

## Iridium GO! SMS Customer Information Packet

*Please Note: All references to making calls via your smart phone are assumed that your smart phone is connected to your Iridium GO! device, and you are using the Iridium GO! app.*

\*Non-Active SIMS have 12 months from date of purchase to be activated, before they expire.

The Iridium GO! 3000 and 6000 SMS plans are designed for people that are heavy text users that use less or no longer need voice or data minutes. This voucher will allow you to send up to 3,000 texts/sms for 6 months or 6,000 texts/sms for 12 months, depending on the voucher you choose.

### **Iridium GO! SMS Guide:**

#### **What does a Pre-Paid Iridium GO! Satellite Number look like?**

When you activate an Iridium GO! Pre-Paid service you will be issued with a 12 digit number starting with:

8816 315X XXXX, or 8816 316X XXXX, or 8816 325X XXXX, or 8816 326X XXXX.

### **Billing on Pre-Paid**

#### **How does the Billing / Charging work?**

Each Pre-Paid GO! account has different charges that apply depending on the plan.

Each plan has a set amount of "units" included. These units are used by you for using the Iridium service.

Different call types use a different amount of units per call.

#### **SPS "Iridium GO!" Pre-Paid SMS plan:**

These plans are designed to work anywhere in the world.

#### **Units required per minute by SMS - "Iridium GO!" Pre-Paid SMS plan**

Plan	Price (Inc GST)	GO! Data Units/SMS per Voucher	Days Prepaid is Valid
<b>SPS3000SMS</b>	\$425	9,000 / 3000sms	6 Months
<b>SPS6000SMS</b>	\$850	18,000 / 6000sms	12 Months

**SatPhone Shop Bundle Offers:**

Plan	Price (Inc GST)	GO! Units/SMS per Voucher	Days Prepaid is Valid	Total Bundle Savings
<b>Iridium GO!</b>	\$1145	N/A	N/A	N/A
<b>SPS3000SMSBD</b>	\$1495	9,000 (3000sms)	6 Months	\$75
<b>SPS6000SMSBD</b>	\$1895	18,000 (6000sms)	12 Months	\$100

(Note: For other Iridium GO! Bundle pricing, please check the website).

These plans are designed to work anywhere in the world.

**Units required per minute by Call Type - "Iridium GO!" SMS Pre-Paid plan**

Iridium to PSTN	Iridium to Iridium	Iridium to other satellite	Iridium Voicemail Retrieval	Iridium Data call to PSTN	Data call Iridium to Iridium	Sending SMS	Internet GO! Data	Two-Stage Dialling (inbound)
75	36	600	n/a	150	150	3	150	75

**Call Charges:**

Calls are charged / deducted from your account in 20 sec increments. So a 35 second Satellite to PSTN call would actually be charged as a 40 second call and you would have 40 units deducted from your account. The actual cost per unit does vary according to your Pre-Paid plan, so please check the Pricing table for your specific Pre-Paid plan chargers.

Being a Pre-Paid account, you are not issued with a bill at any stage or usage summery. Once you credit has been used up, you have 270 days to re-charge your account, before Iridium will disconnect it. Once disconnected, you will lose access to that number. During the 270 days, you will not be able to make or receive calls / SMS's until additional credit is added.

When you first purchase your Pre-Paid SMS account, you can select from 1 or 2 vouchers. This is not compatible with other pre paid plans. Units and time will not roll over when additional vouchers are purchased.

**Making calls from your Iridium GO! Pre-Paid Service:**

Making calls from your Iridium GO! Pre-Paid service requires you to always dial the full International number sequence even if you are making calls within Australia. See the 2 examples below:

**Calling a Fixed / Landline Phone in Australia**

Calling a Home / Work phone - number 03 8588 4500. To make a call to this number from your smart phone you would dial:

International Exit Code	Country Code	Area Code (drop the zero)	full number
"+"or "00"	"61"	"3"	"85884500"

Therefore, from your smart phone you would dial +61385884500

**Calling a Mobile Phone in Australia**

Calling a Mobile service / phone - 0400100500. To make this call from your smart phone you would dial:

International Exit Code	Country Code	Full Number (drop the zero)
"+"or "00"	"61"	"400100500"

Therefore, from your smart phone you would dial +61400100500

## How does someone call your Iridium GO! Pre-Paid Service?

From their handset they would dial "0011"(Australian IDD access Code) then your satellite number 8816 3150 1234.

