

IRIDIUM STANDARD PRE-PAID INFORMATION PACKET

What does a Pre-Paid Iridium Satellite Number look like?

When you activate an Iridium Pre-Paid service you will be issued with a 12-digit number starting with the following: "8816 xxxx xxxx"

Making calls from your Iridium Pre-Paid Service:

Making calls from your Iridium Satellite 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, 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 satellite phone, you would dial +61400100500

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"

How does someone call your Iridium 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"

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

Please Note: (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*).

What is "Two-stage Dialing"?

Calling an 8816 in Australia can vary in price and can cost upwards of \$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 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, depending on their plan, which is much better than approximately \$15 a minute dialing your sat phone directly!

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 pre-paid plan. For example, if you were on any of the Global Pre-Paid Plans, then receiving a call via two-stage dialing would cost you 60 units, (or 1 minute of your call allowance), per minute.

Using Data on your Pre-Paid service:

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

Does my pre-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.

How do I retrieve 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 voicemail or data messages.

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 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 [Free SMS to Iridium User](#)

Can someone send an Email to my Pre-Paid Satellite phone?

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 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.

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.

Please Note: 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.

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 2888 to receive a text with your current balance.

Both options are free from your satellite phone. 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"

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

Can I use my Pre-Paid Satellite Service overseas?

All pre-paid plans will operate around the world.

Please Note: 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?

To top-up/add additional minutes or time 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 Note: Top-ups can only be done Monday - Friday 9:00am to 5:00pm EST during standard business hours

Billing on Pre-Paid

How do Billing/Airtime Call Charges work?

Each pre-paid account has different charges that apply depending on the plan.

Each plan has a set number of "units" included. These units are used by you for using the Iridium service. Different call types use a different number of units per call.

Units required per minute by Call Type – All Iridium plans

Iridium to PSTN	Iridium to Iridium	Iridium to other satellite service	Iridium Voicemail Retrieval	Iridium Data call to PSTN	Data call Iridium to Iridium	Sending SMS	Standard call (inbound)	2-satge dialing (inbound)
60	30	540	30	60	60	20	0	60

Call Charges:

Calls are charged/deducted from your account in 20 sec increments. So, a 35-second Satellite to PSTN call would 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 charges.

Being a pre-paid account, you are not issued with a bill or usage summary at any stage. Once your 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/SMSs until additional credit is added.

When you first purchase your pre-Paid account, you can select from a range of options. You can also mix in match other plans to make your "own custom" plan that suits your specific needs! Most plans are compatible with other plans for additions to or top ups too. See the chart below which highlights what plans are compatible with each plan.

Plan	Price	Minutes	Validity
SPS100MIN	\$275	100 mins	30 days
SPS2MTHSPECIAL	\$365	100 mins	60 days
SPS3MTHSPECIAL	\$460	100 mins	90 days
SPS200MIN	\$865	200 mins	6 months
SPS300MIN^	\$1,135	300 mins	12 months
SPS600MIN	\$1,395	600 mins	12 months
SPS4000MIN	\$4,795	4000 mins	24 months
SPS30DAYEXT^^	\$99	0 mins	30 days only
SPS100MINEXT	\$195	100 mins only	0 days

- ^SPS300MIN is not rechargeable.
- ^^Extensions can only be purchased to be added onto an existing active prepaid.
- All call costs are based on 'per minute' calculations.
- Calls are charged in 20 second increments.
- It is FREE to receive a call (excludes two-stage dialing).
- It is FREE to receive an SMS.
- Friends and family can send a FREE SMS to the Iridium satellite number via: Send Free Iridium Message
- There is NO Flag Fall Fee.
- NO CONTRACTS, NO ACTIVATION FEES, AND NO MONTHLY BILLS!!!!
- Two-Stage Dialing is disabled (by default), if you would like this activated, please contact SatPhone Shop to activate.
- Non-Active SIMS have 12 months from the date of purchase to be activated, before they expire.

Please Note: All SIM cards will be shipped 'de-activated'. Upon receiving your SIM card, please contact SatPhone Shop to organize the card activation. Activations are Mon-Fri 9:00am – 5:00pm AEST)