



# HELP-Sat

## What Is HELP-Sat ?

**HELP-Sat** is Austral Safety Net's satellite phone "assistance anywhere" pathway. Satellite phone only, or travelling with both HF radio and satellite phone - if you are in trouble, Austral emergency responders can try to arrange assistance commensurate with your immediate needs.

## Sat-phone or HF radio?

Using a HF radio and a sat-phone, or sat-phone only when travelling in rural or remote locations is a personal choice. Generally speaking the major reason rural and remote area travellers use a HF radio or sat-phone, is the ability to communicate with emergency first responders, when involved in an incident or crisis.

## HELP anywhere?

Stories abound about sat-phone users who invested heavily in a sat-phone handset and a satellite service provider only to realise they really didn't have all the contact details of the first responder organisations and / or assistance providers when a non life threatening emergency occurs. That issue becomes amplified when travelling across state boundaries.

## Triple Zero?

Triple zero is the recommended life threatening emergency call number when using a sat-phone. However triple zero operators may struggle with your location information and requirements.

Understand that the original triple zero service was designed for phone boxes in the 1970's to enable response to accidents and not satellite communications. Have your GPS coordinates available if possible.

## HELP-Sat subscription?

By subscribing to Austral's **HELP-Sat**, with social membership the same "community" based support network provided to Austral full members using a HF radio, is provided to **HELP-Sat** subscriber's when using a sat-phone. **HELP-Sat** subscribers also gain member access to Austral's Out-n-About phone app. Available to land mobile and maritime mobile users.

Subscribers need to be aware that all sat-phone calls made to Austral Safety Net are charged by their sat-phone service provider at normal call rates.

Austral emergency responders will not call back to a sat-phone, it will be up to the subscribers to call back to obtain the requested information.

Need to know more? ..... please call or e-mail so we can discuss your HF radio needs as it relates to Austral's H.E.L.P. and Telcall+ systems.

(T&C's Apply) HELP-SAT Flyer 2019

Emergency calls to Austral emergency responders via satphone..... same level of service and responsiveness as HF radio users.

Austral **HELPSat** services can be used for:

- **Incident & Emergency calls.**
- **Safety Logging**
- **Information calls** (road weather reports etc.)

The most affordable and reliable satphone help and assistance system is now available through Austral Safety Net Inc.



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