

## Navarino has achieved Platinum tier status

Inmarsat announced that a new status of partner accreditation, the “Platinum partner”, has been created for those service providers that represent the top tier of Inmarsat’s distribution channel, with the largest revenues and the highest level of service provision to end customers.

Navarino, as the elite arm of Inmarsat’s maritime sector and the most successful FleetBroadband provider for 2011, was one in five organizations globally that were accredited as “Platinum Inmarsat Partner”.



*The new Platinum partner marque*

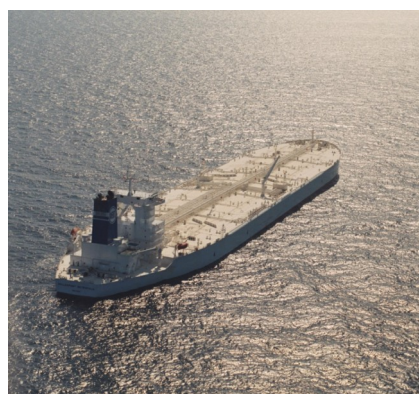
There are many benefits to Navarino’s business resulting from the Platinum accreditation. Mr. Dimitris Tsikopoulos, Navarino’s CEO said: “This level of accreditation is an official certificate that Navarino is one of the very best Service providers in the industry, having not only a very large client base but also the know-how in order to meet the requirements of any shipping company in the world. Furthermore, this accreditation represents the close cooperation we have with Inmarsat and our commitment to provide our customers with the highest level of support. We are delighted to have access to some unique tools that Inmarsat offers to its platinum partners and to use these tools in order to secure efficient training for all our personnel including sales, technical support and customer care people. In addition, this new partnership accredi-

tion will give us the opportunity to give the feedback that we get from the end users to Inmarsat senior management on a regular basis and we expect that this will result in faster and more targeted fine tuning of the new services and packages.”

### Future plans of Navarino

With reference to the future plans of Navarino, Mr. Tsikopoulos said “Our priority for 2012, is to inform all of our existing and prospective customers about the endless possibilities of the new Fleet Broadband packages. Our clear message to the market is that the large allowance packages, in combination with INFINITY, the best FB bandwidth management and optimization solution, can meet any satellite communication requirement of shipping companies. Navarino has the resources to design and offer shipping companies both tailor-made solutions and reliable standardized solutions.”

The new Platinum partner marque will be included in all Navarino’s marketing material.



*Mr. Dimitris Tsikopoulos said:  
“This level of accreditation is an official certificate that Navarino is one of the very best Service providers in the industry.”*

### Inside this issue:

Navarino has achieved Platinum tier status	01
Stratos is re-branding as Inmarsat	02
Improved XPRESSLINK package via Navarino	02
Navarino Sponsored Sailing Catamaran ‘STADIUM’ completes Atlantic Rally for Cruisers (ARC 2012)	03
INFINITY news	04

### Did you know that?

#### 9 voice channels for SAILOR FB

Up to nine voice channels will be available on SAILOR FleetBroadband terminals when the services go live in Q1 and Q2 2012.

The new Inmarsat FleetBroadband Multi-Voice Service provides facility for up to nine simultaneous voice lines on a SAILOR 500 and SAILOR 250 FleetBroadband while a SAILOR 150 FleetBroadband can offer up to 4 concurrent calls; all with their own FleetBroadband number (+870). This new functionality will be available on existing SAILOR FleetBroadband terminals via a firmware upgrade and will be fully functional in all new terminals.

Due to built in PBX functionality, the market-leading SAILOR 500, 250 and 150 FleetBroadband terminals don’t require integration with an external IPPBX to enable the FleetBroadband Multi-Voice Service. All users need to do is to configure their SAILOR FleetBroadband terminal and attach a Thrane IP Handset, or if desired connect an existing PBX.

## Stratos is re-branding as Inmarsat

Effective January 1, 2012 Stratos is moving under the Inmarsat brand. In April 2009, Inmarsat acquired Stratos and Stratos has been operating as 'an Inmarsat company' under the Stratos brand for some time.

Now, all of the Inmarsat Group subsidiaries – Stratos, Segovia, and Ship Equip – are moving under the one brand, Inmarsat.

Throughout the year, you will see many of our materials and systems change to reflect the Inmarsat brand.

Inmarsat had previously announced that Mr. Rupert Pearce would assume the role of CEO of Inmarsat in January 2012. This transition provided a natural step for the management team to review how best to organize the business and position Inmarsat for its next phase of growth. This change better aligns the complementary strengths across the companies of the Inmarsat Group. Inmarsat's intent is to create an organization that is more closely aligned and responsive to the markets it serves; that is more agile in decision-making to enable more responsive sales and marketing activities and support to Inmarsat channel partners.

