPN connection?

No, however Public Static IP address may be required in cases where the company network is secured against outside connection.

6. ThurayaMail

6.1 What is ThurayaMail?

Every ThurayaGmPRS subscriber is provided with a free email account on ThurayaMail. Your email id is your Thuraya Number. eg 88216XXXXXXXXX@thurayamail.com.

Postpaid and Prepaid subscribers can access email account soon after receiving password by SMS, within 1 hour of ThurayaGmPRS service activation. In case of delays please contact your Service Provider.

6.2 What is the storage capacity of ThurayaMail?

5 MB

6.3 How can I access my ThurayaMail account?

While in Thuraya network

- Thuraya SO-2510 - access your ThurayaMail account using any e-mail client installed in your laptop e.g. Microsoft Outlook. (ensure ThurayaMail account is configured – see 6.4 below)
- You can also access ThurayaMail from the Internet: <https://thurayamail.com>.

While in any other network

- Access ThurayaMail from the Internet: <https://thurayamail.com>

User Name and Password

- User Name: YourThurayaNumber@thurayamail.com.
- Password: The password will be sent to you via SMS within 1 hour after GmPRS service activation. You can change the password using the ThurayaMail interface

6.4 How to configure Microsoft Outlook to add your ThurayaMail account?

To add ThurayaMail account to MS Outlook

Tools>Email Accounts> Add a new email account>Next - Choose POP3 or IMAP>Next

User Information – Enter Your Name and Email Address (YourThurayaNumber@thurayamail.com)

Logon Information – Enter Email Address as User Name (YourThurayaNumber@thurayamail.com), Enter Password.

Server Information –

Incoming mail server - thurayamail.com

Outgoing mail server – thurayamail.com

Before you send mail, ensure you select the correct Account –

- While in Thuraya network, use ThurayaMail account.
- While in other network, use account applicable in that network.

6.5 Can I change my ThurayaMail password?

You can change the password using the ThurayaMail interface.

Options < Change Password. (This will change password of your ThurayaCase account also).

6.6 What if I forget my ThurayaMail password?

Request ThurayaMail password reset by sending a blank SMS to 1134. Normal SMS charge applies.

7. ThurayaCase

7.1 What is ThurayaCase ?

Every ThurayaGmPRS subscriber is provided with a free online storage space of 5 MB and can use any FTP client on his laptop/PC to download/upload files from/to the storage space.

ThurayaGmPRS subscribers can save files online and retrieve them later from anywhere (using ThurayaGmPRS or any terrestrial internet access point.)

7.2 How can I access ThurayaCase?

ThurayaCase URL : <ftp://thurayacase.com>

Server address: thurayacase.com

Username: Your Thuraya number eg 88216XXXXXXXX (Voice service)

Password is the same as for ThurayaMail account.

8. ThurayaGmPRS – Postpaid Provisioning by SP

8.1 How is ThurayaGmPRS service provisioned for existing postpaid subscribers?

For existing postpaid mobile subscribers, account should be deactivated first and then re-activated under the requested ThurayaGmPRS price plan; ThurayaGmPRS service should be activated after activation of basic voice service, in order to minimize disruption of voice service. ThurayaGmPRS service will be activated within an hour.

Subscriber's THURAYA NUMBER and SIM number will remain the same.

- When reactivating account with ThurayaGmPRS or when moving between different ThurayaGmPRS price plans, prorated monthly fee will be applied.

Upon successful activation of ThurayaGmPRS, subscriber will receive a service activation confirmation SMS: This will be followed by an SMS with ThurayaMail address and password.

For further details on postpaid service Provisioning please refer to the GmPRS Activation Procedure document.

8.2 Will the subscriber experience any interruption of voice service between deactivation and reactivation of account?

Voice service may be interrupted for up to an hour between deactivation and reactivation of account.

(Note for Service Provider: Interruption of voice service can be minimized by reactivating voice services first and then activating ThurayaGmPRS service.)

8.3 How is the ThurayaGmPRS service activated for new postpaid subscribers ?

For new postpaid mobile subscribers, account should be activated under a ThurayaGmPRS price plan.

(Note for Service Provider: If ThurayaGmPRS service is activated after activation of basic voice service, subscribers can avail voice services soon after activation of account. ThurayaGmPRS service will be activated within an hour.)

Upon successful activation of ThurayaGmPRS service, subscriber will receive a service activation confirmation SMS, followed by SMS with ThurayaMail address and password

8.4 How can ThurayaGmPRS service be deactivated from postpaid subscribers account ?

ThurayaGmPRS service can be deactivated (removed) from the subscribers active services based on subscriber request, while keeping the voice services active. Subscriber will be charged for the service for the active period on pro-rata basis.

With deactivation of ThurayaGmPRS service, all dependant services will also be deactivated.

