



Iridium Prepaid Minutes Expiry Policy

Iridium has recently modified its policy pertaining to the carry-over of minutes balances for prepaid customers. The primary change is that a **Maximum Age Limit of prepaid minutes will be enforced for all prepaid accounts.**

Iridium prepaid minutes that have been carried over for more than four (4) years for 3000- or 5000-min Global vouchers and three (3) years for ALL OTHER vouchers will be expired from prepaid account balances on a daily basis as they reach their Maximum Age Limit.

Iridium Voucher	Voucher Validity Time	Maximum Age Limit	Maximum Account Validity
Global 75-min	30 days	3 years	2 years
Global 150-min	90 days	3 years	2 years
Global 200-min	6 months	3 years	2 years
Global 500- and 1000-min	1 year	3 years	2 years
Global 3000- and 5000-min	2 years	4 years	2 years
Northern Lights 200-min Latin America 200-min Southern Cross 200-min	6 months	3 years	6 months
Africa 300-min	1 year	3 years	1 year
Emergency 200-min Global 300- and 750-min	1 year	N/A	1 year

Terms

- **Voucher Validity Time:** a period of time by which a prepaid voucher extends the validity period of an Iridium prepaid account.
- **Maximum Age Limit:** a period of time during which the minutes from a prepaid voucher can be kept on a prepaid account and used by the customer.
- **Maximum Account Validity:** a period of time from the day of voucher reload for which the validity of an Iridium prepaid account can be extended.

Who does this change affect?

This change affects all Iridium prepaid vouchers, except for Emergency 200-min and Global 300- and 750-min, which are not extendable in principle. This policy does not apply to scratch cards or OpenPort GoChat cards.

When will minutes begin expiring?

As long as the prepaid account is active, no minutes will expire before December 17, 2013. Prepaid customers will have until December 17, 2013 to use all of their minutes. Starting on December 17, 2013, expiry for unused minutes per this policy will begin to take effect.

If, as of December 17, 2013, I've been a customer for less than 3 years, what will happen to my minutes balance on that date?

Absolutely nothing will happen to your minutes balance on Dec 17, 2013. All minutes purchased from December 17, 2010 through December 17, 2013 will be preserved.

When will my minutes expire?

After December 17, 2013, Iridium will expire those minutes greater than 3 or 4 years old, if applicable, on a daily basis. Minutes will expire based on the oldest voucher purchase activity which is greater than three (3) years (four (4) years for 3000- and 5000-min vouchers) that have not yet been consumed, if applicable.

How will the minutes to be expired be calculated?

The total number of minutes purchased more than three years ago will first be calculated.

If the total prepaid minutes consumed during the lifetime of the account are greater than the number of minutes purchased more than three years ago, no minutes will be expired as the account will have already consumed those minutes greater than three years.

If the total prepaid minute consumption is less than the number of minutes purchased more than three years ago, the difference between the total purchased minutes and the total consumed minutes will be expired. For those customers who have purchased a 3000- or 5000-min voucher within the previous four (4) years, a four-year expiry will be applicable, but the same methodology as described above will apply.

Is this a one-time event?

No. Iridium's policy has changed and unused minutes will expire per this prepaid expiry policy, as applicable.

How often will expiry be applied?

Iridium will expire minutes at the end of the day, every day with the same procedure as described above.

How will customers be informed of the balance of minutes that will expire?

Minute balances are available to customers by calling 2888 or sending an SMS to 2888 from their Iridium handset. Users will be given the balance of minutes that may expire if not used within the next six months. This message will be based on the oldest prepaid voucher purchase activity and minutes that are subject to expiry within the next six months, if applicable.

What if I haven't purchased a voucher that has minutes in the past three years and have only purchased add-time vouchers to extend the existing minutes?

Although the prepaid account will remain active for the duration of the add-time vouchers applied to that account, any unused minutes older than the maximum age limit will be expired as soon as they reach that limit.

How is the Maximum Account Validity of prepaid accounts affected?

The maximum validity of an Iridium prepaid account will remain 24 months (2 years). Customers can only purchase an extension, either through a voucher with minutes or add-time vouchers for a maximum of 24 months of validity from the date of the latest voucher reload.

Should you need more information, please [contact us](#) with your questions.