So they would dial "0011881631501234"

*(This call is classified as an International call so the phone being used must have access to calling International numbers. Many business phones have restrictions on being able to call International numbers. IDD stands for International Direct Dial).*

If they are dialling from overseas, then they would replace "0011" with their local IDD access code.

## What numbers can I dial?

From your smart phone service, you can dial any Full National number where an area code would be used, and any mobile 04 service.

You cannot dial: 13 / 1300 / 1800 / 1900 or other special short numbers.

You can dial "000" in an Emergency or "112"

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## What is "Two-stage Dialling"?

Calling an 8816 in Australia can vary in price and can cost up to \$15 a minute depending on your Telephone Service Provider. Please contact your service provider for your exact costs.

To help reduce these expensive calling costs, Iridium provide a service where by someone calling your satellite service can first dial a pre-set International number in the US - "+1 480 768 2500". When callers dial this number, they will hear a message prompt that will ask them to enter the Iridium 12 digit number they wish to call. Once they enter it, they will be transferred to your satellite number. Using this method of two-stage calling is much cheaper for your callers, as calls to the US from most Service Providers are charged at less than \$1 a minute, which is much better than nearly \$15 a minute dialling your sat phone directly!

When someone calls you using this two-stage dialling method, it does mean that you will also be charged for receiving that call. The amount will depend on your pre-paid plan.

## Using Data on your Iridium GO! Pre-Paid service:

Data access is included with your Iridium GO! Pre-Paid service at no additional cost. Using Data on your Pre-Paid service is charged at the same rates as a call to a fixed / mobile service. Please check actual cost against your plan.

## Does my Iridium GO! Pre-Paid service support Voicemail?

No, voicemail is not available with the SMS pre paid voucher.

## Do people I call see my Satellite number (Caller ID)?

Iridium supports CLI (Call Line Indicator) in both directions. However, there are instances with CLI where the number sent from Iridium is stripped by the PSTN carrier.

## Do I get charged a Call Connection Fee per call?

No, at SatPhone Shop we do not charge a Call Connection fee.

## Do I pay to receive calls or SMS messages?

No, you are not charged to receive a standard call or SMS message, though if you are using two-stage dialling you will be charged for receiving the call.

### Can I send a SMS to an Australian Mobile service?

Yes, Iridium supports SMS from satellite to most major Teleco's (Telstra / Optus) and vice versa.

### Can an Australian Mobile service send a SMS to me?

Yes, Iridium supports SMS from satellite to most major Teleco's (Telstra / Optus) and vice versa.

You can also send a FREE text to any satellite Iridium satellite phone via the Iridium website.

FREE text link - <https://satphoneshop.com/iridium-message.html>

### Can someone send an Email to my Iridium GO! Pre-Paid Satellite service?

Yes, anyone with an email and internet connection can send you an email by using the following email address:

"8816xxxxxxx@msg.iridium.com". This is limited to 160 characters and is a free for the sender. You can reply to their email with a 160 character limited message and you are charged at your plans SMS rates for each message sent.

### What happens with my account once I run out of credit?

Once you have used up all your credit, (or the time limit according to the plan you selected has expired) you will have 270 days to re-charge your account to keep it active. During this 270-day period, you will not be able to make or receive phone calls or text messages, until your account has been topped up.

**IMPORTANT:** Any time left once you have used up all your units, or any units left once you have used up all your time, will be forfeited unless you re-charge BEFORE their relevant expiry.

If you fail to re-charge your account in that 270-day period, your account will be disconnected. This will mean that your Pre-Paid number will be lost and a new number / SIM card will be allocated to you if you take up another Pre-Paid account.

### How do I check my available credit?

You have 2 ways you can check your current available balance / credit.

1. You can call from your smart phone "2888" and follow the prompts to hear your balance
2. You can SMS to 2888 to receive a text back with your current balance / credit.

Both of these options are free via your smart phone and Iridium GO! Service.

You will also here an announcement whenever you are placing a call giving you your available balance: **"You have xxxx minutes left for this call, please dial or text 2888 for more information"**

*Note: whenever you check your balance, the minutes available that will be quoted will be standard sms minutes.*

### Can I use my Iridium GO! Pre-Paid Satellite Service overseas?

All "Go Anywhere" GO! Pre-Paid plans will operate around the world.

*(Some countries may have specific regulations / restrictions about bringing in a satellite phone, so please check with the relevant country prior to leaving).*

### How do I "Top Up" my account?

You cannot "top up" your SMS voucher with additional minutes. You may add the same voucher but you will forfeit any remaining minutes and time. To add a voucher to your existing account, please call SatPhone Shop.

