

Thuraya
Telecommunications Company



PRICING BOOKLET
“ThurayaECO”



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1. Introduction

This pricing plan is applicable for **ThurayaECO** subscribers. Reduced calling rates are offered for calls from selected countries. Calls outside the selected countries are blocked.

Calling rates for ThurayaECO will continue to increase month on month until October 1st 2009.

Date	Thuraya to Thuraya	To other destinations
July 1 st 2009	0.35 Units	0.69 Units
August 1 st 2009	0.40 Units	0.75 Units
September 1 st 2009	0.45 Units	0.75 Units
October 1 st 2009	0.50 Units	0.75 Units

2. Prepaid Services

ThurayaECO pricing plan is prepaid only.

2.1 Prepaid SIM Cards

Charge Description	Price
Start-Up Fee	\$20
Reactivation Fee	\$10 + \$50 admin fee

Account Validity

ThurayaECO will have the same account validity as Classic Prepaid. SIM card is cancelled if the first call is not made within 6 months from the date of activation. There is no renewal policy for the ThurayaECO plan.

SIM Card Status

Active

The account is said to be on active status if the credit balance is within the credit validity period. When the credit validity period is over, any remaining balance will expire and the balance will be reset to zero.

Grace Period

The account will go into grace period when the credit validity is over.

During the grace period, subscriber can refill the account within a two-month period in order to make outgoing calls, send SMS, or access other Thuraya services. During the grace period, incoming calls are possible. A refill during the grace period will send the status of the account from under grace period back to active status.

Suspension Period

If account balance remains at zero after the grace period is over, account enters into the suspension period. In the suspension period, subscriber will not be able to make outgoing calls unless subscriber pays the reactivation fee and maintains sufficient balance to make calls. Subscriber is given four (4) months to reactivate his account. During suspension period, incoming calls are not possible.

Call to 150 is allowed during the suspension period.

A subscriber can pay the reactivation fee by refilling his prepaid account with enough credit to pay for the 5 UNITS reactivation fee. Reactivation fee of \$10 does not include any credit.

His prepaid account will then have a credit validity period equivalent to the credit validity period of his refill/s.

Payment of reactivation fee will send the status of the account from suspended back to active status.

Account Status	Period	Outgoing	Incoming	MSISDN is kept in the system
Active	Balance is within credit validity period	Yes	Yes	Yes
Under grace period	2 months after credit validity period is over	No	Yes	Yes
Suspended	4 months after grace period	No	No	Yes
Deactivated	No reactivation during suspension period	No	No	Yes

Note: The MSISDN of a deactivated SIM card will be kept in the system and subscriber can request for activation of the same account and can use the same SIM card by paying 5 UNITS, or the price of the new SIM pack. Subscriber retains the same MSISDN. This is treated as a new activation.

Data/Fax sending and receiving facility is available for all prepaid subscribers with the package free of charge upon request. Subscriber will be allocated a pair of numbers – one for receiving data, and another for receiving fax calls. Activating the data/fax numbers is made by Service Providers.

2.2 Refill Cards (to top up prepaid accounts)

Refill Card Denomination	Credit Validity Period
10 Units	15 days
20 Units	30 days
39 Units	2 months
50 Units	3 months
80 Units	5 months
160 Units	12 months

Credit Validity Period

Credit validity period is the number of days that a prepaid customer must consume the scratch card credit to make calls, send SMS, and access other Thuraya services.

Any unused credit in the account will expire at the end of the credit validity period (expiry date). The credit balance will be reset to zero on credit expiry date.

Credit validity period is cumulative when topping up with multiple refill cards. The maximum credit validity period is eighteen (18) months.

3. Calling Rates and Service Provider Airtime Share

3.1 Voice and Data/Fax Calls

- **Retail rates for voice and data / fax calls made by ThurayaECO subscribers** from the selected countries to different destinations are shown below (details are attached in Table 1). **Prices in units**

	Thuraya	Band 1	Band 2	Catch All
Voice	0.50/Min.	0.75/Min.	4.99/Min.	8.00/Min.
Data/Fax	0.91/Min.	1.25/Min.	4.99/Min.	8.00/Min.

