

General FAQ

Q ▪ What is FlightDeck Freedom®?

- A** ▪ FlightDeck Freedom® is the cockpit datalink (also known as ACARS) service created by Satcom Direct®. FlightDeck Freedom® utilizes Inmarsat, Iridium, and SITA's VHF network for communications and gives customers the ability to upload flight plans from and communicate with fifteen different trip planners. FlightDeck Freedom® also gives flight crews direct access to cabin communications systems' status and usage data, and a direct link to Satcom Direct's® support team.

Q ▪ What information does FlightDeck Freedom® provide?

- A** ▪ FlightDeck Freedom® gives flight crews access to Digital ATIS, airport weather, enroute winds, graphical weather, flight plan uploads, pre-departure clearances, oceanic clearances, and email messaging to/from the aircraft. Crews have direct access to cabin communications systems' information which allows them to troubleshoot issues in real time. And dispatchers and ground personnel can track aircraft anywhere in the world via takeoff/landing reports, diversion reports, ETA updates, position reports, and Satcom Direct's® global flight tracker, SD Flight Tracker.

Q ▪ What datalink avionics does FlightDeck Freedom® support?

- A** ▪ FlightDeck Freedom® supports all business aviation avionics including Airbus ATSU, Honeywell AFIS, MARK II CMU, MARK III CMU, and Primus Epic® platforms, Dassault EASy, Gulfstream PlaneView®, Rockwell Collins CMU/RIU, Teledyne Controls TeleLink®, and Universal Avionics UniLink®.

Q ▪ What are the main differences between FlightDeck Freedom® and similar services offered by other providers?

- A** ▪ FlightDeck Freedom® gives customers the freedom to uplink flight plans from their preferred trip planner(s). Satcom Direct® has interfaces with fifteen different trip planners, and is the only service provider able to uplink FltPlan.com flight plans. FlightDeck Freedom® also provides flexibility in using SITA VHF, Inmarsat, and Iridium for datalink communications, without paying a premium for use of satellite communications. Crews have direct access to cabin communications systems' information which allows them to troubleshoot issues in real time. And Satcom Direct® is the only service provider to offer global redundancy for Inmarsat satellite communications.

Q ▪ Which trip planners can I upload flight plans with?

- A** ▪ FlightDeck Freedom® provides access to fifteen different trip planners including Air Support PPS, Avplan, Baseops, Colt International, Flightworx®, FltPlan.com, Honeywell GDC, International Trip Planning Services, Jeppesen, JetEx Flight Support, Líder Aviação, Rockwell Collins Ascend™, Skyplan, United Aviation Services, and Universal Weather.

Q ▪ **How is FlightDeck Freedom® charged?**

A ▪ FlightDeck Freedom® is offered as an annual subscription which provides unlimited messaging to and from the aircraft over Inmarsat, Iridium, and SITA VHF. There are no hidden or additional fees associated with FlightDeck Freedom®.

Q ▪ **Does FlightDeck Freedom® work over Inmarsat's I-4 network?**

A ▪ Yes, datalink services are supported over Inmarsat's I-4 network.

Q ▪ **Can I track my aircraft via FlightDeck Freedom®?**

A ▪ Yes, all FlightDeck Freedom® aircraft can be tracked via Satcom Direct's® web-based global flight tracker or via email using Satcom Direct's® exclusive Tracker Mail service.

Q ▪ **How do I manage my FlightDeck Freedom® Account?**

A ▪ FlightDeck Freedom® can be managed from your FDF Portal account.

Q ▪ **How do I activate FlightDeck Freedom® services?**

A ▪ Services can be activated by contacting Satcom Direct® (sales@satcomdirect.com). Once your avionics compatibility has been confirmed, our sales department will pre-complete an online customer service agreement with your information and email it to you for your signature.

Aircraft/Avionics FAQ

Q ▪ **Are FlightDeck Freedom® services available for every avionics type?**

A ▪ FlightDeck Freedom® supports all business aviation avionics including Airbus ATSU, Honeywell AFIS, MARK II CMU, MARK III CMU, and Primus Epic® platforms, Dassault EASy, Gulfstream PlaneView®, Rockwell Collins CMU/RIU, Teledyne Controls TeleLink®, and Universal Avionics UniLink®. The services available for each avionics platform differs based on what each platform is able to support. For example, graphical weather is available only for Dassault EASy, Gulfstream PlaneView®, Honeywell AFIS, and Rockwell Collins CMU/RIU.

Q ▪ **Will my avionics require modification to use FlightDeck Freedom®?**

A ▪ In most cases only a configuration change is required to allow your avionics to communicate with Satcom Direct® servers. Satcom Direct® has simple configuration procedures for each avionics type, and configuration usually takes no more than thirty minutes. Contact a Satcom Direct® representative for information specific to your aircraft.

