



FREQUENTLY ASKED QUESTIONS

SPOT Differentiators

How does SPOT differ from ePIRBs and Personal Locator Beacons (PLBs) such as ACR? Why use SPOT as opposed to these other options?

SPOT is the first and only device that uses both the GPS satellite network and the proprietary SPOT network to send exact GPS coordinates to emergency services as well as friends and family.

Not only is SPOT significantly less expensive, it also weighs less and in addition to notifying emergency services of a user's exact location in a life-threatening situation, SPOT offers three additional functions not available through any other product or technology:

- Ask for Help In the event of a minor mishap, SPOT sends a message and a user's exact location to request non-emergency help from friends or family.
- Check In Called SPOTchecking, this feature sends a text or an email with a link to Google Maps showing a user's exact location to selected contacts to let them know they are okay. Waypoints are stored for review later, as well.
- Track Progress Called SPOTcasting, this optional feature allows a user's contacts to track their progress in real time with virtual views provided by Google Maps. All waypoints are stored so they can review their entire route at a later date.

Why use SPOT instead of just a satellite phone?

Not only are the SPOT device and operating costs significantly less expensive, it also weighs less and in addition to notifying emergency services of a user's exact location by sending GPS coordinates in a life-threatening situation, SPOT offers the three previously mentioned functions, Ask For Help, Check In and Track Progress.

SPOT also floats, is waterproof and has a longer battery life than satellite phones.

Since you can not talk to anyone directly, what is the benefit of using SPOT in non-emergency situations?

The key benefits to using SPOT in non-emergency situations include the ability to store waypoints of exact locations during your journey to review at a later date, and the option to let friends and family know you are alright with the touch of a button rather than getting into a conversation that may interrupt your journey at a hefty price point.

What is the benefit of using SPOT during natural disasters like hurricanes and floods?

SPOT provides additional peace of mind that your exact location has been communicated to emergency services as well as friends and loved ones during a natural disaster or any un-planned emergency situation, such as getting lost driving on less-trafficked roads or when land line and/or cell phone networks may be interrupted.

In these situations it seems search and rescue have multitudes of people to reach. How does SPOT improve people's chances of getting rescued faster?

SPOT provides additional peace of mind that your exact location has been communicated to emergency services as well as friends and loved ones. For example, if you're trapped on the roof of your house (stationary or not), you can use SPOT to send a distress message to emergency services, and because of SPOT's ability to transmit a steady stream of signals, emergency responders can locate you more quickly. SPOT 9-1-1 continues to track your exact location after it is activated, even if you are in motion and trying to reach safety yourself. In addition, the 9-1-1 function can be cancelled if you reach safety prior to rescue. These features give you a greater chance of survival in situations where response time is critical.

If SPOT only works within view of the sky, what about situations where people may have to seek shelter indoors?

There are of course, emergency situations that require people to seek shelter indoors for protection and should do so immediately. In those instances where you must be in a location obstructed from a sky-line view, SPOT

— as well as other GPS devices operating on a satellite network—will be useful if you can get to an area with limited obstruction or, for best results, an open window so that SPOT is within sky-line view. If it is not possible or safe to do so, people in danger should use a land-line or cellular phone to reach 9-1-1.

SPOT Features

How many friends and family contacts can you include in your distribution channels?

You can choose up to five e-mail and cell phone numbers as your contacts. Ask for Help and Check In messages will be delivered via email and/or text message.

Approximately how much will the optional features like tracking service and private-rescue service cost?

Unlimited SPOTcasting is an annual fee of \$50.00/year USD

When you register for SPOT, you can sign up for the GEOS Search and Rescue Benefit and receive \$100,000 (USD) worth of benefits for only \$7.95(USD) per year (regular cost is \$150/year (USD)).

How does guaranteed private-rescue service work?

SPOT utilizes the 9-1-1 International Emergency Call Centers operated by GEOS. In countries or regions where emergency services are non-responsive, GEOS provides helicopter private rescue and reimbursement benefits for any emergency expenses incurred as long as the user has elected to receive the service through SPOT.

To learn more about GEOS 9-1-1 Emergency Response Centers and the full range of GEOS services offered worldwide, visit www.geosalliance.com

In which countries or regions are emergency services non-responsive?

This changes over time, and therefore we offer the service so that users are covered no matter where they travel. This is similar to S.O.S. insurance which many international travelers carry.

SPOT Specifications

How can you offer SPOT at such a lower price point than the PLBs currently on the market?

The use of the SPOT network, design of the device and reduced cost of the transmitter combined perform extremely efficiently and reduce the cost for the end user.

How does one purchase SPOT?

SPOT will be available as of November 1, 2007 through In The Zone Communications as well as various other retailers. Through the launch date of Nov. 1, 2007, In The Zone Communications is offering customers the ability to PRE-ORDER SPOT by visiting their website at www.itzcomm.com and following the links. There will be a limited number of units in the first production run so if you are interested in getting SPOT we recommend that you PRE-ORDER yours today!

Where does SPOT work and not work? Do you have any coverage maps?

SPOT works around the world, including virtually all of the continental United States, Canada, Mexico, Europe and Australia, portions of South America, Northern Africa and Northeastern Asia, and hundreds or thousands of miles offshore of these areas. As with any satellite-based communications device, users are urged to verify the latest coverage details before traveling at www.itzcomm.com see the SPOT coverage map.

Does SPOT transmit a DLT or signals similar to a homing device?

There is no need to transmit with a DLT or homing signal with the accuracy that SPOT provides.

Satellite Networks

There have been satellite service concerns in the past, what type of reliability can we expect from your SPOT product?

The SPOT network features satellite technology with a proven 99.4% reliability while processing over 6 million messages a month—the equivalent of 2.3 messages per second.

Does SPOT, Inc. own and operate its own network?

SPOT Inc. is a subsidiary of Globalstar, Inc. SPOT uses both the Globalstar Simplex data network and specialized back-office infrastructure to provide reliable satellite communications and SPOT's unique services.

How do you have proven reliability statistics when SPOT, Inc was so recently founded and SPOT is just now launching?

SPOT Inc. is a subsidiary of Globalstar, Inc. The Globalstar constellation of 40 satellites is fully operational and stable in supporting the Globalstar Simplex data network. The Globalstar Simplex data network has a proven 99.4% reliability while processing over 6 million messages a month—the equivalent of 2.3 messages per second.

I have heard negative press about Globalstar, do the Globalstar constellation issues affect the SPOT network as well?

The Globalstar constellation of 40 satellites is fully operational and stable in supporting the Globalstar Simplex data network and SPOT. See previous answer for reliability figures.

Who founded SPOT?

SPOT Inc. is a subsidiary of Globalstar, Inc.

What other lifesaving communications technology does SPOT, Inc. offer?

The SPOT Messenger really represents the next-generation of satellite-based solutions for consumers. This product is just the first in what we expect to be a series of innovative SPOT satellite products for the everyday consumer.



The SPOT Satellite Messenger – providing peace of mind to customers around the world.