8.5 What Postpaid Plans are available?

ThurayaGmPRS Postpaid service offers the following plans

- ThurayaGmPRS Light
- ThurayaGmPRS Smart
- ThurayaGmPRS Pro

8.6 What are the charges the subscriber has to pay for ThurayaGmPRS service?

Three monthly plans are available to suit subscribers' usage requirements.

ThurayaGmPRS Postpaid Plan	Monthly Fee	Included Monthly Volume (in Kilobytes)
Thuraya GmPRS Light	US\$ 30	5120 KB
ThurayaGmPRS Smart	US\$ 69	15360 KB
ThurayaGmPRS Pro	US\$ 119	35840 KB

Usage above included monthly volume is charged 5 cents per 10 Kilobytes.

8.7 If the subscriber is not fully using the KBs included in the package will there be a roll-over of KB's?

No, there will be no roll-over of unused KBs included in the package.

8.8 Can a subscriber move between ThurayaGmPRS Postpaid Plans?

Moving between ThurayaGmPRS postpaid plans is not possible.

However, to change to a different plan, subscriber account can be deactivated and reactivated under another ThurayaGmPRS price plan.

Note: Subscriber may experience a brief disruption of voice service between deactivation and reactivation.

ThurayaMail and ThurayaCase accounts will also be deactivated upon deactivation of account.

8.9 Can the subscriber have ThurayaGmPRS service only, while deactivating other services?

ThurayaGmPRS service can be activated in addition to voice services only.

8.10 How can GmPRS service impact billing cycle?

ThurayaGmPRS service will not affect billing cycle.

8.11 Will the existing credit control process for postpaid service be in effect with addition of ThurayaGmPRS service ?

Yes, the existing process will continue. Service Providers may need to change the threshold (ceiling) when ThurayaGmPRS service is activated.

9. ThurayaGmPRS - Prepaid Provisioning by SP

9.1 How can a prepaid subscriber have ThurayaGmPRS activated?

Service Providers can activate the service for existing and new mobile prepaid subscribers based on subscriber request. One off activation fee of USD 20 applies

Upon successful activation of ThurayaGmPRS, subscriber will receive confirmation SMS, followed by SMS with ThurayaMail address and password.

Note: Service activation is expected to be executed within 24 hours after the receipt of service activation request. (In case of delay contact Service Provider)

9.2 How can a prepaid subscriber have ThurayaGmPRS deactivated?

ThurayaGmPRS can be deactivated (removed) from the subscribers active services based on subscriber request to Service Provider. With deactivation of ThurayaGmPRS service, all dependant services will also be deactivated.

9.3 What are the Prepaid Plans available?

ThurayaGmPRS Prepaid is available for prepaid subscribers; usage is charged 5 cents per 10 Kilobytes. Activation fee of US\$ 30 applies.

9.4 Will PCAS give details about a prepaid subscriber's usage or credit position?

Yes

10. Public Static IP Address Provisioning

10.1 How can a subscriber obtain Public Static IP address?

The Public Static IP Address is provided to ThurayaGmPRS subscribers, based on subscriber request through the service provider.

Postpaid subscribers

- Public Static IP address can be provisioned by the Service Provider through the subscriber administration module of BSCS.
- Subscriber is charged 25 USD/IP/Month in advance – not refundable. This amount will be invoiced in the Monthly Invoice.

Prepaid subscribers

- Public Static IP address can be provisioned by the Service Provider through PCAS.
- Subscriber is charged 300 USD/IP/Year in advance – not refundable.
- Prepaid subscribers need to renew Public Static IP address subscription on yearly basis.

10.2 How can the Public Static IP address be deactivated?

Public Static IP address can be deactivated based on subscriber request through service provider. Deactivating ThurayaGmPRS will deactivate Public Static IP address.

11. Mobile Satellite Internet on Thuraya SO-2510

Steps to set up and connect to the Internet using Thuraya SO-2510

- 1 Set up your Thuraya SO-2510
- 2 Set up your Laptop/PC.
- 3 Connect to the Internet

