

Fixed-fee FleetBroadband packages from Navarino

As data usage on vessels continues to grow exponentially, many ship owners and managers show great interest for the new fixed-price FleetBroadband packages (VLA).

written by
Christian Vakarelis
International Account
Manager



These plans combine broadband connectivity for a fixed monthly fee with the lowest Inmarsat voice calling rates, and become ideal for those companies that wish to bring their vessels into the modern internet era, with a global broadband connection giving masters and crew internet access, while the office can relax secure in the knowledge that their monthly spend for satcoms is always as budgeted.

The fixed fee plan, also known as Very Large Allowance plan (V.L.A.), works only through the approved-type FleetBroadband 500 terminals.

Compared to a VSAT Ku Band solution, VLA has many advantages:

1. **Competitive monthly fee**
2. **Global coverage**, which is a huge advantage over VSAT Ku band as with most Ku band solutions the vessel must use a backup solution (most of the times an Inmarsat system) with different pricing structure resulting in limited communication possibilities (not the same applications can be used via the back-up system) and extra costs (the back up system usage that is consumed when the vessel is out of VSAT coverage must be added to the VSAT monthly fee).
3. **Lightweight Antenna:** A small (60cm/20kg) antenna that is easy to install (1-2 days) and low installation cost with no preparation fees. Less space is required for both the antenna and the below deck unit installation.

4. **FB VLA is not affected at all by weather conditions** (while VSAT seems to be very susceptible to signal fade in rain/snow/heavy cloud conditions)

5. **No Hidden costs.** No annual maintenance or service fees. Many VSAT suppliers charge for the SLA.

6. **A speed of up to 432kbps** which in full real-life working conditions is much higher than the 128/128 VSAT speeds.

7. 3-6 months **contract break point**

8. **Voice Quality.** The VLA voice channel is routed through the Inmarsat analogue channel which is much better quality than the satellite VoIP.

As you can read in the relevant article published at Inmarsat's Ocean Voice (http://www.inmarsat.com/ocean_voice/1106P3.htm), Navarino has met great success in promoting VLAs in Greece and Norway.

VLA and INFINITY

The main reason of this great success has been the INFINITY services that give extra value to VLA. Among other **data traffic management features** (crew internet and voice PINs, firewall, VLANs, service selector etc), INFINITY has some **unique bandwidth optimization features** like advanced content filtering, proxy caching, advert removal, advanced compression techniques and specialized web accelerator software, enabling the VLA user to increase 3-4 times the usage amount included in the VLA FUP (10 or 15 GB) resulting in effective usage allowance of 45-60 GB.

VLA and INFINITY plans are **trouble-free and tested** as they are already in use on many vessels, whilst growing at an impressive rate and more shipping companies realize the value and the security of this package.

Inside this issue:

Fixed-fee FleetBroadband packages from Navarino	01
XPRESS LINK: The new Inmarsat service is exclusively available through Inmarsat direct distribution network	02
Stratos Acquires Assets of Blue Ocean Wireless	02
9 voice channels via FB	02
FleetPhone is now available	02
DUAL SIM FB Plans give more options for redundancy	03
Inmarsat B to FleetBroadband migration incentives are still available	04
INFINITY news	04
StratosNet E-mail is terminated	04
Stratos is the First Inmarsat Distribution Partner for IsatData Pro	04

Did you know that?

A Sailor FleetBroadband Firmware Upgrade took place.

The latest software, version 1.13, has been released for Sailor FBB 500/250/150.

This version includes a number of new features and improvements:

- The ability to set data limits
- Tracking support
- Improved IP stability

XPRESS LINK: The new Inmarsat service is exclusively available through Inmarsat direct distribution network

Inmarsat announced a brand new service, called XPRESS link, as a prelude to its future Global Xpress™(GX) service till this service becomes available by 2013.

written by
Nicholas Papanikolaou
Product Manager



The new product is a combination of a Ku band VSAT and FleetBroadband providing global coverage.

In an era when leading shipping companies rely on high bandwidth for supporting critical business applications but also anticipating current and future crew welfare needs, the users of Xpress link will benefit from the below:

- A. Predictable, monthly flat fee including VSAT & Fleet Broadband service and equipment, assuring global coverage.
- B. Data speed of 512/512kbps with committed information rate (CIR) 128/kbps.
- C. Xpress Link is an upgrade path from Ku to Ka band Global Xpress platform.
- D. 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.
- E. No manual service switching required.
- F. It combines the reliability of the Inmarsat FleetBroadband network and

the capacity of ku-band VSAT .

