

# Service

Delivering world-class service around the world, around the clock.

NSSL is a leading service provider because of our unrivalled ability to provide the right products, value for money and exceptional customer service.

Our highly skilled installation and service engineers are the best in the industry. We have a network of approved agents carrying spares and providing local expertise at all major ports around the world, duty engineers on call day and night, and long standing relationships with all the major land earth stations. This means we can provide 24/7 service for equipment, airtime and IT networks.



**Insight**  
NSSL's Airtime Manager

For service management customers, the newly launched NSSL Airtime Manager Service is a unique, web-based, business intelligence tool, providing access to the following information and services:

**Services**

- Monitoring of airtime usage
- Terminal/ship information
- Call tracking
- Billing and account information
- Customised reporting

A unique username and password ensures that you can safely and securely, access your company information at any time and from anywhere.

# Who is NSSL Ltd?

NSSL Ltd has been in business for over 35 years. We provide worldwide mobile satellite solutions to customers in the Marine, Oil & Gas, Offshore, Media, Government and Corporate sectors. As one of the largest satellite service providers in the world, we are able to offer the widest selection of terminal equipment and airtime tariffs, backed by 24 hours a day, 365 days a year support. NSSL offers Inmarsat, Iridium and Thuraya satellite equipment, airtime and services, as well as maritime broadband satellite solutions.

NSSL's headquarters is based in the United Kingdom with remote support offices located globally. NSSL's business is designed to meet all of our customers' needs as we offer them a "one stop shop" solution. NSSL provides the following services:

- Airtime services
- Satellite communication equipment sales
- Thrane and Thrane Certified Partner

- Project design and developing solutions tailored to our customers' requirements
- Installation and integration where required into the corporate network
- Maintenance contracts and site surveys
- Electronic management
- Spares management, advance replacement / hot swap
- 24 hours, 7 days a week customer service and technical helpdesk
- Global service & repair centres
- Dedicated intranet site for troubleshooting, tracking & billing services



For more information on how an NSSL solution can help your business at sea, call +44 (0)1737 648800 or e-mail: [enquiries@satcom-solutions.com](mailto:enquiries@satcom-solutions.com)  
[www.satcom-solutions.com](http://www.satcom-solutions.com)



# Maritime

PRODUCTS AND SERVICES

[www.satcom-solutions.com](http://www.satcom-solutions.com)

## Bespoke service management contracts

For customers managing a high number of ships or rigs in different geographical areas or time zones we provide bespoke electronics management contracts. Customers including the Royal Navy and Houston based offshore companies enjoy the peace of mind that comes from:

- A single point of contact to cover maintenance and repair of essential navigational, electronics and satcom equipment
- 24/7 support
- An annual equipment health check
- Dedicated service manager
- Secure, on-line service and maintenance tracking system
- Storage of customer-owned stocks and spares to be called-off as required.

# Products

NSSL is a certified partner and master distributor for Thrane & Thrane Satcom products. NSSL is renowned for quality and reliability, supplying Maritime systems to Commercial shipping, Offshore and Yachting customers for over 30 years.

In addition to NSSL's Inmarsat and broadband systems, we also supply Iridium and Thuraya.

Service	Voice	Dedicated Data	IP Data	Fax	GMDSS	Antenna diameter	Antenna weight
Iridium Marine	4.8 kb/s	2.4 kb/s	N/A	N/A	N/A	8.7 cm	0.2 Kg
Fleet 33	4.8 kb/s	9.6 kb/s	64kb/s forward, 28.8kb/s return (shared channel)	9.6 kb/s	N/A	40 cm	8 Kg
Fleet 55	4.8 kb/s	64 kb/s ISDN	64 kb/s (shared channel)	64 kb/s Group 4 9.6 kb/s Group 3	N/A	60 cm	15 Kg
Fleet 77	4.8 kb/s or 64 kb/s	64 kb/s or 128 kb/s ISDN	64 kb/s (shared channel)	64 kb/s Group 4 9.6 kb/s Group 3	Voice - IMO A888 (21)	108 cm	65 Kg
Cruise-IP	Optional Voice	256 kb/s	Up to 3Mb/512kb/s	N/A	N/A	100 cm	135 Kg
Cruise-IP 60	Optional Voice	256 kb/s	Up to 3Mb/512kb/s	N/A	N/A	60 cm	85 Kg
FleetBroadband FB250	4 Kb/s	Up to 128 kb/s	Up to 284 kb/s	Group 3	N/A	25 cm/	2.5 Kg/
FB500	4 Kb/s	Up to 256 kb/s	Up to 432 kb/s	Group 3	N/A	57 cm	18 Kg



## Broadband and business solutions

**Cruise-IP** NSSL's Cruise-IP service provides a low cost alternative to VSAT, delivering high quality broadband data at a fixed monthly cost. Cruise-IP provides always on IP access and Voice over IP, and offers nine levels of service with data rates from 128 kb/s – 3 Mb/s.



