



Iridium Satellite Subscriber **SERVICE POLICY**

1. Overview

The *Iridium Satellite Subscriber Service Policy* is designed to offer end-users, **through their Iridium Service Provider (Provider)** for Iridium Satellite Handsets and accessories, **Iridium Developer** for L-Band Transceiver or SBD Modules and related products, a simple and expeditious support solution for products **under warranty** (W) and **out of warranty** (OOW). End-users are encouraged to contact their ISP or Point-of-Sale (POS) for Product support. This policy is subject to change by Iridium without notice.

Accessing the Iridium Satellite Equipment Warranty and Repair Call Center

The Provider or Developer need only make one call to select and be transferred to the desired center. An automated system directs the ISP to select the desired Authorized Repair Center (ARC) or the Iridium Warranty Center. By making a selection from a touch-tone phone, the caller is routed to a customer service representative. This voice-prompted interface is available 24 hours every day. However, the hours of actual operation will vary at each ARC and Iridium Warranty Center.

Here is the process to contact the desired center:

Dial **+1.480.752.5195**

and select one of the options from the phone keypad for immediate transfer of the call:

1. For L-Band Transceivers, also known as LBT's, and SBD Modules, Model numbers 9522 and 9522A, or 9601 series, Press 1
2. For Iridium Satellite Handsets and their accessories Press 2

Note: the exact text of the voice interface follows in Appendix A.

A Return Material Authorization (RMA) number must be obtained from the Iridium Warranty Center via email warranty@iridium.com prior to returning any product. (See Appendix B, flow chart for process)

Iridium recommends, but does not dictate that ISP carry a pool of "loaners" their customers can use while their equipment is being serviced.

2. Warranty Repairs

For qualified in-warranty repairs, products must be returned with a “Proof-of-Purchase”, as described in "Proof-of-Purchase Documentation" section 5.

Iridium, at its option, shall at no charge to Purchaser either: repair, replace, or refund the purchase price of all Products that do not conform to *the Iridium Limited Warranty for Satellite Subscriber Radiotelephone Products*, found in the Iridium Partner Extranet Library under Products & Services/Equipment/Warranty & Returns, or in the Iridium Developer Extranet under Ordering and Warranty Information. Equipment returned under warranty that is greater than 30 days old may be replaced with factory refurbished equipment. Replacement equipment will be warranted for the balance of the original warranty period, or 90 days which ever is greater.

Note regarding personal data on returned or exchanged products. Please remove all personal data from phones, LBT's, or SBD devices, prior to return. Iridium is not responsible for any personal data left on or in a returned or exchanged unit.

3. Accessories Under Warranty

Accessories are warranted for one year as evident by “Proof-of-Purchase” documentation.

The procedure for returning accessories and batteries under warranty is the same as for Products as defined in section 1. Be certain to include a copy of the RMA with all material being returned. Note: any material received by Iridium without an RMA will not be replaced under warranty.

4. Documentation with Returned Products

All Products sold to end-users and returned to Iridium for repair or replacement must be accompanied by a valid “Proof-of-Purchase”, a copy of the RMA, and the RMA number referenced on the outside of the box. Products still in Service Provider's inventory do not need “Proof-of-Purchase” documentation. Please see section 5 for details.

5. Proof-of-Purchase Documentation

A valid Proof-of-Purchase is defined as a **dated** document that clearly shows:

- The name and address of the seller
- The name, address, and telephone number of the buyer
- Model number and International Mobile Identification number [IMEI].
- Sale price for the equipment.

In the absence of a valid “Proof-of-Purchase, the date shipped from Iridium’s distribution center will be used to validate warranty. The final determination of what is acceptable as a Proof-of-Purchase resides with Iridium.

6. Replacement Stock

No initial "loaner" or "seed" stock is provided by Iridium to ISP's. However, failed modules still under warranty and returned by ISP/POS with appropriate RMA will be replaced by Iridium at no cost, except for shipping charges as described in Section 7 "Product Shipment and Customs Information".

7. Product Shipment and Customs Information **Warranty Returns**

Defective Products still covered by warranty shall be returned to Iridium by ISP/Developer with freight and insurance prepaid. The ISP/Developer is responsible for all customs and duties charged at the port of return. Products need to be returned with a "Proof-of-Purchase". All repairs or replacements performed while the equipment is under warranty will be at Iridium expense.