1. Set up Thuraya SO-2510

➤ Prepare your Thuraya SO-2510

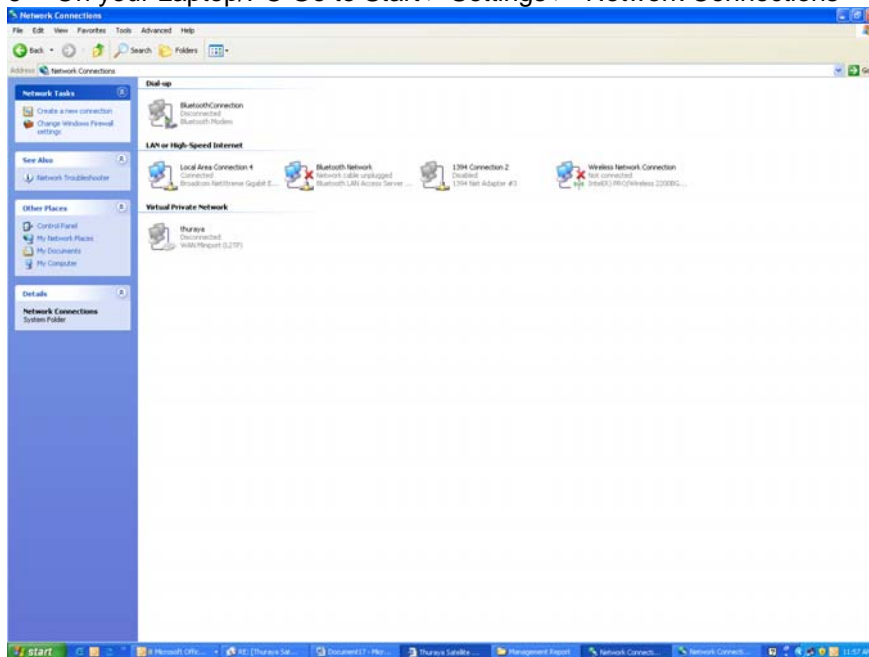
- Thuraya SO-2510 should be :
 - Well charged
 - GmPRS enabled (with software version SO_V5.7 or above)
To check software version - Menu> 9 Security > 8 Software Version.
 - Select APN 'get'.
Go to Menu> 7 Settings > 11 GmPRS > 1 APN to ensure the APN 'get' is checked, other wise, select Option and insert the APN 'get', (case sensitive) and select it.
 - Select preference on Auto Reject option.
Menu > 7Settings > 11 GmPRS > 2 Auto Reject
If Auto Reject is set to OFF, subscriber will have the option to either accept the call or reject it. If Auto Reject is set to ON, incoming voice call during an active ThurayaGmPRS data session will be rejected. However subscriber will be able to view missed calls.
 - Have the USB data cable ready to connect your phone to the laptop/PC. (On your handset, select USB on Menu> Setting > Data Connection>Data Port)

➤ ThurayaGmPRS activated SIM Card

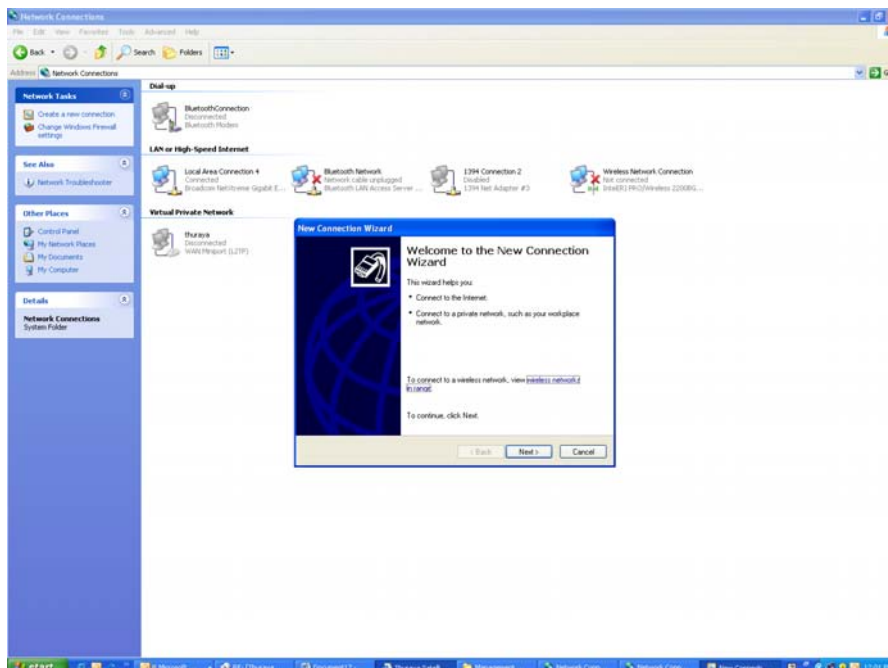
- ThurayaGmPRS service should be activated on your Thuraya SIM Card through your service provider. Insert the SIM card in your Thuraya SO-2510.

