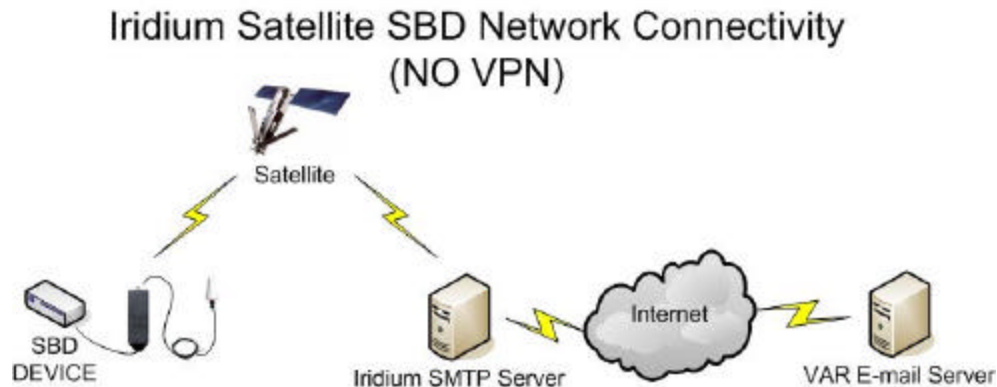
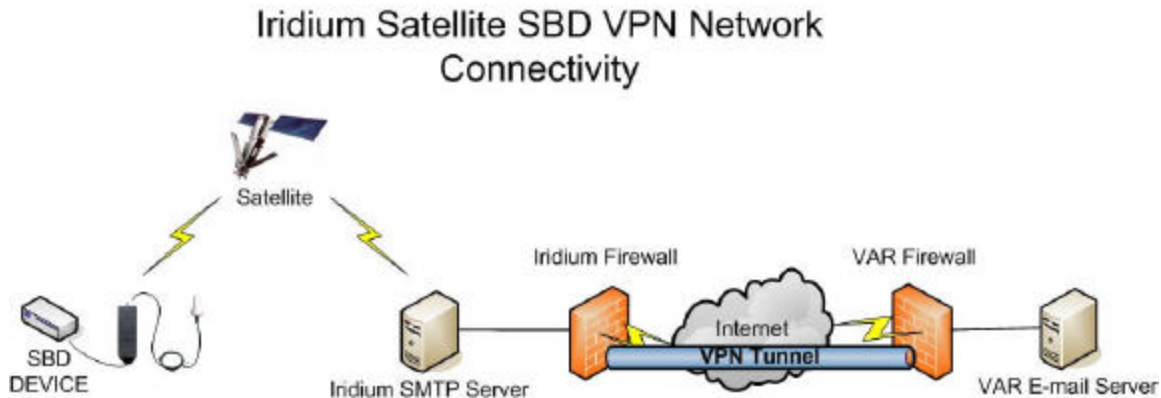


SBD Virtual Private Network (VPN) **Frequently Asked Questions**

How is VPN for SBD different than the existing SBD?

The VPN tunnels through the Internet, providing a secure point to point connection. SBD messages are routed over the VPN based on the domain name of the email address (i.e. @domainname.com). Please refer to the network diagrams below:



Does the SBD message get modified upon receipt?

No, the user receives an SBD message intact and without modification. The VPN should be transparent between the sender and receiver.

What type of equipment do I need to purchase?

Iridium network engineering will set up an initial consultation to determine your specific hardware and software needs. The VPN should work with most common firewalls. Any SBD capable device can utilize the VPN connection.

How much does Iridium charge for the VPN connection?

There is a one-time set up fee. Changes to the configuration after 3 months incur an additional fee (e.g. changing a destination IP address.) There are no monthly recurring fees. SBD service pricing is not affected by routing traffic over a VPN.



SBD Virtual Private Network (VPN) **Frequently Asked Questions**

Where do these VPN charges appear on my monthly bill?

They will be listed under “Other Credits and Charges - Detail” for a single bill. Since there are no recurring fees for VPN, any subsequent bills will not reflect any VPN charges (unless there are configuration changes needed).

When will VPN charges appear on my monthly bill?

They will be billed on your upcoming monthly bill.

Will VPN affect the delivery time of an SBD message?

VPN adds a layer of encryption to the data transmission, so minimal delays may be introduced.

What happens to my data if the VPN link goes down?

The SBD message will be buffered at Iridium for up to 5 days, allowing the VPN tunnel and/or remote mail server to be brought back on-line.

Do I need to modify my email addresses in SPNet?

No, email addresses assigned to an IMEI do not need to be changed to accommodate VPN.

What happens if my email addresses change?

Please notify your Iridium Global Alliance Manager of any domain name address changes to ensure that messages will be routed properly over VPN. Any email changes still must be entered into SPNet. *Note: A domain name change is considered a configuration change and will incur a charge if the change occurs after the 3 month initial timeframe.*

Do I need additional training manuals?

No, there are no changes to SPNet.

What type of additional training is necessary to use SBD VPN?

No additional training is necessary. The assumption is that the VAR user has been trained to access their internal VPN, SBD VPN will be transparent.

Can I turn VPN on and off as needed?

No, configuration settings are intended to be permanent. You can designate that specific email domains be configured for VPN, while other email domains can be configured without VPN.

How will customer support be able to determine if my account is configured for VPN?

Iridium will verify a customer’s VPN configuration information using its real time database.