The new combined organization will serve the market through both direct and indirect channels. Navarino, which is half owned by Inmarsat, is part of the direct Inmarsat sales channel.

**Inmarsat** – the leading provider of global mobile satellite communications services – is including its subsidiary companies within a new organisational structure

**inmarsat**  
The mobile satellite company™

**STRATOS**  
an Inmarsat company

**SHIP EQUIP**  
AN INMARSAT COMPANY

**segovia**

(for more information you can visit: [www.inmarsat.com](http://www.inmarsat.com))

## Improved XPRESSLINK package via Navarino

Navarino is the only Inmarsat Service Provider in the Greek Market to provide and support this unique service that combines Ku band VSAT and FleetBroadband service under one monthly fee and providing global coverage.

As of January 1<sup>st</sup>, the Navarino XPRESSLINK offer is improved in terms of the KU band coverage. Please ask from your Navarino Account manager to inform you about the latest XPRESSLINK offer that in general includes:

- A) A flat monthly fee in the region of 3,000 USD including VSAT & Fleet Broadband service and equipment.
- B) FleetBroadband airtime is inclusive to the monthly fee for the cases where the vessel will operate in areas where Ku band coverage is not yet available.
- C) Data speed of 512/512kbps with committed information rate (CIR) 128/kbps.
- D) Enhanced Navarino/STRATOS broadband value added services to control and monitor communications.
- E) Xpress Link is the only guaranteed, free of charge, upgrade path from Ku to Ka band Global Xpress platform.
- F) By 2013, when XPRESS link will be upgraded to the new Global Xpress service the available bandwidth will be doubled reaching 1 Mbps/1 Mbps with 256 kbps CIR. The future Global Xpress (GX) service will provide bandwidth rates up to 50 Mbps.

XPRESSLINK ideally meets the requirements of shipping companies that demand high bandwidth for supporting **critical business applications** but also anticipating current and future **crew welfare needs**.

## Navarino Sponsored Sailing Catamaran "STADIUM" completes Atlantic Rally for Cruisers (ARC 2012)



On December 4<sup>th</sup> 2011, after a very successful race lasting 14 days the catamaran "STADIUM" crossed the finish line of the ARC in 7<sup>th</sup> place overall (2<sup>nd</sup> place in multi-hull division) out of 217 competing sailing boats.

The "STADIUM" was competing for the first time in this annual transatlantic rally which started on November 20<sup>th</sup> out of Las Palmas de Gran Canaria and finished in Rodney Bay, St. Lucia. As the largest transatlantic sailing event in the world, the ARC brings together over 200 competing yachts from all over the world. The 2700 nautical mile passage on the NE trade wind route takes on average between 14 and 21 days.

Given the length of the race, the venture went comparatively smoothly for the "STADIUM" with just a few mishaps along the way.

Mr. Panos Tsikopoulos, Navarino's Commercial Director, who participated in the race as crew said:

"We are very happy with the final result and overall per-



Mr. Panos Tsikopoulos said:

"I became convinced that crew internet and crew calling is vital for anyone who stays at sea for more than a few days."

formance of the crew and boat. We had a few issues, such as a torn spinnaker towards the middle of the race which was replaced but caused us to slow down a little bit, and a loose rudder which in the end withstood the continuous stress and did not give way. We also encountered heavy weather and big seas from Gibraltar to Las Palmas on the way to the starting line, but the crew was very conservative and focused and the boat reached Las Palmas without damage or injuries. In general, in terms of sailing, our race was quite smooth compared to other competitors who faced more serious problems. However, I have to admit that the living conditions during such an event can be challenging due to the continuous movement of the boat, lack of sleep and sometimes food (due to



heavy weather). The sheer scale of the event leaves no



room for errors as no outside assistance is possible, and the level of concentration required is intense as it is a race and not just a pleasure cruise. Having said that, it is a great feeling to have successfully completed such an event in a good position".

The "STADIUM" was equipped with an INFINITY coupled with a SAILOR FB250 terminal. In terms of airtime, a 5GB/month allowance was available, providing more than enough bandwidth for the data requirements of the 6 member crew, including web browsing, email, weather reports as well as the transmission of race photographs, videos and video conferencing.



Mr. Tsikopoulos said: "During the race, we were using the FB 250 continuously, for voice and data, including a lot of browsing. Our allowance was more than enough to keep in touch with family, friends and business. It was a pleasant surprise to see that in practice, with the right tools, the bandwidth consumed is not as high as one may think. Also during this trip, which was my first trans-ocean experience, I became convinced that crew internet and crew calling is vital for any person at sea for more than a few days."