- **ThurayaECO subscribers cannot make calls** from other calling locations.
- **ThurayaECO Selected countries are shown in the table below.**

Albania	France	Luxembourg	Serbia
Andorra	Gambia	Macedonia	Sierra Leone
Armenia	Georgia	Malawi	Slovakia
Austria	Germany	Maldives	Slovenia
Azerbaijan	Ghana	Mali	Somalia
Bangladesh	Gibraltar	Malta	Spain
Belarus	Greece	Mauritania	Sri Lanka
Belgium	Guinea	Moldova	Sweden
Bhutan	Guinea-Equatorial	Monaco	Switzerland
Bosnia Herzegovina	Guinea-Bissau	Montenegro	Syria
Bulgaria	Hungary	Morocco	Tajikistan
Burundi	Iceland	Mozambique	Tunisia
Cameroon	Ireland	Nepal	Turkey
Croatia	Italy	Netherlands	Turkmenistan
Cyprus	Jordan	Norway	Uganda
Czech Republic	Kazakhstan	Oman	Ukraine
Denmark	Kyrgyzstan	Poland	United Kingdom
Egypt	Latvia	Portugal	Uzbekistan
Eritrea	Liberia	Romania	Zambia
Estonia	Liechtenstein	Rwanda	Zimbabwe
Finland	Lithuania	Senegal	

3.2 Short Message Service

Price (Units)
0.25/Message

3.3 Dial-Up Internet Service

- Dial-Up Internet service (1722) is **charged similar to Thuraya – Thuraya data/fax charges**.
Subscribers must have the data service enabled in order to use this service.

4. Supplementary Services

The following services are offered free of charge.

- Call Forwarding
- Call Waiting and Call Hold
- Three Party Conference Calling (does not support mobile to mobile calls within the satellite network)
- Calling Line Identification Presentation (CLIP)
- Voice Mail
- Customer Controlled Barring

5. SIM Card Replacement

Charge Description	
Admin Fee	\$50
SIM Card Replacement Fee	\$20/SIM

6. Roaming onto GSM Networks

Service Description	Retail Price
- Making Calls	IOT + 25% Thuraya share + 15% currency fluctuation mark-up
- Receiving Calls)	Units 0.50 ¹

¹As an exception from this arrangement, Thuraya charges it is subscribers for receiving calls in GSM networks that apply receiving charges for mobile terminated calls (MTC charges).

7. Other Call Charges

Service	Short Code	Charge
Voice		
Prepaid Main Menu 1. Scratch Card Refill 2. Know own Thuraya number 3. Change Language of Announcement 4. Prepaid Renewal	150	Free
Prepaid Account Interrogation	151	1 Free interrogation per day. Additional interrogation is charged Thuraya-Thuraya voice call charge
Access Voice Mail Box	123	Thuraya -Thuraya voice call charge
Leave a Message to Thuraya Voice Mail Box	124	Thuraya -Thuraya voice call charge
"Call for all" Prepaid Calling Card Access (English)	155	Free
"Call for all" Prepaid Calling Card Access (Arabic)	156	Free
"Call for all" Prepaid Calling Card Access (French)	157	Free
Customer Service Center	100	0.42 Units/Min.
Internet Dial-Up Service	1722	Thuraya -Thuraya data/fax call charge
SMS		
Scratch Card Refill	150	Normal SMS charge
Scratch Card Refill through Direct Dialing	160 (followed by 14 digit scratch card PIN Code)	Free (normal SMS Charge for wrong attempt)
Prepaid Account Interrogation	151	Normal SMS charge
SMS to Email (Send an email from the Thuraya phone to any email address by using the SMS service)	1200	Normal SMS charge
Self Activation for GmPRS service	1133	Free for Prepaid
Password Acquisition (to enable subscribers to acquire information over the web on services.thuraya.com).	1522	Normal SMS charge
Location Determination	1300	Normal SMS charge
Islamic Prayer Time Request	Sunni - 1400	Normal SMS charge
	Shia - 1411	
AlJazeera SMS Information Service (Subscribe)	1650	Normal SMS charge
AlJazeera SMS Information Service (Cancel Subscription)	1651	Normal SMS charge
CallMeBack Service (Send SMS with MSISDN of the person you	1755	Free
Service		
want to call back)		
Miscellaneous Service	Number	Charge

