



# INMARSAT RESCUENET PRODUCT DESCRIPTION

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## 1. INTRODUCTION - WELCOME TO RESCUENET

This document describes the RescueNET system, which is part of the Inmarsat Maritime Safety Services offering. This product description is intended for Rescue Co-ordination Centres (RCCs) and provides a high-level description of the features available.

Common RCC functions and responsibilities have been taken into account with the design of the RescueNET system. The interface is customizable for ease use and API access is currently under development for integration into already existing Search & Rescue (SAR) organisational platforms. Access to RescueNET functions can be tailored to each RCC, for example, if a RCC is certified to broadcast Enhanced Group Call (EGC) messages, such as Distress Alert Relay and SAR communications over the Inmarsat network, this can be included in the user account. Alternatively, if the RCC is not certified to broadcast EGC messages, this function can be disabled from the user account, however, they will still have access to many common functions.

The RescueNET service links across Inmarsat C, Mini C, and Fleet Safety for the EGC broadcast service, as well as enabling RCCs to communicate directly with Inmarsat Fleet Safety Ship Earth Stations (SES) for Distress Alert and direct SAR coordination.

For further information on training and enabling routing of Distress Alert within your Search and Rescue Region (SRR) please contact the Inmarsat Maritime Safety team: [maritime.safety@inmarsat.com](mailto:maritime.safety@inmarsat.com)

## 2. RESCUENET

RescueNET is a bespoke safety service tailored specifically for Maritime Rescue Co-ordination Centres (MRCCs). The intuitive and interactive service delivers fast, reliable, and approved Search and Rescue communications in both Ship-to-Shore and Shore-to-Ship directions and between RCCs.

Access enables reception of Distress Alerts from Fleet Safety SES and assists with the co-ordination of Search and Rescue Incidents. RescueNET operates via a secure web platform, with all system logic operating on Inmarsat secured servers. The only software required is a web browser such as Goggle Chrome or Mozilla Firefox. Internet Explorer is *not* supported.

The easy to use system allows access to Inmarsat vessel databases, reception of Distress Alert Alerts, Distress Messaging, EGC Broadcasts and monitoring capability, and real-time SAR coordination with the vessels and other RCCs.

Core Functions:

- The fast reception and coordination of Distress Alerts
- Simultaneous broadcast of Distress Alert Relay to Inmarsat C, Mini C and Fleet Safety
- Broadcast SAR co-ordination messages to rectangular/circular area
- Priority Messaging, ship-to-shore and shore-to-ship
- Innovative Distress Chat
- Maritime Rescue Coordination Centre and vessel look-up functions
- Nearby vessel search
- Instant access to vessel databases including vessel emergency contacts
- Secure web application – no specialist equipment required

## 3. RESCUENET FUNCTIONS

### 3.1. Reception of Distress Alerts

Distress Alerts sent from the new GMDSS Fleet Safety SES are routed to the closest RCC within the Inmarsat network using the RescueNET system. On receipt of a Distress Alert, the RescueNET system will provide an audio and visual indication to the RCC operator.

The Distress Alert contains all the vital information require by the RCC including, Vessel name, MMSI, IMO number, position, time of position, course, speed, owner, number of people onboard, nature of distress and contact phone number.

From the received Distress Alert, the RCC operator can immediately reply via priority message, broadcast a Distress EGC, search for other vessels in the area, view the vessels position on a map, and initiate a Distress Chat with the vessel and other RCCs.

### 3.2. Priority Message

The Priority Message function can be initiated from a received Distress Alert, or manually. The system allows the operator to search the database of Fleet Safety terminals and send a Distress or Urgency priority message directly to the vessel.

### 3.3. SAR Broadcast Messages

The RescueNET System allows for the broadcast of Distress Alert Relays and SAR related Information using the EGC service. This function is only available for IMO certified broadcasters. As a result, some accounts may not have access to this facility.

Creating a broadcast can be initiated directly from a received Distress Alert, or created manually. The operator no longer has to choose which satellites to broadcast over, this is done automatically through the RescueNET service and broadcasts through ALL Inmarsat satellites that cover the requested area.

Broadcast messages with “Distress” and “Urgency” priority are automatically received onboard all Inmarsat GMDSS SES (including Fleet Safety and Inmarsat C) and will activate an audio and visual alarm, as well as request a read acknowledgement. SAR broadcast messages have priority on the Inmarsat network and are free of charge to both RCC and the vessel.

