Customer Coordination Notice

CCN-2015-01   Revised 2nd April, 2015

To: All Current Second Generation ICS-100/200 Customers

From: Bruce Bell – Director, Customer Service & Product Support

Date: 2nd April, 2015

Re: Notification of Product Obsolescence for Second Generation ICS-100/200 Systems

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Purpose:

This Customer Coordination Notice is provided to advise all Customers of product obsolescence for ICG's Second Generation ICS-100/200 systems and anticipated planning per contract agreement for support of existing In-service systems.

At the time of introduction in 2005, the ICG Iridium Communication System (ICS) provided Iridium voice and data connectivity, utilizing Iridium's transceiver model 9522A which was their second generation of the L-Band transceivers. In 2011, the 9522A transceiver was placed on End of Life (EOL) notification due to the introduction of the 9522B model transceivers. In 2008, ICG launched a New Generation ICS System – ICS-120/220 A/AF/B/BF – which now utilizes the 9522B transceiver from Iridium based upon phase out of Iridium's previous model transceivers. This New Generation system remains available to Operators today.

Following on from specific notifications to Program and Contract customers, this coordination notice serves to provide guidance regarding future fit options utilizing the latest 9522B transceiver, as well as providing general information regarding repair and rental support for the In-service fleets.

Parts availability and outside vendor support for this generation system have now been exhausted and as such ICG has reluctantly ceased Repair support for this generation system. Additionally, external Repair capabilities for this system are also unavailable and as such we encourage Operators to review the applicability and recommended options outlined within this notification should you encounter a failure of your existing system.

Operators and contractual partners currently utilizing these Parts, who are not facing issues at this time, are encouraged to contact ICG regarding our current and upcoming enhanced Iridium Product offerings that they may wish to plan towards upgrading in the near future.

Customers who are planning to upgrade to our current Iridium ICS product line – the NxtLink series ICS-120/220 A/AF/B/BF – please reference and review ICG Information Bulletin 635505D – Converting Aircraft from ICS-100/200 to ICS-120/-220 A/AF/B/BF for installation wiring definition.

Applicability:

This decision affects ICS-100/200 Part numbers 500616-X-Y and 500617-X-Y

After January 4th, 2016 return of parts as identified within this notification will no longer be authorized under Return Materials Authorization. Units shipped to ICG without prior arrangement will be held within ICG's Receiving Quarantine until such time as arrangements can be made for return of the units to the Customer or until alternative arrangements can be made.

The ICG Customer Service & Product Support team will continue to maintain general system telephone and e-mail support for In-service aircraft with existing ICS-100/200 systems.

ICG will continue to make every effort to maintain a limited number of rental units to assist Customers through a transition of replacement parts on a case by case basis when available.

SIM Card Replacements:

Support of SIM card exchanges based upon an Operators desire to alter their Iridium Service Provider remains intact.   Rental units may also be available for the duration of the SIM exchange transaction. Please contact ICG's Customer Service team to discuss this option, turn-times and rental availability.

Product Options:

ICG's Next Generation Iridium Systems, the NxtLink ICS-120/220 A/B/F provide many enhancements from the previous generation. A number of options are available depending whether standard voice and data are required, or whether an Operator wishes to upgrade for Cockpit (MCDU) dialing, Operational ACARS or FANS over Iridium operations.

PART NUMBER	MODEL NUMBER	HARDWARE MODEL				FEATURES			# OF VOICE CHANNELS
		B	A	BF	AF	VOICE STD	ACARS OPTIONS	FAX OPTIONS	
710616-2	ICS-120A		X			X	X		1
710617-2	ICS-220A		X			X	X		2
720616-2	ICS-120B	X				X	X**		1
720617-2	ICS-220B	X				X	X*		2
730616-2	ICS-120BF			X		X	X**	X	1
730617-2	ICS-220BF			X		X	X*	X	2
740617-2	ICS-220AF				X	X	X	X	2

* ICS-120/220 "B" units are not equipped with a dedicated SBD modem but can be configured to use an LBT for ACARS communication; however, "B" units do not fully comply with the DO-262B specification and therefore are not intended for datalink safety services such as FANS or CPDLC messaging.
**While ACARS is an available option on the 120B and 120BF, if ACARS is enabled on these units voice and fax channels will not be available.

Please contact your Regional Sales Manager, Dealer or our internal Sales coordination team to discuss a full set of options, pricing and availability.

We remain fully committed to supporting our Customers and look forward to discussing your needs and assisting with suitable options for your current and future applications. Please do not hesitate to contact us with any questions, comments or concerns that you may have regarding this notification.

With kind regards,

Bruce Bell

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