Iridium will pay all "outgoing" freight charges involved with returning repaired or replaced units to the ISP/Developer. In those cases where customs and duties are imposed, Iridium will bear the cost of "incoming" customs taxes and duties.

Following the assignment of an RMA from the Iridium Global Warranty Center, the ISP/Developer may direct his dealer or subscriber to ship the damaged unit directly to the Warranty Center. However, all product shipped from the Warranty Center must be shipped to a ISP/Developer location to maintain our favorable standing with the US Government export compliance regulations and tax requirements. Drop shipments shall be in accordance with the *Iridium Distribution Policy*, (found in the Iridium Extranet Library). Additionally, equipment can be delivered only to countries in which spectrum licenses for Iridium as well as equipment type approval or registration have been granted.

8. Warranty Void

Iridium provides an immediate exchange of warranty claim units upon receipt of the defective equipment returned under a Warranty RMA. There will, however, be a potential that the original unit returned is later found to have had the warranty voided. Reference paragraph 2, Conditions Not Covered by This Warranty in the Iridium Limited Warranty for Satellite Subscriber Radiotelephone Products, for conditions that would void the warranty. If the unit is subsequently found to have the warranty voided, you will be provided with an advisement no later than 90 days after receipt that a charge will be applied to your equipment account for the replacement cost of the unit. Please note that your acceptance of the replacement unit will be an indication of your acceptance of these terms. See section 17 for Iridium Service Fee Schedule information.

9. Out-of-Box Failures

If a Product **sold by Iridium** as "used" fails when first turned on (out-of-the-box), the failure is considered a warranty incident. As such, the ISP is responsible for obtaining a Return Material Authorization from the Iridium Warranty Center and for any associated freight charges related to returning the unit for repair under warranty. Claim must be made within 30 days of shipment.

10. Order Fulfillment

Iridium makes every effort to ensure that the product is shipped accurately and completely. Should you discover upon receipt of your shipment that an item is missing or incorrect, please contact via email logistics@iridium.com with specific details including your *purchase order*, *the Iridium reference number*, the *part number* and *description* of the missing or incorrect item(s). Iridium will arrange for the missing item(s) to be shipped to you directly.

11. Evaluation Costs

If an ISP/Developer sends either a Handset, LBT or a non-repairable accessory in for replacement, whether in warranty or out of warranty, and the unit is found to be **not defective**, the ISP/Developer **shall be liable for an evaluation fee** (see Wholesale Price List for Iridium Service Fee Schedule) or the replacement cost of the equipment if provided. **If replacement equipment has not already been provided**, Iridium will return the non-defective Product to the ISP/Developer with an indication that the Product was No Trouble Found. The ISP/Developer is responsible for return shipping charges.

12. Out-of-Box Returns

Equipment sold as "Used Equipment" does not carry a warranty other than operating out-of-the-box. Out-of-the-box failures are considered a warranty incident as defined in section 9.

13. Out of Warranty Returns

The ISP/POS is responsible for "inbound" and "outbound" shipping, and any applicable customs and duties where imposed. Following the assignment of a RMA from the Iridium ARC, the ISP may direct their dealer or subscriber to ship the damaged unit directly to the ARC. However, all product shipped from the ARC must be shipped directly to an ISP location to maintain our favorable standing with the US Government export compliance regulations. Drop shipments shall be in accordance with the *Iridium Distribution Policy*, (found in the Iridium Extranet Library). Additionally, equipment can be delivered only to countries in which spectrum licenses for Iridium as well as equipment type approval or registration have been granted.

14. ISP/Developer Roles

ISP/Developers are the primary interface with the end-user. They will re-flash equipment with the latest firmware, perform Level 1 evaluation and replace defective non-repairable Product modules and facilitate the defective Product return/repair process. ISP/Developers do not conduct any type of Product repairs, other than Level 1 module replacement which is limited to those which can be replaced without opening the unit.

ISP/Developers roles and responsibilities are:

- Acquire necessary "Proof of Purchase" documentation

- Re-flash with latest version of the software
- Verify that the Product is defective and there is not an issue with the User SIM card.
- If Product is not defective then educate end-user in its proper use.
- Replace defective Level 1 modules for Satellite Phones only.
- Obtain RMA from Iridium Global Warranty Center before returning Products to Iridium Repair Center.
- Package and send the defective equipment, with supporting documentation to the Iridium ARC or Iridium Global Warranty Center.
- Return the repaired or replaced equipment to the end-user.

