

Q: What are the rate plan structures / Can I get minutes?

A: TicTalk features a Pay-As-You-Go Rate Plan. The TicTalk phone must be activated before use, by purchasing airtime minutes through the toll free telephone number listed in the Quick Start Guide. Additional minutes may be purchased by calling the same toll free telephone number or from participating retailers. The ability to purchase additional minutes online at <http://www.mytictalk.com> will be available soon.

Q: What are the wireless rates?

A: The amount of minutes depends upon the source of purchase. At retail stores there will be no minutes on the phone. These will need to be purchased in addition to the phone.

TICTALK MUST BE ACTIVATED FOR CELL PHONE FUNCTIONALITY

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Prepaid Rate Plans (Anytime/Nationwide)

- \$25 - 100 airtime minutes
- \$50 - 200 airtime minutes
- \$75 - 300 airtime minutes
- \$100 - 400 airtime minutes

Note: Airtime minutes expire 90 days from activation. Account balance is forfeited at the expiration date unless additional minutes are purchased within 30 days.

If the TicTalk is purchased at a carrier retail store it will come with minutes, but the amount will depend on the carrier.

Q: What networks are you on / what are the service areas?

A: The TicTalk operates on a nationwide GSM/GPRS cellular network. See the brochure for details.

Q: What are the terms / contract period (what is the cost if canceled before term)

A: There is no wireless service contract, as the TicTalk operates on a "pre-paid" service plan.

Q: How do I configure the TicTalk?

A: The TicTalk can be configured via the web-based configuration interface (<http://www.mytictalk.com>), or you may call the TicTalk service 1-800 number that is listed on the Quick Start Guide provided with your TicTalk. Either configuration option will allow users to configure many of the options on the TicTalk, such as adding phone numbers.

Q: Where can I buy the TicTalk?

Currently TicTalks are sold on-line at <http://www.enfora.com>. They will be sold in select retail outlets in the near future.

Q: What kind of warranty does the TicTalk have?

A: Enfora offers a one-year limited warranty on the TicTalk. Details of the warranty can be viewed in the TicTalk Parents Guide.

Q: What is the average battery life / charge time?

A: While not all batteries are exactly the same, typically a fully charged TicTalk battery should provide the following:

8 Hours of Talk Time*, or

18 Hours of Game Play Time*, or

100 Hours of Idle Standby Time*

*Does not include the sleep option where the unit can go to sleep for 8 hours each night. Overall time would be extended with this option.