

Public Calling Office

Frequently Asked Questions

1. Service	3
1.1 What is ThurayaPayphone service?	3
1.2 What is the tariff plan used for the ThurayaPayphone SIM? Are the airtime rates the same as PCO calling rates?.....	3
1.3 Can you upload scratch cards to the ThurayaPayphone SIM or can the ThurayaPayphone only be used with calling card?.....	3
1.4 Are we getting the 10 cent per minute margin on the calls via our ThurayaPayphone SIM card?	4
1.5 What will be the tariffs for Call for all cards when used with the payphone SIM?	4
1.6 How to make a call via a Call for all card?	4
1.7 What USD value do the chip cards have? Are they uploaded with airtime or do we need to upload these ourselves?.....	4
1.8 Can the ThurayaPayphone be programmed to different rates (tariffs), depending on the requirement of the client or distributor?.....	4
1.9 Can the Chip cards be programmed? Are they re-usable?.....	4
1.10 Will CDRs be available to us and it is possible to restrict certain destinations to avoid miss use or to comply to telecom regulations in certain countries?.....	4
1.11 When calling with Call for all cards we make 16 cent per minute but calls rated at Call for all rate plans?	4
1.12 When calling with a chip card we make 10 cents per minute and PCO tariffs apply to the calls?	4
1.13 We buy chip cards from Thuraya and the total value of the cards is uploaded to the SIM, and we will be billed by Thuraya for the total amount of airtime in USD which is transferred to the SIM?.....	5
1.14 Do we get the same discount rate as would apply for scratch cards? Say USD 1000 would cost us USD 930?.....	5
1.15 Are the chip cards linked to the SIM card or the Payphone so only chip cards X can be used with Payphone X?.....	5
1.16 Does the Payphone SIM card ever expire, do we need to renew per year?.....	5
1.17 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?	5
1.18 Does the 30 seconds minimum time gets charged and if so to the SIM card and the chip card equally?	5
1.19 Are the 6 seconds increments applicable to the SIM, chip card and Call for all and are they synchronized so a;; "Click" at the same time?.....	5
1.20 Does the user have to call the international destination code inside the country or can a local call be placed without 00?	5
1.21 Where is the service available?	5
1.22 What kind of hardware do I need to have the service?	6
1.23 How is the service available to customers?	6
1.24 I am a new potential SP how do we test the service?.....	6
1.25 Who are the target customers?.....	6
1.26 What are the prepaid cards that can be used on ThurayaPayphone?.....	6
1.27 Can additional service charges be added?	6

1.28 Does ThurayaPayphone memorize calls?	6
1.29 Can the currency format be changed?	6
2. ThurayaPayphone Unit.....	7
2.1 Where is the ThurayaPayphone made?.....	7
2.2 What does ThurayaPayphone Package contain	7
2.3 What is the terminal price to SPs?	7
2.4 What are the basic steps to start using ThurayaPayphone?.....	7
2.5 What should I do to obtain Network and GPS fix?	7
2.6 GPS Fix taking a long time. What shall I do?	7
2.7 Location of the SAT antenna?.....	7
2.8 Can I change the SIM card with ThurayaPayphone powered on?	7
2.9 Where is the SIM card placed?	8
2.10 What is the duration the battery will last if the power went off?.....	8
2.11 Are accessories like DC chargers, power adapter, SAT/GPS antennas, solar chargers, available?	8
2.12 Is ThurayaPayphone design for Indoor or outdoor? What kind of antenna is needed for Indoor?	8
2.13 How can ThurayaPayphone be used in Maritime areas? What kind of antenna is needed?	8
2.14 Can ThurayaPayphone SIM be used in other Thuraya terminals/products?.....	8
2.15 Can any other SIM cards be used in ThurayaPayphone?	8
2.16 Can ThurayaPayphone SIM be used in other Rural telephony solutions e.g. ThurayaPCO?	8
3. Sales and Customer Support.....	8
3.1 What will be the delivery scheme of the ThurayaPayphone?.....	8
3.2 Will we be allowed to purchase more ThurayaPayphone SIM than terminals?	8
3.3 What are the arrangements for ThurayaPayphone Customer service, after sales support, Technical Support?	8
4. Prepaid Service.....	9
4.1 What are the Prepaid Plans available?	9
4.2 What is Super SIM Validity?.....	9
4.3 How can Super SIM validity be extended?	9
4.4 Do we have to make the first call to activate the prepaid Super SIM card, (like any other Thuraya SIM card).	9
4.5 Is the first call starting the validity of the Super SIM?.....	9
4.6 Can I make multiple refills and extend validity for longer periods?	9
4.7 Will the Super SIM be cancelled if validity is not extended?	9
4.8 When will the grace period start (after not using the card for a certain period).....	9
4.9 What will happen with the credit left on the Super SIM, when the grace period has begun? Will the credit be gone, even if you refill in the grace period and start using the service again?	9
4.10 When does the SP get airtime share?	10
4.11 For ThurayaPayphone subscribers, will it be possible to check on PCAS about a customer's usage or credit position?.....	10
5. General.....	10
5.1 How can the customer monitor credit?.....	10
5.2 What is the warranty program available?	10
5.3 What is the process for Super SIM Replacement?	10

