



Maritime

FleetBroadband Multi-voice FAQs



This document answers some of the questions you may have about FleetBroadband's new multiple voice capability. For more information, please contact your maritime service provider.

Quick facts

- > Make up to nine simultaneous phone calls via a single FleetBroadband terminal
- > Ability to separate crew personal calls from operational communications
- > Increased access to Inmarsat's low cost calling
- > Available to existing and new FleetBroadband customers

> What is FleetBroadband Multi-voice?

FleetBroadband Multi-voice is a new capability on the FleetBroadband service, which allows up to nine simultaneous calls to be made through a single terminal. It is integrated into Inmarsat's core network and delivered with the same outstanding voice quality customers currently experience with FleetBroadband.

> What options are available?

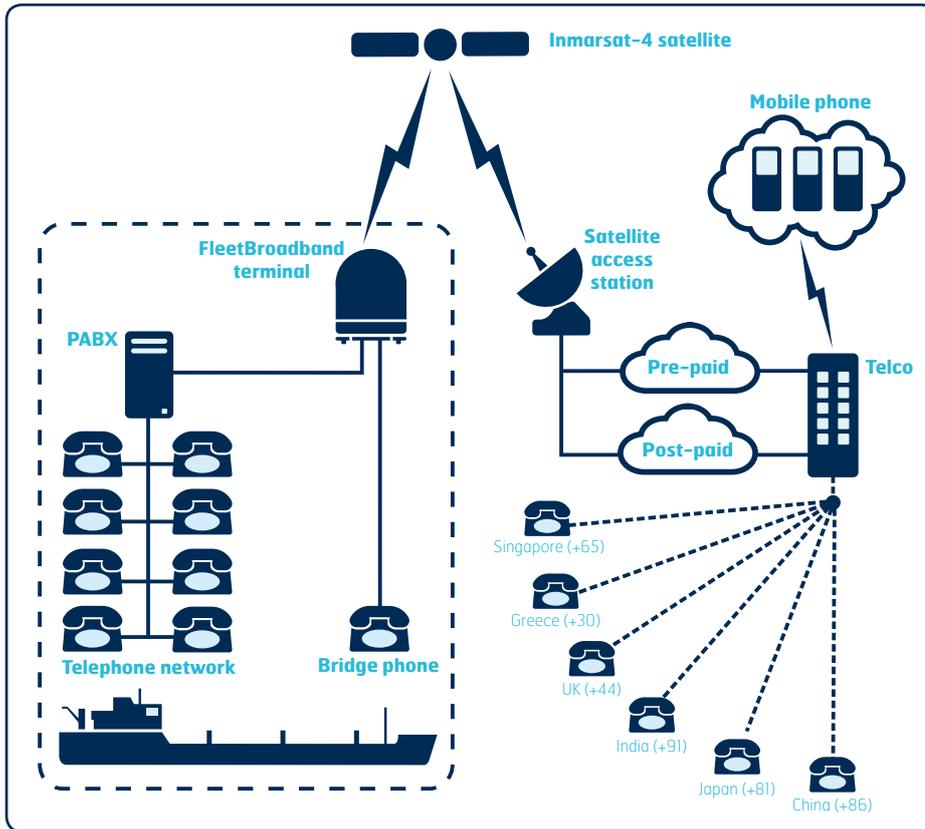
There are two options available when activating FleetBroadband Multi-voice: Standard and Enhanced.

Standard FleetBroadband Multi-voice provides three additional lines for users of all FleetBroadband terminals, allowing a total of four simultaneous voice calls.

Enhanced FleetBroadband Multi-voice provides the ability to scale up from the three additional voice lines provided in the Standard option, in increments of one voice line, up to a maximum of five additional lines. Available on FleetBroadband 250 (FB250) and FleetBroadband 500 (FB500) terminals, it allows users to make up to nine simultaneous voice calls.

	Voice lines	FB150	FB250	FB500
Standard	Up to 4	Yes	Yes	Yes
Enhanced	Up to 9	No	Yes	Yes

End-user environment – with ship's PABX



> Who will benefit from FleetBroadband Multi-voice?

Vessels that require more than one voice line on board will benefit from FleetBroadband Multi-voice. It can be implemented according to vessel requirements - for example, the bridge phone can be assigned as the primary inbound calling unit, allowing the remaining voice lines to be accessed from the ship's PABX network. Crew members can make personal calls away from the bridge using pre-paid cards, affording them more privacy and avoiding any disruption to bridge operations.

> How can I access FleetBroadband Multi-voice?

FleetBroadband Multi-voice is available on new and existing FleetBroadband terminals. Existing users should contact their Inmarsat FleetBroadband service provider to have this service activated on their current price plans.

At the time of service launch, Thrane & Thrane Sailor FleetBroadband users can access the service through a firmware upgrade to their existing terminals and using additional approved handsets. Other FleetBroadband users can buy a Basics Multivoice PBX developed by Vocality for FleetBroadband Multi-voice.

> What are the tariffs?

When using FleetBroadband Multi-voice there is no change to your current voice calling tariff for either your pre-paid or post-paid calling. There is only a nominal one off activation charge at the time of FleetBroadband Multi-voice activation.

Coverage

FleetBroadband is accessible globally except for the extreme polar regions.



■ I-4 Americas ■ I-4 EMEA ■ I-4 Asia-Pacific

The 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 from Inmarsat and through our worldwide network of partners. Contact your existing service provider or visit our website to find out more.

inmarsat.com/fleetbroadband

Whilst the above information has been prepared by Inmarsat in good faith, and all reasonable efforts have been made to ensure its accuracy, Inmarsat makes no warranty or representation as to the accuracy, completeness or fitness for purpose or use of the information. Inmarsat shall not be liable for any loss or damage of any kind, including indirect or consequential loss, arising from use of the information and all warranties and conditions, whether express or implied by statute, common law or otherwise, are hereby excluded to the extent permitted by English law. INMARSAT is a trademark of the International Mobile Satellite Organisation, the Inmarsat LOGO is a trademark of Inmarsat (IP) Company Limited. Both trademarks are licensed to Inmarsat Global Limited. © Inmarsat Global Limited 2012. All rights reserved. FleetBroadband multi-voice FAQs May 2012.