



## IRIDIUM SERVICE ACTIVATION REQUIREMENTS

- A) The Iridium network is based upon the international GSM standard and architecture. Consequently, like any GSM Cellular device, all Iridium transceivers capable of voice or switched data transmission require a Subscriber Identity Module (SIM) associated with the mobile device. Though the SIM can be used for many functions such as restricting calling access or to store information, its primary function is to assign the telephone number to a transceiver or installed location (ship, vehicle, airplane or handheld device). An exception is the Iridium Short Burst Data (SBD) Modem, which operates solely from an IMEI number assigned to each modem. Often customers or installers are not familiar with the need to activate the SIM(s) and or IMEI for service over the Iridium network prior to testing or use of the system. ICG is one of the few Iridium Systems manufacturers who allow Customers to select any valid Iridium Service provider to be used within their unit. We simply need to know the requirements at time of order and obtain the necessary SIM cards before the unit is shipped.
- B) Prior to planning for live system testing, Operators will need to provide the unit SIM information together with Aircraft and Account details to the Service Provider for the installed cards. This information is typically found on the top face of all NxtLink units, with details being listed for each channel. Dependent on current activation requests, Service may become active within just a few hours or longer so it is always worth requesting activation at least 24 hours prior to taking the aircraft outside. Below is a step by step process to begin activating your sim card:

1. Choose your Service Provider
  - a. ICG carries several Service Provider’s SIM cards in-house (listed below). If you would like to use a different Service Provider’s SIM card, the cards will need to be sent to our facility to be installed in the unit. **Service Provider must be chosen prior to delivery from ICG.**
    - i. This excludes ICG ICS 120A (710616-1) and ICS 220A (710617-1) which comes with an External CIM Reader (327000) where the operator can manually change the SIM cards.
    - ii. If you have chosen a different Service Provider than what ICG offers in-house you must request that the cards be “de-pinned” prior to shipping to ICG or directly to the customer. The customer will be unable to make or receive calls if the SIM cards are not de-pinned. ICG de-pins all SIM cards before leaving the facility.
  
2. Call or Email your Service Provider with unit details. This information is typically found on the top face of all NxtLink units, with details being listed for each channel.

Iridium System Information	
ICG Model: *	Serial Number of Unit: *
SIM (Transceiver 1): **	SIM (Transceiver 2): **
IMEI (Transceiver 1): *	IMEI (Transceiver 2): *
MSISDN (Transceiver 1): **	MSISDN (Transceiver 2): **
MSISDN-C (Transceiver 1): **	MSISDN-C (Transceiver 2): **



Although ICG cannot activate service for Iridium providers other than ourselves, we are always here to assist with SIM numbering and service questions and can usually assist with providing Service Provider contact information for those with first time installations. As always, we are just a phone call or e-mail away!

Service Providers SIM Cards Currently In-House:



To activate ICG SIM Card:  
Call +1 757-947-1030 Option 3  
Email: <mailto:activation@icg.aero>  
<http://www.icg.aero/Iridium.aspx>



To activate Satcom Direct SIM Card:  
Call +1 321-777-3000  
Email: [activations@satcomdirect.com](mailto:activations@satcomdirect.com)  
[http://www.satcomdirect.com/main/activate\\_aviation.asp](http://www.satcomdirect.com/main/activate_aviation.asp)



To activate Satcom1 SIM Card:  
Call +45 4615 4546  
Email: [activation@satcom1.com](mailto:activation@satcom1.com)  
<http://www.satcom1.com/>



To activate ARINC SIM Card:  
Call: +1 800-633-6882 Option 1  
Email: [IridiumService@Arinc.com](mailto:IridiumService@Arinc.com)



To activate SITA SIM Card:  
Call: +1 770-303-3509  
Email: [aircom.support@sita.aero](mailto:aircom.support@sita.aero)



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Email: [aircom.support@sita.aero](mailto:aircom.support@sita.aero)

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