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Lu Parente - 2019-07-04 - in Other Frequently Asked Questions

Using My Account

My Account provides a simple and convenient account management experience to manage your Roadpost services.

Using My Account allows you to:

- View your *Account Dashboard* - this is where your account information is displayed
- View your *Invoices* - this is where your historical invoices are stored and available for review and download
- *Activate Cards* - this is where you can view and activate acquired prepaid services
- *Manage Prepaid Refills* - this is where you can refill and top-up any of your existing prepaid services
- View your *Airtime Plans* - this is where you can view your active postpaid services along with the minutes used, service plan add-ons and the status of your postpaid services
- View your *Rentals* - this is where you can view your current and historical rental orders along with the start date, end date and bundles/add-ons.
- View your *Order History* - this is where you can view all of your historical orders by order number along with the order dates, and details.

Things to know about My Account:

- You can login by navigating to Roadpost.ca or Roadpost.com and select **Login**.
- Enabling auto-refills authorizes us to automatically refill your prepaid card when the balance has just 10 voice minutes remaining or is due to expire within 3 days, whichever comes first.
- Processing a one-time refill will disable any scheduled auto-refills. To reschedule the auto-refill, simply select the product from the Manage Prepaid Refills page and re-enable the auto-refill.
- We will send you an email and SMS reminder when your balance is 50 minutes or 10 days from expiry.

Prepaid Refill Rules

The tables below highlight the voucher minutes, expiry thresholds, and auto-refill capabilities for each of the products listed.

Iridium Global Standard Prepaid Services

Product	Balance	Expiry	Auto-refill
Iridium Global Standard Prepaid			
Iridium 30 Day Extension	No minutes included.	Adds 30 days to expiry period.	Yes
Iridium Global 75 Min Card/Refill	Adds 75 mins to your balance.	30 days from activation or expiry date.	Yes
Iridium Global 225 Min Card/Refill	Adds 225 mins to your balance.	90 days from activation or expiry date.	Yes
Iridium Global 300 Min Card/Refill	Resets balance to 300 mins.	1 year from activation or refill date.	No
Iridium Global 600 Min Card/Refill	Adds 600 mins to your balance.	1 year from activation or expiry date.	Yes

Iridium Regional Prepaid Services

Product	Balance	Expiry	Auto-refill
Iridium Regional Prepaid			
Iridium Canada Alaska 200 Min Card/Refill	Adds 200 CAD/AK mins to your balance.	6 mos from activation or refill date.	Yes
Iridium Latin America 200 Min Card/Refill	Adds 200 Latin Am mins to your balance.	6 mos from activation or refill date.	Yes

Iridium GO! Prepaid Services

Product	Balance	Expiry	Auto-refill
Iridium GO! Prepaid			
Iridium GO! 30 Day Extension	No minutes included.	Adds 30 days to existing expiry period.	Yes
Iridium GO! Global 400 Data Min Card/Refill	Resets balance to 400 GO! data mins.	6 mos from activation or refill date.	Yes
Iridium GO! Global 1000 Data Min Card/Refill	Resets balance to 1000 GO! data mins.	1 year from activation or refill date.	Yes

Iridium Prepaid Rules:

- All services are available for one-time refills. Select products are available for auto-refills based on balance, expiry and price.
- Enabling auto-refills authorizes us to automatically refill your prepaid card when the balance has just 10 voice minutes remaining or is due to expire within 3 days, whichever comes first.
- Processing a one-time refill will disable any scheduled auto-refills. To reschedule the auto-refill, simply select the product from the Manage Prepaid Refills page and re-enable the auto-refill.
- Refills are only available with the same card type. Regional cards can only be refilled with cards from the same region. Switching cards across categories will reset the balance and expiry date.
- REFILLING THE IRIDIUM GLOBAL 300 MINUTE AND 500 MIN MENA CARDS OR IRIDIUM GO! 3000 & 6000 SMS CARDS WILL IMMEDIATELY OVERWRITE YOUR BALANCE AND EXPIRY. YOU WILL LOSE ANY UNUSED MINUTES WHEN YOU REFILL.
- For Iridium prepaid, a card can be refilled up to 270 days after it expires. After this period, the card will not be available for refill and the service number is lost. Minutes will expire automatically on the 3-year anniversary date.

IsatPhone Global Prepaid Services

Product	Balance	Expiry	Auto-refill
IsatPhone Global Prepaid			
IsatPhone 30 Day Extension	No minutes included.	Adds 30 days to your expiry date.	No
IsatPhone Global 50 Units Card/Refill	Adds 50 units to your balance.	30 days from activation or refill date.	Y
IsatPhone Global 100 Units Card/Refill	Adds 100 units to your balance.	90 days from activation or refill date.	Y
IsatPhone Global 250 Units Card/Refill	Adds 250 units to your balance.	180 days from activation or refill date.	Y
IsatPhone Global 500 Units Card/Refill	Adds 500 units to your balance.	1 year from activation or refill date.	Y
IsatPhone Global 1000 Units Card/Refill	Adds 1000 units to your balance.	1 year from activation or refill date.	Y
IsatPhone Global 2500 Units Card/Refill	Adds 2500 units to your balance.	1 year from activation or refill date.	Y
IsatPhone Global 5000 Units Card/Refill	Adds 5000 units to your balance.	1 year from activation or refill date.	Y

If you have any questions or concerns regarding My Account or any of the above Prepaid services, contact us via Chat or by email at customercare@roadpost.com.