Datalink Communications FAQ

Q ▪ Are datalink communications via Inmarsat and Iridium more secure than VHF?

A ▪ Yes, Inmarsat and Iridium satellite datalink communications cannot be monitored or intercepted by unauthorized individuals and are therefore more secure. VHF datalink communications are regularly monitored by hobbyists and messages are often posted on the internet. Satcom Direct® encourages use of Inmarsat and Iridium over VHF to prevent unauthorized access to datalink messages.

Q ▪ How reliable are datalink communications via Inmarsat?

A ▪ Satcom Direct® is the only service provider to offer global redundancy for satellite communications. FlightDeck Freedom® communications are provided through every Inmarsat aeronautical ground earth station worldwide, providing a level of redundancy that ensures all datalink messages are delivered.

Q ▪ Are FANS/ADS/CPDLC safety services available via FlightDeck Freedom®?

A ▪ Yes, FlightDeck Freedom® supports FANS (Future Air Navigation Services), ADS (Automatic Dependant Surveillance), and CPDLC (Controller-Pilot Datalink Communications). Aircraft must be equipped to support these advanced Air Traffic Control safety services, and each operator must have an LOA (or equivalent) to utilize them. Satcom Direct® works directly with Air Navigation Service Providers around the world to further the approval of safety services via datalink in additional regions.

Flight Tracking FAQ

Q ▪ Is weather available on SD Flight Tracker?

A ▪ Yes, NEXRAD radar imagery for the United States and worldwide satellite imagery is available for overlay on SD Flight Tracker.

Q ▪ Can I track my aircraft using a smart phone?

A ▪ Yes, Satcom Direct's® exclusive Tracker Mail service allows you to receive email flight tracking updates on your smart phone, iPad, tablet, or other mobile email device. Authorized users may send an email to tracker@fdmail.com with the tail number of the aircraft in the subject line. A return email message will include a snapshot of the aircraft's most recent position from SD Flight Tracker as well as aircraft status and last flight information. You can also use FDF Portal to set up automatic tracker messages to be sent to you from Tracker Mail.

Q ▪ How is SD Flight Tracker different from flight tracking services offered by other providers?

A ▪ SD Flight Tracker provides worldwide flight tracking capability for aircraft equipped with FlightDeck Freedom®, SwiftBroadband, and/or Yonder® Ku-Band, so tracking isn't limited to North America. SD Flight Tracker uses advanced mapping technology and is the only solution to provide unique satellite global and spot beam overlays. Each user has the ability to customize views and settings to suit their individual needs.

Service Information FAQ

- Q** ▪ Are pre-departure and oceanic clearances available via FlightDeck Freedom®?
- A** ▪ Yes, FlightDeck Freedom® supports pre-departure clearances in the United States, and oceanic clearances provided by NavCanada, Santa Maria, and Shanwick. Pre-departure clearances in Germany are also supported for specific avionics types. FlightDeck Freedom® allows use of tail numbers or unique call signs for clearance delivery.
- Q** ▪ Is it possible to send email messages to a FlightDeck Freedom® aircraft?
- A** ▪ Yes, a unique email address is assigned to each FlightDeck Freedom® aircraft (tail@fdfmail.com). Anyone can email the aircraft as long as they have been authorized by the aircraft operator.
- Q** ▪ Is it possible to send email messages from a FlightDeck Freedom® aircraft?
- A** ▪ Yes, FlightDeck Freedom® allows customers to establish an unlimited number of short codes, each associated with one or more email addresses or fax numbers. Short codes are managed on Satcom Direct's® FDF Portal web site and can be updated at any time.

Trip Planner FAQ

- Q** ▪ Do FlightDeck Freedom® subscriptions include flight planning?
- A** ▪ Flight planning services provided by Rockwell Collins Ascend™ or Jeppesen can be bundled with FlightDeck Freedom® in a single subscription.
- Q** ▪ Can FlightDeck Freedom® be used with multiple trip planners at the same time?
- A** ▪ Yes, FlightDeck Freedom® provides access to fifteen different trip planners. Customers can switch among these fifteen providers at any time and still be able to upload flight plans electronically to the Flight Management System (FMS) on the aircraft, as well as communicate via datalink text messages with each of these providers.
- Q** ▪ How soon are flight plans available for uplink after they are produced by a trip planner?
- A** ▪ Flight plans are available for uplink within seconds after being prepared by a trip planner. Each trip planner will provide a unique number for each flight plan which can be used to uplink the flight plan via FlightDeck Freedom®.