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].

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.
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]

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

<table>
<thead>
<tr>
<th>Services Affected</th>
<th>Impact</th>
<th>Start Date (UTC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BGAN M2M</td>
<td>AI</td>
<td>02-NOV-2012 00:00</td>
</tr>
<tr>
<td>BGAN M2M</td>
<td>AI</td>
<td>03-NOV-2012 00:00</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Notice ID</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2939</td>
<td>UNPLANNED - OUTAGE</td>
</tr>
<tr>
<td>2931</td>
<td>UNPLANNED - OUTAGE</td>
</tr>
<tr>
<td>2930</td>
<td>PLANNED - OUTAGE</td>
</tr>
</tbody>
</table>

> 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.

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Call: +1 800 375 1562
Call: +1 337 761 2000
Email: operations.inbox@inmarsat.com

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