2. Set up your Laptop/PC

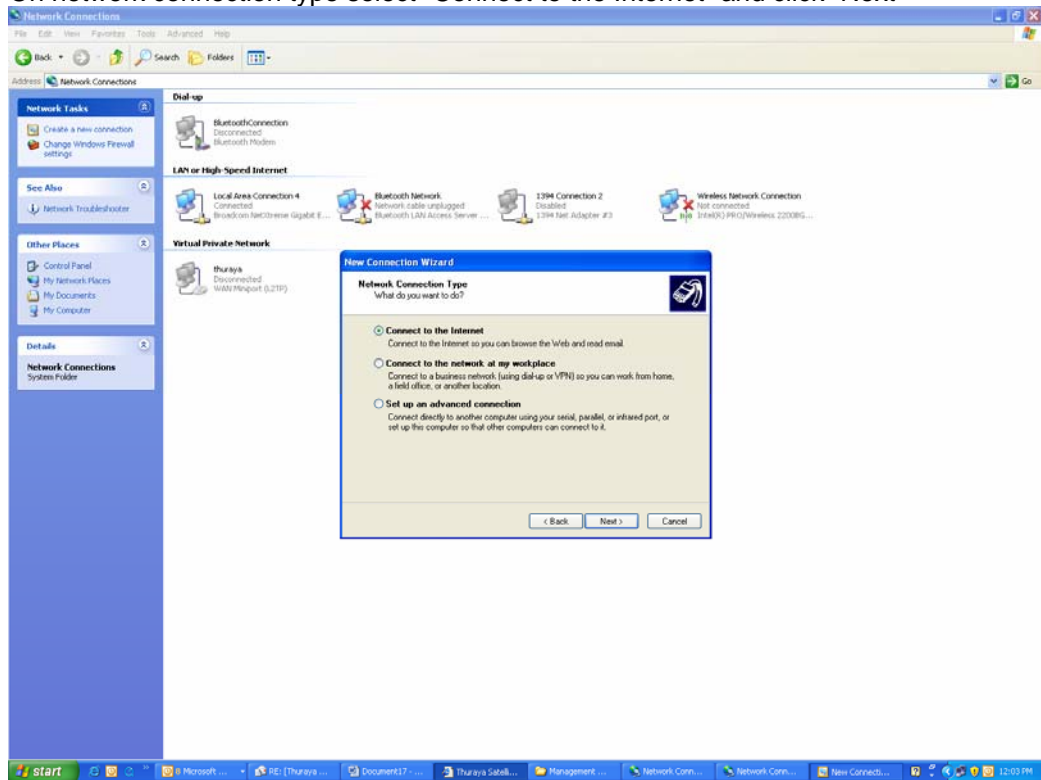
- Make sure that you have installed the necessary phone drivers. (Drivers can be installed using the CD available in the gift box or online on www.thuraya.com.)
- Connect your USB to the laptop/PC and make sure that it is recognized - your handset should display Data Cable in the middle of the screen.
- Set up the Network Connection
 - On your Laptop/PC Go to Start > Settings > “Network Connections”



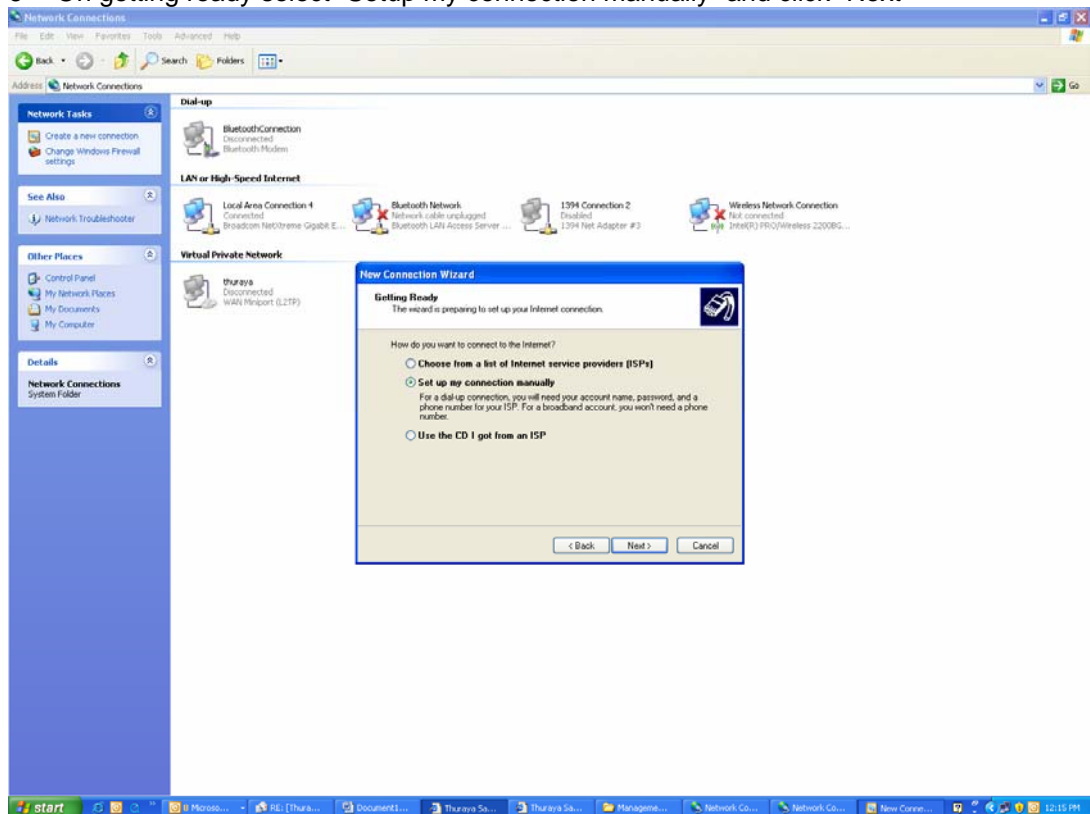
- Select create a new connection and click “Next”



