



Scratch & Phone

Crew Calling Solutions

Our prepaid cards enable your crew to call family and friends at very attractive rates. They keep administrative hassle to an absolute minimum and boost crew morale during long periods at sea.



Vizada's Scratch & Phone cards for use on Inmarsat mobile satellite terminals provide crew with predefined credit to make private calls easily and economically while away from home. During the off-peak Happy Hour period, users benefit from highly affordable rates for private calls. The clear separation between private and business calls reduces administration for ship managers.

Scratch & Phone key benefits

- **Welfare focus:** boost crew morale and increase company loyalty on board.
- **Simplicity:** very easy to use, no need for training or user assistance.
- **Cost transparency:** full control over budget with pre-defined costs.

- **Easy updates:** quick access to fresh call credit by using our new virtual cards or reloading existing cards.
- **Two formats** depending on your provisioning processes. credit card or virtual card.

Simplicity & transparency

Vizada has developed the most transparent and cost-effective prepaid system on the market so users always know what they're getting for their money:

- call charged only when the person being called answers
- no minimum call length
- 1 second increments, credit charged from the first second
- no additional charges like special destination fees, only Opti-time+ carries a small connection fee

- credit based on minutes and seconds, not units
- remaining on-card call time announced before each call
- Vizada's service partners have access to call data records via our Traffic Monitoring System (TMS) tool

Select the card type most suitable for you

Scratch & Phone "Universal Happy Hour+": with no connection fee, this is the best arrangement for users calling during the off-peak Happy Hour window (18:00 to 06:00 UTC on weekdays, all the weekend).

Scratch & Phone "Opti-time+": ideal for users seeking a special off-peak Happy Hour window from 19:00 to 7:00 UTC on weekdays, all the weekend, and reduced peak rate charging. Calls carry small connection fee.

UHH+	0	6 am	6 pm	
UTC/GMC Hours All ocean Regions	Mon – Fri	Happy Hour	Peak	Happy Hour
	Sat – Sun	Happy Hour		

Opti+	0	7 am	7 pm	
UTC/GMC Hours All ocean Regions	Mon – Fri	Happy Hour	Peak	Happy Hour
	Sat – Sun	Happy Hour		

3-step call procedure

No need to be a mobile satcom expert to make a call, the procedure is as simple as calling from a public phone box. In addition to the Scratch & Phone voice server, the procedure is indicated on the back of each card.

1. Dial the short access code (63# for UHH + and 72# for Opti-time+) via Vizada's land earth station (codes 011 or 111).
2. Dial the confidential PIN code and press #. The voice server informs the caller of the remaining time on the card (in minutes and seconds).
3. Dial 00 + the country code + the phone number + # or press # to redial the last number called.

A format to suit every need

Our crew calling solutions enable customers to select the format depending on their provisioning processes.

Whether purchasing cards through Vizada's service partner or through a ship manager, Scratch & Phone minutes are very easy to obtain:

- "Physical card": a debit card with a silver band on the back for the caller to scratch off and reveal the confidential PIN code
- "Virtual card": the confidential PIN code is sent to the caller by secured e-mail, avoiding potential delay, logistical problems and shipping costs
- Credit reload: new credit can be loaded onto existing cards enabling the crew member to keep his usual calling PIN

Card expiry dates

- Unused card: expires 2 years after date of sale or after last reload
- Used card: expires 1 year after first usage or after last reload

Availability

Scratch & Phone cards can be used on all digital Inmarsat mobile satellite maritime terminals (-B, -M, -Mini-M, - Fleet) from nearly anywhere in the world to call fixed and GSM phones. And this, day and night, 24/7!



Customers wishing to make a purchase should contact their Vizada account manager or call our customer service centre. A minimum amount is required for each order.

Please contact your account manager or our customer support centre for further information:

Email: mobilesat@vizada.com
 Tel.: +33 (0)5 56 22 32 31
www.vizada.com