

ARCOM is a Group of companies that was established in 1998 and is a Service Provider of satellite voice, fax and data services through Inmarsat, Iridium and other operators, as well as, a hardware and software reseller and maritime consultant. The Group's core business is the provision of maritime telecommunication services to the commercial shipping industry. ARCOM has been an official Inmarsat Service Provider (ISP) since 1999 and is currently the largest independent ISP servicing Greek-owned/managed shipping companies in Greece and among the top independent ISPs in the world, servicing approximately 11 % of Inmarsat traffic generated by Greek- owned commercial fleet worldwide.

ARCOM has been recently accredited by **Inmarsat** as a **Silver Partner**.

ARCOM's customer list includes some of the largest Shipping companies in Greece and abroad, as well as, other prestigious clients, such as the Hellenic Navy, the United Nations and others.

The Group differentiates itself from competition through the provision of high quality consultation and technical services to its customers, taking advantage of its highly skilled staff and latest technology available. **ARCOM** has developed in-house its own ERP/CRM/Billing system which is the backbone of the Group's operation called **HYDRA**.

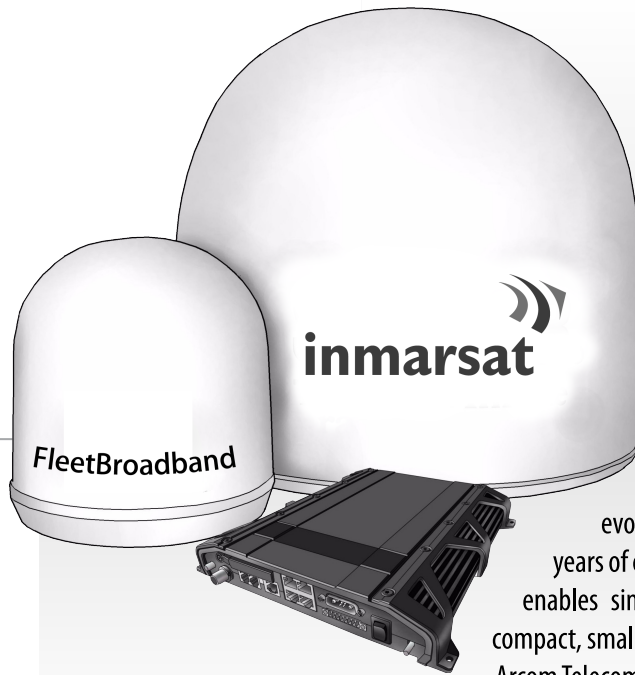
HYDRA is a server-client software solution which provides online access to the **HYDRA** Server inside ARCOM HQ, so that the qualified personnel and registered Agents/Partners can monitor and manage customers. **ARCOM** operates as a satellite airtime provision broker, selling services of various operators under the same "umbrella" (one monthly invoice from **ARCOM**, even if the terminal has used various operators), increasing this way the cost efficiency advantage for its clients.

The Company's main areas of operation include:

- Mobile-generated (over satellite) telecommunication service provision (Inmarsat, Iridium, Thuraya, VSAT (maritime and land) systems)
- Fixed-to-Mobile telephony (voice, fax, data, PSTN and ISDN), messaging and e-mail
- Fixed and VOIP telephony services (cheap and reliable fixed calls abroad etc.)
- PSA (Inmarsat Point of Service Activation), Accounting Authority and Shore Based Maintenance Services
- High-End billing services
- High-End Consultation and outsourced IT services
- Inmarsat Fleet Broad Band (FBB) services
- Ship-to-shore and shore-to-ship e-mail services and top of the line email software solutions for all terminals (including Inmarsat C)
- On board networking, e-mail, internet access, telemetry and tele- surveillance systems
- Crew-calling hardware & software solutions
- Hardware Provision of all major manufacturers in the field (Inmarsat, Iridium, Thuraya, VSAT systems)
- GSM over satellite service provision
- Maritime ERP and vessel/fleet tracking software solutions
- Development of customised software solutions
- Customer care and support