Satellite Phone Level I Replacement Modules

Level 1 modules for the satellite handsets may be purchased from Iridium. Please consult the current Wholesale Price List for availability and pricing. The Wholesale Price list may be found on the Iridium Partners Extranet in the Library under Products & Services/Equipment.

15. Out of Warranty Repairs for Satellite Phones

Three ARC's are authorized by Iridium to perform out of warranty repairs for Iridium Satellite handsets. Replacement modules have been provided to the ARC's for the fulfillment of Level 2 repairs. Level 2 repairs are defined as any repair required to the equipment up to but not including component level repair or repair to the main transceiver assembly.

The out of warranty repairs are fee based, and supports all Cosmetic, Level 2 Repairs, calibration, and some minor Level 3 repairs for the Iridium Satellite handset models 9505A, 9505, and 9500, including replacement of the following items:

- Front Housing including speaker and mic
- Rear Housing including ESC connector, Vibrator and XDCR alert Mag,
- Antenna Latch Assembly
- Lens
- Display
- Key Pad and Key Board
- Accessory Receptacle
- SIM Flex Assembly
- Coin Cell Battery, pressure pad, and battery contact
- Super Cap

Additional Information on the Out of Warranty Equipment Repair Program

- All in-warranty repairs should continue to be directed to the Iridium Global Warranty Center via email at warranty@iridium.com.
- There is limited continued support of the 9500 and 9505 as these handset models are now obsolete.

- OOW repairs for the 9505A, 9505, or 9500 do not include Level 3 repairs at the board or component level.
- ARC turnaround times for repairs are estimated to be 3 days from receipt and ISP's written acceptance of a quotation. ARC will send quotations to the ISPs within two business days from receipt of the handset.
- Contact Iridium directly for OOW repair services for all LBT and SBD Modules.
- The cost of shipment to and from the ARC is borne by the ISP.
- The Out of Warranty Equipment Repair program is limited to Authorized Iridium Satellite Service Providers. Dealers and subscribers will be directed to contact their ISP.

16. Firmware Upgrades

Handsets, LBT's, and SBD devices may be upgraded at your facility with the latest firmware versions using either a download, or for legacy equipment, an EMMI re-flashing unit for 9500 and 9505.

Should the process of properly re-flashing a working 9505 handset or 9522A LBT fail to load the new firmware, or render the unit non-functional, Iridium Satellite will correct the problem with the unit or replace it at no charge(if under warranty) to the Service Provider. The Service Provider will pay shipping costs to Iridium Satellite. Iridium Satellite will pay for the return shipping charges.

- Candidate Handsets for Re-flashing and Re-phasing:
 1. locked during the EMMI reflash process or refused to take the flash;
 2. after repair, still will not register with the satellite network or cannot complete calls;
 3. customer locked handset, changed default unlock code and changed default security code, and then forgot both;
 4. handset will not power up; or
 5. handset displays "Check Supplier" or "Phone Failed, See Supplier".
 6. Cost: See section 17 for Iridium Service Fee Schedule information. (no charge for #1)
 7. Please consult the current Wholesale Price List for pricing. The Wholesale Price list may be found on the Iridium Partners Extranet in the Library under Products & Services/Equipment.

17. Subscriber Equipment Service Fee Schedule

The Service Fee schedule may be found on the appropriate Wholesale Price list located on:

- Iridium Partners Extranet in the Library under Products & Services/Equipment
- Developer Extranet under Ordering/Warranty Information.

18. Administration

The Iridium *Satellite Subscriber Warranty Service Policy* is administered by Iridium Satellite. Any warranty inquiries should be faxed or emailed to:

Iridium Satellite LLC
Attn: Iridium Warranty Administration
+1.866.212.0515 phone
+1.480.752.1105 facsimile
warranty@iridium.com

Or to contact the
Iridium Warranty Manager:
Kathy Dickinson, PMP
Iridium Satellite LLC
8440 South River Parkway
Tempe, AZ 85284

+1.480.752.1138 Office

Appendix A:

Call Center Voice Prompt Script

Welcome to the Iridium Satellite Warranty & Repair Center.

This service is provided exclusively for authorized Iridium Satellite Service Providers, Value Added Manufacturers, and Value Added Resellers. If you are a dealer or subscriber, please contact your Equipment or Service Provider directly.

