



## ChatCard™

All-in-one satellite phone access for maritime crews

### Benefits

- > Single prepaid card for voice call, email, SMS and Internet access on Inmarsat, Iridium and MSAT/MSV satellite phones
- > Discounted voice rates during 24/7 Family Time calling hours
- > Flat global rate per service
- > Pay for talk time only, no hidden fees

### Key features

- > Multiple services with one card
- > ChatCard and eChatCard options
- > Available in multiple denominations
- > Multiple languages
- > Fast and easy to reload
- > Balance information available

ChatCard is a flexible, affordable prepaid calling card that enables shipping companies to allow their crews to stay in touch with family and friends while at sea. ChatCards can be easily reloaded online, and used by crew for calling home, emailing or SMS.

For Internet browsing and instant messaging, there is ChatCard Data which separates crew Internet access costs from the ship's costs and charges them to the crewmember's prepaid ChatCard. For voice calls, you pay for talk time only, without hidden connection fees.

#### Family time rates – all day, every day!

ChatCard users can take advantage of discounted Family Time Rates which are offered 24 hours a day, 365 days per year. These low rates apply to all

services, all the time. Crewmembers no longer have to wait until "off-peak" periods to call home.

### Benefits for ship management

- > Full separation of business and crew communication costs
- > Simplified accounting and administration since crew reload themselves via myChatCard
- > Reduced risk to valuable equipment from changing of SIM cards
- > Improved crew morale – critical in retaining and recruiting personnel.
- > Cost savings and convenience with eChatCards delivered via Excel spreadsheet, text file or pdf, eliminating shipping charges and delivery delays

### Features

- > **Multiple services with one card** – Use with Inmarsat services B, M, mini-M, Fleet, FleetBroadband, BGAN, and GSPS, as well as Iridium and the N. American MSAT/MSV services
- > **ChatCard and eChatCard options** - ChatCard is a standard prepaid card with a scratch-off PIN. eChatCard is a fast, cost-effective format that can deliver PINs electronically in a PDF document or in an Excel sheet or text file.
- > **Multiple denominations** - Standard ChatCards are available in 250, 500, or 750 units, providing 25, 50, and 75 minutes of talk time respectively, during Crew Calling Family Time discount hours for B, M, Mini-M, Fleet and FleetBroadband. eChatCards and reloads are available in any value from 50 to 5000 units.
- > **Multiple languages** - For voice calls, the default prompt language is English but can be changed to French or Spanish
- > **Fast and easy reload** - Unlimited electronic reloads per card using the ChatCard Online service.
- > **Balance information** - Low-balance warnings at 60 and 30 seconds; remaining minutes announced on each call

- > **Easy to use** - Simple instructions are on the back of the card:
  - > Dial the short code to reach the ChatCard system
  - > Enter your PIN
  - > Dial the telephone number
- > **No hidden charges** - Pay only for talk time. No connection or holding time fees and no units deducted when no answer.
- > **Billing increments** - Minimum billable amount per call is 30 seconds with increments of 15 seconds thereafter
- > **Extended card life** - Scratch cards expire two years after the first call is placed, or two years after the last reload. eChatCards expire two years after ordered online.
- > **Different types of access** - SMS and E-mail are available via AmosConnect Crew service. Internet access is available on FleetBroadband.
- > **Dial restrictor kit** - Option allowing only the crew calling platform to be dialed from crew phone, eliminating possibility of fraudulent use; includes dial restrictor, crew phone and all necessary cabling.

## ChatCard Online and myChatCard

All ChatCards can easily be managed online with ChatCard Online. This powerful tool provides you with greater efficiency and lower costs in administering your crew communication services.

With ChatCard Online you can:

- > Review status and usage on all ChatCards
- > Obtain card balances
- > Reload any standard ChatCard or eChatCard any number of times

- > Crew members get to keep the same ChatCard number
- > Activate and deactivate cards
- > Transfer balance to another card
- > Order eChatCards in any denomination up to 5000 units
- > Clear card balance for automatic credit to your ChatCard Online account
- > Change the default prompt language for specific cards

MyChatCard is an online tool that allows crewmembers to view their current ChatCard balance, reload their card, or order a new eChatCard using their credit card. Access to myChatCard must be authorized by your ChatCard supplier. Accounts that are not enabled can still view their balances, but cannot reload or purchase new cards.

## U.S. limitations

Please be advised that prepay ChatCard customers are prohibited from making any voice calls nor can physical ChatCards be shipped to an address within the legal territories of the United States of America. If you require further information, please contact Customer Support.

## Service and support worldwide

As a customer, you have access to our 24/7 International Customer Service Center. With this single point of contact for all your service and support requirements, you can contact our service professionals any time for help on technical or billing issues. And global network of local offices can provide on-site support when you need it.

## ChatCard rates (Units per minute unless otherwise indicated)

**Call: +0 000 0000 0000**  
**Email: person@website.com**  
**www.website.com**

From	Per Minute Rate (Peak and Off-Peak)
Inmarsat mini-M and Fleet	10
Inmarsat-B and Inmarsat-M	10
FleetBroadband	7
BGAN	16
GSPS	11
Iridium and MSat / MSV	12
AmosConnect Crew, per 30 messages	200
Internet access, per 50 Kbytes, FleetBroadband	7
Internet access, per 50 Kbytes, SwiftBroadband	7
Internet access, per 50 Kbytes, BGAN	5

**Call: +0 000 0000 0000**  
**Email: [person@website.com](mailto:person@website.com)**  
**[www.website.com](http://www.website.com)**