**Cruise-IP 60** NSSL has extended its Cruise-IP portfolio to include a new smaller antenna Cruise-IP 60. Cruise-IP 60 uses a 60cm Ku-Band antenna to provide on-demand internet access, always-on connectivity, and voice services to support all passenger and crew requirements via the latest DVBS2-RCS technology.

**Fleet Broadband** FleetBroadband brings the power of BGAN to the seas. It is the first global maritime communication service to provide simultaneous voice and high speed data services through a single compact device; Fleet Broadband is the ideal broadband solution for vessels requiring 'always on' connectivity, up to 432kb/s data sent and received.

**Inmarsat Fleet 77/55/33** Inmarsat Fleet 77/55/33 offers voice, fax, and data communications for both ocean-going and coastal vessels, delivered via a range of antenna sizes to suit different types of vessel. Make phone calls, as well as access email and the internet using Mobile ISDN, or stay online all the time with the Mobile Packet Data Service (MPDS), where you only pay for the data sent and received.

"We were looking for a provider who could meet all our airtime requirements in terms of cost, service, coverage and billing... NSSL proved they could meet and exceed our expectations."

**Geoff Arnold, General Manager, Fleet Management Systems, Worldwide Shipping.**

## Low speed data and crew solutions



**Inmarsat-C** Generally fitted to meet GMDSS requirements, Inmarsat-C is a useful tool for navigational and weather reports as well as short day-to-day messages.

**Iridium Marine** Iridium Marine provides economical voice and low-speed data services and is an ideal second system for crew calling on any vessel



**Crew Calling – Pre-paid cards**  
*Crew Calling.* Keep business and personal calls separate with Crew Calling from NSSL. From \$0.25 per minute, crew can call anywhere in the world via Inmarsat, Iridium or Cruise-IP using a dedicated telephone supplied by NSSL.  
*Prepaid Crew Calling Cards* are sold in a variety of units including 20 and 60 minutes, and there are packages to suit all requirements including weekend special rates. Replacement calling codes can be ordered by e-mailing crewcallingcards@satcom-solutions.com



# Airtime Services

NSSL is one of the largest Maritime Accounting Authorities (GB11), and Inmarsat Service Provider (8888) worldwide. GB11 is recognised by over 80 countries for their flag ships. Our ISP status gives us the power to negotiate wholesale rates with the leading Land Earth Stations (LES') based on all our clients' volumes, meaning lower prices for everyone.

NSSL understand the needs of managing large fleets and multiple users. Our unique billing system provides you with information so you can easily allocate costs and match call records. Our customised and flexible traffic reporting system enables you to manage costs throughout the month, and our competitive airtime pricing always provides value for money.

**We provide:**

### Electronic billing

Provided free of charge in a CSV format to all our customers, an electronic bill can be imported into a spreadsheet enabling you to sort and allocate costs quickly and easily. It can be split and viewed by all who need to see it, and used to monitor user profiles and call charges.

### Multi-choice

From NSSL

**Multi-Choice** is a new airtime package from NSSL offering:

- Low global rates
- Choice of 4 leading Land Earth Stations (LES')
- No management fees

You pay the same price whichever of the 4 LES' your users choose, and in the event of service failure or congestion at one LES, the user can simply switch to another **Multi-Choice** LES at the same rate.

### Point of Service Activation

NSSL has been appointed by Inmarsat as a Point of Service Activation centre. With direct access to the Inmarsat database, we can provide instantaneous connection, service withdrawal and changes to registration details when instructed by our clients at no cost.

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## FleetBroadband

### Cruise-IP/Cruise-IP60

You choose the data rate that suits your business and pay a fixed monthly charge for unlimited data usage.



Service	Outbound*	Inbound*	Premium Voice (optional)
Economy	128 kb/s	512 kb/s	N/A
Standard	256 kb/s	1 Mb/s	1 line
Premium	512 kb/s	3 Mb/s	2 lines

Per minute breakout charge applies for Voice over IP.  
\*Maximum throughput - contended service.

Service (standard)	Cruise-IP	Inmarsat B (optional)	Inmarsat Fleet 77
Download Speed	1 Mb/s	64 kb/s	64 kb/s
Cost	\$102/day unlimited	\$7.00/min	\$6.45/min
Usage for \$102.00	24 hours	14 minutes	16 minutes

We have a number of different airtime packages to suit your traffic and usage patterns, from sporadic single vessel usage packages to high usages fleet packages.

