



IRIDIUM®

VOICE SERVICE USER GUIDE



How to make and receive calls
with Iridium telephone systems. ↓

DIALING FROM THE AIRCRAFT

CALLING FROM THE AIRCRAFT TO THE GROUND

Dial 9 + Call Destination's Country Code + Telephone Number

Example (USA): Dial 9-1-XXX-XXX-XXXX

Example (Panama): Dial 9-507-XXX-XXX-XXXX

CALLING FROM THE AIRCRAFT TO ANOTHER AIRCRAFT THAT HAS IRIDIUM VOICE SERVICE

Dial 9 + 8816 (Iridium Country Code) +
Other Iridium Telephone Number

Example: Dial 9-8816-XXX-XXXXX

NOTES:

1. All calls to-and-from Iridium telephone systems are considered international calls.
2. Toll-free numbers may not work for airborne calls.
3. A slow beep indicates the call is in progress. A fast beep indicates that no channel is currently available to that handset.

DIALING TO THE AIRCRAFT, FROM GROUND PHONES

Calling an aircraft can be done via either two-stage dialing or direct dialing.

Two-stage calls may be more cost-effective* because the ground caller is charged by their long distance provider for a call to Tempe, Arizona. The aircraft is charged per-minute rates based on the Gogo Business Aviation Iridium voice service plan (from the time the call connects in Tempe, until the call ends).

Direct dialing may not always be possible, as some long-distance providers do not recognize the Iridium Country Code (8816).

* *International customers may or may not save money with a two-stage call, and should first check their ground provider's rates.*

TWO-STAGE DIALING TO THE AIRCRAFT FROM GROUND PHONES

Within USA/Canada:

Dial 1-480-768-2500 and wait for the prompt, then dial the aircraft's Iridium phone number (8816-XXX-XXXXX).

Outside USA/Canada:

Dial the IDD (International Direct Dial) prefix of the country you are calling from, then dial 1 (USA Country Code) + 480-768-2500 and wait for the prompt, then dial the aircraft's Iridium phone number (8816-XXX-XXXXX).

Two-stage dialing is typically the best option for U.S.-based phones without international calling access.

DIRECT DIALING TO THE AIRCRAFT FROM GROUND PHONES

Dial the IDD prefix of the country you are calling from (USA/Canada = 011) + the aircraft's Iridium Telephone Number (8816-XXX-XXXXX)

NOTE:

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Need help? Call us.

Gogo Business Aviation Customer Service:
+1 303 301 3278



ABOUT GOGO BUSINESS AVIATION

Gogo Business Aviation is today's leading provider of in-flight connectivity solutions that increase the productivity, safety, and enjoyment of the business aviation travel experience. A trusted brand in airborne communications, Gogo Business Aviation is a factory option at every major business aircraft manufacturer and installed on the world's largest fractional ownership fleets.

For further assistance contact us:
Customer Service and Tech Support

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