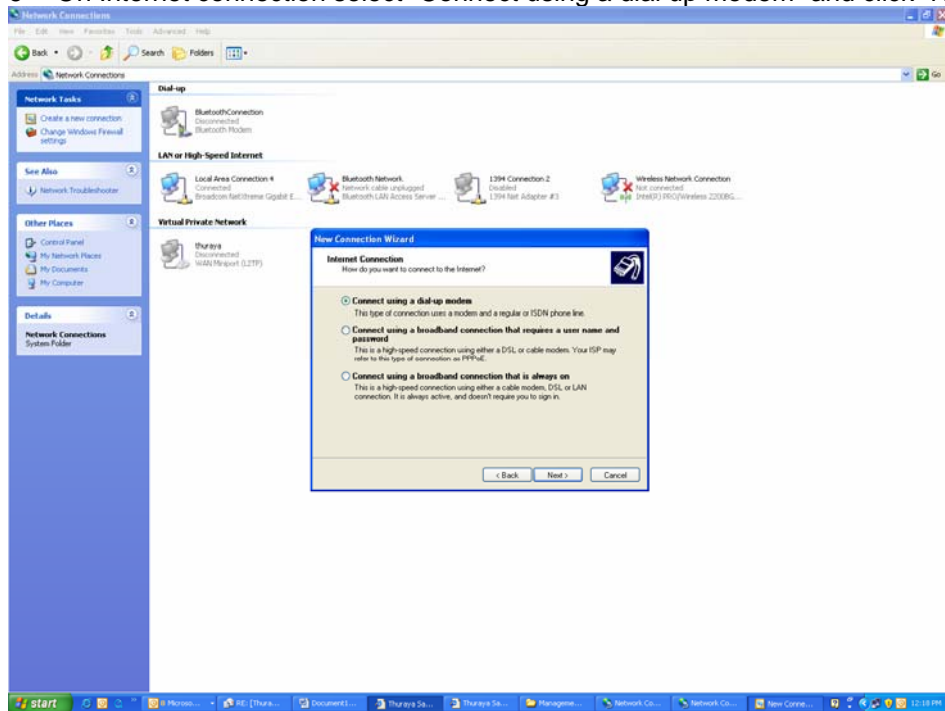
On network connection type select “Connect to the Internet” and click “Next”



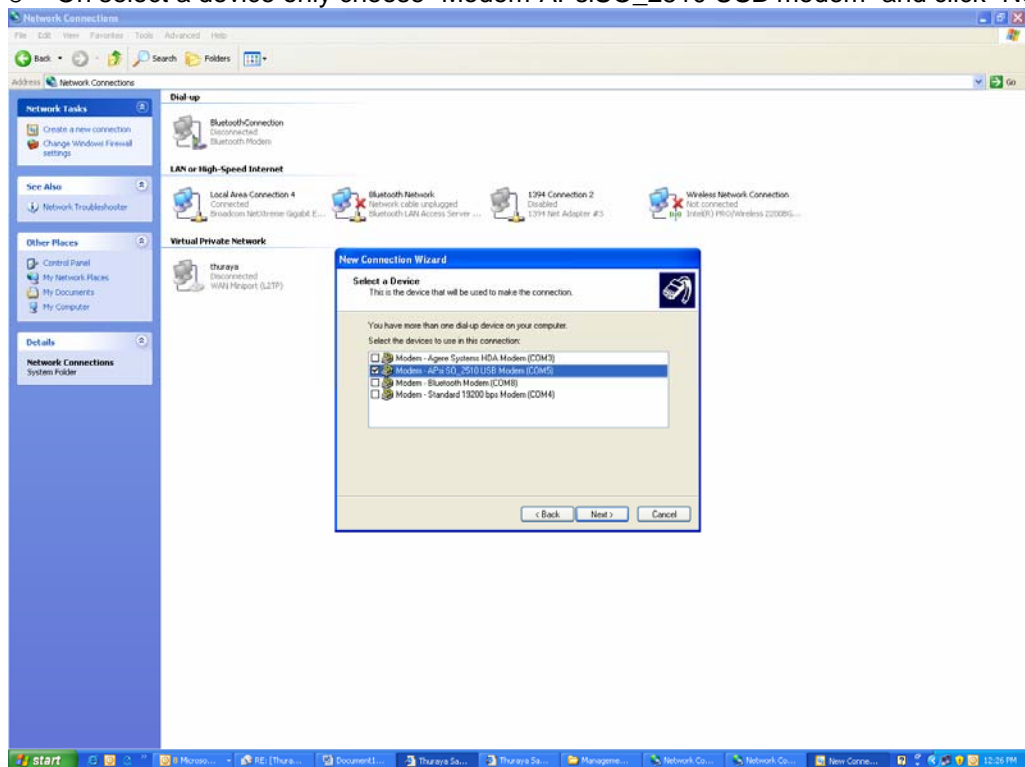
On getting ready select “Setup my connection manually” and click “Next”



