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BlueCosmo 2. 100 Unit Global (3 Month)

BlueCosmo IsatPhone Prepaid Satellite Phone Service SIM Card User Manual

Model: 2. 100 Unit Global (3 Month)

1. Product Overview

The BlueCosmo IsatPhone Prepaid Satellite Phone Service SIM Card provides global communication capabilities for your Inmarsat IsatPhone PRO and IsatPhone 2 handsets. This specific card offers 100 global units with a 90-day validity period, designed for flexible and cost-effective satellite communication.

These units are equivalent to approximately 66 voice minutes or 200 text messages, or a combination thereof. Incoming text messages and direct dialed calls are free. Unused airtime can be rolled over if the card is refilled before its expiry date. The SIM card must be activated within one year of purchase.



Figure 1.1: BlueCosmo IsatPhone Prepaid SIM Card, showing 90 Days and 100 Units.

Compatibility: This SIM card is compatible with Inmarsat IsatPhone PRO and IsatPhone 2 handsets. It is important to note that the phone handset is not included with the SIM card. This SIM card is not compatible with Iridium, GlobalStar, or Thuraya handsets.



Figure 1.2: The BlueCosmo SIM card works with IsatPhone Pro and IsatPhone 2 satellite phones.

2. Setup and Activation

To begin using your BlueCosmo IsatPhone SIM card, follow these activation steps:

1. **Insert the SIM Card:** Carefully insert the BlueCosmo SIM card into the designated SIM card slot of your Inmarsat IsatPhone PRO or IsatPhone 2 handset. Refer to your phone's manual for specific instructions on SIM card insertion.
2. **Online Activation:** Navigate to the official BlueCosmo website for activation. BlueCosmo provides a convenient 24/7 online activation portal. Activation typically occurs within minutes of completing the online process.
3. **Account Management:** Once activated, you can manage your account online. This includes self-serve refills, checking your balance, and setting up auto-refills and alerts. There are no activation fees or monthly fees associated with this prepaid service.



Figure 2.1: Icons representing quick activation, online account management, and automatic refills.

3. Operating Instructions and Airtime Usage

Understanding the airtime burn rates is crucial for managing your prepaid units effectively. The following table outlines the unit consumption for various services:



Figure 3.1: Table detailing IsatPhone prepaid airtime burn rates for incoming and outgoing calls/messages.

IsatPhone Prepaid Airtime Burn Rates (Effective August 1, 2019)

Service	Unit Value

Service	Unit Value
Incoming Voice Calls	FREE
Incoming SMS/Text Messages	FREE
Outgoing Voice Calls (per minute)	1.5 units
Outgoing SMS/Text Messages (each)	0.6 units
Other Satellite Networks	8-13 units

Note: Callers may be billed by their long distance provider international calling rates to Inmarsat.

3.1 Global Coverage

The IsatPhone service provides near-global coverage, allowing communication in most regions worldwide. Please note that coverage does not extend to the extreme Polar Regions. Calls are routed through a single, global network, ensuring no roaming charges.



Figure 3.2: Map illustrating the near-global coverage of the IsatPhone network, excluding extreme polar areas.

4. Maintenance and Refills

To ensure continuous service and prevent loss of unused airtime, it is recommended to refill your SIM card before its current validity period expires. Unused units will roll over if a refill is purchased and activated prior to the expiry date of your existing airtime.

You can check your balance directly from your IsatPhone handset or through your online BlueCosmo account. Prepaid cards are ideal for seasonal use or fixed budgets, as airtime is paid in advance, eliminating overage fees. Additional prepaid airtime can be added as needed through the online portal.

5. Troubleshooting and Support

Should you encounter any issues with your BlueCosmo IsatPhone SIM card or service, BlueCosmo offers comprehensive support. As a leading Inmarsat provider for over 15 years, BlueCosmo is committed to providing helpful service.

For assistance with activation, account management, or technical difficulties, please utilize the 24/7 online support resources available through your BlueCosmo account. This includes self-serve options for balance checks and managing your service.



Figure 5.1: BlueCosmo offers 24/7 technical support for its services.

BlueCosmo also offers a Free Emergency Response Service and provides an 18-month validity period for certain aspects of their service, ensuring reliability and peace of mind.

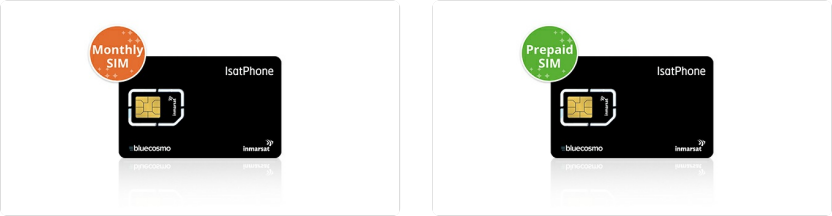

Figure 5.2: BlueCosmo provides a Free Emergency Response Service and an 18-month service period.

6. Product Specifications

Specification	Detail
Brand	BlueCosmo
Model Number	2. 100 Unit Global (3 Month)
Service Provider	Inmarsat
Product Dimensions	5 x 2 x 5 inches (approx. 5"L x 2"W for SIM card)
Item Weight	0.528 ounces
UPC	793936706343, 793936706459

Specification	Detail
First Available Date	January 8, 2014

7. Additional Information

BlueCosmo has over 20 years of experience in providing mobile satellite products and services, serving over 41,000 satisfied customers with a 95% satisfaction rate. They aim to offer competitive pricing and expert 24/7 support.

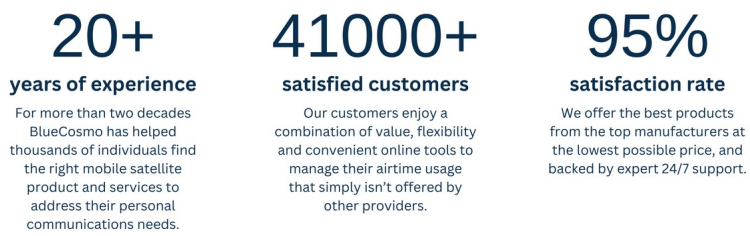

Figure 7.1: BlueCosmo's commitment to experience, customer satisfaction, and service quality.

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For the latest information and support, please visit the official BlueCosmo website.

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