



Free Emergency call codes with Fleet Xpress and FleetBroadband

Staying safe made easy with one simple call

Every day of every year, ships of every type – from superyachts to merchant vessels, to fishing boats – get into danger on the water. A sudden unexpected event or rapid deterioration in conditions on the open ocean can catch out even the most experienced seafarers. If trouble does strike – a catastrophic storm, a collision, loss of power, man overboard, a medical emergency – you need to know you can get emergency assistance and fast!

Free emergency call codes

Inmarsat provides four free emergency calling codes:

- **505 Emergency Calling:** places a voice call directly to a Maritime Rescue Coordination Centre (MRCC) by simply calling the short code number '505'
- **32 Medical Advice:** connects you to a facility that can offer immediate medical advice
- **38 Medical Assistance:** connects you to an appropriate medical facility that will be able to offer medical assistance
- **39 Maritime Assistance:** use this code to obtain maritime assistance if the vessel requires assistance or towing or has encountered oil pollution, etc

Who can use them?

Emergency call codes are designed to be used by any vessel equipped with Fleet Xpress or FleetBroadband with or without GMDSS-compliant facilities. They are ideally suited to superyachts and small to medium-sized vessels in the merchant, leisure and fishing sectors. Remember, if you have GMDSS equipment this should be the priority method used for calling for help.

Who will I be connected to when I dial 505, 32, 38 or 39?

When you dial an emergency call code you will be connected directly to fully trained emergency operators. They will be ready to offer advice and instructions to help resolve your emergency. If required, they will dispatch the nearest search and rescue team to your location.

505 calls are routed directly to the MRCC most appropriate to your location.

32, 38, 39 calls are routed directly to appropriate facilities who can deal with this type of incident.

Just like making a 911 call, the operator will ask you a series of questions to ascertain the nature of your emergency and its severity, details about your vessel, number of people on-board, last known location etc.

Are emergency call codes available on Fleet Xpress and FleetBroadband?

505, 32, 38 and 39 short codes are available with Fleet Xpress (via the included FleetBroadband terminal) and with FleetBroadband (on any terminal FB500, FB250, FB150 or Fleet One). No other equipment is required to access the codes.

What are the tariffs?

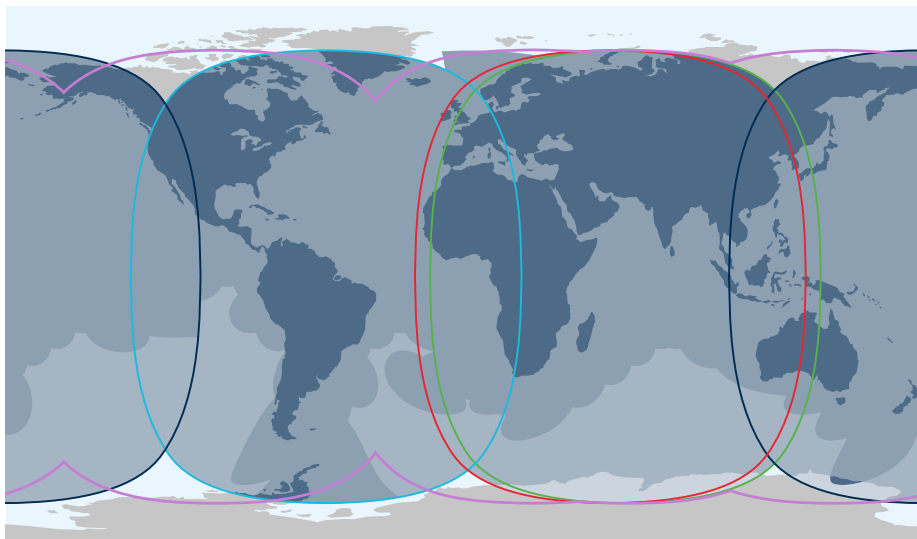
Emergency calling code services are provided free of charge by Inmarsat. You will not be charged for your call providing you only use the codes in emergency situations.

What are the benefits of emergency calling codes?

- Simple, memorable codes to call – eg just think 'SOS' (505)

Coverage

FleetBroadband and Fleet Xpress are accessible globally except for the extreme polar regions.



This map is for general information purposes only and should not be construed or used as a legal description or representation. No guarantee or warranty is given that the map is spatially or temporally accurate or fit for a particular use. Coverage is subject to change at any time. Inmarsat shall have no liability for decisions made or actions taken/not taken in reliance upon the map or for any resulting losses suffered.

- No lengthy searching, no directories
- Instant and fully trained emergency operator assistance
- Crystal-clear audio quality
- Free 24/7 services
- Utilises the same IMO approved Inmarsat network used for GMDSS
- Reassurance for family, friends, guests and crew

Are emergency call codes GMDSS compliant?

No, these emergency calling codes are not compliant with the Global Maritime Distress and Safety System (GMDSS).

If you're a SOLAS vessel, you should already be carrying equipment compliant with the GMDSS i.e. Inmarsat C or Fleet Safety. You should use this equipment in the first instance to contact an MRCC.

Is an IP data connection required?

No, your FleetBroadband terminal only needs to be switched on and registered for a circuit switched connection to make 505, 32, 38 or 39 calls.

Are the emergency call codes available while using a Standard IP connection?

Yes, you can make '505, 32, 38 or 39' calls in this instance, as FleetBroadband supports simultaneous voice and IP connections.

Where can I access the emergency calling codes?

FleetBroadband is accessible globally so you can make an emergency call code whatever your location.

How to use Emergency Call Codes

Simply dial "505" or "32", or "38" or "39" and initiate the call in the normal way, either by pressing the (telephone icon) or # key. You will be automatically connected to an appropriate MRCC or medical facility depending on the Inmarsat region you are in. When connected you will be asked to provide the following information:

- **Who you are** (vessel name, telephone number and call sign)
- **Where you are** (your position in latitude and longitude or a bearing and distance from a known geographical point)
- **What is wrong** (nature of emergency/difficulty)
- **Type of assistance required**
- **Number of persons on board**

How to buy

Fleet Xpress and FleetBroadband are available through our worldwide network of partners.

Contact your existing Inmarsat service provider or email Inmarsat at: maritime.yachting@inmarsat.com

inmarsat.com

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