## Four FleetBroadband and INFINITY case studies

In December, during Digital Ship Athens, Christian Vakarelis of Navarino presented four case studies that examined how some Navarino customers are using Fleet Broadband and INFINITY to offer internet to their crew while significantly reducing the costs for business communication.

Christian looked at one company based in Norway, Grieg Shipping and three Greek customers, Minerva Marine, Andriaki Shipping and Vrontados Shipping.

Like many Norwegian companies, Grieg offers their crews free internet access through the 10GB Fixed Fee plan over 2 Fleet Broadband 500 terminals. The other three shipping companies have chosen a large allowance FB plan (2GB, 3GB and 5 GB plans) as their objective was to reduce their net monthly cost for business communication and to offer low cost internet and voice communication to their crew members. The results were excellent in all cases. Below you can see more details of the Andriaki Shipping case study.





Mr. Christian Vakarelis


Andriaki Shipping Co. Ltd.


OBJECTIVES , PREREQUISITES AND SOLUTION

OBJECTIVES	PREREQUISITES	SOLUTION
<ul style="list-style-type: none"> <li>▪ To offer low cost crew internet using pins</li> <li>▪ Reduce net satcom cost for business</li> <li>▪ To lower voice cost for crew calling</li> <li>▪ Remote access to vessels</li> <li>▪ Cost effective data heavy custom applications</li> </ul>	<ul style="list-style-type: none"> <li>▪ Global Coverage</li> <li>▪ Centralized management</li> <li>▪ Bandwidth Optimization</li> <li>▪ Improve data throughput speed</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2 GB Shared plan</li> <li>▪ 1 Sailor FB 500 and/or 1 Sailor FB 250</li> <li>▪ Infinity full version for crew calls and crew internet with pins</li> <li>▪ Each cabin has its own Infinity voice line</li> <li>▪ Wifi Access points, crew use own laptops</li> <li>▪ GTMail</li> </ul>

Andriaki Shipping has chosen for the MV ARION, the 2GB plan in conjunction with Sailor FBB 250 and 500 terminals. They also have the full version of Infinity on their ships, which enables them to share the 2 GB allowance with the crew for crew internet browsing. This is done by selling crew internet pins which can be used in Wi-Fi access points at certain locations on their vessels through which the crew connect to the internet using their own computers. Furthermore, telephones that are connected through Infinity in each cabin allow the crew to place their personal calls from the privacy of their own space, while Infinity ensures that the voice rate is the very low rate of the 2GB plan, further enhancing the value and utility of the 2GB package for the company and crews. The installation time for 2 SAILOR FB units as well as for the INFINITY full version was 2 days.

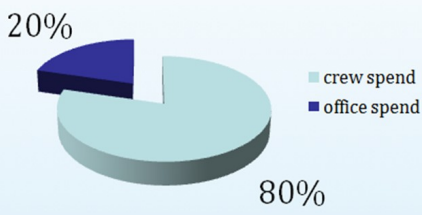

Andriaki Shipping Co. Ltd.


VESSEL USAGE MV ARION OCTOBER 2011

	ANDRIAKI 3GB
MB ALLOWANCE	3072 MB
VOICE ALLOWANCE	6750
VOICE CELLULAR	4860

CREW USAGE                    2500 MB + 4300 mins crew calling

BUSINESS USAGE            300 MB + 500 voice minutes



80% crew spend  
20% office spend

Benefits for the Office	Benefits for the Crewmember
<ul style="list-style-type: none"> <li>• Lower per unit rates and lower monthly costs</li> <li>• More MBytes and minutes to use for business communication</li> <li>• Easier administration</li> </ul>	<ul style="list-style-type: none"> <li>• Cheaper voice communication (lower than the traditional ChatCards)</li> <li>• Low cost internet</li> <li>• Real E-mail communication</li> </ul>

Roughly 80% of the monthly allowance was used for crew internet or crew calling and 20% was used for business communication which again meant that the cost to Andriaki was effectively only 20% of the monthly 3 GB plan fee.

Andriaki actually sometimes exceeds the 3GB allowance, but thanks to the extremely low out

of allowance rates that the 3GB plan offers, the crew were happy to continue surfing and placing calls are usual.

Therefore Andriaki managed to increase the volume and the efficiency of their business communication while at the same time they significantly reduced their net cost and offered to their crew members much lower voice rates and low cost internet, which is expected to be a "must have" facility in 2012.

Your Navarino account manager will be happy to discuss these case studies in further detail and work with you to find a plan that best suits the needs of your vessels.

