

YES-TEL - Iridium PTT Questionnaire for End User

Use this form to gather info from your end user who is considering Iridium PTT. It is a tool to gather all the requirement so that you can prepare a proper quote.

This covers equipment and accessories needs, coverage area needs, interoperability needs, will they use circuit switched voice (sim based service), tracking, SMS, fix to mobile calling, equipment warranty, spares units.

In addition, will field trials be required. How will those be done and how will you assure a successful field trial, what will be your involvement during the all-important field trial(s).

Equipment Handsets and Accessories:

How many Iridium 9575, IC-100, IC-100M, PTT units will be needed?

How many spare units will be needed (expressed as a %, example 5% of all active units)?

Will project require any additional accessories such as?

- High capacity batteries, how many?
- Solar panels, how many?
- Other, how many?
- To aid you in defining accessories, below are the accessories that come with a 9575PTT 'in-the-box'.

IRIDIUM EXTREME® PTT SATELLITE HANDSET

What's in the Box:

- Iridium Extreme PTT Handset
- High capacity battery
- Travel charger with international adapters
- Magnetic vehicle mount with 5' cable
- Hands-free earpiece with microphone
- Car charger
- Leather case
- USB data cable
- 2 accessory adapters
- User Manual



Equipment Docking Units: will you need to install PTT in Command Center(s), inside buildings, ships, planes, vehicles, trains?

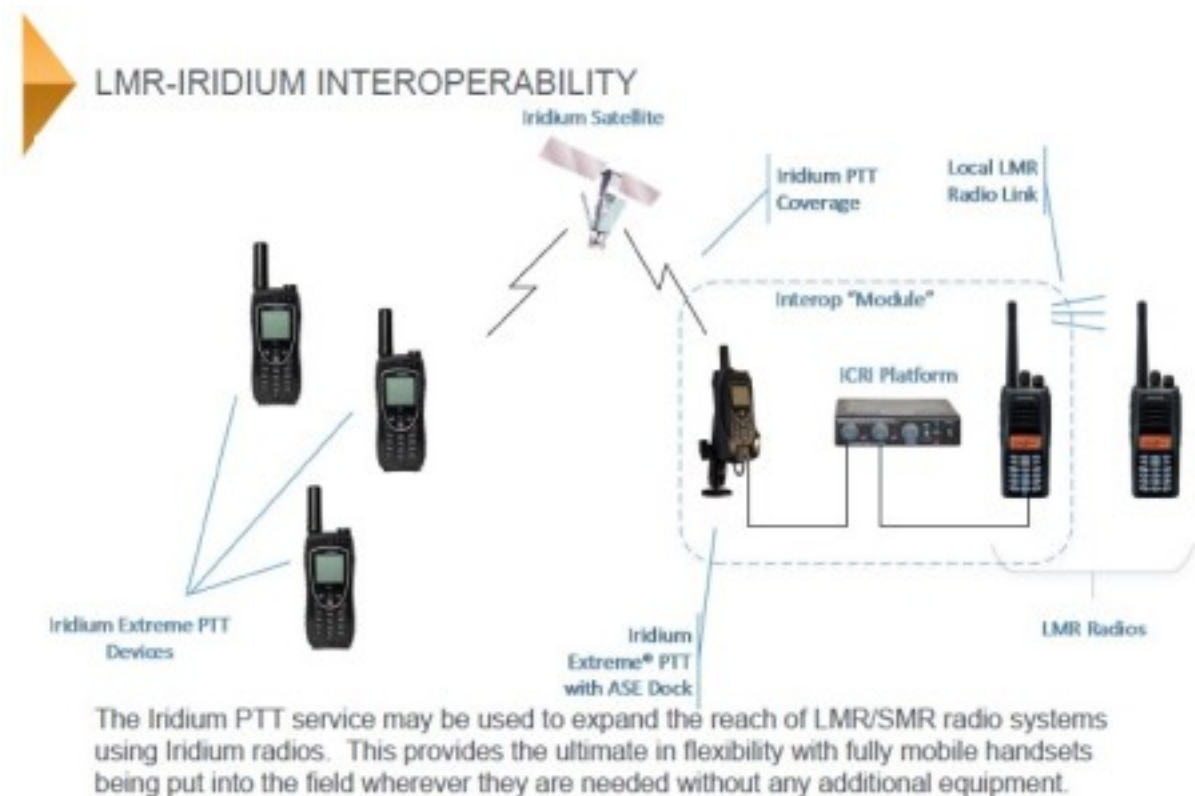
Define quantity and type of Docking Units will be needed for:

- Use in Command Centers, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
 - Will you need to connect to a PABX?
 - Analog phone?
- Use in Buildings, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
 - Will you need to connect to a PABX?
 - Analog phone?
- Use in Ships, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
 - Will you need to connect to a PABX?
 - Analog phone?
- Use in Planes, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
- Use in Vehicles, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
- Use in Trains, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
- Other, how many?
 - Specify the external antenna cable run length needed?
 - Will all the units require the same cable run?
 - Will you need to connect to a PABX?
 - Analog phone?
- What % of Spare Docks, cables, external antennas do they need, (expressed as a %, example 5% of all active units)?

Interoperability Equipment – using 9575 PTT with end user existing Radios.

