



Infosat - Iridium Global Communications Service



Important Support Information

INFOSAT Worldwide Customer Care provides assistance to INFOSAT customers for their Iridium satellite equipment when travelling across Canada and abroad.

INFOSAT Worldwide Customer Care includes:

- Billing, technical and trouble shooting inquiries
- Support for warranty service or for lost, stolen or damaged SIM cards or equipment
- Product and network support 24/7
- Global and North American toll-free access in English and French

Contact Info Methods

You may contact your INFOSAT Customer Care representative using any of the following methods:

1. North America Toll Free (from a landline): 1-800-207-5759 or Direct: 403-451-6463

2. IRIDIUM Satellite Unit (ISU) Toll Free Access: 8111

3. Dial the country specific International Access Code + 800 + 662-45728 from countries where Universal International Freephone Numbering is available

4. Email: support@infosat.com
5. Fax: 1-604-524-6067

Coverage	Phone Usage	About Us
<p>While Iridium gives you the flexibility of true global coverage, there are limitations that you need to be aware of as listed below.</p> <p>For Optimum Results:</p> <ul style="list-style-type: none"> • Iridium requires line-of-sight, that means no object or building should come between the antenna and the satellite • Use within an open horizon – buildings, trees, mountains and other structures may affect your signal strength and may result in calls being dropped • Do not use inside buildings • Coverage will change as the position of satellites change – check signal strength <p>Worldwide Toll Free: 1-800-871-3011 Web Site: www.infosat.com/welcome E-mail: info@infosat.com</p>	<p>Every phone call from an Iridium phone must be dialed in an international format. Begin all phone numbers with 00 or + (the international access code from the Iridium network).</p> <ul style="list-style-type: none"> • To dial out: (00)+(country code)+(area code)+(phone #), press OK Example – to dial an Ottawa number: Dial: 00+1-613-993-8452, press OK • To receive a call: Press OK to receive or end calls • To clear a single digit: Press and release C • Personal mailbox: For access to your personal mailbox, dial your 8816-314-XXXXX from your ISU. 	<p>Infosat Communications, Inc. is one of North America's largest full line satellite telecommunications system integrators and service providers offering a wide range of fixed, mobile and transportable wireless communication systems where satellite facilities are a key component. Complementing the core satellite group are technology lines including our Security Division specializing in leading edge, IP based CCTV (Closed Circuit Television) security, access control and commercial audiovisual technologies.</p> <p>As an Infosat client you are backed by one of the world's most recognized family of telecommunications companies including our parent, Telesat Canada.</p> <p>Satellite Communications</p> <ul style="list-style-type: none"> • Data solutions including commercial broadband, high speed internet, hand-held low speed, & packet data • Voice solutions such as toll quality VoIP & hand-held satellite phones <p>Security & Audio Visual Systems</p> <ul style="list-style-type: none"> • CCTV & access control • Integrated boardroom multi-media <p>Complete Rural Communications & Information Networks</p> <ul style="list-style-type: none"> • Integrated office IT functionality and VoIP communications extensions to remote branches • Deployable Disaster Command & Control

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LINKING PEOPLE AND ENTERPRISE SIMPLY ANYWHERE