This package is initially available from Ship Equip and Stratos, Inmarsat's direct distribution channel. In the future, it is intended to be available to all GX-appointed distributors.

Navarino, being part of the Inmarsat direct distribution network, is the only ISP in the Greek Market to provide and support this brand new service, according to the established high service standards that shipping companies are familiar with.

Stratos Acquires Assets of Blue Ocean Wireless

Stratos has announced the purchase of most of the operational assets of Blue Ocean Wireless, a provider of shipboard GSM services that enabled crew members to use their personal GSM phones to communicate with family and friends by voice and SMS while at sea.

Stratos will continue to offer GSM services under the brand **GSM Oceanwide**.

Through connectivity via FleetBroadband, GSM provides:

- Voice calls (incoming and outgoing)
- Phonebook and short dial code functions of the GSM phone
- SMS messages (outbound and inbound)
- SMS notifications

We stand by our commitment to providing ship managers and owners capabilities to enhance crew welfare and retain qualified crew.

By providing use of their own GSM phone while at sea, they have the ability to call and text as if onshore, which is becoming the expectation among crew members.



9 voice channels via FB

Inmarsat has in their product roadmap the introduction of multiple voice lines for FleetBroadband.

The new service is expected to be launched in the fourth quarter of 2011 and will be able to offer up to 9 simultaneous voice calls through a single FB terminal.

This does require development on the Inmarsat network and a firmware upgrade on the terminal, depending on the terminal type and manufacturer.

This new development is expected to boost voice traffic significantly and overall will strengthen, even further, the already excellent position of FleetBroadband in the Satellite market worldwide.



Fleet Phone is now available

The FleetPhone, Inmarsat's Global Satellite Phone Service for the Maritime sector, is now available! The FleetPhone offers affordable voice service ideal for smaller fishing vessels, leisure craft and regional merchant fleets. It is perfect for crew calling, bridge communications and ship-to-shore business calls.

There are two terminal types to choose from: Oceana 400 (entry level) and 800 which offers all the services found on the IsatPhone Pro, plus some additional features.

DUAL SIM FB Plans give more options for redundancy

Dual SIM FB Plans meet the requirement to share the monthly allowance of each FB package across two terminals installed on the same vessel. Therefore, the shipping company pays only one monthly fee per vessel but both SIMs are activated to access and consume the same usage allowance.

written by
Yiannis Brougiannakis
Account Manager



Dual SIM card packages are available for all FB monthly plans higher than the Entry Plan (User Level, SCAPs, and VLAs). All these packages (except VLAs which are fixed fee packages), are “**money bundle allowance packages**” meaning that the shipping company pays a subscription fee that includes a certain **dollar allowance** that the vessel can use for different services (US\$).

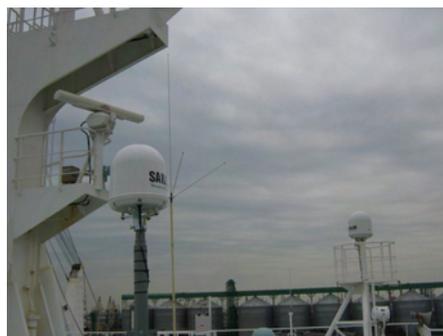
But the real value of the Dual SIM FB Plans is the possibility that gives to the office to install a second FB unit onboard the vessel and create **the ideal redundancy plan**. Given the fact that the Dual SIM money bundle packages are compatible with any type of FB terminals (FB 150/FB250/FB500), it is very common for shipping companies to install a second FB unit, usually the FB 250 or the FB 150 which are low cost terminals with lightweight antennas and easy to install.

The second FB unit – using the same FB monthly allowance – can be used for:

A. Crew communication (either it is a basic setup offering crew calling only, or a more advanced crewcom center including crew internet café, GSM phones, crew e-mail etc.)

B. Failover between the two FB units: This is the best redundancy solution as the “FB money bundle” (from 126MB to 5GB) will be available even if one terminal fails and stays out of signal. This option assures that both business and crew communication will remain unchanged, (same rules, same way of using your FB), while the monthly cost will remain as it was initially budgeted. In case the vessel uses another system for back up, then the most possible scenario is that the master will not be in position to use the same applications (i.e. large e-mail messages, remote access, crew e-mail and internet etc) due to the higher rates but also due to the lower connection speed. Any traffic generated by the back up unit would be charged on top of the monthly subscription. Having two FB units and INFINITY onboard, the failover procedure is very simple.

For VLA plans, the ideal scenario is to install 2 FB500 terminals and activate a DUAL VLA SIM card according to the special VLA terms and conditions.



