



IRIDIUM SERVICES

Crew Calling Dialing Instructions

The customer must have their SIM card activated for the Crew Calling platform in order to have Crew Calling operate properly. If your Iridium phone number does not start with "8816-318", your SIM card has not been provisioned for Crew Calling.

Captain/Officers Dialing Instructions:

The Captain/Officers must dial "698" before every phone call, and the dialing string will be as follows:

1. 698 + Country Code + Phone Number, then press the OK button (If dialing from a Eurocom unit the dialing string will be 0 + 698 + Country Code + Phone Number, then the # button).
2. The Captain/Officer will then be asked for a PIN* number, the Captain/Officer will enter the PIN and the call will be processed.

Note:

1. The PIN number requested is not the same PIN for initializing the phone when first powered on. This PIN is a special four-digit number that is needed to process the call. The Captain/Officer can change the PIN to a different number, or disable the PIN altogether. In order for the Captain/Officer to use data services the PIN must be disabled, this is the only time we recommend that the PIN be disabled. To disable dial 698+698 OK (or 0+698+698# if dialing from a Eurocom unit), it will then ask for the PIN. Enter your PIN and select option 3 to deactivate.
2. Captain/Officers calls will be billed via regular monthly invoice. Calls will be billed in 20-second increments, with a one-minute minimum.

Crew Calling Dialing Instructions:

The Crew must dial "2888" before every call, and the dialing string will be as follows:

1. The Crew member will dial 2888 + Country Code + Phone Number, then press the OK button (If dialing from a Eurocom unit the dialing string will be 0 + 2888 + Country Code + Phone Number, then press the # button).
2. The Crew member will then be asked to enter the PIN number from their Pre-paid scratch card and the call will be processed.
3. Crew member must wait until the Voice Prompt requesting the PIN is completed to successfully complete a call, otherwise, they may get a message stating their PIN is invalid.

Note: Crew members can dial 2888 + 2888 (0 + 2888 + 2888 from a Eurocom terminal) to check how many units they have remaining on their card. This is a free call.

For more information please contact Stratos:

Within North America: 1 888 766 1313
International: +1 709 748 4233
Fax: +1 709 748 4305
E-mail: info@stratosglobal.com
Website: www.stratosglobal.com

