



Voice safety services

FAQs



Voice safety services on FleetBroadband

This sheet answers some of the questions you may have about FleetBroadband's new voice distress service. For more information, please contact your maritime service provider or visit inmarsat.com/safety.

New voice distress service - quick facts

- Priority and pre-emption voice distress calls
- Available on Thrane & Thrane Sailor® FleetBroadband 500, 250 and 150 terminals
- A Thrane & Thrane Sailor® 3771 alarm panel add-on is required
- Calls are directed to one of three Maritime Rescue Coordination Centres (MRCCs)
- Voice distress calls are free of charge

➔ What safety services are available on FleetBroadband?

The following services are available:

- Voice distress calls including the ability to make distress test and urgency calls
- 505 Emergency Calling

➔ Who are FleetBroadband safety services for?

They are designed to be used by any vessel equipped with FleetBroadband. The service is ideally suited to small and medium-sized vessels in the merchant, leisure and fishing sectors.

➔ What is the difference between a voice distress call and a 505 Emergency Call?

A voice distress call has priority and pre-emption over any other calls on the Inmarsat satellite network. A voice distress call is guaranteed to get through to an appropriate Maritime Rescue coordination Centre. 505 Emergency Calling is a short code dialling facility and does not have priority over any other calls. It also routes through to the appropriate MRCC.

➔ What is the difference between a voice distress call and an urgency call?

A voice distress call is an emergency call that requires immediate attention and the assistance of a MRCC. Urgency voice calls comprise the following types of calls:

- Medical advice
- Medical assistance
- Maritime assistance

➔ How does the voice distress service work?

It utilises FleetBroadband to provide priority call access - interrupting all non-distress calls - either ship-to-shore or shore-to-ship, as soon as the 'red distress button' on the alarm panel is pressed.

➔ Which terminals are compatible with the voice distress service?

All Thrane & Thrane - manufactured FleetBroadband terminals (FB500, FB250 and FB150) can be used to make voice distress, distress test and urgency calls provided they are fitted with the required hardware. FleetBroadband terminals from all other manufacturers have the free 505 Emergency Calling facility.

➔ What hardware is required?

A Thrane & Thrane Sailor 3771 alarm panel add-on and associated software must be installed on Thrane & Thrane Sailor FleetBroadband terminals before a voice distress, test or urgency call can be made. No additional hardware or software is required to use 505 Emergency Calling on FleetBroadband.

➔ Is the voice distress service GMDSS compliant?

The service is not currently GMDSS compliant. It complies with the voice requirements of IMO Assembly resolution A.1001(25) in all respects, including pre-emption and prioritisation, but is currently not supported by the ability to restore satellite service within one hour should an outage occur on one of the Inmarsat-4 satellites.

➔ Who will you be connected to on a voice distress call?

Any voice distress calls will be directly connected to one of three MRCCs strategically located around the globe. Users can rest assured that they will be connected to maritime-focused professionals who can offer assistance

or advice on any type of maritime emergency situation. 505 emergency calls are also routed to the appropriate MRCC.

➔ Can a distress call still be made if you don't have the hardware?

Yes. Vessels that do not have the alarm panel hardware fitted and who need emergency assistance, can still make emergency calls by using the free 505 Emergency Calling facility available on all FleetBroadband terminals as standard.

➔ How do I make a distress test call?

To initiate a distress test call, set up the distress test mode in accordance with your user terminal manufacturer's instructions. Then, press the dedicated

'red distress button' for a minimum of five seconds. Your call will be automatically connected to a terrestrial telephone connection with an audio announcement advising that your distress test call has been successfully completed.

➔ How do I make an urgency call?

Urgency calls are generated by dialing the specified 2-digit code for the type of urgency call required.

The relevant 2-digit codes are as follows:

- 32 - Medical advice
- 38 - Medical assistance
- 39 - Maritime assistance

➔ What are the tariffs for FleetBroadband safety services?

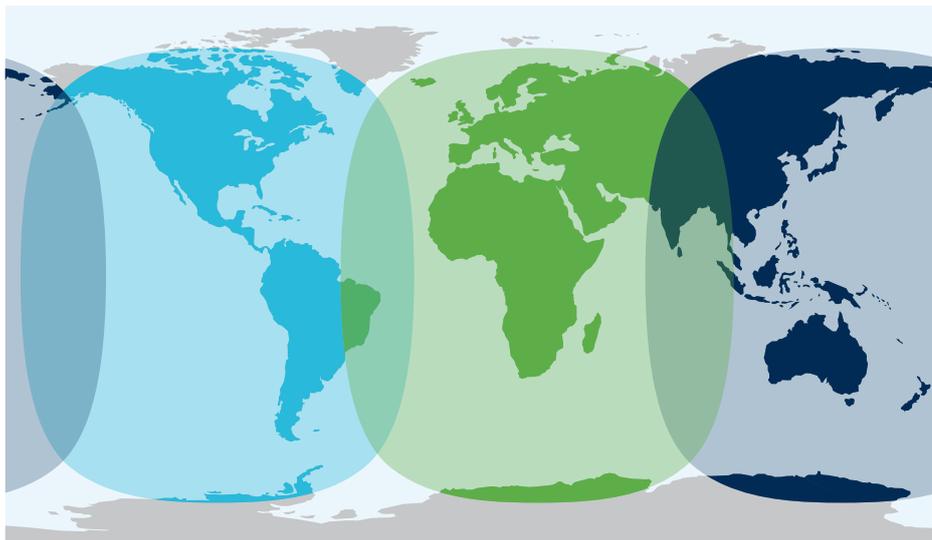
Once the required hardware is installed voice distress, distress test and urgency calls are free of charge. 505 Emergency Calling: available as standard on FleetBroadband, is also free of charge.

FleetBroadband voice safety services summary

Facility	Voice distress service	505 Emergency Calling
Global	✓	✓
Free of charge	✓	✓
Call has priority	✓	X
Test call facility	✓	X
Urgency call facility	✓	X
Additional hardware required	✓	X
Routed to MRCC	✓	✓

Coverage

FleetBroadband voice safety services are accessible globally except for the extreme polar regions.



This map depicts Inmarsat's expectations of coverage, but does not represent a guarantee of service. The availability of service at the edge of coverage areas fluctuates depending on various conditions.

How to buy FleetBroadband

FleetBroadband is available through our worldwide network of partners. Contact your existing Inmarsat service provider or visit our website to find the right partner for you.



inmarsat.com/safety

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