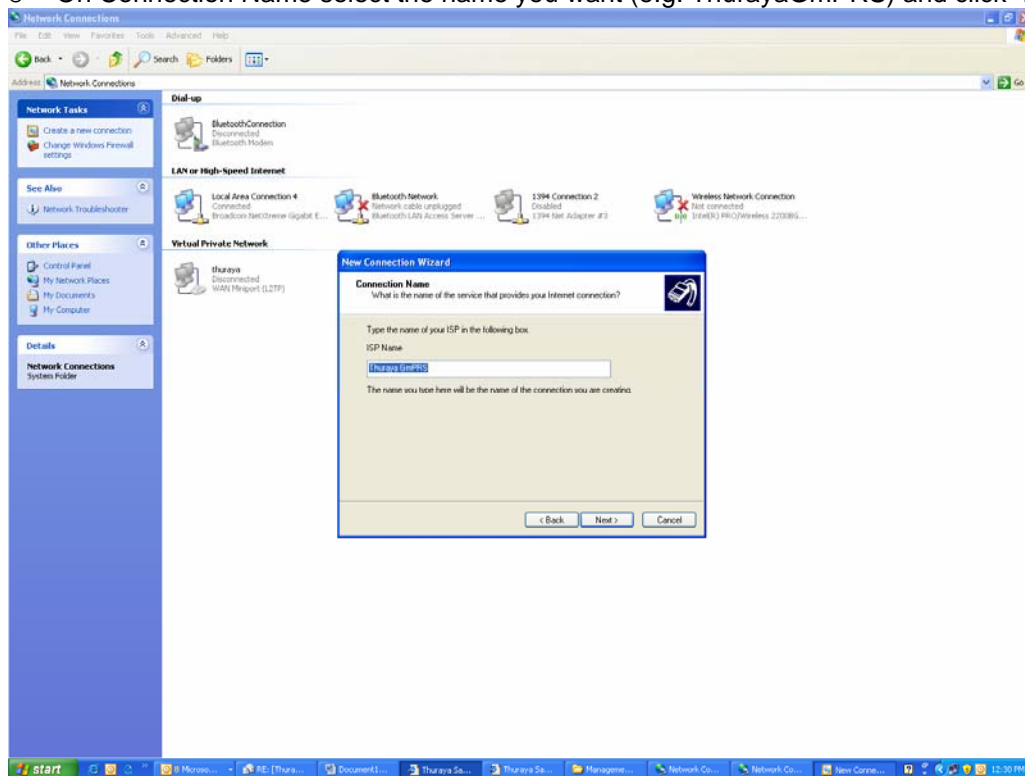
- o On Internet connection select “Connect using a dial up modem” and click “Next”