Free call from your satellite phone "8611" or 1300 368 611 from a Fixed or Mobile phone. Please check the SatPhone Shop website for what plan you would like to purchase / add to your account. Top-ups can only be done with a valid credit card – Visa/MasterCard or AMEX.

- Please note: Top-ups can only be done Monday - Friday 9:00am to 5:00pm EST during standard business hours.

### Free Call number:

Call SatPhone Shop from your smart phone on "8611" for free to purchase additional vouchers / top up your account, or 1300 368 611 from a PSTN or Mobile service.

- Please note, top-ups are only available Monday to Friday 9am - 5:00pm EST during regular business hours.

### Do I get charged an Activation Fee?

No, at SatPhone Shop we do not charge any activation fee.

### Do I get charged a Load / Recharge Fee?

No, at SatPhone Shop we do not charge any additional fees to Top-up / Re charge your existing account, apart from the actual Pre-Paid voucher selected.

### How do I check my available credit?

You have 2 ways you can check your current available balance / credit.

1. You can call from your satellite phone "2888" and follow the prompts to hear your balance:
  - a. Available balance left on card announced in minutes
    - i. Minutes are equivalent to ISU-PSTN minutes left on card
  - b. Expiry date for card also announced
  - c. Announcement States:
    - i. "You have xx minutes left on this card. Your account will expire in xx days. Goodbye."
2. You can SMS to 2888 to receive a text back with your current balance / credit.
  - a. On your Iridium phone, create a blank SMS (text message) and send it to 2888 (002888 or +2888 will work too).

Both of these options are free from your pre-paid service.

### What happens when I use up all my credit, but still have time left or vice versa?

Once you have used up all your credit, (or the time limit according to the plan you purchased has expired) any remaining credit / time will be lost and forfeited. Once the card has exceeded its initial valid to date for use, the card can no longer be able to be "topped up". You will however have 270-days to re-activate the card to keep your Pre-Paid number. During this 270- day period, you will not be able to make or receive phone calls or text messages, until your account has been re-activated. After 270 days the card becomes null and void and cannot be re-activated. A new card will need to be issued with a new phone number.

**IMPORTANT:** Any time left once you have used up all your units, or any units left once you have used up all your time, will be forfeited unless you top -up BEFORE the valid to date expires.

### How do I Download the Iridium GO! Device Apps?

Please refer to 'Setting up your smart phone' on pages 20-21 of the User Manual for information regarding the Iridium GO! App, the Iridium Mail and Web app, and other associated links to 3<sup>rd</sup> party apps. Please visit - <https://www.iridium.com/products/types/Iridium-GO-1> for more information on 3<sup>rd</sup> Party Iridium GO! Apps.

**Please Note:** SatPhone Shop does not provide technical or troubleshooting support for 3rd party apps.

### How do I connect my smart device to the Iridium GO!?

Please refer to 'Pairing Iridium GO! with your smartphone' on page 22 of the User Manual.

## Helpful Hints when using your smart device with the Iridium GO!

\*The Iridium GO! Wi-Fi Icon (seen in the top middle of the Iridium GO! device screen) should be ((i)) showing the Iridium GO! is broadcasting the Wi-Fi signal. If the icon is showing  please go to: Menu → Power → Set Wi-Fi – On, and select “yes” to turn Wi-Fi on.

\*If using an Apple iPhone or iPad please be sure to disable automatic updates by going to: Settings → iTunes and App Store → Automatic Downloads → Music, Apps, Books & Audiobooks and Updates should be set to “off”. Use Mobile Data should also be set to “off”.

\*If using an Android smart phone or tablet device, please be sure to set ‘Smart Network Switch’ settings to “off”. Please go to: Settings → Wi-Fi → Smart Network Switch → slide to “off” (please note Smart Network Switch option is not available on all Android devices)

## How do I avoid High Data usage charges?

Though the Mail and Web app will disconnect automatically after completing a send and receive, there are ways to manually put the Iridium GO! in to Data (Internet) Call mode. The best way to know if you are in a data call is to look at the Iridium GO! and if it shows ‘Internet Call’ with flashing red and green indicator lights the GO! is in Data mode, and you are using your call time. To disconnect from the data call simply lower the antenna, or through the GO! settings navigate to ‘Internet’ → ‘End internet Call,’ or inside the mail and web app click ‘Connection’ → ‘Disconnect’.