

## IRIDIUM STANDARD POST-PAID INFORMATION PACKET

### Iridium Standard Post-Paid Calling Guide:

#### What does a Post-Paid Iridium Standard Satellite Number look like?

When you activate an Iridium Standard Post-Paid service you will be issued with a 12-digit number starting with either one of the following:

• 8816 315X XXXX	• 8816 316X XXXX	• 8816 325X XXXX	• 8816 326X XXXX
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#### Making calls from your Iridium Standard Post-Paid Service:

Making calls from your Iridium Standard Post-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, within the app, 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"

#### How does someone call your Iridium Standard Post-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 dialing from overseas, then they would replace "0011" with their local IDD access code.

#### What numbers can I dial?

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

**Please Note: You CANNOT dial: 13 / 1300 / 1800 / 1900 or other special short numbers.**

Most 13/1300 services will have a normal full national number available, so just call them before you leave. You can dial "000" in an Emergency, or "112".

### What is "Two-stage" Dialing?

Calling an 8816 number from an Australian landline or mobile can vary in price and can cost upwards of \$15 a minute depending on your Service Provider. Please contact your local mobile or landline service provider for your exact costs.

To help reduce these expensive calling costs, Iridium provides a service whereby 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 can be charged at less than \$1 a minute, which is much better than nearly \$15 a minute dialing your sat phone directly! (The caller would first need to set up a US calling option with their Service Provider to get low calling cost rates).

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

### What is "+1" Dialing?

The "+1" dialing service is developed to provide Iridium Post-Paid subscribers with a U.S.-based +1 phone number in addition to their existing 8816 phone number. The 8816 (country code) can be difficult to dial in certain parts of the world and can generate high call charges for the calling party, the +1 service enables simpler and less expensive calling of Iridium subscribers. The +1 Access can be added to any Iridium Post-paid account. Cost will vary depending on the plan.

The +1-dialing service is similar in concept to two-stage but doesn't require the caller to enter the 8816 Iridium Satellite number. Each +1 number is directly mapped in the switch to an accompanying 8816 number. When a call is received via +1, the system identifies the correct MSISDN (Satellite Number) and routes the call to the Iridium user. The process is seamless, but there will be a slight delay prior to call connection - as is currently experienced with two stages. The caller would be charged for a USA based call (please contact your service provider for call rates to the US).

Post-Paid Iridium standard service subscribers will gain from the added convenience of having a U.S. phone number linked to their Iridium phone. Subscribers can manage their call costs and caller access by choosing to distribute their 8816-phone number or their +1 phone number. The cost for +1 dialing to an Iridium Post Paid service is an additional \$10 - \$12 per month depending on the plan, and the cost of receiving that call is \$2.50 per minute.

Note: Data is not available with the +1 service, and this service is currently not available to prepaid subscribers.

### Does my Iridium Standard Post-Paid service support Voicemail?

Yes, access to a Voicemail service is provided free of charge. Diversions to Voicemail are Free and retrievals are charged at varying rates depending on your plan. Please check your actual cost against your plan. Your Voicemail number to set is: 8816 6299 0000. By Default, the Voicemail service is active when SatPhone Shop set up a new Post-Paid account. If you would like this service disabled, please contact SatPhone Shop.

### 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?

Commonly referred to as a 'flag fall.' 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 dialing to the +1 service, 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/network-1/free-sms-to-iridium-user>

### Can someone send an Email to my Iridium Standard Post-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.

### How do I retrieve a voicemail?

1. Call Voicemail from your satellite phone.
2. Press the \* key to interrupt the greeting and enter your password (last 7 digits of your phone number) to access your mailbox.
3. Follow the prompts and menu options to retrieve any voicemails or data messages.

### Can I use my Iridium Standard! Post-Paid Satellite Service overseas?

All standard Post-Paid plans will operate around the world except for the SPS OZ plan.