1. Service

1.1 What is ThurayaPayphone service?

Thuraya Payphone is a perfect solution for rural areas where customers cannot afford buying satellite phones. However they need to make phone calls. 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 What is the tariff plan used for the ThurayaPayphone SIM? Are the airtime rates the same as PCO calling rates?

ThurayaPayphone is one of the rural telephony solutions provided by Thuraya. ThurayaPayphone uses the same tariff baseline as ThurayaPCO, however, it has an independent tariff database and numbering range used. Therefore, the airtime rates in the ThurayaPayphone are the same as ThurayaPCO, including the SP share.

1.3 Can you upload scratch cards to the ThurayaPayphone SIM or can the ThurayaPayphone only be used with calling card?

- The operating concept of the Payphone is totally different from the ThurayaPCO. The operating principle of the Payphone is based mainly on Chip Cards, however, Call for all cards can also be used as an alternative solution if required.
- The Payphone operates using a prepaid Super SIM which needs always to have a credit in order to enable the end-user to make a call in case of using chip card. NO credit is required on the SIM in case of using the Call for all cards.
- Thuraya is responsible for crediting the Payphone Super SIM with an initial amount & then the Top up Service System will monitor the credit level & top up if reached certain predefined low threshold.
- Thuraya makes its revenue from sale of chip cards and the Call for all cards.
- The prepaid SIM is used to give service against sale of the above and Thuraya will not be paid for.
- Thuraya will give agreed SP share based on the usage.

1.4 Are we getting the 10 cent per minute margin on the calls via our ThurayaPayphone SIM card?

Yes, the SP share is 0.10 USD/Minute in case chip cards are used. However, ThurayaPayphone can be used with Call for all calling cards in case chip cards were not available or preferred. Using Call for all calling cards implies that Call for all tariff applies with an SP share of 0.16 USD/Min.

1.5 What will be the tariffs for Call for all cards when used with the payphone SIM?

In this case the Call for all cards rates will be applied and the SP share will be 0.16 USD/Min.

1.6 How to make a call via a Call for all card?

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.

1.7 What USD value do the chip cards have? Are they uploaded with airtime or do we need to upload these ourselves?

There are four different denominations (10, 15, 20, and 25 units). The chip card has a predefined face value and can be used for one time only.

1.8 Can the ThurayaPayphone be programmed to different rates (tariffs), depending on the requirement of the client or distributor?

Customized tariff rates can be provided for supporting national projects only.

1.9 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.

1.10 Will CDRs be available to us and it is possible to restrict certain destinations to avoid miss use or to comply with 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.

1.11 When calling with Call for all cards we make 16 cent per minute but calls rated at Call for all rate plans?

Yes, this is right.

1.12 When calling with a chip card we make 10 cents per minute and PCO tariffs apply to the calls?

Yes, this is right.

- 1.13 We buy chip cards from Thuraya and the total value of the cards is uploaded to the SIM, and we will be billed by Thuraya for the total amount of airtime in USD which is transferred to the SIM?**

Yes, this is right.

- 1.14 Do we get the same discount rate as would apply for scratch cards? Say USD 1000 would cost us USD 930?**

For Chip cards you will get 8% discount e.g. the 25 units chip cards would cost you 23.14 USD.

- 1.15 Are the chip cards linked to the SIM card or the Payphone so only chip cards X can be used with Payphone X?**

No, there is no link between chip cards and the SIM cards. Thuraya has created a master E-Wallet that is credited with the total sale value of the chip cards. Then the system will allocate minimum threshold value per Payphone and top up as per the traffic trend.

- 1.16 Does the Payphone SIM card ever expire, do we need to renew per year?**

Yes, the validity is 1 year and the SP to renew the Payphone SIM.

- 1.17 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 taken care 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.

- 1.18 Does the 30 seconds minimum time gets charged and if so to the SIM card and the chip card equally?**

Yes, the billing increment is 30 seconds and applies simultaneously on both SIM and the chip card.

- 1.19 Are the 6 seconds increments applicable to the SIM, chip card and Call for all and are they synchronized so a;; "Click" at the same time?**

No, its only 30 second's increment that is applied for ThurayaPayphone solution.

- 1.20 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.

