

IEC Telecom Global  
France

20.06.2019

Attention: Dominique Audion  
Chief Operating Officer

**Subject: New land voice pricing and policy adjustments**

Dear Dominique,

This has reference to the announcement we sent out on 5<sup>th</sup> May 2019 regarding the update on land voice pricing and policy adjustments. The objective of this pricing and policy adjustment is to offer maximum flexibility to customers and at the same time validate the actual existence of the dormant customers.

The policy adjustments have been implemented primarily for dormant users, these adjustments do not impact the regular users. Over the years, Thuraya has accumulated SIMs existing on its Prepaid Platform that have not done any activity for a long period of time (12 months or more). If no outgoing call is generated by any voice SIM cards for the last 12 months ending 31<sup>st</sup> July '19, then such SIM cards will be deemed as dormant and Thuraya will start charging these accounts a monthly dormancy fee of \$19.

This fee will only be applicable if the accounts have remained dormant for more than 12 months and whenever any of these SIMs generates any activity, it will be immediately excluded from the monthly \$19 charge for the next 12 months.

In essence Thuraya will consider subscribers to be active even if they make only one call per year. This is to ensure that subscribers have maximum flexibility to use the Thuraya satellite infrastructure on long term basis.

Should you have any clarifications, please feel free to contact us.

Best regards,



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Rashid Ahmad Baba  
Vice President - Product Management & Business Operations