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

## **Billing on Post-Paid**

### **How does the Billing/Airtime Call Charges work?**

Each Post-Paid Airtime Plan has different charges that apply depending on the chosen airtime service. SatPhone Shop will issue an Airtime Tax Invoice within 5 business days of the 5<sup>th</sup> each month, and we will charge the nominated credit card for that Tax Invoice amount 7 days after the Tax Invoice has been issued. The Tax Invoice is issued by email, and any queries must be lodged prior to the credit card being charged. The first bill will include the Activation fee, the pro-rated first month's airtime plan amount, as well as the next month's airtime plan. (Basically, you are always paying a month ahead in the monthly airtime plan, but call/data/SMS costs would be billed for the current month)

SPS bill cycle runs from the 5<sup>th</sup> of each month to the 4<sup>th</sup> of the following month.

So, depending on your activation date, you will be charged a pro rata amount for the partial time connected for your first month, plus a month in advance. There will also \$50 activation fee charged as well as any usage. This pro rata amount and the month in advance represents the "minimum term" you service must remain active unless plan is specified differently.

#### Example:

You connect your service on the 18<sup>th</sup> of the month. Your first bill would show: (example based on SPS Oz)

SPS Oz plan 20<sup>th</sup> of October to the 4<sup>th</sup> of November being 15 days = \$29.10 (\$60 divided by 31 days = 1.94 x 15)

Month In advance 5<sup>th</sup> of November to the 4<sup>th</sup> of December \$60.00

Activation Fee Once Off \$50.00

Total payable on first bill (assuming no usage) \$139.10.

To avoid any additional monthly charges, you would need to cancel the service before the 4<sup>th</sup> of December.

Any cancellations after the 5<sup>th</sup> of December would be charged another monthly fee.

### **Call Charges:**

Calls are charged/deducted in 60 sec increments. For example, a 35 second Satellite to PSTN call would actually be charged as a 60 second call. The actual cost per minute varies according to your Post-Paid plan, so please check the Pricing table for your specific Post-Paid plan chargers.

Being a Post-Paid account, you will be issued with a bill at the end of the billing cycle. Included in the Monthly bill will be a detailed breakdown of call usage for that billing cycle.

### **SatPhone Shop Standard Post-Paid Plans:**

Plan	Monthly Plan Price (Inc GST)	Included calls / Data calls (Per Month)	Call Charge Iridium to Fixed or Mobile (Per Min)	Iridium SMS	Voicemail	Minimum Term	Activation Fee	Unlimited ISU-ISU Monthly fee*
<b>SPSOZ Plan (AU Only)</b>	\$60	5 mins of include calls	\$1.20	10 free, then \$0.60	\$1.00	60 Days*	\$50	N/A
<b>SPS Global Plan</b>	\$80	NIL	\$1.90	\$0.55	\$1.15	60 Days*	\$50	\$35
<b>SPS 75Free Plan</b>	\$135	75 mins of PSTN calls per month	\$1.85	100 free then \$0.25	\$1.15	3 Months	NIL	\$35
<b>SPS 150Free Plan</b>	\$165	150 mins of PSTN calls per month	\$1.85	Unlimited	\$1.15	3 Months	NIL	\$35

\*60-day minimum term equals any pro rata days from your connection date and the first month in advance.

**ALL call types on ALL plans debited/charged in 60 second increments.**

**Unlimited ISU-ISU Monthly Fee** – This is an additional service which can be added to plans where indicated and allows unlimited calls between Iridium subscriber units (ISU) around the world. It attracts a monthly fee as stated and then you have Unlimited access to Satellite to Satellite calls on Iridium.

**Free Call number:**

Call SatPhone Shop from your SATELLITE phone on "8611" for free, or 1300 368 611 from a PSTN (landline) or Mobile service.

- Please note, staff are only available Monday to Friday 9am - 5:00pm EST during regular business hours, if needing assistance outside of business hours, please email [sales@satphoneshop.com](mailto:sales@satphoneshop.com), and someone will respond as soon as possible.