Sailor FB 250 and Sailor FB 500 installed on the same vessel

Inmarsat B to FleetBroadband migration incentives are still available

Navarino in association with Stratos, continues to offer- for a limited number and on a first come first serve basis - to vessels equipped with an active Inmarsat B terminal the opportunity to activate an FB SIM card under the Entry allowance plan, and receive any of the below two credit / rebate options:

- For each 2-year Inm B to FB Entry allowance plan, the customer receives a total credit of **US\$ 2,000** in quarterly installments.

- For each 3-year Inm B to FB Entry allowance plan, the customer receives a total credit of **US\$ 4,000** in quarterly installments.

The Inmarsat B terminal must be

matched to a vessel and must have generated the minimum monthly traffic of USD 300 via Stratos LESs in the previous 3 months before the FB SIM card activation and the terminal's installation.

When a vessel is migrated to FleetBroadband under this Promotion, **the Inmarsat B terminal does not need to be decommissioned.**

Of course, shipping companies have more reasons to replace an Inm B terminal with an FB:

- Much faster connections (FB gives you up to 432kbps compared to Inm B 9.6kbps)
- FB is “always on” while Inm B offers you dial up connections
- FB users can have simultaneous voice &

data

- Inm B service expires at the end of 2014.
- Short payback period: The cost per MB is 3-20 times lower via FB, depending on the FB plan.
- Lower Crew calling cost: Scratch cards voice rates via FB are significantly lower than the one through Inm B.
- Crew welfare options: Crew internet and e-mail with attachments are easy to be offered via FB.
- Remote Access: With FB, you can easily integrate your vessel with your office network.
- FB hardware is under warranty while an Inm B repair may cost a lot.

INFINITY news



INFINITY is Navarino's fastest growing service, in the company's 15-year history. Bringing clear financial and operational benefits to the users, new Fleet Broadband customers as well as existing ones, choose Infinity to complement their broadband service. In the six months' following its official launch, over 100 vessels have installed INFINITY with a total order-book of another 150 vessels already confirmed (until July 2011) for installation before the end of the year.

Latest Developments

The customer-oriented approach of INFINITY development team has resulted in the release of many new features during the last quarter - and there are many more to come:

Specifically, during the last three months the below features were released:

A) Virtual LANs

VLAN allows the network manager to split and isolate a vessel's single physical network into an unlimited number of network segments. Different firewall rules can apply to each LAN segment.

B) Advanced content filtering with integrated antivirus scanning

Shipping companies can choose **which categories of websites should be blocked onboard**. INFINITY ACF uses various methods to block content including phrase matching and URL filtering. All objects transferred from internet are scanned for virus and blocked before delivered on board. URL lists per category are updated on a weekly basis.

C) VoIP

INFINITY offers you optimized VoIP communication to/from specific fixed destinations with an IP switchboard available.

D) ERP Link

INFINITY can be linked with the company's ERP and for each crewmember joining each vessel, a user account is created with predefined usage allowance and rules to apply. A personal e-mail address can also be created.

E) Failover and Load balancing

Failover function between two FB units or between FB and Wi Fi or other terminal on a manual mode is already available. **Automatic Failover** as well as **3G connectivity** is expected to be launched before the end of the year.

F) Web Accelerator

INFINITY developers have included in the latest INFINITY version, a specialized accelerator software, enabling much higher download speeds via the satellite circuit.



StratosNet E-mail is terminated

Stratos announced that **StratosNet Email will be decommissioned on October 1, 2011**.

The system hardware is aging and Stratos can no longer guarantee the high level of service that users have come to expect from the #1 Inmarsat Service Provider in the world.

StratosNet Webmail application will be affected, however the StratosNet Internet Access Short Code will continue to function without interruption. Users are encouraged to backup any emails they have saved.

In case you are using StratosNet, E-mail please contact your account manager or Navarino Technical Support Dept, to lessen the impact of this change.

Stratos is the First Inmarsat Distribution Partner for IsatData Pro

Stratos announced it has entered into an agreement with SkyWave Mobile Communications to serve as the first Inmarsat Distribution Partner for IsatData Pro products and service. The service is designed to support remote management and communication for fixed and mobile assets worldwide in extremely rugged and harsh environments, and is ideal for time-critical applications.

The IsatData Pro service applications range from tracking, personnel security and Supervisory Control and Data Acquisition (SCADA) telemetry, ideal for Maritime, Government, and Energy sectors. Operating on SkyWave's global IsatData Pro network, the IDP-600 series are low-cost L Band satellite terminals.



Maritime Terminal IDP-690