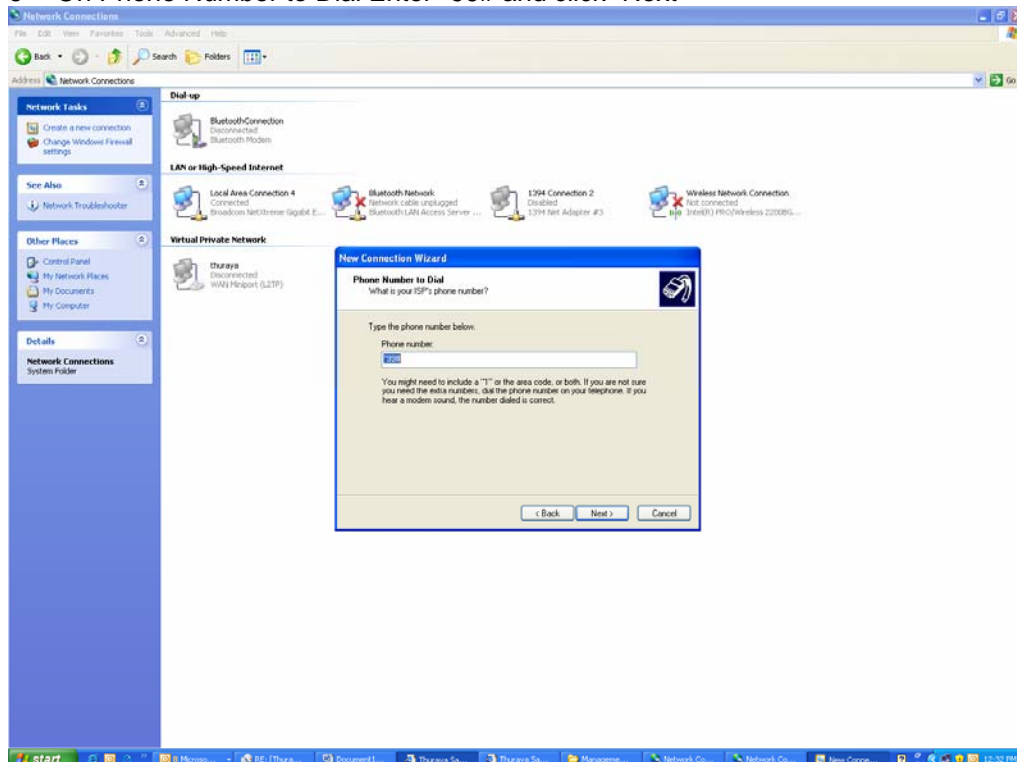
- o On select a device only choose “Modem-APsiSO_2510 USB modem” and click “Next”



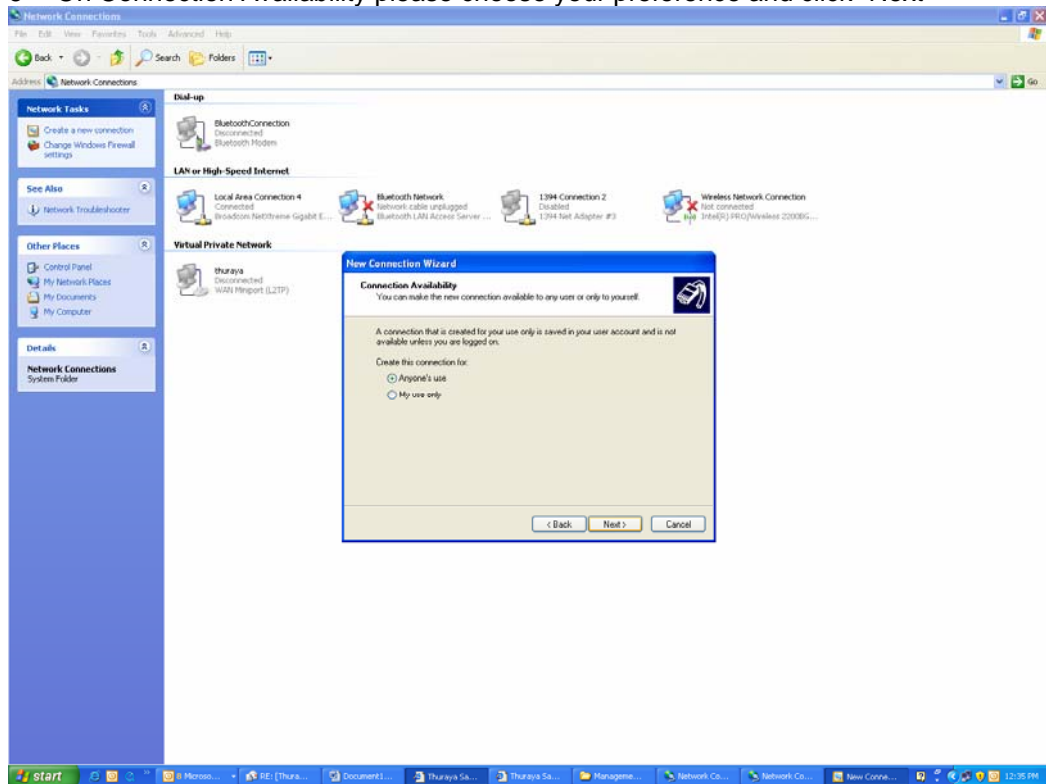
- o On Connection Name select the name you want (e.g. ThurayaGmPRS) and click “Next”



