

## customer service organization

General Dynamics C4 Systems' service provider organization is tailored to the unique needs and requirements of the U.S. Department of Defense. We set up an infrastructure to serve our government customers quickly, with our own product warehouse and repairs department dedicated to servicing government accounts. It's all part of our service commitment to our customers – beyond simply selling products and services, we specialize in solving unique communications challenges.

Our Customer Care Center handles all customer contact. It is staffed by experienced Customer Service Representatives (CSRs) that have extensive backgrounds in Customer Care supporting technical products and services. The CSRs are fully trained to answer general inquiries and billing inquiries, address equipment problems, support new users, and resolve some technical issues. CSRs have access to technical support personnel for both network and equipment issues.

### Order Iridium Products and Services

General Dynamics understands the unique requirements of the government procurement process. Our customer care personnel and product managers are familiar with the various contract vehicles – DISA/DITCO, GSA, or direct contracts – available to the government users.

# Satellite Communication Services



General Dynamics C4 Systems provides Iridium® service operations to the United States Government.

**One size does not fit all.** General Dynamics understands that no two government entities will have the same satellite communications needs, which is why we created C4 Systems' Satellite Communication Services. We are focused on the needs of government entities at all levels, including military, federal, state and local governments. Because of our relationship with other General Dynamics entities, we are capable of providing a single point of contact for the federal government for its products and services, for the technical development of secure products, as well as the development and support of other complex military applications.

**Iridium Worldwide Service.** The Iridium system blankets the Earth with its constellation of 66 satellites, circling the globe. If you travel in the world's more remote regions, the Iridium network offers an especially efficient option. Ideal for worldwide access from remote areas, poorly covered regions, damaged communication networks, or virtually anywhere outside ground-based networks, you'll have a direct satellite link and a single phone number for both incoming and outgoing communications.



**GENERAL DYNAMICS**  
C4 Systems

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## *unique customized solutions*

**Customized solutions to your unique communications challenges.** General Dynamics' experience in the development of Iridium services required the assembly of experts in Business Operations, Product Management and Engineering to develop the infrastructure and processes necessary to offer services on one of the most complex network and infrastructure deployed in the telecommunications industry.

We have the breadth and depth of engineering expertise to customize Iridium products and services to virtually any scenario our customers may find themselves in – whether distributing goods to disaster victims where terrestrial systems have been destroyed or traveling en route on a foreign goodwill mission.

**Dedicated Service.** Government service is our Satellite Communication Services organization's reason for being. Our engineers and technicians dedicate themselves to finding solutions to the innately complex communications needs of government agencies.

**Secure communications.** There is a dedicated gateway for government agencies' use through the Defense Information Systems Agency (DISA). This gateway, located on a military installation in Hawaii, is a secure facility. In addition, a firewall has been erected to prevent unauthorized access to the government-dedicated telecommunications system. Type 1 secure, STU-III compatible modules, designed for the Motorola Satellite Series™ 9505 portable phone, are available to government subscribers.

**DISN Connectivity.** Subscribers utilizing the dedicated government gateway will have direct connection into the Defense Information System Network (DISN), which is capable of providing secure services in addition to non-secure access to the Public Switched Telephone Network (PSTN).

**Global Data.** Subscribers will have direct connection to various data services via the Iridium system. Data Services include: Text Mode E-mail, Internet/Intranet Connectivity, Remote Telemetry, Field Deployed Command and Control, Database Access, Asset Tracking, Future Wireless Access Pro Connectivity, and Rescue Radio Telemetry.

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## *some specific government applications*

- Travel to Remote Locations
- En Route Communications
- Disaster/Humanitarian Relief Support
- Emergency Management
- Cohesion of Geographically Separated Groups
- Polar Region Coverage
- VIP Travel
- Strategic Airlift
- Special Operations
- Combat Search and Rescue
- Drug Interdiction Operations
- Non-Combatant Evacuation Operations (NEO)
- Force Sustainment Activities
- Interoperability with Coalition Forces
- Inter-agency Communications
- Expeditionary Force Communications
- Battle Group/Amphibious Operations
- Command and Control Communications
- Logistics Coordination
- Joint Service Operations
- Law Enforcement Operations
- GPS Positioning for Asset Tracking
- Homeland Security

