

## IRIDIUM GO! POST-PAID 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.

### Iridium GO! Post-Paid Calling Guide:

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

When you activate an Iridium GO! 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 GO! Post-Paid Service:

Making calls from your Iridium GO! 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"

Therefore, from your smart phone, within the app, you would dial +61400100500

#### How does someone call your Iridium GO! 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 dialling from overseas, then they would replace "0011" with their local IDD access code.

#### What numbers can I dial?

From your smart phone, 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" Dialling?

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 provide 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 dialling 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 dialling 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" Dialling?

The "+1" dialling service is developed to provide Iridium GO! 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. The cost is \$10.00 per month.

The +1 dialling 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 GO! 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 dialling to the Iridium GO! is an additional \$10 per month to their plan, and the cost of receiving that call is \$1.99 per minute.

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

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

Data access is included/activated with your Iridium GO! Post-Paid service at no additional cost. Using Data on your Post-Paid service is charged at the outlined rate for your service. Please check actual cost against your plan.

### Does my Iridium GO! 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 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/network-1/free-sms-to-iridium-user>

### **Can someone send an Email to my Iridium GO! 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 within the Iridium GO! app.
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 GO! Post-Paid Satellite Service overseas?**

All GO! Post-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).*

## **Billing on Post-Paid**

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

Each Post-Paid GO! Airtime Plan has different charges that apply depending on the chosen airtime service. The billing dates are from the 5<sup>th</sup> of the month to the 4<sup>th</sup> of the following month. 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)

### **Call Charges:**

Calls are charged/deducted in 30 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 Post-Paid Plans:**

<b>Plan</b>	<b>Monthly Plan Price (Inc GST)</b>	<b>Included calls and Data (Per Month)</b>	<b>Call Charge Iridium to Fixed or Mobile (Per Min)</b>	<b>Iridium SMS</b>	<b>GO-Direct Iridium GO! Data</b>
<b>SPSGO75</b>	\$130	75 mins (Across both Calls and Data)	\$1.90	\$0.20	\$0.95
<b>SPSGO150</b>	\$175	150 mins (Across both Calls and Data)	\$1.90	Free Unlimited	\$0.50
<b>SPSGOUNLTD</b>	\$215	150 Call Minutes Unlimited Data Minutes	\$1.85	Free Unlimited	Free Unlimited

**ALL call types on ALL plans debited/charged in 30 second increments.**

### **Free Call number:**

Call SatPhone Shop from your smart 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, there is a one-time activation fee of \$75 for all new GO! Post-Paid Accounts

### **Am I on a Contract?**

No, at SatPhone Shop we appreciate that most customers don't like to be locked into a long term contract. So, the plans above are month to month with no lock in contracts!

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

- Any changes to plans will incur a \$25 fee, o 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.

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" dialling and/or the "two-stage" dialling feature will incur call costs to the Iridium GO Post-Paid Service User. Please check the exact costs of these services against the Iridium GO! Post-Paid Plans.

### **Helpful Hints:**

#### 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 3rd party apps. Please visit - <https://www.iridium.com/products/types/Iridium-GO-1> for more information on 3rd 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 23 of the User Manual.

#### Settings Adjustment 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 i 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/Excess 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'.