



Ver. 1.2 March 21, 2011

Instructions for Iridium Data Services

Short Burst Data

ACTIVATION

Send an email to Tracie Richardson tracie@joubeh.com
CC: paul@joubeh.com ; kwasi@joubeh.com and andrew@joubeh.com

In The Subject Line Write: REQUESTING SBD ACTIVATION

In the body of the email include:

1. An accurate list of the 15 digit IMEI numbers to be activated.
2. The Plan (A, B or E)
3. The data distribution list - The email addresses, Direct IP (including IP address and port number) or the IMEI #'s that the data is to be sent to. This can be any combination of up to five.
4. Account number.

DEACTIVATION

Send an email to Tracie Richardson tracie@joubeh.com
CC: paul@joubeh.com ; kwasi@joubeh.com and andrew@joubeh.com

In The Subject Line Write: REQUESTING SBD DEACTIVATION

In the body of the email include:

1. An accurate list of the 15 digit IMEI numbers to be deactivated.
2. Account number.

Notes:

1. Geo-data (Iridium DOPPLER Location) is automatically activated.
2. To request Ring Alerts please add – “Ring Alerts on”.
3. When requesting SBD activation for the SIM-based 9522B, please provide the IMEI# and the SIM card #.

Circuit Switched Data

ACTIVATION

Send an email to Tracie Richardson tracie@joubeh.com
CC: paul@joubeh.com ; kwasi@joubeh.com and andrew@joubeh.com

In The Subject Line Write: REQUESTING CSD ACTIVATION

1. An accurate list of the 19 digit SIM Card numbers to be activated.
2. Account number.

Note: JouBeh will provide the MSISDN and MSISDN-C numbers once activation is completed.

DEACTIVATION

Send an email to Tracie Richardson tracie@joubeh.com
CC: paul@joubeh.com ; kwasi@joubeh.com and andrew@joubeh.com

In The Subject Line Write: REQUESTING CSD DEACTIVATION

1. An accurate list of the 19 digit SIM Card numbers to be activated.
2. Account number.

Notes:

CSD activations include the following services:

1. Iridium Subscriber Unit (ISU) to Iridium subscriber Unit (ISU)
2. ISU to PSTN (Public Switched Telephone Network)
3. SMS
4. Direct Internet 3.0

RUDICS

ACTIVATION

Send an email to Tracie Richardson tracie@joubeh.com

CC: paul@joubeh.com ; kwasi@joubeh.com and andrew@joubeh.com

In The Subject Line Write: REQUESTING RUDICS ACTIVATION

1. An accurate list of the 19 digit SIM Card numbers to be activated.
2. RUDICS group name.
3. Account number.

Note: JouBeh will provide the MSISDN and MSISDN-C numbers once activation is completed.

DEACTIVATION

Send an email to Tracie Richardson tracie@joubeh.com

CC: paul@joubeh.com ; kwasi@joubeh.com and andrew@joubeh.com

In The Subject Line Write: REQUESTING RUDICS DEACTIVATION

1. An accurate list of the 19 digit SIM Card numbers to be deactivated.
2. RUDICS group name.
3. Account number.

CONTACTS

Accounting

For accounting matters please contact our Accounting Coordinator - Laurena Turple
laurena@joubeh.com +1 (902) 405-4428 ext. 206

Technical Assistance

For technical assistance please contact our Product Specialist – Kwasi Brefo
kwasi@joubeh.com +1 (902) 405-4428 ext. 204

Sales

For sales inquires please contact our Sales Manager – Paul Hill
paul@joubeh.com +1 (902) 405-4428 ext. 203

For sales support please contact our Sales Support Manager – Andrew Palmer
andrew@joubeh.com +1 (902) 405-4428 ext. 205

Client Support

For modem account management please contact our Client Services Manager – Tracie Richardson
tracie@joubeh.com