



DualCom WorldSIM®

What is it?

The WorldSIM is a fixed price, true roaming SIM card for use in Critical Connectivity® applications such as telecare. The WorldSIM is routinely used by telecare service providers for Lifeline applications, lone worker, tracking and health monitoring services. Used throughout Europe in both the care, and fire and security sectors, the WorldSIM provides Critical Connectivity® for 300,000 people, properties and monitoring applications.

Who is it?

Telecare services can be limited due to the lack of a suitable telephone line or a telephone line sited in the wrong location. GSM solutions used with standard single networks SIMs have proven to be unreliable as they are dependent upon the availability of a single network.

By using Tunstall's Lifeline GSM equipped with a WorldSIM, care services can be provided where no suitable telephone connection exists. Reliable operation is available no matter which mobile network happens to be available in each location

(subject to at least one suitable network in the location). Costs are fixed (per month) no matter which mobile network is connected at any given time, or how often the service is used.

How does it work?

The WorldSIM is supplied ready to use, with no requirement for pre-registration or waiting time for the SIM to become live. When installed in the Tunstall Lifeline GSM home unit, the unit will search for a mobile network.

Provided the aerial of the Lifeline GSM is installed in a suitable manner, away from interference and with its cable extended, the unit will be ready to use in minutes. The Lifeline GSM should also be sited in the best position within the home for a strong mobile signal with the signal strength tested using the unit's integral keypad as part of the installation. Should the mobile network fail for some reason, the WorldSIM provides access to another mobile network. There is no "network steering" applied to the WorldSIM and no commercial preference when it comes to selecting a new network, thus increasing reliability.

Why Tunstall?

We focus on using the latest digital and mobile technology to enable people to feel safe, secure and independent, giving them the freedom to live the life they choose. Our products combine secure digital connectivity and mobile platforms.

We help you provide...

- **Intelligent, unobtrusive, person centred care.**
- **Personalised, proactive and predictive services to improve quality of life.**
- **Integrated health, housing and social care.**

For more information please visit:

www.tunstall.co.uk

Features and Benefits

- **Flexible** - Removes limitations on telecare service provision by enabling a Lifeline home unit to be used where there is no landline connection available.
- **Reliable** - The WorldSIM will automatically provide access to multiple networks should a mobile network fail.
- **Value for money** - Costs are fixed regardless of network and usage, inclusive of all GSM voice minutes (subject to fair usage policy).
- **Secure** - In the unlikely event that a WorldSIM is used excessively, for example fraudulently, the telecare service provider will be alerted and given options to cancel or correct the WorldSIM usage.

Technical details

Part number: DualCom WorldSIM® S1706017

Lifeline GSM & MyAmie 56000/320

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

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