

## A guide to when our service deducts your tracking credits.... And why..

Add a new mobile phone to your location page, and

**5 location credits are deducted**

Make a tracking request, and

**1 tracking credit is deducted**

Use the Zoom feature to see additional maps after a track, and

**0.05 of a tracking credit is deducted per additional map**

Automatic alert text's messages sent to your trackable mobiles in accordance with network guidelines, and

**1 tracking credit is deducted per random alert text sent**



**Q. Why are 5 tracking credits deducted to add a new mobile number to my account?**

**A.** Because we send out two SMS messages to the mobile number to capture consent electronically. We have an operational cost to verify the information given and pay for those text messages.

**Q. Why am I charged 0.05 of a tracking credit when I zoom the map after making a location?**

**A.** To ensure up-to-date map information, each map is purchased from *multimap.co.uk* and there is a cost associated with this.

**Q. Why do I have alert messages sent to my trackable mobiles?**

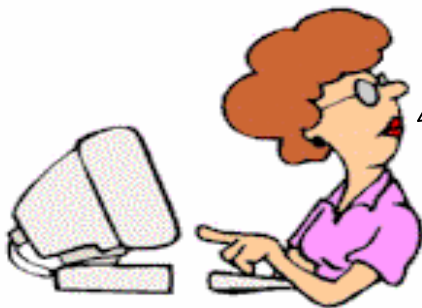
**A.** There is a code of conduct that all providers of mobile phone tracking are obligated to follow. Approximately 18 alert messages will be sent in the first year to every mobile number in your account. (So don't forget to remove unused mobile numbers from your account).

**Q. How do I track more than one mobile at the same time?**

**A.** Simply hold down the 'Ctrl' key and click on the mobiles you want to locate. Remember each mobile that you ask to track costs 1 tracking credit.

**Q. Why am I charged a tracking credit when the mobile cannot even be located?**

**A.** The networks have decided to charge us for your tracking requests, even if they cannot provide us with your mobiles location. We regret that this means we must pass on the cost to you and still deduct one tracking credit.



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