

## Get Started with United SOS Alerts Premium

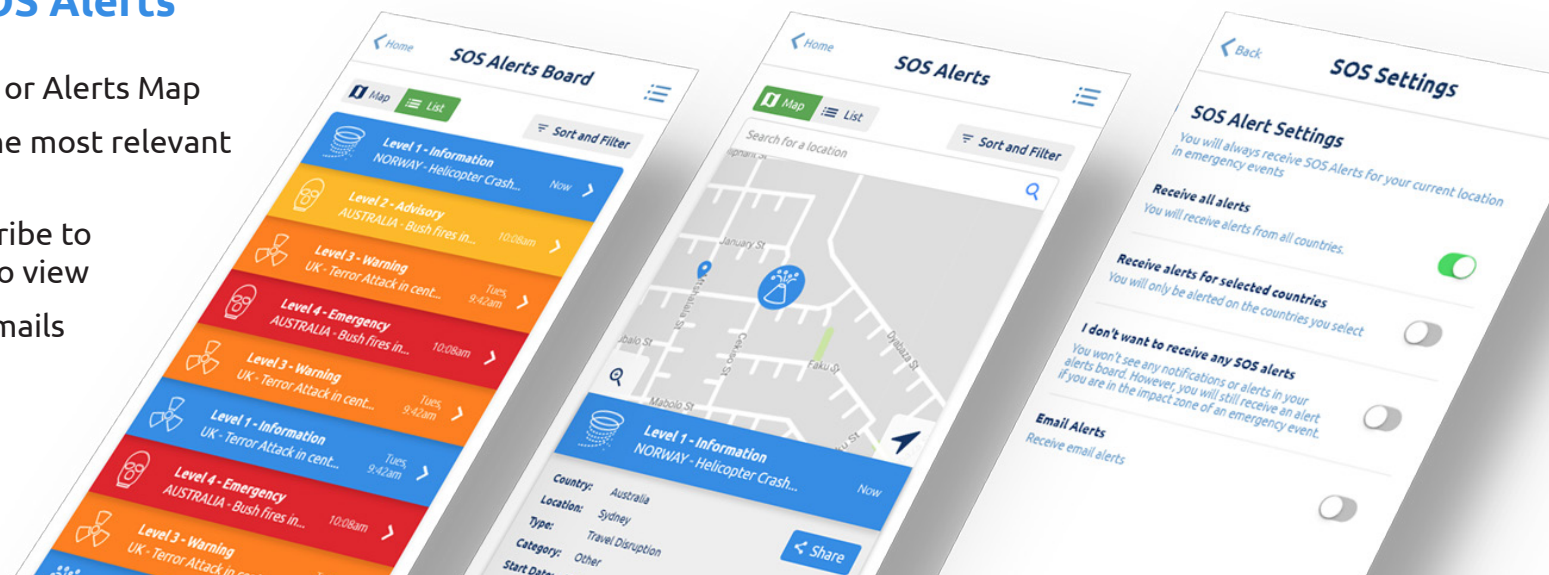
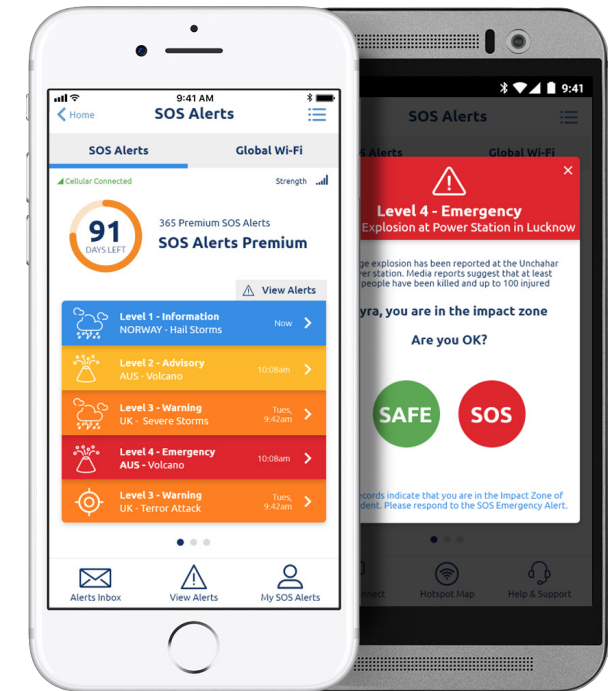
1. Download the United Networks App from the Google Play or Apple App Store
2. Login to your United Account or register for a new Account
3. If you have an SOS Alerts Voucher, you'll need to claim the voucher before activating the premium SOS Alerts features.

