



August 8, 2013

## **Iridium Expiry Policy Restatement**

This notice is a restatement of Iridium's prepaid policy change, first communicated to all Iridium Service Providers in September 2012. Iridium's policy change instituted an expiry for the carry-forward of prepaid account balances upon prepaid account renewal/extension. Renewal of the prepaid voucher carries with it the new terms and conditions as specified by Iridium's prepaid policy. As announced to all of its channel partners in September 2012, the full text of Iridium's policy is as follows:

### ***Iridium Prepaid Expiry Policy***

*Effective December 17, 2013, prepaid units that have been carried over for more than three years will be expired on a daily basis from prepaid account balances. For any customer who has purchased a 3,000 or 5,000 e-voucher since December 17, 2009 and going forward, a four-year expiry period on units will apply. Any customer whose has an ongoing balance of units that are less than three years old is unaffected by this plan.*

To inform subscribers of the policy and any impacted units balance, Iridium created a customer notification mechanism in February 2013. This automated system was put in place to allow customers to hear the number of minutes that will expire on the first expiry date (December 17, 2013) by calling or texting 2888 on their Iridium handset. After December 17, 2013, users will hear the balance of minutes that will expire within the next six months, if applicable, when they call or text to 2888 on their Iridium handset.

Since the policy was first announced almost a year ago, Iridium's Service Providers and their customers have been provided ample opportunity to be informed of the policy and a long lead time to use any minutes that would become subject to expiry through the policy.