- 1.21 Where is the service available?**

Thuraya footprint covers more than 110 countries in Europe, North and Central Africa, large parts of Southern Africa, the Middle East, Central and South Asia.

1.22 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.

1.23 How is the service available to customers?

Through service providers and distributors assigned by Thuraya.

1.24 I am a new potential SP how do we test the service?

Thuraya provides its genuine Service Providers Functionality Demonstration Units, that can be used for testing all functions and services for specific period of time. Please logon to www.sp.thuraya.com to place your order.

1.25 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.

1.26 What are the prepaid cards that can be used on ThurayaPayphone?

Operating Concept using Chip-Card: whereby customer purchases in advance a chip card of certain value, which provides the method of making calls

Operating Concept using Call for All: Call for All prepaid calling cards maintains independent billing from the Payphone SIM account, allowing the caller to communicate without a balance required on the Payphone SIM card.

1.27 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.

1.28 Does ThurayaPayphone memorize calls?

No.

1.29 Can the currency format be changed?

The service provider or the owner can have the option of billing the customer based on a local currency or US dollars.

2. ThurayaPayphone Unit

2.1 Where is the ThurayaPayphone made?

Manufactured by INTRACOM, Greece.

2.2 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

2.3 What is the terminal price to SPs?

1850 USD FOB Jebel Ali to SP

2.4 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.

2.5 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.

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

Power cycle the terminal and retry

2.7 Location of the SAT antenna?

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

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

The terminal must be turned off before replacing SIM.

2.9 Where is the SIM card placed?

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

2.10 What is the duration 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.

2.11 Are accessories like DC chargers, power adapter, SAT/GPS antennas, solar chargers, available?

Accessories are available in the market. (eg from Satcom, IEC-Telecom)

2.12 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.

2.13 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.

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

No

2.15 Can any other SIM cards be used in ThurayaPayphone?

Yes

2.16 Can ThurayaPayphone SIM be used in other Rural telephony solutions e.g. ThurayaPCO?

Yes

3. Sales and Customer Support

3.1 What will be the delivery scheme of the ThurayaPayphone?

The lead time for delivery is 6 to 8 weeks after payment is made.

3.2 Will we be allowed to purchase more ThurayaPayphone SIM than terminals?

Yes

3.3 What are the arrangements for ThurayaPayphone Customer service, after sales support, Technical Support?

SPs are trained to provide required support. SP Help Desk and Customer Service Centre are also available for support to SPs and customers

4. Prepaid Service

4.1 What are the Prepaid Plans available?

ThurayaPayphone Super SIM is the only SIM designed for ThurayaPayphone use.

4.2 What is Super SIM Validity?

Super SIM validity is 1 year from date of 1st use (extendable through refill). Super SIM card is cancelled if the first call is not made within 6 months from the date of activation.

4.3 How can Super SIM validity be extended?

Refill extends validity of the Super SIM for 1 year as follow:

- Renewal Fee is waived for heavy users (making more than 2,500 USD worth of calls per year).
- Renewal Fee is 60 USD for annual satellite usage greater than or equal to 120 USD.
- Renewal Fee is 90 USD for annual satellite usage less than to 120 USD.

4.4 Do we have to make the first call to activate the prepaid Super SIM card, (like any other Thuraya SIM card).

Yes

4.5 Is the first call starting the validity of the Super SIM?

Yes

4.6 Can I make multiple refills and extend validity for longer periods?

No, maximum SIM validity at any point of time is capped at 12 months regardless of the number of refills made.

4.7 Will the Super SIM be cancelled if validity is not extended?

Subscribers who do not extend validity will be in Grace Period for 6 months from SIM expiry date. During the grace period, the ThurayaPayphone unit is barred from accessing the service except to make a refill. Once the refill is made the customer can use the service normally with an extension from the date of refill.

If no refill is made within 6 months of SIM expiry date, the SIM is cancelled.

4.8 When will the grace period start (after not using the card for a certain period)

Grace Period starts After SIM Expiry Date

4.9 What will happen with the credit left on the Super SIM, when the grace period has begun? Will the credit be gone, even if you refill in the grace period and start using the service again?

As long as the account is in the Grace period, the credit is kept in the account.

4.10 When does the SP get airtime share?

SP gets his agreed airtime share of realized usage charges on monthly basis.
For details contact Country Manager

4.11 For ThurayaPayphone subscribers, will it be possible to check on PCAS about a customer's usage or credit position?

Yes

5. General

5.1 How can the customer monitor credit?

The usage/credit can also be found out from web based services site
<http://services.thuraya.com>

5.2 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

5.3 What is the process for Super SIM Replacement?

Customers can replace their SIMs through the SP at a charge of 8 USD per SIM. For details contact Country Manager.