



EVERYWHERE

Iridium GO!™ Service Pricing Frequently Asked Questions (FAQs)

Postpaid

How are Iridium GO! bundles structured?

Iridium GO! bundles provide a defined minute allowance for a specific call type that has been created for the Iridium GO! service. This call type is identified as *Iridium - Direct Internet GO! Data* or "DI GO! Data".

Are other call types included in the bundle?

No. Only the DI GO! Data call type is included in the bundled usage. All other call types, including RUDICS and other data call types, are charged as normal.

What is the specific DI GO! Data call type?

The new DI GO! Data call type has been created specifically for use with the Iridium GO! device. This new call type helps us differentiate between Iridium GO! calls and other types of data calls so that we can provide pricing plans tailored to the service.

What is the DI GO! Data call type destination?

The default number for the DI GO! Data call type destination is 0088160000330. This number will be populated in the Called Number field of the Call Detail Record ("CDR").

What rates are charged for usage in excess of the bundled minute allowance?

The usage rates shown in the GO! Service Pricing for DI GO! Data calls will apply on a per minute basis for all calls exceeding the bundled minute allowance. All usage rates, including overage for all other call types, are shown in the Iridium GO! Service Pricing Addendum ("pricing "). Please request a copy of the Iridium GO! Service Pricing Addendum from your channel manager.

How is usage charged for calls to the DI GO! Data call type?

Within the bundled minute allowance, usage for DI GO! Data calls is included in the monthly access fee. Calls exceeding the bundled minute allowance will be charged on a per minute basis at the usage rates shown for DI GO! Data as shown in the pricing addendum.

**How are DI GO! Data call types identified in the CDRs?**

Calls can be identified by the IMEI of the device and the called number field. The IMEI ranges for all Iridium GO! devices are 30-032501-XXXXXX-X or 30-032506-XXXXXX-X, where X is the serial number of the Iridium GO! device. The call destination number is 0088160000330.

What rates are charged for usage other than the DI GO! Data call type?

The usage rates for other call types are shown in the pricing addendum.

Do minutes used for other call types consume minutes of the Iridium GO! bundle?

No. Only DI GO! Data usage will decrement from the bundle.

Does the bundle allowance apply to other types of data calls? What about RUDICS?

No. Only DI GO! Data usage will decrement from the bundle.

Does the GO! Unlimited Plan include unlimited data?

The Iridium GO! Unlimited Plan includes unlimited calls to the DI GO! Data call type from an Iridium GO! device. All other data calls (Iridium - Direct Internet, Iridium - RUDICS, or Iridium - Iridium Data) are charged at the rates specified in the pricing addendum.

Is the GO! Unlimited Plan subject to a fair-access policy?

Yes, Iridium strives to provide customers the best experience when using our network, a shared resource among a global community of users. The Iridium GO! Unlimited rate plan is designed to enable service providers to provide additional value and more predictable usage rates for their customers. Iridium has created an application developer platform for the Iridium GO! product to encourage users of smartphones and tablets to utilize applications that are optimized for the Iridium network. These applications are configured to connect and disconnect with the Iridium network to remotely synchronize information and are strictly prohibited from enabling an always-on connection with the network that could negatively affect the available bandwidth for other Iridium subscribers. Iridium reserves the right to actively monitor usage statistics of subscribers on the network and take proactive measures to regulate and if necessary terminate access to the Iridium network to ensure high quality network performance for all users on an ongoing basis. In the event that Iridium identifies what is believed to be abuse or misuse of the network or available rate plans, the Iridium account manager will provide the supporting details and corrective actions for resolution. A complete copy of the Iridium GO!™ Unlimited Fair Access Policy may be found at <http://www.iridium.com/support/library/LegalNotices.aspx>

Are voice calls made with the Iridium GO! included in the bundle?

No. Voice calls are charged per the rates in the pricing addendum.



What are the names of the Iridium GO! postpaid service plans?

The Service Plan names for Iridium GO! in SPNET are: GO5, GO75, GO150 and GO Unlimited.

Are there restrictions to the devices that can use the Iridium GO! plans?

Any postpaid SIM can be provisioned with an Iridium GO! service plan. Iridium GO! rates only apply when calls are originated from an Iridium GO! device to the DI GO! Data call type destination number.

How are calls processed and charged by Iridium?

The Iridium GO! device has been assigned a specific IMEI range. When a call is processed by the Iridium billing system, the appropriate charge is based on:

- a. The SIM rate plan
- b. The IMEI
- c. The number called

For the applicable GO! rates in the Iridium pricing addendum to be applied, the SIM rate plan must be provisioned on an Iridium GO! postpaid service plan and the IMEI must be within the specified Iridium GO! device range. If these conditions are met, calls to the DI GO! Data call type destination number (0088160000330) will either be included within the bundle, or if overage is incurred the preferred overage rates will be applied. For all other call scenarios, the rates specified in the Iridium pricing addendum will apply.

Can the Iridium GO! SIM be used in a non-GO! Iridium device?

