

## GUIDELINES TO INITIATE IMSO CALLOUT PROCEDURES IN THE EVENT OF SERVICE INTERRUPTIONS

### Objective

1. The International Maritime Organization (IMO) resolution A.1001(25) paragraph 3.5.3 requires the recognized satellite service providers to advise the International Mobile Satellite Organization (IMSO) of unscheduled interruptions in any recognized services, as soon after the commencement of the interruption as possible, and when the recognized services have been restored. However, the definition of “interruption” is unclear in terms of impact of the interruption which requires a notification to IMSO.
2. The purpose of this document is to define what constitutes an unscheduled interruption, which requires an immediate notification to IMSO, and contrast that with other incidents of degraded service which do not require immediate notification to IMSO.

### Definitions

3. Definitions are provided as follows:

<b><i>Unscheduled interruption</i></b>	At least one recognized service is partially or totally unavailable, to the extent that there is an unavoidable impact on safety of life, and the contingency procedures must be initiated to recover the services.
<b><i>Degraded incident</i></b>	All recognized services are available and provided as normal, but one or more system components are not functioning to full capacity.
<b><i>Normal</i></b>	All recognized services are available and provided as normal.

### Immediate notification to IMSO

4. In the event of the unscheduled interruption, an immediate notification to IMSO is required in accordance with the procedures agreed between IMSO and the service providers as soon as the event happens so that IMSO can take appropriate actions and inform the stakeholders concerned.
5. A post-recovery notification should also be provided to IMSO when the contingency procedures are completed and all recognized services are returned to normal.

**Post-incident report to IMSO**

6. In the event of the degraded incident, a post-incident report should be provided to IMSO within 7 days of the incident. The post-incident report should include an analysis of the incident as well as preventative measures to avoid future repetitions for inclusion in the report to the IMO NCSR Sub-Committee and the IMSO Advisory Committee and Assembly.

7. A post-incident report should also be provided in the event of an unscheduled interruption within 14 days of the incident after the post-recovery notification is provided to IMSO.

**Advanced notification to IMSO**

8. For any other scheduled downtime or known interruptions of the recognized services due to the system maintenance, etc., an advanced notification should be provided to IMSO at least 14 days before the scheduled event so that IMSO can inform the stakeholders concerned.

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