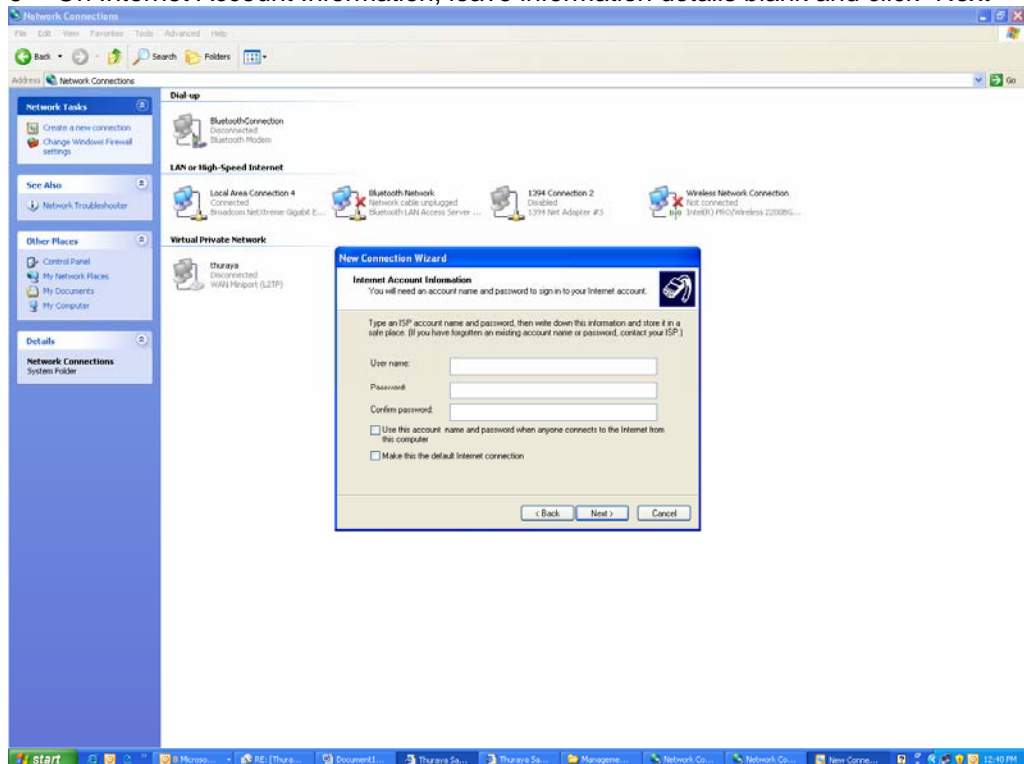
- o On Phone Number to Dial Enter *99# and click “Next”



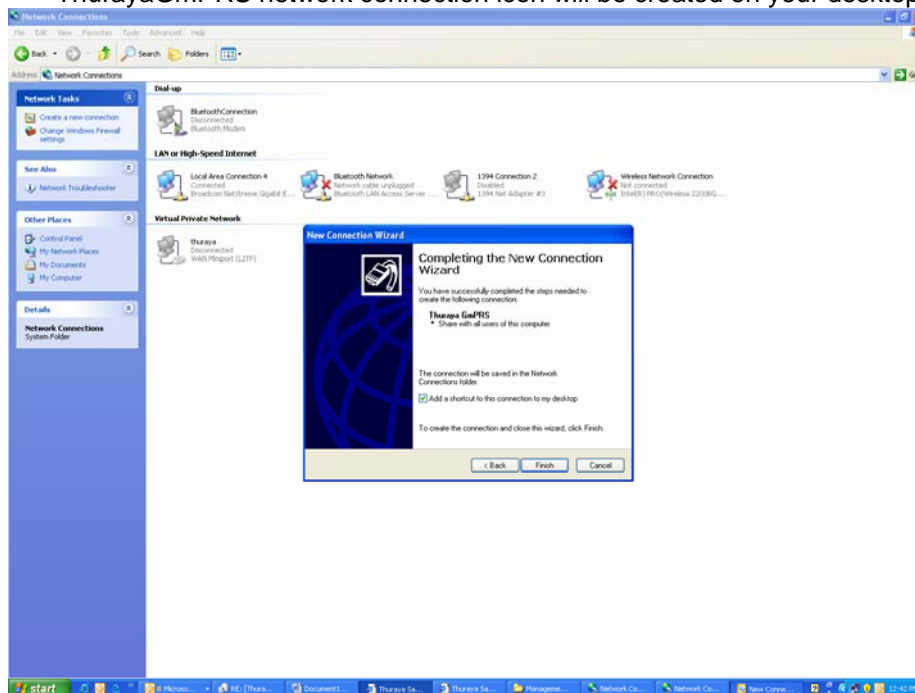
- o On Connection Availability please choose your preference and click “Next”



- o On Internet Account Information, leave information details blank and click “Next”



- o Check Add a short to the connection and select “Finish”. Your new connection is ready. ThurayaGmPRS network connection icon will be created on your desktop



3. Connecting to the Internet

- o Keep the handset positioned in the direction of the satellite to get the best signal strength.
- o Connect to the Laptop/PC using the USB data cable. Handset should display Data Cable in the middle of the screen
- o Double click ThurayaGmPRS network connection icon
- o Leave User Name and Password blank. Click Dial.
- o Upon successful dialing, open your internet browser and enjoy ThurayaGmPRS service.

