



## Gateway Service Notices

Stay up to date with service information online and via email

### Service Notices

Service Notices is an online application which allows customers to sign-up for emailed service notices. These notices are also available online in Gateway.

### Services covered

- > **Inmarsat airtime services**, including Existing and Evolved Services and I4 services.
- > **VSAT services**, including ITek and SCPC.
- > **IP based microwave services**, such as WiMax and CRS.
- > **Iridium airtime services**, including Iridium OpenPort.
- > **Value added services**, including Gateway, AmosConnect, Dashboard, Remote Data Monitor, Remote Terminal Manager and much more.

### Information included in notices

Service Notices cover a wide range of topics in addition to outages such as:

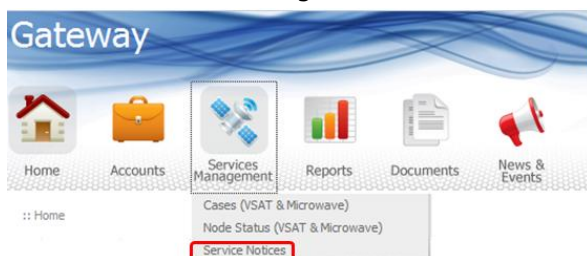
- > Planned and unplanned outages and maintenance.
- > Planned and unplanned service degradations.
- > Important updates such as firmware upgrades, major changes to your service, etc.

Typically, a notice will include:

- > Start and (estimated) end dates.
- > Status (unresolved, resolved).
- > Information on the services and regions impacted, as well as additional information if workarounds are available.

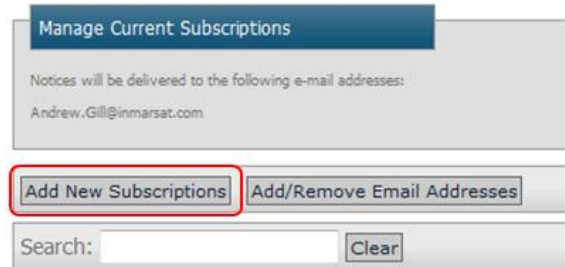
### New and existing users

Service Notices is available to all users with a Gateway account. The service is available under the Services Management button.

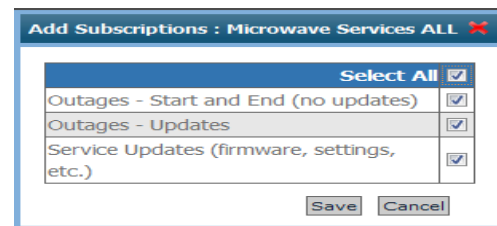


### Adding new service notice subscriptions

- > On the [Subscriptions] tab, select [Add New Subscriptions].

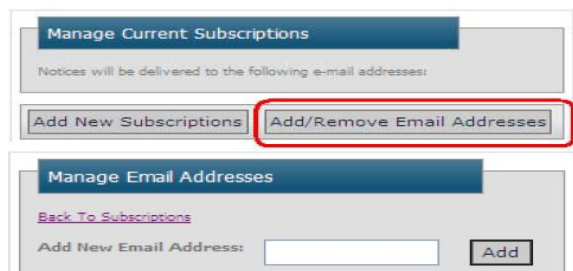


- > Type the service in the smart Search bar and the list will populate with services relevant to what you've typed and select the desired service.
- > Alternatively, you can scroll through the list of services and select the ones to subscribe to.
- > Click [Add] next to desired service.
- > Check which type of updates you would like to receive (Inmarsat recommends to select [all] to ensure you do not miss important information about your service).



### Adding new email addresses

- > On the [Subscriptions] tab, select [add /remove email addresses].
- > There is no limit to the number of email addresses that can be added, but they have to be added individually.



# Service Notices

## Viewing notices

- > Go to the [Notices] tab
- > While it is possible to view all notices, by default only notices for services you have subscribed to are visible.

Notices Subscriptions

Display subscribed services only:

- > All outages of the last 3 months are listed and can be searched and sorted.

| Services Affected | Impact | Start Date (UTC)  |
|-------------------|--------|-------------------|
| BGAN M2M          |        |                   |
| BGAN M2M          | All    | 02-NOV-2012 00:00 |
| BGAN M2M          | All    | 03-NOV-2012 00:00 |

- > To view details of a notice, click on the Notice ID:

| Notice ID            | Type               |
|----------------------|--------------------|
| <a href="#">2939</a> |                    |
| <a href="#">2931</a> | UNPLANNED - OUTAGE |
| <a href="#">2930</a> | PLANNED - OUTAGE   |

- > All communications around this particular notice will be shown, including updates and resolution messages.
- > To view the email that has been sent out, click on [view] in the details record.

**Call: +1 800 375 1562**  
**Call: +1 337 761 2000**  
**Email: [operations.inbox@inmarsat.com](mailto:operations.inbox@inmarsat.com)**