

SatCall – User Manual

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1. Introduction

SatCall allows users to place calls directly through a teleport (provided by Vizada) in either Norway or the United States, thus often bypassing local telecommunications operators and additional fees. The service is available for Inmarsat B, M, Mini M, Fleet, GAN, Swift, BGAN, Fleet Broadband and Swift Broadband terminals in all Inmarsat satellite regions. The service is also available for Iridium, Thuraya and other Low Earth Orbit (LEO) satellite services and for fixed-to-fixed calls. HSD (High Speed Data) connections can also be established with Inmarsat B, Fleet and GAN terminals. SatCall also allows users to place calls from “Fixed to Mobile” using a Prepaid Calling Card or “Super Quiet Time” card (hereafter called “Prepaid Cards”). A few prerequisites must be fulfilled in order to use the SatCall service.

2. Prerequisites

- User’s telephone must support and be set to DTMF (tone dialing) mode
- Registration is mandatory unless the caller is using SatCall with Prepaid Cards. To register for SatCall, contact SatComms Customer Service Centre

3. Access numbers

Alternative 1

Dial one of the local access (toll-free) numbers in the following countries:

<u>Country</u>	<u>Toll Free Number</u>
Argentina	00 800 467 32 673
Australia	1800 150 450
Brazil	0021 800 467 32 673
Canada	1800 551 7534
Chile	1230 020 3367
Colombia	009 800 467 32 673
Cyprus	800 942 267
Denmark	8088 3891
France	0800 918 259
Germany	0800 181 1183
Greece	00800 471 23488
Hong Kong	800 963334
Italy	800 780 036
Japan	00531 47 0001
Korea	07984714035
Malaysia	1800 80 89 66
Mexico	001 866 397 8655
The Netherlands	0800 023 0980
Portugal:	800 847 649
Singapore:	800 471 1028
Spain:	9009 947 09
Switzerland:	800 564 269
Taiwan:	00801 477 007
Turkey:	0080 0479 1404
UK:	0800 73 17015
The Ukraine	8 , 10 013 (see note below)
USA:	1 800 551 7534

Note: * “,” indicates that the user must wait for a second dial tone before dialing the remaining digits

Alternative 2

Dial the SatCall number in either Norway or the US:

Norway: +47 22 81 10 00

US: +1 203 346 3400

If the user's telephone number is forwarded to Norway or the US, SatCall offers Calling Line Identification (CLI) verification. (CLI is a telephone service that transmits a caller's number to the called party's telephone equipment during the ringing signal, or when the call is being set up but before the call is answered.) This means that the user's telephone number will be used as verification to let the caller access the service. If CLI cannot be used, the user must enter a 10-digit PIN code (supplied upon registration or with a Prepaid Card).

4. Using SatCall with a Prepaid Card

- Dial either the SatCall number in Norway, the US or one of the other local access numbers listed above.
- A voice message instructs the user to enter the 10-digit PIN code from the Prepaid Card.
- Upon verification, a voice message instructs the user to enter the destination number as follows:
 - For Inmarsat services, the user can skip the international prefix 00 and the Ocean Region prefix starting with 87. Just dial 0 for the Ocean Region and the Inmarsat number (e.g. 0 7611234567).
 - To reach a particular extension (DDI) on an Inmarsat Aero terminal, the user can skip the international prefix 00 and the Ocean Region prefix starting with 87. Just dial 0 for the Ocean Region and the Inmarsat Aero DDI number starting with 58 (e.g., 0 581234567).
 - For Iridium, Thuraya or other LEO services, or fixed-to-fixed calls, users dial 00 after the prompt, followed by the MSISDN or fixed number being called (e.g., 00 88216 6700 0003; 00 1 301 8387700).

5. Using SatCall without a Prepaid Card

The user must have a PIN code (10 digits) in order to access this service. To receive this PIN code, please register for SatCall via SatComms activations team. If the user has already registered, follow the steps below:

1. Dial the SatCall number in Norway, the US or one of the other local access numbers listed above.
2. A voice message instructs the user to enter the 10-digit PIN code (If the user's account is configured for CLI verification, the caller will not be instructed to enter the PIN code when dialing from the registered CLI).
3. Upon verification, a voice message instructs the user to enter the destination number as follows:
 - For Inmarsat services, the user can skip the international prefix 00 and the Ocean Region prefix starting with 87. Just dial 0 for the Ocean Region and the Inmarsat number (e.g. 0 7611234567).
 - To reach a particular extension (DDI) on an Inmarsat Aero terminal, the user can skip the international prefix 00 and the Ocean Region prefix starting with 87. Just dial 0 for the Ocean Region and the Inmarsat Aero DDI number starting with 58 (e.g., 0 581234567).
 - For Iridium, Thuraya or other LEO services, or fixed-to-fixed calls, users dial 00 after the prompt, followed by the MSISDN or fixed number being called (e.g., 00 88216 6700 0003; 00 1 301 8387700).