Yes. The SIM from an Iridium GO! can be used in non-GO! Iridium devices. In this scenario, however, all calls are charged at the standard rates shown in the Pricing addendum. For calls from non-GO! Iridium devices to the DI GO! Data number, the Iridium billing system will identify that the IMEI is not within the accepted Iridium GO! IMEI range; accordingly, all calls will be charged at the applicable standard rates as specified in the pricing addendum.

Can non-Iridium GO! devices use the DI GO! Data number?

Yes. Note that calls to the DI GO! Data destination number from non-Iridium GO! devices will be charged at standard Iridium - Direct Internet usage rates. This is enforced through the identification of the specific IMEI number applicable for GO! devices.

Can a regular handset SIM be used in the Iridium GO! device?

Yes. A SIM provisioned on a regular telephony/data plan can be used in the GO! device, however, the rates specific to the rate plan provisioned for that SIM will apply.



Are there situations when the IMEI may not be populated in the call detail record?

Yes, on rare occasions, there may be a situation like call forwarding to voicemail where the IMEI is not populated in the CDR. It is also possible that other inbound calls may not have the IMEI populated in the CDR.

Do Iridium GO! usage rates vary from region to region?

No. Rates do not vary by region.

Are there any activation fees for the Iridium GO! Postpaid service plans?

No. There are no activation fees for the Iridium GO! postpaid plans.

Can a user modify their existing postpaid account to convert to an Iridium GO! postpaid plan?

Yes. The user can modify their existing standard postpaid service plan and convert to an Iridium GO! postpaid service plan.

Prepaid

What prepaid services for Iridium GO! are being offered?

Specifically for the Iridium GO!, Iridium has introduced a new prepaid plan (GOPREPAY) designed to provide an additional incentive for data usage when paired with the Iridium GO! device. The Iridium GO! prepaid plan can be created or recharged with a 400-Minute/6 month eVoucher or a 1,000-Minute/12 month eVoucher. The Iridium GO! prepaid plan provides DOUBLE the number of usage minutes for data calls to the DI GO! Data destination number than are traditionally provided with Iridium's Standard Prepaid Plan.

What special features for prepaid Iridium GO! are being provided?

For prepaid, there are two features to our Standard Prepaid Plan rating charges that have been modified. The first is a lower rate for the Iridium - Direct Internet GO! Data call type. Instead of 60 units per minute, the rate is 30 units per minute. This effectively doubles the number of minutes for each of the Iridium GO! eVouchers when calling the DI GO! Data call type destination number. The second feature is that the rate for SMS has been lowered from 20 units per message to 10 units per message, also effectively doubling the available SMS messages that can be sent.

Can the account expiry of the GOPREPAY prepaid account types be extended?

Yes. Similar to our standard prepaid account types, a 30-Day Add Time eVoucher is available to extend account expiry.

How is the pricing for the Iridium GO! prepaid eVouchers different than standard prepaid eVouchers?

The pricing for the Iridium GO! eVouchers is the same as the standard eVouchers. Usage rates and decrements are the same as standard eVouchers with the exception of the per-minute rate for the DI GO! Data calls and SMS usage.



What is the per-minute rate for all of the call types?

The rates for other usage types are shown in the pricing addendum.

Can Standard and Regional Prepaid eVouchers use the Iridium GO! device?

Yes. The Iridium GO! device can be used with all Standard and Regional Prepaid plans. The advantage of the Iridium GO! Prepaid Plan, however, is the unique and lowered rating for the DI GO! Data call type and SMS messages. To take advantage of the enhanced usage rate for Iridium GO! Prepaid, the prepaid plan must be a GOPREPAY (not Standard or Regional) AND the device must use the DI GO! Data call type destination.

Can existing prepaid balances be transferred to the Iridium GO! Prepaid eVoucher?

No. Existing prepaid accounts cannot be converted to the GOPREPAY Plan. Existing prepaid customers that wish to purchase an Iridium GO! may use their existing prepaid SIM in the Iridium GO! device but calls will be decremented per the rates of their existing Standard or Regional Prepaid plans.

How can a Service Provider convert an existing Standard or Regional Prepaid customer to the GOPREPAY Plan?

To convert a customer to a GOPREPAY Plan, the account must be deleted and then re-created in the Prepaid Platform. This conversion process will result in the loss of all unused minutes. Further, the remaining expiry period is lost and will not transfer. Customers should consume the balance on their existing accounts before converting the account to the GOPREPAY Plan. Upon conversion to the GOPREPAY Plan the SIM and MSISDN for the customer remains unchanged.

Does the Iridium Prepaid Expiry Policy apply to the Iridium GO! Prepaid eVoucher?

Yes, the policy that expires units older than three years applies to the GOPREPAY Plan.

Only one communications company connects the entire globe

Iridium commands the world's furthest reaching network, making it the only truly global communications company with solutions that span from pole-to-pole. Iridium voice and data products provide superior communications solutions that allow global companies, government agencies and individuals to stay connected everywhere. With a unique, global ecosystem of partners, Iridium continues to create new, high-value capabilities that are leading the world into a new era of communication.

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