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## FACTSHEET

# Stratos ChatCard™

## All-In-One Satellite Phone Access for Maritime Crews

Stratos ChatCard is a flexible and affordable solution for shipping companies to provide their crews with a convenient way to stay in touch with family and friends while at sea. A prepaid calling card that can be easily reloaded online, ChatCard can be used by crew for calling home, emailing or SMS and now with ChatCard Data, can be used for instant messaging and web browsing. With ChatCard Data, all crew Internet access costs are separated from the ship's business communication costs and charged to the crewmember's prepaid ChatCard.

Stratos ChatCard is available as a standard scratch card in denominations of 250, 500 and 750 units, or as a convenient eChatCard in any denomination from 50 to a maximum of 5000 units. For voice calls, you pay for talk time only, without hidden connection fees. Users will also enjoy our extended Family Time hours, with discounted rates for 12 hours on weekdays, all weekend (Saturday and Sunday) and on many selected holidays and celebrations throughout the year.

All of your ChatCards can easily be managed online with ChatCard Online - a powerful tool for managing your entire ChatCard user base, giving you greater efficiency and lower costs in administering your crew communication services.

### Benefits For Crewmembers

- Convenience of a single prepaid card that can be used for multiple services on Inmarsat, Iridium and MSat/MSV satellite phones.
- One single pre-paid card for voice call, email, SMS and Internet access.
- Discounted voice rates during extended Family Time calling hours.
- Flat global rate per service.
- Pay for talk time only, no hidden fees.

### Benefits For Ship Management

- Full separation of business and crew communication costs

- Simplified accounting and administration. With reload by crew via credit card (myChatCard) no administration required at all.
- Reduced risk to valuable equipment from changing of SIM cards.
- Improved crew morale – critical in retaining and recruiting personnel.
- Cost savings and convenience with eChatCards delivered via Excel spreadsheet, text file or pdf, eliminating shipping charges and delivery delays.

### Stratos ChatCard Features

- **Multiple Services with One Card** – Can be used with Inmarsat services B, M, mini-M, Fleet and FleetBroadband, as well as Iridium and the N. American MSat/MSV services
- **ChatCard and eChatCard Options**
  - ChatCard is a standard prepaid card with a scratch-off PIN.
  - eChatCard is a fast, cost-effective format that can deliver PINs electronically in a PDF document or in an Excel sheet or text file.
- **Multiple Denominations**
  - Standard ChatCards are available in 250, 500, or 750 units, providing 25, 50, and 75 minutes of talk time respectively, during Stratos' Crew Calling Family Time discount hours for B, M, Mini-M and Fleet.
  - eChatCards and reloads are available in any value from 50 to 5000 units.
- **Multiple languages** – for voice calls, the default prompt language is English but it can be changed to French or Spanish
- **Card Life** – Scratch cards expire two years after the first call is placed, or two years after the last reload. eChatCards expire two years after ordered online.
- **Balance Information** – Low-balance warnings at 60 and 30 seconds; remaining minutes announced on each call.
- **Easy to Use** – Simple instructions are on the back of the card:
  - Dial the short code to reach the ChatCard system.



BEYOND THE HORIZON®

- o Enter your PIN.
- o Dial the telephone number.
- **No Hidden Charges** – You pay only for talk time. No connection or holding time fees and no units deducted when no answer.
- **Billing increments** – minimum billable amount per call is 30 seconds with increments of 15 seconds thereafter (see rate table below)
- **Fast and Easy Reload** – Unlimited electronic reloads per card using the Stratos ChatCard Online service.
- **SMS and E-mail** – Available via AmosConnect Crew service.
- **Internet Access** – Available on Inmarsat FleetBroadband terminals.
- **Dial Restrictor Kit** – Option allowing only the crewcalling platform to be dialed from crew phone, eliminating possibility of fraudulent use; includes dial restrictor, crew phone and all necessary cabling.

### Stratos ChatCard Online and myChatCard

With ChatCard Online, you can:

- Review status and usage on all ChatCards.
- Obtain card balances.
- Reload any standard ChatCard or eChatCard any number of times. Cards can stay in circulation longer, reducing your overhead costs and potential delivery delays. Crew members get to keep the same ChatCard number.
- Activate and deactivate cards.
- Transfer balance to another card.
- Order eChatCards in any denomination up to 5000 units.
- Clear card balance for automatic credit to your ChatCard Online account
- Change the default prompt language for specific cards. Default is English with options to change to Spanish or French

MyChatCard is an online tool that allows crewmembers to view their current ChatCard balance, reload their card, or order a new eChatCard using their credit card. Access to myChatCard must be authorized by your ChatCard supplier. Accounts that are not enabled can still view their balances, but cannot reload or purchase new cards. MyChatCard

further minimizes the administrative effort required to provide full communication services to crewmembers.

### Calling Rates and Hours

Stratos has expanded Family Time Discount Calling Hours to 12 hours on weekdays, from 18:00 to 06:00 GMT Monday to Friday, plus all weekend and on select holidays and celebrations throughout the year, on ship-to-shore calls placed using Inmarsat-B, M, mini-M, Fleet and FleetBroadband in all Ocean Regions.

### The Stratos Advantage: Service and Support Worldwide

As a Stratos customer, you have access to our 24/7 International Customer Service Center. With this single point of contact for all your service and support requirements, you can contact our service professionals any time for help on technical or billing issues. And Stratos' global network of local offices can provide on-site support when you need it.

### About Stratos

Stratos is the world's trusted leader for vital communications. With more than a century of service, Stratos offers the most powerful and extensive portfolio of remote communications solutions including mobile and fixed satellite and microwave services. More than 20,000 customers use Stratos products and industry-leading value-added services to optimize communications performance. Stratos serves U.S. and international government, military, first responder, NGO, oil and gas, industrial, maritime, aeronautical, enterprise, and media users on seven continents and across the world's oceans. For more information visit [www.stratosglobal.com](http://www.stratosglobal.com).

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### ChatCard Rates (Units per Minute unless otherwise indicated)

From	Regular	Family Time
Inmarsat mini-M and Fleet	16	10
Inmarsat-B and Inmarsat-M	24	10
FleetBroadband	16	13
Iridium and MSat / MSV	12	12
AmosConnect Crew, per 30 messages	200	200
Internet access, per 50 Kbytes, FleetBroadband	7	7
Internet access, per 50 Kbytes, SwiftBroadband	7	7
Internet access, per 50 Kbytes, BGAN	5	5