6. How to Transmit Faxes

If the user does not have the possibility to use the CLI verification, SatComms recommends that the caller connect a telephone to the telefax equipment (this step will simplify the fax transmission because when the user is asked to enter the PIN code and the destination number, it may be difficult to hear the instructions through the fax equipment). If the user is able to use CLI verification, SatComms recommends the caller use the Quick Number option.

7. Shortcut: Using a Quick Number

Instead of dialing the entire destination number, the user can use the Quick Number option. Quick Number (QN) dialing allows users to place a SatCall call by dialing a short code instead of the full destination phone number. Users can pre-define up to 99,999 terminals with a Quick Number. The user defines and maintains their own Quick Number list by performing the following steps.

How to Define Quick Numbers

1. Dial one of the access numbers listed above.
2. After the voice prompt, enter the PIN code (unless CLI is active).
3. Dial **destination phone number followed by ** and the desired Quick Number with no leading zeros**

For example, 0 761234567 ** 1 assigns the Inmarsat IMN 761234567 as Quick Number 1; 00 88216 6700 0003 ** 2 assigns the Thuraya MSISDN 88216 6700 0003 as Quick Number 2.

Note: To define an Aero DDI number to Quick Number 2, enter 0 581234567**2.

How to Use a Defined Quick Number

1. Dial one of the access numbers listed above.
2. After the voice prompt, enter the PIN code (unless CLI is active).
3. When asked to enter the destination number, just dial the Quick Number.

Alternatively:

4. The caller can dial the first ten Quick Numbers directly, by replacing the last two digit(s) of the US or Norwegian Access Number with the two-digit Quick Number in the range of 01 to 10. See the examples below:
 - Using Quick Number 1, dial +47 22 81 10 **01** or +1 203 346 34**01**.
 - Using Quick Number 3, dial +47 22 81 10 **03** or +1 203 346 34**03**.
 - Using Quick Number 10, dial +47 22 81 10 **10** or +1 203 346 34**10**.

Alternatively:

5. Place a SatCall call from a **registered landline and** dial one of the **first ten Quick Numbers** to place a single-stage call to the desired destination.

Note: The user can have up to 99,999 Quick Numbers, but only Quick Numbers 1-10 can be used for direct dialing as outlined above in point 4.

8. How to make a High Speed Data (HSD) Connection

Inmarsat B HSD, Fleet 77 HSD and GAN HSD

This service requires that the user have an ISDN subscription and that CLI verification can be used. This is a one-to-one connection, which means that the incoming call will automatically be forwarded to the Inmarsat B, Fleet or GAN terminal. Vizada, SatComms used LESO (Land Earth Station Operator) for this service, has assigned 10 telephone numbers for this service at Eik Land Earth Station (LES), 22811001 – 22811010, so the user can make an HSD connection to 10 different Inmarsat B, Fleet or GAN numbers from the same ISDN subscription. To use this service, please contact SatComms activation team for registration.

9. Billing

For charges incurred under SatCall, SatComms Australia will send the customer a bill for the traffic expenses monthly.

For countries without SatCall local access (toll-free) numbers, the landline between originating country and Norway or the United States will be billed via the ordinary telephone invoice from the local telephone provider.

For customers using SatCall with a Prepaid Card, the customer's prepaid account will be debited for the Inmarsat airtime incurred. Any expenses for the use of a landline between the user and the LES will appear on the regular telecom operator bill. For fixed-to-fixed calls, a surcharge is added to calls to destinations in band C:

Antartica, Chile (fixed-audiotext), Cuba, Cuba-Guantanamo Bay, Diego Garcia, East Timor, Guinea Bissau, Kiribati, Nauru, Niue, Norfolk Island, Papua New Guinea, St. Helena, Sao Tome, Solomon Islands, Tokelau, Tuvalu, Vanuatu , Wallis & Fortuna.

10. Any Questions? Need Support?

Please contact SatComms Australia for further information or assistance.

SatComms Australia

Activations Phone: 1-300-732517 (within Australia) or +61-7-5439-1888 (international)
Support Phone: 1-300-859632 (within Australia) or +61-7-5439-1888 (international)
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