

# Prepaid Talk

by Marlink

**Prepaid Talk** offers a controlled way for Marlink's Sealink™ and WaveCall™ customers to manage telephony usage on board and the cost associated with crew, passenger and client calling. Prepaid Talk by Marlink can be used anytime, anywhere, to stay connected with colleagues, friends and family – and is easy to use.

## Key features:

- Complete financial control of call spending
- Available as both physical and virtual cards (physical cards not available for WaveCall™)
- 10, 20, 50 or 100 unit cards
- Disposable client and passenger cards
- Rechargeable personal crew cards (available for Sealink™ only)
- The rechargeable cards may be recharged by a trusted employee at any time through a secure Internet site
- Ability to make international calls
- No monthly fees

## Key benefits:

- Improved crew retention
- Convenient and easy to use
- Calls may be made from any telephone on board connected to the VSAT system
- Private calls may be made away from the bridge and out of the operations centre
- Charged upon call connection
- Remaining time on card is provided in minutes at the start of each call

## Availability:

**Prepaid Talk** can be used with Marlink's Sealink™ and WaveCall™ services to call fixed and cellular phones all over the world 24/7/365. Prepaid calls may be made from any telephone on board connected to the VSAT system by utilizing the Prepaid Talk card. As an added benefit, Marlink can provide voice lines that are dedicated for prepaid calls only, to ensure that all calls are routed through the prepaid calling service and the vessel is not billed.

## How to order Prepaid Talk:

**WaveCall™**: New Prepaid Talk customers need to complete the *Prepaid Talk for WaveCall™* order form and return it to [prepaid@marlink.com](mailto:prepaid@marlink.com). The order form can be found on [www.marlink.com](http://www.marlink.com) by clicking on 'Resources' followed by 'Forms' and 'Order Forms'.

Existing Prepaid Talk customers may order Prepaid Talk cards by sending an email to [prepaid@marlink.com](mailto:prepaid@marlink.com).

**Sealink™**: New and existing customers need to complete the *Prepaid Talk and Prepaid Surf for Sealink™* order form. This order form can be found on [www.marlink.com](http://www.marlink.com) by clicking on 'Resources' followed by 'Forms' and 'Order Forms'. Please return the completed order form to [sealink.admin@marlink.com](mailto:sealink.admin@marlink.com).



## How Prepaid Talk works:

**Prepaid Talk** utilizes the vessel's existing bandwidth for communications between the vessel and the teleport. At the teleport the telephone call will be routed into the Public Switched Telephone Network (PSTN). Costs associated with calls in the PSTN will be deducted from the Prepaid Talk account.

Calls are charged on a 'units per minute' basis, where the amount of units per minute varies in accordance with the destination the user is calling. Marlink has a published list of the number of units charged per minute for calling each destination worldwide. Calls will automatically disconnect once all units on the card have been used.

Access to the on-board Prepaid Talk service is managed with a Personal Identification Number (PIN) code. The PIN code is either printed on physical scratch cards or distributed electronically by email as virtual cards. Cards may be sold by an authorized purchase

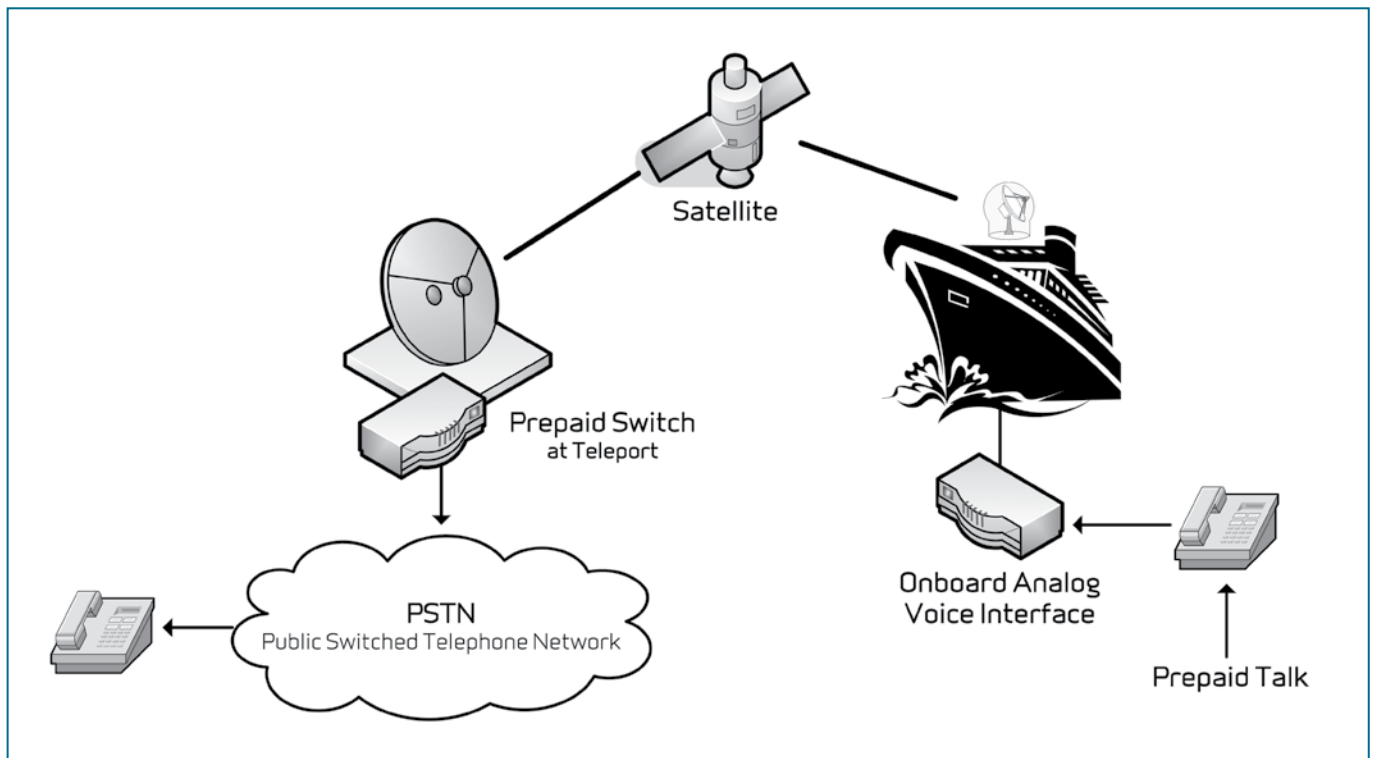
point on board or at shore, or distributed as a courtesy to crew, clients or passengers.

Each physical Prepaid Talk card is preloaded with 10, 20, 50 or 100 units. The virtual and the personal crew cards may be ordered with a larger amount of units if desired (in packages of 10 cards).

### Teleport Automatic Call Centre:

#### English Prompt:

- To make a prepaid call, dial 26# for **WaveCall™** or system access number for **Sealink™** (must be programmed in the onboard PBX)
- At the voice prompt, enter the 10-digit PIN code
- Dial the telephone number of the party you wish to call (00 + country code + destination telephone number)



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