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Instructions for Iridium Data Services



Version 1.3 January 30th, 2013

Short Burst Data (SBD)

ACTIVATION

Send an email to Nicole Bourgeois at: activate@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 airtime plan (A or B for example)
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. The airtime account number

DEACTIVATION

Send an email to Nicole Bourgeois at: deactivate@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. The airtime 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 (CSD)

ACTIVATION

Send an email to Nicole Bourgeois activate@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. The airtime account number

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

DEACTIVATION

Send an email to Nicole Bourgeois deactivate@joubeh.com

In The Subject Line Write: REQUESTING CSD DEACTIVATION

1. An accurate list of the 19 digit SIM Card numbers to be activated. z
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

RUDICS

ACTIVATION

Send an email to Nicole Bourgeois activate@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. The RUDICS group name
3. The airtime account number

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

DEACTIVATION

Send an email to Nicole Bourgeois deactivate@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. The specific RUDICS group name
3. The airtime account number

Contacts

Client Support

For general support contact our Client Services Manager – Nicole Bourgeois

nicole.bourgeois@joubeh.com +1 (902)405-4428 ext. 201

For information regarding modem & SIM card status, data destinations, data usage and invoices please visit our portal located at <https://billing.joubeh.com>

Technical Assistance

For technical assistance contact Technical Support – Adam Myles

adam.myles@joubeh.com +1 (902) 405-4428 ext. 204

Accounting

For accounting matters contact our Controller – Mr. Jamie Stubbart

jamie.stubbart@joubeh.com +1 (902) 405-4428 ext. 206

Sales

Sales Manager – Paul Hill

paul.hill@joubeh.com +1 (902) 405-4428 ext. 203

Inside Sales and Marketing Manager – Lorne Loveless

Lorne.loveless@joubeh.com +1 (902) 405-4428 ext. 210