



Customer Information Letter

Sky Connect LLC

Topic: Iridium Transceiver Power-up problem

Date: August 29, 2006 (Update)

CIL# 2005-004-2

Units affected by this letter; All Sky Connect models with an IMEI (International Manufacturers Equipment Identification) number of 300124000000000 and under 300124010000000.

DISCUSSION; In March of 2005, Iridium began to deliver a new model LBT (L Band Transceiver). This is the unit inside the Sky Connect box that does the communications with the Iridium satellites. It is only manufactured by Iridium, and can not be purchased through any other vendor.

Sky Connect has concluded arrangements with Iridium that will allow Sky Connect to replace all the effected IMEI numbers.

Sky Connect has more actuate data on what units were affected by this condition. The problem is possible in all LBTs with a model number of CTX1147L. The letter "L" is the key identifier here. The L run of LBTs are suspect and need to have the LBT replaced. Any other letter arrangement following the CTX1147 should not have a problem according to Iridium at this time. The problem was corrected in the CTX1147M and a repaired unit will have a CTX1147L-1 designation.

Sky Connect has a list of customers that have the L model units and will contact them for arrangements to return the unit for an exchange.

EXCHANGE PROCEEDURES; Sky Connect will contact the customers affected by the problem and will arrange to send out an exchange unit. This will be either a new unit, or a unit that has an upgraded LBT, a replacement for the unit now installed on your aircraft. After the new unit is installed, call Sky Connect at 985-863-0954 or email to service@skyconnect.aero to make sure the unit is activated in your aircraft. If you are on an AFF contract, you will have to notify the AFF Service of the new IMEI number as well.