## Activating Premium Features

1. On the App, go to My SOS Alerts and start your pass.
2. You will be prompted to Activate your premium features
3. Nominate 1 emergency contact and add 1 trip to continue

## How to view and receive SOS Alerts

- View all alerts on the Alerts Board or Alerts Map
- Filter and sort the alerts to view the most relevant alerts to you
- Go to SOS Alerts Settings to subscribe to alerts for the countries you want to view
- Get notified on your App and by emails



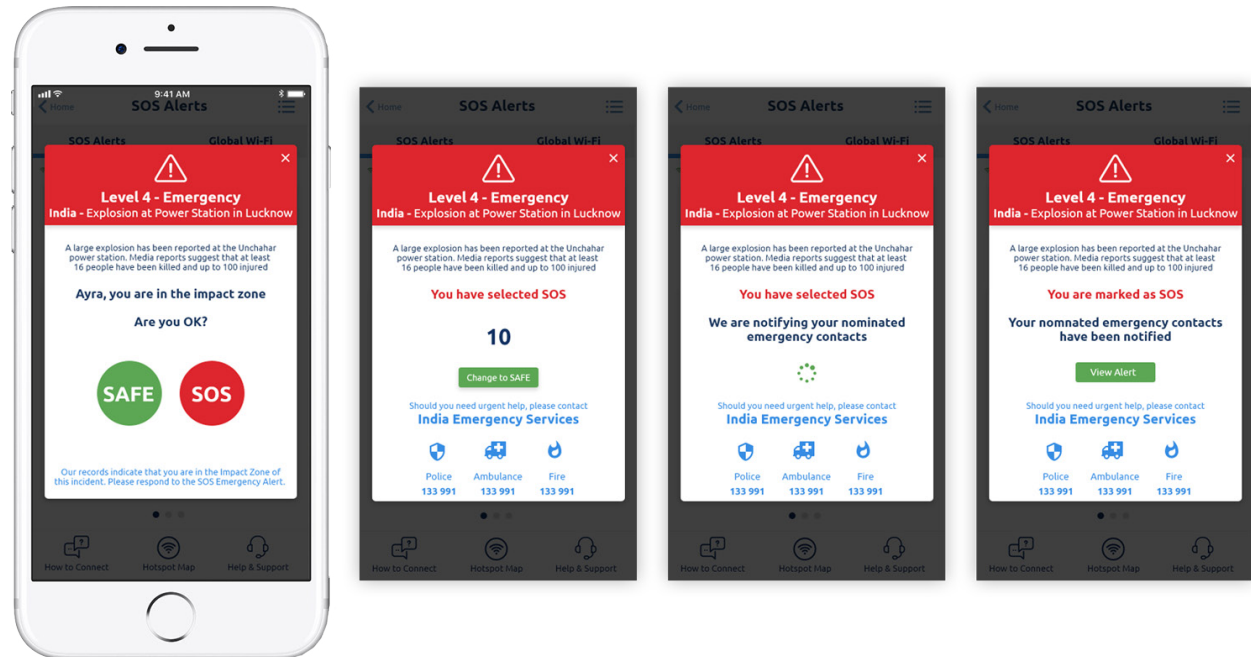
## How to respond to an Impact Zone Emergency Alert

If you are in the Impact Zone of an emergency event, we will notify you by SMS, email and a notification on your App.

You'll need to select your safety status through the options SAFE or SOS (UNSAFE).

If you have enabled your nominated contacts to receive a message from you, we will notify your contacts once you have marked yourself as either SAFE or SOS (UNSAFE).

If you do not respond to the emergency notification, after a certain period of time we will mark you as unresponsive. The unresponsive time will be determined based on the type of event. If you missed an alert and see that you have been marked as unresponsive, we suggest you contact your emergency contacts to let them know that you are ok.



## Always

- Make sure you have nominated your emergency contacts and allowed them to be notified when you are SAFE, UNSAFE or UNRESPONSIVE.
- You must allow United Networks App to send you notifications and receive your location. If you do not allow us these, we will not be able to contact you in case of emergency.
- You should not sign in to another device with your SOS Alerts as this may compromise the SOS Alerts service to you due to inaccuracies in retrieving your location.