



505 Emergency Calling

FAQs



This sheet answers some of the questions you may have about Inmarsat's new safety communications facility - 505 Emergency Calling. For more information, please contact your maritime service provider or visit inmarsat.com/505

Free emergency calling with FleetBroadband

➔ What is 505 Emergency Calling?

505 Emergency Calling is a new safety communications facility for FleetBroadband. It allows vessels in an emergency situation to make voice calls directly to a Maritime Rescue Coordination Centre (MRCC) by simply calling the short code number '505'.

➔ What is the tariff for 505 Emergency Calling?

This is a free facility provided by Inmarsat. You will not be charged for your call providing the number is only used in emergency situations.

➔ Which Inmarsat service is 505 available on?

505 Emergency Calling is available with Inmarsat FleetBroadband using any FleetBroadband terminal (FB500, FB250, or FB150). No additional equipment is required to access the facility.

➔ Is 505 Emergency Calling GMDSS compliant?

No, this facility is not compliant with the Global Maritime Distress and Safety System (GMDSS). If your vessel is larger than 300GRT, it should already be carrying equipment compliant with the GMDSS. You should use this equipment in the first instance to contact an MRCC.

➔ Who is 505 for?

It is designed to be used by any vessel equipped with FleetBroadband but without GMDSS-compliant facilities. 505 Emergency Calling is ideally suited to small to medium-sized vessels in the merchant, leisure and fishing sectors. It is also expected that larger vessels will be interested in this facility as a back-up service.

➔ Who will you be connected to on a 505 call?

A '505' call will be directly connected to one of three MRCCs located around the globe. It will not be directed to a call centre or 'subscriber service'.

Users can rest assured that they will be connected to maritime-focused professionals, who can offer assistance or advice on any type of maritime emergency situation.

➔ What are the benefits of 505 Emergency Calling?

- Free emergency calling facility with all FleetBroadband terminals
- Simple, memorable number to call – just think 'SOS' (505)
- Instant access to rescue coordination centres – no queuing system
- No additional equipment or subscription is required to access the facility - just FleetBroadband

➔ Is an IP data connection required for 505?

No, your FleetBroadband terminal only needs to be switched on and registered for a circuit switched connection to be able to make a 505 call.

➔ Is 505 available while using a Standard IP connection?

Yes, you are able to make a '505' call in this instance, as FleetBroadband supports simultaneous voice and IP connections.


➔ Is 505 available while using an ISDN connection?

No voice calls can be made, including '505' calls, while FleetBroadband is engaged in an ISDN connection. ISDN uses a circuit-switched connection, and since FleetBroadband only allows one circuit-switched service at a time, the ISDN connection must be ended for a '505' call to be made.

➔ Where can I access 505 Emergency Calling?

FleetBroadband is accessible globally so you can make a '505' call whatever your location.

How to use 505 Emergency Calling

Simply call 505 and initiate the call in the normal way, either by pressing the  or # key. You will be automatically connected to an appropriate MRCC, 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 callsign)

Where you are (your position in latitude and longitude or a bearing and distance from a known geographical point)

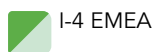
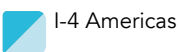
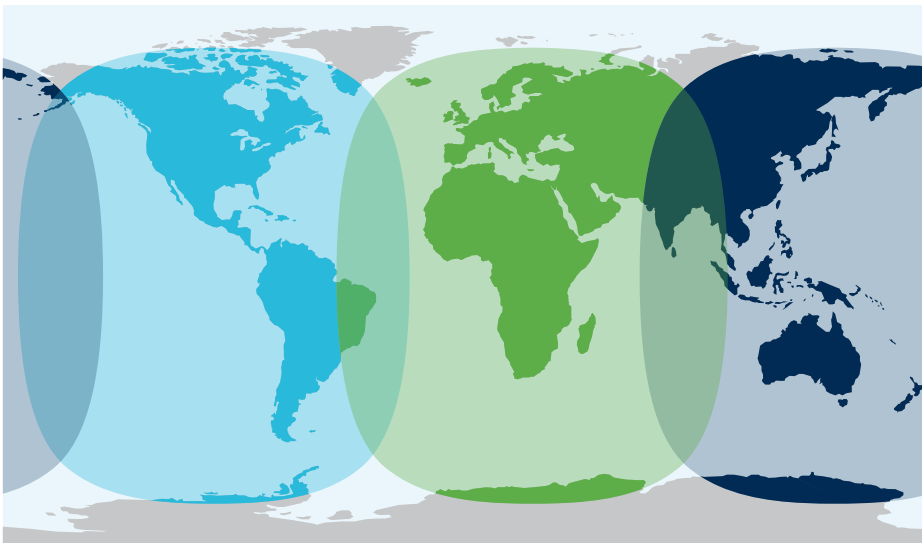
What is wrong (nature of emergency/difficulty)

Type of assistance required

Number of persons on board

Coverage

FleetBroadband is accessible globally except for the extreme polar regions.



This map depicts Inmarsat's expectations of coverage, but does not represent a guarantee of service. The availability of service at the edge of coverage areas fluctuates depending on various conditions.

How to buy FleetBroadband

FleetBroadband is available through our worldwide network of partners. Contact your existing Inmarsat service provider or visit our website to find the right partner for you.



inmarsat.com/505

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