### 3.4. Broadcast Monitoring

Inmarsat has now enabled the monitoring of EGC transmissions through RescueNET. This confirms that EGC messages have been broadcast for automatic reception onboard ALL Inmarsat GMDSS terminals, including Inmarsat C and Fleet Safety SES.

This function allows the operator to view the Status, Text broadcast, satellites used, and time each satellite broadcast the message.

### 3.5. Broadcast Export and Reporting

The operator can export any of the EGC broadcasts created into a PDF file, and make use of the reporting feature. The reports show the number of EGCs broadcast over a selected time period, including statistics on priority and broadcast area.

### 3.6. Distress Chat

The Distress Chat function is a text based chat interface that enables RCCs to coordinate any SAR operation with other RescueNET RCC users. This function is free of charge and can be used by any RescueNET user to request assistance, coordinate, and cooperate with other RCCs. The Distress Chat can also be used to coordinate a SAR operation with Inmarsat Fleet Safety SES stations and MRCCs simultaneously.

The operator can have multiple chat rooms open at the same time, e.g. one room for RCC ONLY information, and another room to include RCCs and vessels.

### 3.7. RCCs database

This function allows a user to view details about other RCCs using the RescueNET such as:

- RCC name
- Status: Online / Offline
- Primary: capable of receiving Distress Alerts
- Contact information: E-mail & phone number

### 3.8. Vessels Databases

The RescueNET service provides access to 3 vessel databases, listed below. Access to these databases provides the operator with vital information to assist in a SAR operation, such as vessel name, MMSI number, phone/contact number, IMO number, owner's information, emergency shore-side contact information, and in the case of the MST database, the vessels current position.

These databases can be used for assisting in any SAR operation however the information must not be shared with any 3<sup>rd</sup> party outside of the SAR operation.

#### 3.8.1. MST Database

Provides the operator with a comprehensive and searchable list of Fleet Safety SES including vessel. Information available includes phone number, MMSI, and shore-side emergency contacts. The operator can also view the vessels positions on an interactive map.

#### 3.8.2. Electronic Service Activation System (ESAS)

Provides the operator with a comprehensive and searchable list of Inmarsat C SES including vessel. Information available includes Inmarsat Mobile Number, MMSI, and shore-side emergency contacts.

#### 3.8.3. BSS (BGAN)

Provides the operator with a comprehensive and searchable list of FleetBroadband and Fleet One SES. Information available includes vessel phone number, MMSI, and shore side emergency contacts

### 3.9. Message confirmation

All Distress and Urgency messages contain a confirmation notification system, giving the operator additional reassurance by providing them a notification when each message was sent, received and read by the recipient.

## 4. INFORMATION STORAGE

All active and sent messages, including EGC Broadcasts, Distress and Urgency messages and Distress chat, can all be viewed from the RescueNET account.

## 5. ACCESS TO RESCUENET

Any RCC registered on the IMO GISIS can request access to the Inmarsat RescueNET system. Access to the EGC system will require the RCC to provide a valid EGC certificate with their application.

To request access to the RescueNET system, please contact:  
[maritime.safety@inmarsat.com](mailto:maritime.safety@inmarsat.com)

Access remains at the discretion of Inmarsat.

## 6. CUSTOMER SUPPORT

Inmarsat provides 24/7, 365 customer support through its regional Support Centres, with specialist teams on-hand to provide resolution of customer issues. Inmarsat customer support is the single point of contact for the customer for all issues regardless of which internal Inmarsat department may be involved in resolving a problem.

Customer support can be contacted directly by telephone or email. Upon receipt of an email or phone call, a trouble ticket will be opened, and a unique case number will be assigned and provided to the customer. By keeping the case number in the subject line, all communication related to the case will be captured within the trouble ticket for future reference and reporting purposes.

All Customer support cases follow a structured fault resolution and escalation procedure.

For a detailed description of all customer support processes, problem prioritisation policies, service level agreement details and all other relevant information please contact Inmarsat Global Operations Centre.

- Worldwide: +1 709 748 4226
- Toll-free North America: +1 800 563 2255
- United Kingdom: + 44 (0)207 728 1020
- Singapore: + 65 6499 5454
- Norway: +47 70 17 24 24
- Email: GlobalCustomerSupport@inmarsat.com

## 7. REFERENCE MATERIAL

Download the RescueNET Handbook: <https://www.inmarsat.com/service/rescuenet/>