- **Billing Services** (Invoice Data, Hot Data, Statistical Analysis, Invoices hardcopy and electronically)
- **PSA Services** (Activation/Deactivation on Inmarsat's Service Activation System-ESAS). ARCOM is an official PSA bearing the code 3127
- **Accounting Authority Services** for over 60 countries
- **Shore Based Maintenance Services.** Certificates needed in order to fulfill the maintenance requirements mentioned in the "SOLAS GMDSS" regulations
- **Scientific Consultation and outsourced IT Services** regarding all kinds of telecommunication fields (terrestrial, cellular, satellite networks), as well as, computer networks and software solutions
- **Inmarsat Fleet Broadband (FBB) Services.** This is the first Satellite communications service to provide cost-effective broadband data and voice simultaneously, through a compact antenna on a global basis. Fleet Broadband is an Inmarsat service, fully operated by Inmarsat
- **VSAT (maritime and land) Systems** which offer industrial strength, high speed internet access for small and large business
- **In-House 24/7 Customer care and support.** Call ARCOM on +302106107379 or email at arcom@arcom.gr for a swift response and solution to your problem
- **Technical (installation, de-installation and maintenance) Services 24h** at: +30210-6107379, services@arcom.gr. Our qualified personnel take care of installation, service and maintenance, for all terminals/hardware equipment and software solutions. Attendance on board is provided by our specialized engineers or by partnerships worldwide
- **ITHAX Telephony:** Save approx. 70%!* on calls from any fixed location or mobile phone on the planet towards any fixed, mobile, satellite (Inmarsat, Iridium etc) destination worldwide
- **Oceanis Fleet Monitoring:** A trailblazing online monitoring application designed for commercial managers of fleets of deep-sea vessels
- **ARCOM Trouble Ticket System (TTS).** Registered customers may send an email to customer.care@arcom.gr and the problem will be handled immediately. They will also be getting electronic notification on the current status, during the resolution process
- **Online Web-Based Customer Tools.** Customers may Login to our website and have access to Invoices, statistics, manuals, and many other useful tools and services
- **Our Maritime ERP solutions include:** Financial, Crew Management, Crew Payroll, Vessel Operation, Procurement Process, Voyage Estimation, ISM, Planned Maintenance, Extended Reporting Engine, Loan Management, Vetting Solution, Synchronization application
- **GSM over satellite service provision** which allows crew to make and receive mobile phone calls plus send and receive text messages while at sea by using their own personal mobile phones
- **Development** of customized hardware & software solutions
- **Telemetry and tele-surveillance solutions.** It is now possible to link the readings of the vital machinery on board to the office on real- time. Fleet tracking solutions
- **Our latest Strategic partnership with Elkco Marine Group of Companies** (Naval Architects, Consulting Engineers) has expanded our activities to include the following:
 - SHIP DESIGN, FEASIBILITY STUDIES, CONVERSIONS, DOUBLE HULL CONVERSIONS • TRIM & STABILITY, GRAIN, LOADING MANUALS, EO, P&A MANUALS, DAMAGE STABILITY. • INCLINING EXPERIMENTS/FIELD ACTIVITIES • SAFETY & EMERGENCY RESPONSE MANAGEMENT. OPA 90, • COMPLIANCE WITH THE ISM AND ISPS CODE REQUIREMENTS • CARGO VAPOUR EMISSION CONTROL SYSTEMS • COMMERCIAL REPRESENTATIONS



Service Description

Fleet Broadband is a powerful new solution you can use to meet the evolving needs of the commercial maritime market. It provides IP services via a standard IP connection at speeds up to 432 kbps over a shared channel allowing e-mail, Internet and intranet access. On demand, guaranteed streaming connections at rates up to 256 kbps can be used for applications such as videoconferencing. It also provides a 64 kbps ISDN connection and SMS service.

FleetBroadband (FBB) is Inmarsat's latest maritime service, an evolution of satellite telecommunication systems and a product of many years of experience and vast knowledge of the maritime sector. Fleet Broadband enables simultaneous voice and high-speed data communications through a compact, small and lightweight antenna.

Arcom Telecoms being a certified Silver Inmarsat Service Provider can not only provide hardware and airtime but also enhance FBB's broadband experience by the provision of integrated solutions, consultation and support.