Access Thuraya Voice Mail from PSTN/PLMN Network	88216100123	Collection rate of originating network
Leave a message from PSTN/PLMN to a Thuraya Voice Mail Box	88216100124	Collection rate of originating network
Emergency Number(s) Within Any Country	999, 911, 112	Free
Toll Free Number (available only to TDCOM subs for Help Desk. Calls to 1717 transferred to +33 1 41331581)	1717	Free for customers
Credit Transfer Service (SMS only from valid Credit Transfer Prepaid Account)- E-Wallet	1550	Normal SMS charge

8. Billing Increment

60 seconds billing increment to be applied.

9. ThurayaGmPRS Service

ThurayaGmPRS service is charged over and above the customer's existing basic voice subscriptions and/or activations.

1.1 ThurayaGmPRS Prepaid

Prepaid customers can avail of ThurayaGmPRS service by paying an activation fee. The customer must have sufficient credit in his account over and above credit required for the basic service (e.g. voice) for the activation to take place.

	Retail Price
Activation Fee (One off)	20 units
Usage Charge	5 units/MB

1.2 Activation of ThurayaGmPRS Service

To activate the ThurayaGmPRS service, the customer should already be subscribed to the basic voice services.

Upon activation of ThurayaGmPRS service, the customer will receive the following :

- ThurayaMail account (5 MB) with the format:
88216XXXXXXXX@thurayamail.com
- 5 MB space on ThurayaCase for file transfer

ThurayaMail address and password will be sent as SMS to the customer upon activation.

1.3 Deactivation of ThurayaGmPRS Service

Customers can deactivate the ThurayaGmPRS service at any time.

Deactivation of ThurayaGmPRS service will also deactivate ThurayaMail and ThurayaCase accounts of the customer.

1.4 ThurayaGmPRS Roaming

ThurayaGmPRS Roaming is not yet commercially available. Upon launch, the pricing for ThurayaGmPRS Roaming in this document will be applied.

	Retail Price
Outbound Roamers to Other Mobile Networks	IOT charges + 25% mark-up

1.5 Other Charges

Charge Description	Short Code	Charge
Self activation of ThurayaGmPRS service via SMS (Prepaid only)	1133	Free of charge
Reset of ThurayaMail password via SMS (Postpaid and Prepaid)	1134	Normal SMS charge

1.6 Data Block

ThurayaGmPRS traffic shall be charged based on 10 Kilobytes data block.

1.7 Time Calculations

For the purpose of calculating various periods, GMT timing shall be used.

1.8 Public Static IP for ThurayaGmPRS Prepaid Service Plans

Customer is charged \$360 for the static IP address for one full year in advance. This fee is not refundable upon deactivation. Customers are reminded 1 month before the expiry date of the IP address subscription. In case the customer does not have enough balance at the time of extension of SIM validity,

the IP address is deactivated and customer is notified by SMS. Deactivated Static IP address is kept for a grace period of 1 month before permanently canceling it if no renewal (\$360) is made during the grace period of the prepaid SIM used.