Please select the desired facility from the following options. If you are a regular user of this center, you may make your selection at any time.

- For L-Band Transceivers, also known as LBT's, and SBD Modules, Model numbers 9522 and 9522A, or 9601 series, Press 1

- For Iridium Satellite Handsets and their accessories Press 2
 - For the North American Out of Warranty Repair Center, Press 1
 - For the Australian Out of Warranty Repair Center, Press 2.
 - For the European Out of Warranty Repair Center, Press 3.
 - For Iridium Global Warranty and Repair Center, Press 4.
 - To repeat this message, press 9.
 - To return to the main menu press 0

- To repeat this message, press 9.

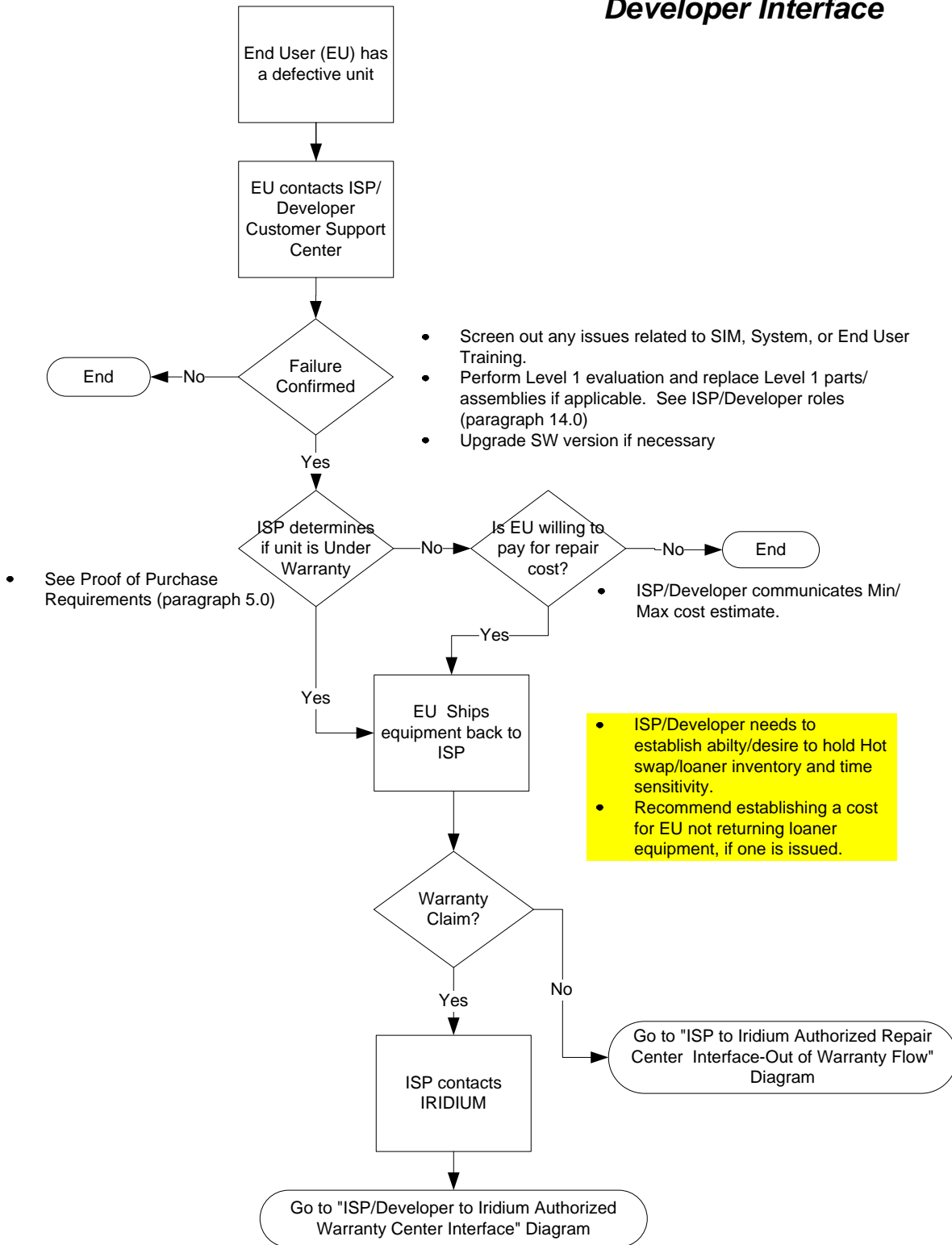
Thank you for calling Iridium Satellite.