Key Benefits

Simultaneous voice and data

Higher bandwidth

IP connection for email & internet/intranet access including secure VPN

Quality of Service, Crystal-clear voice, Streaming IP, ISDN

SMS text and instant messaging

Enhanced SQT - Crew calling becomes cheaper with enhanced Super Quiet Time hours exclusive to FBB

505 Emergency Calling – offered free of charge by Inmarsat in case of emergencies

Common user interface for easy set-up & use

Small size hardware

Value Added Services from Arcom Telecoms

Arcom Telecom's range of value added services facilitate day-to-day vessel management by meeting bridge communications needs, improving crew welfare and facilitating operational and maintenance processes.

These include:

- Cost-effective messaging tool
- A range of VPN solutions for secure access to the corporate network
- Prepaid voice and data cards
- Online management and billing tools to help control and monitor traffic generated by large fleets of terminals
- Low-cost fixed-to-mobile calling

Service Coverage

Following the successful launch of the third Inmarsat-4 satellite in 2008, FleetBroadband service is now available globally.

Terminals

Three types of terminals (FB150, FB250 and FB500) with different capabilities are available. They use stabilized, directional antennas, varying in size and weight.



ITHAX Telephony - Save approx. 70%!* on calls from any fixed location or mobile phone on the planet towards any fixed, mobile, satellite (Inmarsat, Iridium etc) destination worldwide. **ITHAX Telephony** can be easily integrated into your existing infrastructure, without interfering with your current telephony provider.

Use **ITHAX solution** to make low-cost calls from your home, office, mobile phone or computer, as long as there is internet connectivity available (LAN, WiFi, WLAN, etc).

ITHAX will substantially reduce your telecommunication costs and increase efficiency.

Key Features

- Very cheap and reliable, high-end worldwide telephony.
- Easy to set-up; installation package consists of three modules:

a) Home/Office module:

ITHAX router simply connects to your PABX. It uses your existing infrastructure.

b) PC/Laptop Software Module:

A software is supplied and installed on as many PCs as you prefer, which provides the flexibility to make phone calls while on the move, from any place in the world, with exactly the same tariffs.

c) PDA Mobile phone software module which allows users to place calls using ITHAX, bypassing their GSM operator. Connectivity requires internet access.

- High mobility and flexibility.
- Multiple accounts and sub-accounts under the same rate plan, for better administration (e.g. charterers account, owners account etc.).
- Pay as you go: No administration costs, no fixed monthly costs; just pay for usage.

ITHAX is based on the most innovative and advanced technology available today, and offers the flexibility of customization to suit your individual needs.

ITHAX can also be set-up on Analog Gateways (FXS/FXO), Media Gateways and Integrated gateways for GSM (CDMA/GSM), which provide quality voice and fax services.

All services can be provided in a number of capacity configurations that offer room for future growth.

Customer Care and Support - Our experienced engineers will provide close, intensive guidance, from the decision-making stage up to the installation and assimilation of the system. The system is implemented and run by Arcom.

Arcom offers 24/7 customer care and support.

Optional Functions:

- DID local virtual numbers: obtain an ITHAX number which shows on the called party; you can also receive calls on this number.
- Call-back server
- 2-Stage dialing
- Direct line access

ITHAX© is a registered trademark of **ARCOM Group**.

*average saving compared to local PSTN and/or VOIP operators in Greece.



Arcom's Fleet Monitoring System is a trailblazing online monitoring application designed for commercial managers of fleets of deep-sea vessels.

Aiming at ship owners and managers, it provides accurate and up-to-date information tailored to your needs.

Oceanis® is a constantly developing tool, a one stop solution for all your fleet management demands.

Using a suitable transceiver, linked with a web-based management service, it enables the owners and managers of the fleet, to track each and everyone of their vessels in real time and manage the system from their pc via a secure login.

Key Benefits

- No additional hardware needed. Works with any type of Inmarsat-C already installed on vessels
- Cross-platform online application, works on every major web browser, no extra software needed
- Google Earth compatible (if required)
- Auto-refreshed data
- Entire fleet views at a glance
- Current location per vessel
- Full customized course view per vessel
- Complete history of past locations per vessel
- Full screen presentation mode

Oceanis® is a registered trademark of **ARCOM Group**.

