

An Introduction to

# One Account

Affordable ship to shore communications



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## Affordable ship to shore communications

Keeping in touch is important for everyone, especially for Seafarers who are away at sea for months on end, travelling from port to port. Communication can become both challenging and expensive meaning that a quick call or text to friends and family is not always possible or affordable.

The ITG **'One Account'** has evolved to be an affordable solution, that can be deployed to support both crew and passengers keep in touch with their families, be it in port, on land or at sea.

## Simple to use

The One Account is a flexible, affordable prepaid calling account that enables cruise & shipping companies to allow their crews to stay in touch with family and friends while at sea. User accounts can be easily reloaded online, or from a mobile and used by crew for calling home, SMS.

The **'One Account'** will provide just that, one account for any user to access a simple interface to enable users to manage their payments and account from anywhere. Each user will be given their own account where they will be able to view their usage, make top up payments and apply vouchers.

- ITG will use the latest technology and unique mobile products.
- When in port or at sea users will be able to make and receive calls.
- This solution will work while in your home port or roaming in foreign countries.
- via GSM (traditional mobile service).
- via the internet using a soft phone client (supported).
- via fixed telephone on board.

While at sea communication can also be made possible by utilising the state of the art technology via a satellite link. This can be via a calling client on a mobile phone through WIFI or via the on board telephone system. Credit can be purchased online or via vouchers sold on board and only one account is needed to top up the mobile, internet and satellite services.

## Your new SIM is ready to go Just follow these simple steps



**1** Pop your new SIM into your device and switch it on.

**2** Once your SIM is ready, restart your device.

**3** To enjoy 'One Account' simply enter the voucher code and press the dial button.

## Benefits for Crew

- The One Account – SIM solution would allow each crew member to top up as and when they want to.
- No need to ever change SIM card, as their one number stays with the Crew Member and their One Account.
- Call back via the traditional way (hang up), cheapest international mobile offer.
- We can clearly indicate the level of minutes a user can have depending how the call is made.
- Whichever solution is introduced, it will provide the same control environment and the same.
- Commercial benefits. Users will be able to call their loved one and get more talk time for their money.

## Benefits for Ship's Management

- Full separation of business and crew communication costs.
- Simplified accounting and administration since crew reload themselves via their own One Account.
- Reduced risk to valuable equipment from changing of SIM cards.
- Improved crew morale – critical in retaining and recruiting personnel.
- Cruise Line own branding to offer a valued service to Crew.

## Benefit for the Cruises

- A commission based commercial benefit for the Cruise Line. We would be happy to discuss the options in support of this, as we recognise the role of your purser's office in managing a branded scheme to the crew.
- Provides the Cruise Line with a controlled and secure environment.
- Products that can be evolved to support passengers.
- Products can be White Labelled to support Cruise Line Branding.
- Set different rates for passengers and crew to maximise revenue.

## Honesty & Integrity

We believe honesty and integrity is very important in all our client relationships and services we provide, as we want to build long term relationships with our customers. To this end unlike many other companies we can demonstrate to you and your crew, that they get the full the talk time they are expecting, based on the price they paid and destination they are calling.

- There are no hidden charges in our packages, i.e., connection fees, minimum call charges or otherwise.
- Our billing is per second.
- What you see is exactly what you get!
- We do not charge any connection charges or minimum call charges.

## Summary

ITG provides a wide comprehensive portfolio of top quality reliable communications products, of telephone systems and turnkey telecom related solutions to companies and businesses in the UK and throughout the world.

We provide outstanding, personally managed services for:

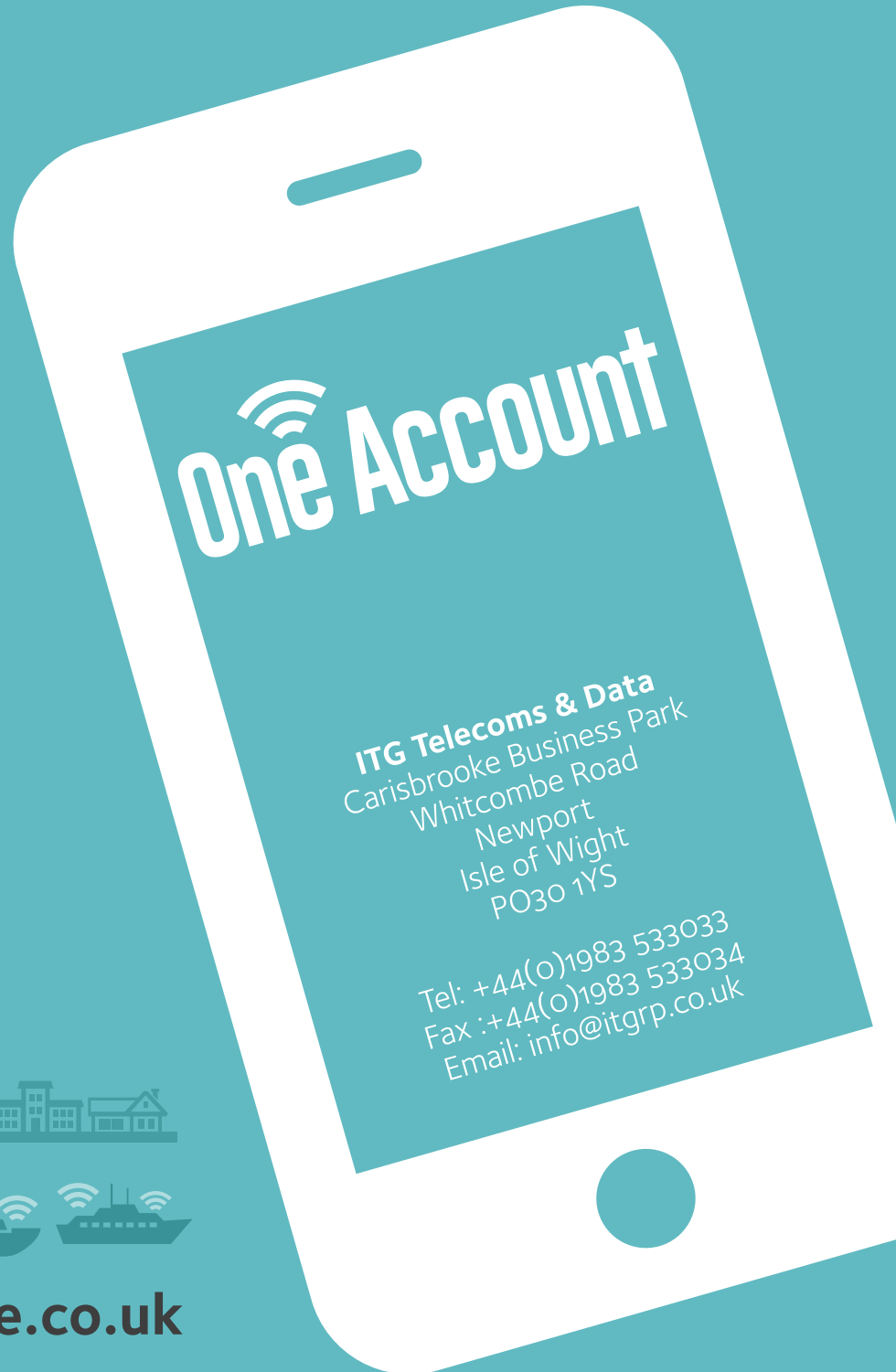
Marine & Shipping Industry

Businesses & Hotels

Structured Cabling

Data & Fibre

Payphones.



[www.itgmarine.co.uk](http://www.itgmarine.co.uk)