Appendix B

Process Flow Charts

1. End User to ISP/Developer Interface
2. ISP/Developer to Iridium Authorized Repair Center
3. ISP to Iridium Authorized Repair Center Interface(Out of Warranty Flow)

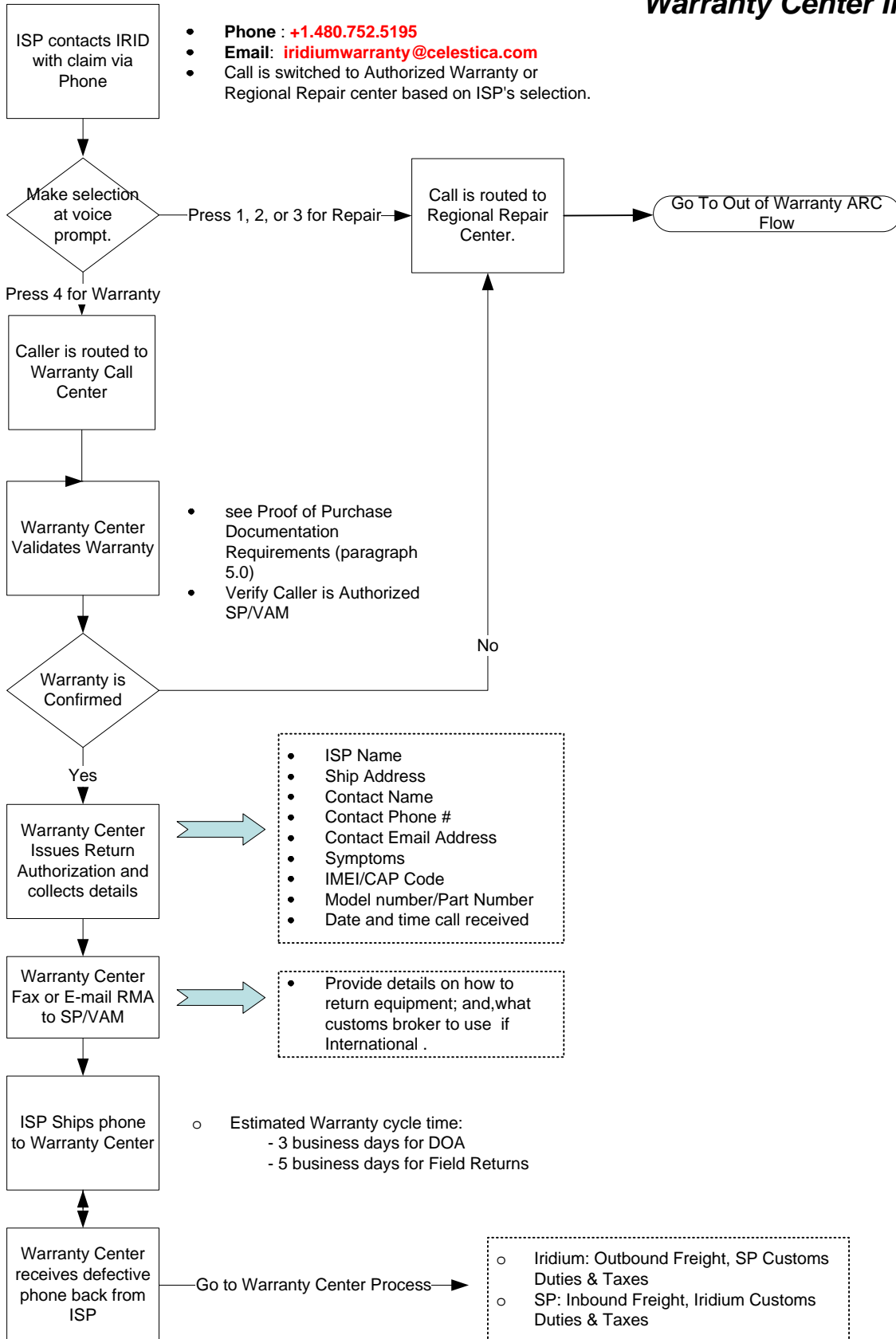
End User to ISP/ Developer Interface



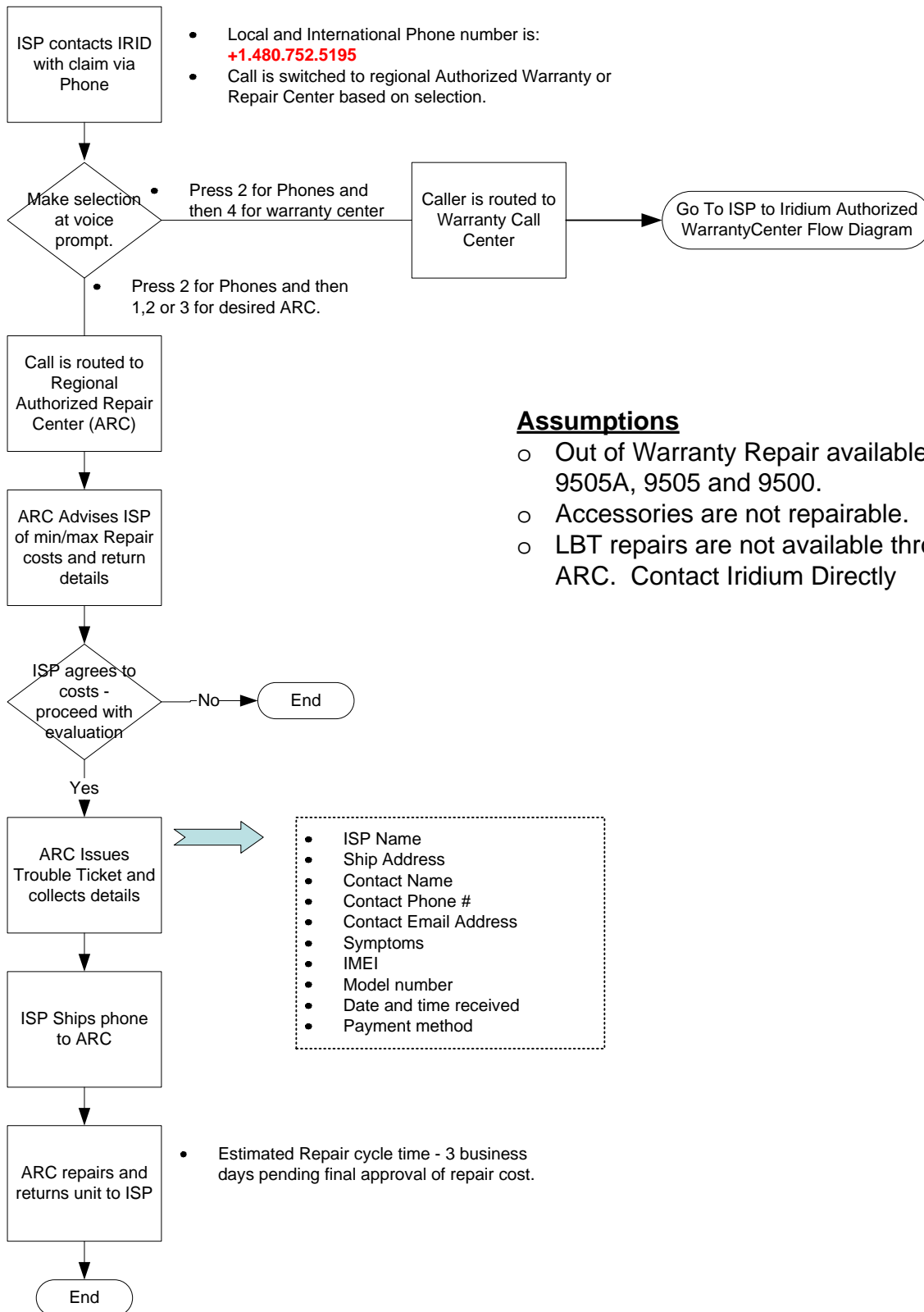
Assumptions

- ISP/Developer maintains relationship with End User
- ISP/Developer discretion to carry stock for Hot Swaps and loaners

ISP to Iridium Authorized Warranty Center Interface



ISP to Iridium Authorized Repair Center Interface (Out of Warranty Flow)



Assumptions

- Out of Warranty Repair available for 9505A, 9505 and 9500.
- Accessories are not repairable.
- LBT repairs are not available through the ARC. Contact Iridium Directly