Super-Hub Pro can be used to send data through all Inmarsat services (except Inmarsat C), Iridium, Thuraya and GSM terminals to and from ships. All communications are batched, compressed and encrypted. This enables quick, secure and extremely cost-effective use of satellite communications links. Super-Hub Pro interfaces / operates with fax, telex, SMS and Internet e-mail

Features and benefits

System

- Uses any SMTP/POP3 client software (e.g. MS Outlook, MS Outlook Express, Lotus, Eudora, CCMail)
- Facility to send e-mail, Fax (plus attachments), Telex and SMS
- Stand-alone or LAN capability (without the need for a complicated mail server)
- Independent of airtime providers so user can employ preferred supplier
- Compression of all sent and received data using industry-leading PKZIP technology
- Batching of all traffic
- Restart from point of interrupt on 'interrupted' connections
- Full duplex data transfer
- Full support for Inmarsat A, B, B-HSD, M, mini-M, all Fleet services, Iridium, Thuraya, GSM, ISDN, PSTN, IP and many more
- **NEW:** Built in support for **SOPHOS Anti-Virus** platform with trickle updates

Core features

- Internal messaging on LAN installations
- LAN or 'stand alone' users can have own unique e-mail address and register own domain name
- Supports all language character sets
- User-specific rich text format support
- File size / message size / e-mail address / domain name filters
- Scheduler to send and receive at pre-programmed times
- Automatic File Transfer (AFT) and data-mapping for remote, unattended data delivery
- Industry-leading web-based message tracking / auditing MIS service – **IMPROVED NOV 2008**
- **FREE Anti-virus** protection as standard (using industry-leading e-mail security service **MessageLabs**)
- **FREE Anti-SPAM** protection as standard (using industry leading e-mail security service **MessageLabs**)
- **FREE SatNews** news for crew access (via e-mail or bulletin boards downloads)
- INMARSAT Fleet 128 compatible
- **FREE, US Coast Guard Approved**, E-NOA/D application
- Comprehensive message auditing tool for departmental cost analysis and allocation
- Access to leading e-form / documentation and report management service 'VIM' c/o Plain Sailing

Super-Hub connectivity allows **savings of up to 85%** on communications costs and greatly increases data flow due to data compressing and the duplex link.

SkyFile Mail is available at sea or on land on all Inmarsat services (except Inmarsat C) as well as on Iridium and Thuraya

Key benefits

- Robustness: secure, reliable data communication
- Security: anti-virus, anti-spam filters and black & white list option included
- Cost-effectiveness: with data compression up to 90 %
- Crash recovery: automatically restarts at the point where transmission stopped
- Full duplex mode: simultaneous message sending & receiving
- Simplicity: very easy to install, update & use
- Charge-free: you only pay the airtime. No monthly fees or license costs
- Can be used for post-paid & prepaid messaging

SkyFile Mail improves easy administration of your mobile satellite terminal and enhances your operational efficiency

- Enables 2-way email, fax and SMS transmission from any PC or laptop wherever you are on land or at sea
- Web-based Remote Configuration Tool provides full remote control of all SkyFile Mail configurations, from billing rates to sub-accounts
- Least cost router (for Fleet-terminals) automatically selects MPDS or ISDN/data as the least cost transmission mode.
- SkyFile Mail via Iridium Rudics boosts connection quality, service availability and bandwidth, reducing connection time by more than 50%.
- Benefit from our SkyFile NOAD software for easy and efficient creation & submission of electronic regulatory forms required by the US Coast Guard.
- Compatible with all versions of Windows from 95.

What's new

With **SkyFile Mail** user benefits from the same software for post-paid & prepaid messaging (emails, SMS & fax) via Inmarsat and Iridium terminals

- Minimal administration: with Vizada's Universal Card™, users need only one card for prepaid phone and email communications. Users can create their own prepaid sub-account.
- Flexibility: enables users to configure their own prepaid account according to their needs
- No restriction in terms of volume or number of messages: customers can set their own restrictions if required
- Transparent prepaid functionality: credit balance and remaining time are updated in real time. Each user has access to their individual call logs

The prepaid service must be used in combination with Vizada Universal Card PINs — for use on both Inmarsat and Iridium devices.

