

Why am I getting old location reports?

If you are making a tracking request, you will see under the map that we give you time and date information. This time information means different things for different networks. See below:-

Vodafone

When you track a Vodafone mobile, they always try and give us a **up to date** location.

If the mobile phone is switched off or out of reception, they will give us the **last known location** for the mobile phone. You will be able to see the 'age' of the location from our 'time stamp'.

If the phone has been switched off for many hours, then they will tell us that they **cannot locate** the mobile.

02

When you track an 02 mobile, they will always try to give us an **up to date** location.

If the mobile phone is switched off or out of reception, they will say that they do not know where the mobile phone is and **do not provide** the last known location.

T-Mobile

When you track a T-Mobile phone, they will always try to give us an **up to date** location.

If the mobile phone is switched off or out of reception, they will say that they do not know where the mobile phone is and **do not provide** the last known location.

Orange (they are very different from the others)

Orange do things very differently from the other networks.....

When you track an Orange mobile for the first time that day, then they will try and give us an **up to date** location.

If you track the same mobile later that day (and it has not physically moved since the first time you tracked it), then Orange **send to us the old location** from that morning. Their assumption is that they only need to update their information when they know the mobile phone has moved.....This is different from the other networks. This means that it is **common to get old locations from Orange**, even if the mobile phone is switched on.

If the mobile phone is switched off, or out of reception, they say that they do not know where the mobile is and **do not provide** the last known location

