

TELCON WITH INMARSAT'S SHANE ROSSBACHER  
REGARDING FLEET BROADBAND ON EL FARO  
ATTENDEES: MIKE KUCHARSKI/DOUG MANSELL  
11/21/16

01/06/17 - ANSWERS

- 1) What the actual INMARSAT (hard) equipment was for sending/receiving Globe Emails?

ANSWER: FBB SATELLITE TERMINAL AND DOME. ADU & BDU. HEADING FROM GPS & GYRO. CAPTAIN'S PC OR OTHER PC ON SHIP. NO INTERNET ACCESS PER ANNEX A. FB TERMINAL WAS AN I250 MANUFACTURED BY INMARSAT. WE HAVE CONFIRMED THAT NO SECOND TERMINAL WAS CONNECTED TO THE EMAIL SYSTEM.

- 2) Who actually installed the equipment?

ANSWER: INMARSAT INSTALLED THE EQUIPMENT ON SEPT 16, 2014.

- 3) Who maintained the equipment?

ANSWER: CUSTOMER USUALLY RESPONSIBLE FOR SYSTEM; NO PLANNED MAINTENANCE AS SUCH; INCIDENTAL REPAIRS, IF IT BREAKS DOWN INMARSAT WORKS WITH OWNER TO ARRANGE REPAIRS.

- 4) Can we obtain the "Master Agreement" referenced in Annex A?

ANSWER: SURE, IF THEY CAN FIND. PRETTY MUCH BOILERPLATE. SHANE WILL LOOK FOR AND PROVIDE IF HE CAN FIND IT. UNABLE TO LOCATE AT THIS TIME.

- 5) Can you send us the owner's manual/installation manual for the FB unit installed?

ANSWER: PROVIDED THE INSTALL COMPLETION REPORT AND USER/INSTALL DOCUMENTATION SEPARATELY.

- 6) Was automatic email syncing programmed directly into the FleetBroadband terminal (below deck unit), or on software running on a specific computer?

ANSWER: INSTALL REPORT CONFIRMS THAT THE GCC SOFTWARE WAS INSTALLED IN "THE FILE ROOM / SERVER ROOM, 2 DECKS BELOW THE BRIDGE"

- 7) Did AUTOSYNCH occur whether there was usage or not in BETWEEN the regularly times of synching?

ANSWER: AT THE TIME OF INSTALLATION, THE SYSTEM WAS CONFIGURED WITH AN AUTOMATIC DIAL, USING A SCHEDULE THAT WOULD HAVE CONNECTED AUTOMATICALLY BASED ON SHIP'S LOCAL TIME AT:

- 00:00

- 06:00
- 12:30
- 14:30
- 18:30

IF THE CAPTAIN FORCED A MANUAL CONNECTION OUTSIDE OF THIS SCHEDULE, THE SYSTEM WOULD REVERT BACK TO THE SET SCHEDULE FOR THE NEXT AUTO DIAL. (I.E. IF HE FORCED A CALL AT 04:00, IT WOULD CONNECT AGAIN AT 06:00 ON NORMAL SCHEDULE.)

- 8) Were automatic email connections scheduled for specific time(s) of day, or as a countdown timer from the most recent email synch? In other words, did AUTOSYNCH occur whether there was usage or not in BETWEEN the regularly times of synching?

ANSWER: SAME AS "7" ABOVE.

- 9) Was the Fleet Broadband below deck unit physically located in the master's stateroom, or was it just the voice handset (and controlling computer) that was in his cabin?

ANSWER: THE INSTALLATION REPORT STATES THAT THE PC WITH GCC/GLOBE EMAIL SOFTWARE WAS LOCATED IN THE "FILE ROOM / SERVER ROOM, 2 DECKS BELOW THE BRIDGE".

- 10) How were automatic connections (aka synching) made?

ANSWER: SAME AS "7" ABOVE.

- 11) IS THERE A UPS FOR THE TERMINAL?

ANSWER: INSTALLATION REPORT STATED A UPS WAS CONNECTED TO THE SATELLITE TERMINAL (I250) THAT WAS EXISTING ON THE SHIP ALREADY. WE HAD PROVIDED A NEW MODEL AND THE CREW WAS TO SWAP IT OUT (THEY NEEDED AN EXTENSION CORD).

- 12) Were secondary handsets added?

ANSWER: NOT ACCORDING TO THE INSTALLATION REPORT, WHICH NOTED THAT THE PRIMARY HANDSET WAS INSTALLED ON THE BRIDGE NEAR THE I250.

- 13) Where was GCC SOFTWARE installed?

ANSWER: SAME AS "9" ABOVE.

- 14) How does a secondary terminal work?

ANSWER: NOT APPLICABLE. ACCORDING TO THE INSTALLATION REPORT NO SECONDARY TERMINAL WAS INSTALLED.

**15) What happens if the computer with the GCC is shut down?**

**ANSWER: IF COMPUTER (WITH GCC SOFTWARE) IS SHUT DOWN, EMAIL TRANSMISSIONS BETWEEN SATELLITE AND VESSEL CANNOT OCCUR. THE COMPUTER APPLICATION SETTINGS (INCLUDING AUTOMATIC CONNECTION, IF SO CONFIGURED) PERSIST. DEFAULT GCC SOFTWARE INSTALLATION ADDS GCC TO WINDOWS STARTUP APPLICATIONS, THAT AUTOMATICALLY LAUNCH WHEN COMPUTER IS TURNED ON / LOGGED INTO.**

**16) Does the GCC INSTALLATION require a special install key?**

**ANSWER: NO.**

**17) Can we determine from the data sets received if, during the last voyage, the backup terminal was used?**

**ANSWER: NOT APPLICABLE. ACCORDING TO THE INSTALLATION REPORT NO SECONDARY TERMINAL WAS INSTALLED.**

**18) What other regularly used names does Fleet Broadband go by?**

**ANSWER: FBB, FB, I250, IFUSION, "INMARSAT" (SLANG TERM, AS "KLEENEX" IS OFTEN USED TO REFER TO A TISSUE).**

**19) Can two handsets be assigned to the same number:**

**ANSWER: YES THIS IS POSSIBLE, ALTHOUGH THE INSTALL REPORT MAKES NO NOTE OF A SECOND HANDSET. IT COULD HAVE BEEN ADDED LATER WITHOUT INMARSAT'S KNOWLEDGE BY ADDING A LINE SPLITTER, BUT WOULD HAVE REQUIRED ACCESS TO THE I250 LOCATED ON THE BRIDGE.**