Emailing has never been so easy or cost-effective

SkyFile C is an e-service for Inmarsat C only. It optimizes messaging & reduces costs, especially for messages sent to fleets of ships. SkyFile C is currently available via LES 011 and 111.

Key benefits:

- Simplicity: very easy to use; no need to install dedicated software to access SkyFile C
- Free-of-charge: no monthly fees or license costs; you pay for airtime only
- Cost-efficiency: reduce transmission costs by up to a third by sending ship-to-shore and shore- to-ship messages in 5-bit mode
- Dependability: reliable, secure data communication Features - Reliable & cost-effective comms for Inmarsat C

Features - Reliable & cost-effective comms for Inmarsat C

1. Combining Inmarsat & GSM: send and receive SMS to / from any GSM phone worldwide via Inmarsat C
2. Complete, secure traffic management: users can control their communications costs by using filters:
 - Anti-spam & anti-virus
 - Black & white lists – subject keywords
 - Volume control
 - Message confirmation
3. FleetNet announcement: send via e-mail, TCP/IP, PSTN/X.25 (standard telephone network) and telex
4. Tracking & fleet management: with Thrane&Thrane Capsat Manager, SkyFile C can track vessels using polling & data reporting via TCP/IP, PSTN/X.25, as well as e-mail
5. SkyFile C is fully compatible with Thrane&Thrane Easymail
6. Vizada's land earth station (LES) is compliant with the MORP (Multi Ocean Region Polling)

Products - Optimize your fleet messaging

SkyFile C optimizes messaging and reduces costs on Inmarsat C & Mini C, especially for FleetNet messages. It is available on all Inmarsat C & Inmarsat Mini C terminals

Inmarsat C provides two-way store-and-forward messaging, distress calling, data reporting and polling as well as Enhanced Group Call (EGC) such as EGC SafetyNETTM and FleetNETTM

- Two-way data, fax & e-mail communications to destinations worldwide
- Data at 0.6 kbps (Inmarsat C). • Approved for use under the Global Maritime Distress and Safety System (GMDSS) and mandatory for Solas-compliant ships operating outside Navtex coverage areas

Inmarsat Mini C provides two-way store-and-forward messaging, distress calling, data reporting and polling as well as Enhanced Group Call (EGC) such as EGC SafetyNETTM and FleetNETTM

- Two-way data, fax & e-mail communications to destinations worldwide
- 6 inputs/outputs for sensors (Mini C)
- Approved for use under the Global Maritime Distress and Safety System (GMDSS) and mandatory for Solas-compliant ships operating outside Navtex coverage areas.



Arcom's Crew Calling Cards for use on Inmarsat mobile satellite terminals provide crew with predefined credit to make private calls easily and economically while away from home. During the Off-Peak Happy Hour period, users benefit from highly affordable rates for private calls. The clear separation between private and business calls reduces administration for ship managers.

In order to select the **card type most suitable for you**, please do not hesitate to request for further information and assistance

Key Benefits

- **Welfare focus:** boost crew morale and increase company loyalty on board.
- **Simplicity:** very easy to use, no need for training or user assistance.
- **Two formats** depending on your provisioning processes. Credit card or virtual card (avoiding potential delay, logistical problems and shipping costs).
- **Credit reload:** new credit can be loaded onto existing cards enabling the crew member to keep his usual calling PIN.
- **Automatic reload:** are reloaded via automatic software in few minutes.
- **Availability:** can be used on all digital Inmarsat mobile satellite maritime terminals (-B, -M, -Mini-M, -Fleet -FleetBroadband) to call fixed and GSM phones. And this, day and night, 24/7!
- **Cost transparency:** full control over budget with pre-defined costs.
- **No additional charges** like connection or destination fees.
- **Balance verification:** each time a call is initiated, minutes available for a call are reported to the user.
- **Call data:** we have access to call data records via our Traffic Monitoring System (TMS) tool.

New Era in Crew Calling Cards - Internet and Email Solution

Our portfolio's latest addition is a new type of card which enables users to place private calls, **send prepaid Emails** and SMS messages, stay **connected** to friends and family **via the Internet**, while managers of large numbers of terminals benefit from improved crew morale and greater cost control over private communications with minimal administration and at no additional cost.