

Vehicle Tracking — Service Overview

What is included with a TTC tracking subscription

WHAT THE TRACKING CO PROVIDES

The Tracking Co is a Cape Town-based GPS vehicle tracking company, operating since 2016. We supply GPS vehicle tracking hardware with full access to our tracking platform. Each vehicle is fitted with a GPS tracking unit, giving the client 24/7 live tracking — all managed directly from the client's own account.

This service includes:

- **Full tracking platform access** — live vehicle tracking via PC or mobile app, 24/7, with trip history, geofencing and reporting.
- **Unlimited alerts** — speed, geofence, ignition, after-hours and tamper alerts, configured by the client to their own requirements.
- **SIM card and data included** — the tracking unit's connectivity is covered by the tracking subscription. Nothing extra to manage or pay.
- **Human support** — direct phone and WhatsApp support during business hours (8am–5pm, Monday to Friday), no call centres.

HOW THE SERVICE WORKS

1. A GPS tracking unit is fitted to the vehicle — self-installed, by the client's own auto electrician, or by an independent installer The Tracking Co helps arrange.
2. The vehicle is loaded onto the tracking platform under the client's own account.
3. The client tracks the vehicle live, 24/7, from the mobile app or any web browser — including full trip history and reports.
4. The client configures their own alerts and geofences to suit how the vehicle is used.
5. All tracking data, alerts and reports remain available to the client at all times.

SCOPE OF SERVICE

- This is a **self-monitored tracking service**. The client monitors the vehicle directly through the platform and mobile app.
- **Stolen Vehicle Recovery (SVR) is not included** in this service. There is no control room monitoring and no physical recovery response, and The Tracking Co does not dispatch recovery agents under this service. SVR can be added at any time as an optional additional subscription — see below.
- In the event of a theft or hijacking, the client can view and share the vehicle's live location with SAPS to assist their response.

- Like any connected device, the tracking unit relies on cellular signal to report. It remains the client's responsibility to ensure the unit stays connected and reporting, and to notify The Tracking Co of any unit that is offline.

Stolen Vehicle Recovery can be added at any time. SVR is an optional additional subscription alongside the tracking subscription: a 24-hour control room monitors the unit for power disconnect alerts, and recovery agents are dispatched nationwide on a confirmed theft or hijacking. It can be activated on any hardwired TTC tracker, with no new hardware required. See the separate *Stolen Vehicle Recovery — Service Overview*.

OWNERSHIP AND COMMERCIAL TERMS

- The tracking unit is **purchased outright and owned by the client** — no lease, no rental, no hardware financing.
- The tracking subscription is **billed monthly or paid upfront for 12 months** — the client's choice. On the annual option there is no monthly debit and nothing further is owed for the year.
- **No fixed-term contract.** The client can cancel at any time with no penalties. The hardware remains the client's property either way.
- Current pricing is published at www.thetrackingco.co.za/vehicle-tracking-pricing.

CONTACT

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