**Do I get charged an Activation Fee?**

Yes, depending on your plan there is a one-time activation fee selected Standard Post-Paid Accounts. Please check your plan details.

**Am I on a Contract?**

Depending on your plan above there is a minimum 60 days or 3 months minimum. At SatPhone Shop we appreciate that most customers don't like to be locked into a long-term contract.

**Are there any additional fees I should be aware of?**

- Any changes to plans will incur a \$25 fee, all changes to a plan will only take effect at the beginning of the new billing cycle.
- Any late payments will incur a late payment fee of \$35.00
- Unsuspend a service (due to service being suspended due to non-payment) will be charged at \$50 per service.
- All plans with a minimum term will be month to month once the minimum term has expired
- All plans with a minimum term and cancelled prior to the minimum term will incur an Early Termination Fee (ETC)
- Any advanced charges will not be credited once the service has been cancelled

It is the customer's responsibility to notify SatPhone Shop of any change of billing details or change of credit card details. Failing to provide these may result in the above fees being charged to your account.

Using the "+1" dialing and/or the "two-stage" dialing feature will incur call costs to the Iridium Standard Post-Paid Service User. Please check the exact costs of these services against the Iridium Standard Post-Paid Plans.

Charge Type	<u>SPS Oz Plan*</u>	<u>SPS Global Plan</u>	<u>SPS 75 Free Plan</u>	<u>SPS 150 Free Plan</u>
Monthly Fee	\$60	\$80	\$135	\$165
Activation Fee	\$50	\$50	FREE	FREE
Included SMS	10	NO	100	UNLIMITED
Included Calls**	5 minutes	NO	75 minutes	150 minutes
Service Area	Australia Only	Global Service	Global Service	Global Service
Iridium - PSTN calls in Australia Per Minute	\$1.20 pm	Not Applicable	Not Applicable	Not Applicable
Calls from Outside Australia	Not Available	Not Applicable	Not Applicable	Not Applicable
Iridium – PSTN calls (Global)	Not Applicable	\$1.90 pm	\$1.85 pm	\$1.85 pm
SMS	\$0.60	\$0.55	\$0.25	\$0.25
Call Connection Fee	FREE	FREE	FREE	FREE
Voicemail	\$1.00pm	\$1.15 pm	\$1.10 pm	\$1.15 pm
Calls to Outside Australia	Not Available	Not Applicable	Not Applicable	Not Applicable
Calls to Other Satellite Systems	\$15.00 pm	\$15.00 pm	\$15.00 pm	\$15.00 pm
Data Calls	\$2.50 pm	\$1.90 pm	\$1.85 pm	\$1.85 pm
Iridium 2 Stage Calling	\$2.50 pm	\$2.50 pm	\$2.50 pm	\$2.50 pm
Iridium +1 Incoming Calls	Not Available	\$2.50 pm	\$2.50 pm	\$2.50 pm
Iridium +1 Monthly Fee	Not Available	\$12.00	\$10.00	\$10.00
Iridium UNLIMITED ISU-ISU Calling Pack Monthly Fee	Not Available	\$45.00	\$45.00	\$45.00
Contract Term	60 Days*	60 Days*	3 Months	3 Months
All Call Types are per minute charging	YES	YES	YES	YES

\*SPS Oz Plan is only for use within Australia and will not work outside of Australia.

\*\* Included calls are standard Iridium to PSTN calls.

- All Prices listed are inclusive of GST
- Billing Cycle from the 4th to the 5th of each month
- Any advance chargers will not be credited when service cancelled
- Activation Fee will be billed on your first bill
- All services will be billed a month in advance.
- All plans will not charge an activation fee on the bill
- Billing for calls will be in 60 sec increments
- Any plans with minimum term will be month to month once min term has expired
- First month's service will be paid upfront to SPS
- Any unused included calls or SMS are forfeited the end of each bill cycle and do not carry forward.