- Will they want to use PTT with their own land mobile radios, tactical military radios?
If so, what % of all PTT that they will deploy, will need a Radio Bridge device, example the C-AT 'ICRI' Radio Bridge, (expressed as a %, example 5% of all active units)?
- What make & model of Radios do they have, that they wish to connect to ICRI device?

Below is an image of interoperability



Warranty for hardware, accessories, docks, ICRI Radio Bridge

- What equipment warranty are they needing?
Note: 9575 PTT is 1 year, accessories like batteries are 90 days, docks are 1 year, ICRI is 1 year.

Timing :

- When will does all the equipment need to be available, date available in country for first deployment?
- Will the rollout be gradual over several months or all at once?

Training Requirements: For Deployment

- Specify what will be needed to successfully train the end users, make Dock installation.

Field Trial(s): What is required?

- Specify field trial requirements needed before acquisition?
- How many units?
- How long will the field trial last?
 - Days, weeks, other?
- Any accessories needed?
- Docks?
 - Type of docks?
 - Cable length?
 - Type of antennas (needs GPS antenna)?
 - Power for docks?
- Where will they be used?
- By whom?
- What training will all the users receive?
- Who will train the end users on 'best practices guide for PTT'?
- Will additional field trials be needed?
- Who will pay for the field trials?

It is the cumulative experience of those partners that have sold PTT, that field trials with vehicle roof mounted antennas produce the best results.

Docks are generally a necessity in particular, since the operator is generally familiar with the use of robust radio fist/mic, which corded dock s provide.

In addition, MOST critical is training and supervising actively the field trial, particularly if the scope of the project is large.

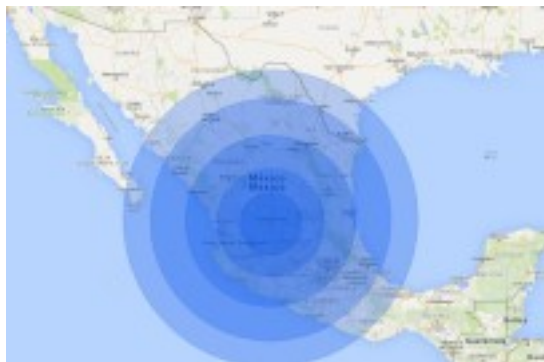
Field trials make break the opportunity.

If the Iridium partner invest time and resources in the field trial, the result is 90%+ a sale.

PTT Air Time Questions: PTT is an IMEI based service (not Sim card)

- Each 9575, IC-100, IC100M, PTT service is charged a Monthly Recurring Charge [MRC] of \$xxx.00 per month at the end user level for UNLIMITED VOICE in PTT mode (Iridium to Iridium PPT voice). There are no usage fees, no CD R's records, as it's a flat rate service, thus it is not metered. The service is sold Month-to-Month, no long term contracts. No Penalty for Early Termination Fees [ETF], for terminating a contract.
 - Is the customer clear on this concept?
 - How many months will months per year will they use the PTT service?
- In addition to the MRC charge per handset/device/unit, Iridium charges a Talk Group [TG] Fee. TG fees are NOT charged per device. They are charged per channel. It is a flat fee per month per channel, with no long term contract, no penalty for ETF. Each PTT device can have a maximum of 15 TG's active. You only need 1 but a max of 15. Most customers do with 2-3 TG's. As they need. You can add more TG when needed and go back down to just 1, as well. TG's are easy to create on the fly, when you need it, enabled in minutes, with month to month billing. The TG sizes are sold as shown below
 - Small TG: 100,000 km² - 36,810 mi² (radius 178 km, 111 mi)
 - Medium TG : 300,000 km² - 115,830 mi² (radius 309 km, 192 mi)
 - Large TG: 750,000 km² - 289,577 mi² (radius 480 km, 298 mi)
 - Extra Large TG: 1,500,000 km² - 579,153 mi² (radius 691 km, 429 mi)
 - Jumbo TG: 2,250,000 km² - 868,729 mi² (radius 846 km, 526 mi)

As an example here are the five sizes overlaid on Mexico. NOTE: they don't have to be circles, can be various geometric shapes, anywhere on the planet, and do not have to all be together.



- Based on this, how many TG will your customer need?
- What size of TG will each one need to be?

9575 PTT Air Time – Sim Based Service, SMS, SOS, Tracking , one to one calling

- When the 9575 PTT is set to Sim Based Service, Iridium offers different 12 month Pre Paid Fees and monthly Post Paid Fees. Will customer want this service turned at no cost?
 - The is no additional MRC charge for Post Paid Circuit voice service but usage is charged at normal per plan rates, same for SMS, OTP Tracking, other.
 - Note: The 9575 PTT can be in either PTT mode or Circuit Switch mode but not both at the same time.
 - Will customer want to be able to send SMS messages?
 - How many per month?
 - Position Reports to an e-mail address?
 - How often?
 - SOS emergency function?
 - Sent to whom?

Fix to Mobile calling : Calling from a Land line or cell phone to Iridium country code +8816

- In PTT mode, all calls are Iridium to Iridium. But for circuit switched/sim based calling, will customer want to be able to call?
- How many calls per month would likely be made in this way?