



Frequently Asked Questions

Q: How is this different than calling 911?

A: If you call 911, the police do not have your exact location by default as it based on the cell tower location, it can take some time to get help to you, as you have to explain your emergency and your location. In an emergency, you may not have enough time to call 911, wait to be connected with a dispatch operator, and then provide all the necessary information for them to be able to respond. If that notification process is interrupted or cancelled for whatever reason, the chances of preventing or minimizing the crisis are lost. If the crisis moves away from the original location, it may be impossible to locate you when emergency responders are dispatched – iHelp+™ tracks the location of your device every 1000 meters in the case of a distress signal. If something seems out of the ordinary or you are worried and just want extra peace of mind, send an alert so that iHelp+™ can begin responding as soon as possible.

Q: In the monitored version, who is monitoring my alerts?

A: This is monitored 24/7 by an alarm company with live agents standing by to help you immediately.

Q: When should I send an alert?

A: An alert should be sent when you are in a situation when you need help, witness a crime or suspicious activity or simply are unsure of your surroundings or circumstance. With the multiple alarm features, you can trigger the immediate alarm, delayed alarm or distress alert depending on the situation that you are in. Once the alarm is triggered, your GPS location and local PSAP (Public Service Answering Point) number will be sent to your emergency contact or the alarm company in the case of a 24/7 monitored version upgrade.

Q: When should I use the delayed alert functionality?

A: The delayed alert function should be used if you know how long a certain activity will take. For example, if you are planning on going for a walk for 30 minutes, this would be a good time to use the delayed alarm. You can set the alarm to be triggered after 31 minutes so that if in the event you do not make it back after the 30 minutes, the alarm will be automatically activated

after 31 minutes sending your GPS location and the local PSAP (Public Service Answering Point) number will be sent to your emergency contact.

Q: How good is the GPS locator?

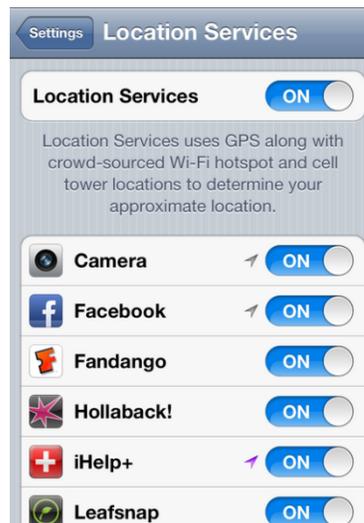
A: The location information that your phone provides will help the iHelp+™ application to determine your location and our services will use the Google Maps API will help determine the address and location that can be provided to your emergency contact or our 24/7 monitoring service.

Q: What if I send an alert by accident?

A: There is no need to worry and there are no charges for any number of false alarms - the monitoring alarm team is always there to assist. If it is a false alarm be sure to indicate this to our operators and no emergency personal will be dispatched.

Q: Do I need to activate GPS on the phone?

A: In order for the GPS function of iHelp+™ to work appropriately, the GPS on your phone must be enabled. This is crucial as the emergency message that is sent to your contact provides them with you location. If the GPS is not activated on the phone, your location will not be provided and the monitoring team will have to get in contact with you to determine your location. In a time of need the extra steps required to locate you could change the response time and the outcome of the situation drastically. To ensure the GPS is activated on your phone, go into the phone settings to ensure that it is on.



Q. How does this affect my text plan?

A. iHelp+™ sends the texts on your behalf through our services and it does not affect your text plan with your cellphone service provider at all.

Q: How much does iHelp+™ cost?

A: There are two pricing options to choose from for iHelp+™ - un-monitored and monitored. For \$0.99 a month, you have access to the multiple alarm features (Panic Alarm, Delayed Alarm, Distress Alert), Medical Profile and Quick Contacts. This level provides you and your loved ones with the assurance of knowing where you are in a time of need and being able to contact local PSAP. For \$6.99 a month, not only do you get the above features but you also get the added service of a 24/7 alarm monitoring company that are standing by to help you in any situation. As each of the functions within iHelp+™ is triggered, the monitoring company will then begin to track your location and get in contact with the appropriate personnel to help you.

Different options for the purchase:

- To start with, the users will purchase the app from iTunes for \$ 0.99 which provides them a one month subscription.
- Once the application is loaded and setup, the user will be able to open the Setup page and then open Manage Subscription where he/she will be able to upgrade to full monitoring service. The options that will be available within the application are:
 - \$0.99 per month charge from next month – self monitored.
 - \$6.99 per month charge from next month – with monitoring done 24/7 by an alarm monitoring company. If purchases are done through the app, renewal will need to be repeated every month.
- Renewals through our web-site:
 - An email reminder will be sent for a user that has a subscription that will be ending in 7 days. This email reminder will have a link that the user can go to the iHelpPlusApps.com site and renew the subscription and setup recurring payments to keep from having to continue making the purchase within the iHelp+™ application itself.
 - If the purchase is made via a Sales Agent using the customized link from the sales agent, the sales agent commission will be tied with the promo code and will be recurring for the duration of the active subscription of the account. If purchased via the Sales Agent, the end user will receive a 10% discount on the price of the yearly subscription.

If for some reason, after your one-month subscription you are not interested in renewing iHelp+™, you will still have full access to the Flashlight, Medical Information and the ability to use the Quick Contacts for making a phone call to them with just a touch of the screen.