10. Table 1

ThurayaECO Calling Rates from "Selected" Countries as shown below. **Prices in UNITS**

Service	Thuraya	Band 1		Band 2	Catch All	
Voice	0.50	0.75		4.99	8.00	
Data/Fax	0.91	1.25		4.99	8.00	
		Afghanistan	Gibraltar	Palau	Cuba	Ascension
		Albania	Greece	Palestine	East Timor	Australia Satellite
		Algeria	Guadeloupe	Panama	Globalstar	Cook Is.
		Andorra	Guam	Paraguay	Inmarsat A	Diego Garcia
		Angola	Guatemala	Peru	Inmarsat B	Inmarsat BGAN
		Anguilla	Guinea	Philippines	Inmarsat M	Inmarsat BGAN HSD
		Antigua	Guinea Bissau	Poland	Inmarsat mini M	Inmarsat B-HSD
		Argentina	Guyana	Portugal		Inmarsat M4-HSD
		Armenia	Haiti	Puerto Rico		Iridium
		Aruba	Honduras	Qatar		Kiribati
		Australia	Hong Kong	Reunion		Montserrat
		Austria	Hungary	Romania		Nauru Is.
		Azerbaijan	Iceland	Russia		Niue
		Bahamas	India	Rwandese		Samoa Western
		Bahrain	Indonesia	Samoa US		Sao Tome
		Bangladesh	Iran	San Marino		Solomon Is.
		Barbados	Iraq	Saudi Arabia		St. Helena
		Belarus	Ireland	Senegal		Tuvalu
		Belgium	Israel	Seychelles		Vanuatu
		Belize	Italy	Sierra Leone		Wallis and Futuna
		Benin	Jamaica	Singapore		
		Bermuda	Japan	Slovakia		
		Bhutan	Jordan	Slovenia		
		Bolivia	Kazakistan	Somalia		
		Bosnia and Herzegovina	Kenya	South Africa		
		Botswana	Korea North	Spain		
		Brazil	Korea South	Sri Lanka		
		Brunei	Kuwait	St. Kitts and Nevis		
		Bulgaria	Kyrgyzstan	St. Lucia		
		Burkina Faso	Laos	St. Pierre & Miquelon		
		Burundi	Latvia	Sudan		
		Cambodia	Lebanon	Swaziland		
		Cameroon	Lesotho	Sweden		
		Canada	Liberia	Switzerland		
		Canary Is.	Libya	Syria		
		Cape Verde	Liechtenstein	Taiwan		
		Cayman	Lithuania	Tajikistan		
		Central African Republic	Luxembourg	Tanzania		
		Chad	Macau	Thailand		
		Chile	Macedonia	Togo		
		China	Madagascar	Tonga		
		Christmas Is.	Malawi	Trinidad & To.		
		Colombia	Malaysia	Tunisia		
		Comoros	Maldives	Turkey		
		Congo B.	Mali	Turkmenistan		
		Costa Rica	Malta	Turks & Caicos		
		Cote d'Ivoire	Marshal Is.	UAE		
		Croatia	Martinique	Uganda		
		Cyprus	Mauritania	UK		
		Czech Rep	Mauritius	Ukraine		
		Denmark	Mayotte	Uruguay		
		Djibouti	Mexico	USA		
		Dominican Rep.	Micronesia	Uzbekistan		
		Ecuador	Moldova	Vatican		
		Egypt	Monaco	Venezuela		
		El Salvador	Mongolia	Vietnam		
		Equatorial Guinea	Morocco	Virgin Is. UK		
		Eritrea	Mozambique	Virgin Is. USA		
		Estonia	Myanmar	Yemen		
		Ethiopia	Namibia	Yugoslavia		
		Faeroe Islands	Nepal	Zaire - Congo K.		
		Fiji	Netherlands	Zambia		
		Finland	Netherlands Antilles	Zanzibar		
		France	New Caledonia	Zimbabwe		
		French Guyana	New Zealand			
		French Polynesia	Nicaragua			
		Gabon	Niger			
		Gambia	Nigeria			
		Georgia	Norway			
		Germany	Oman			
		Ghana	Pakistan			