

SITA ATS SATVOICE

Transforming air traffic management with a reliable satellite voice service

Digitalization and modernization of air traffic control systems are needed, and a growing number of safety mandates and demand for next-generation air traffic management practices are adding to the challenge.

Voice communication services are becoming increasingly critical to this aim, remaining a fundamental component of the air traffic control toolkit. Seamless and reliable voice communications with aircraft are required for Air Navigation Service Providers (ANSPs) to function effectively all over the globe. **SITA's ATS SATVOICE** service is set to deliver this transformative capability.



Advancing the aviation industry through the power of collaboration.

SITA

FOR AIRCRAFT

What is SITA ATS SATVOICE?

The SITA satellite voice service for ATS communications – SITA ATS SATVOICE

- enables seamless ground-to-air voice communications via Inmarsat and Iridium global satellite networks that keep air traffic controllers and pilots in clear contact at every stage of the flight. **SITA ATS SATVOICE** is also fleet agnostic, capable of working across all airframe types and flexible to be integrated within ANSP's Voice Communication Systems using standard Voice over IP (VoIP) interfaces. Our voice satellite service offers universal compatibility, ensuring smooth and reliable ground-to-air voice communications, even in remote or oceanic regions, boosting air traffic service capabilities.



SITA ATS SATVOICE

provides consistent, high-quality voice connectivity for any fleet and air traffic management, eliminating the reliance on HF coverage.

The positive impact on ANSP operations

The main advantage of **SITA ATS SATVOICE** is the ability to provide global coverage of superior quality to traditional High Frequency (HF) or Very High Frequency (VHF) voice coverage, which delivers major safety benefits. Thanks to partnerships with Inmarsat and Iridium, it is possible to provide coverage for aircraft flying over oceans or remote regions where HF and VHF coverage has been hard to implement or poor quality.

Importantly, SITA's proprietary Enhanced Ground-to-Air Voice Platform seamlessly manages satellite voice calls most securely with built-in redundancy via its private VoIP network. Our service function can be integrated within ANSP's Voice Communication Systems, significantly reducing controller workload by automating call setup procedures that would otherwise be done manually. If air traffic control (ATC) needs to communicate with the aircraft, it is for an important reason. Pilots must understand ATC instructions quickly and clearly, making the high-quality satellite voice line essential.

In addition, SITA ATS SATVOICE logs can be used to evaluate and monitor Direct Controller-Pilot Communication performance parameters. Combined with a quick and direct line of communication, this can help ANSPs reduce separation between aircraft in oceanic or remote airspace.

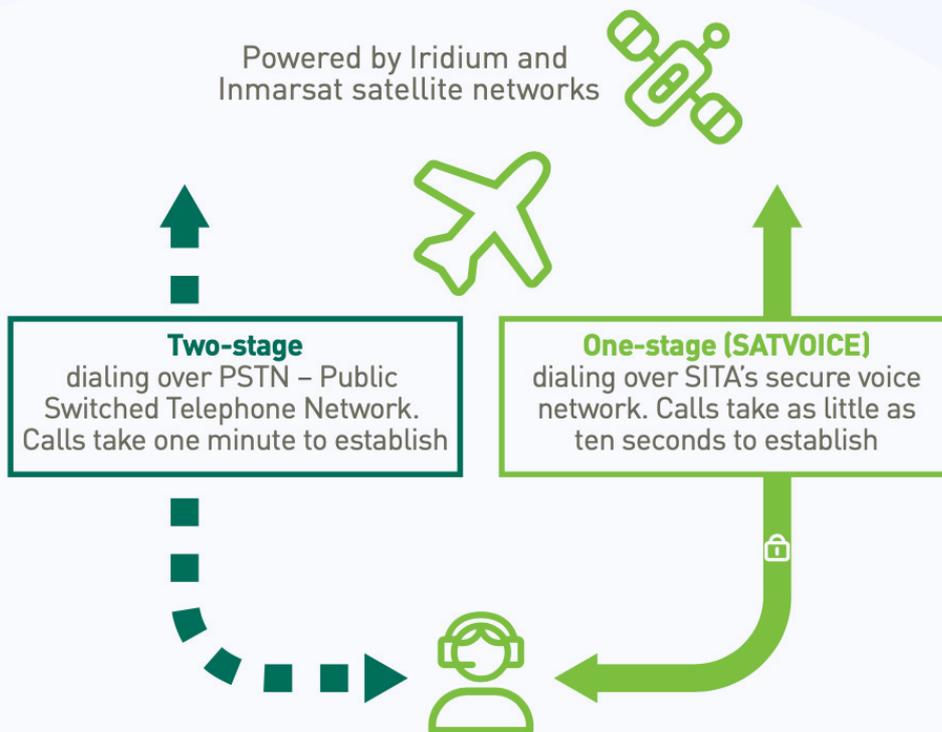


FIGURE 1: MAINTAINING THE GROUND-TO-AIR CONNECTIVITY REQUIRED FROM AIR TRAFFIC CONTROLLERS AND PILOTS WITH OPTIONS FOR ONE- OR TWO-STAGE DIALING.



The point-to-point nature of the connection is totally secure, and unlike VHF or HF channels, any third parties cannot listen in

The advantage of one-stage dialing

Thanks to one-stage dialing, our satellite voice offering also makes it easy and quick for air traffic controllers to establish voice communication links with the aircraft, with the pilot able to respond to requests and information immediately.

Traditionally, ground-to-air calling involves two-stage dialing over public switched telephone networks (PSTN). To set up a call, the ground user will dial an access number and enter a PIN code and aircraft earth station ID. Because of these multiple authentication stages, calls can take well over a minute to establish.

Thanks to faster and more secure private ground networks, **SITA ATS SATVOICE** offers one-stage dialing, whereby calls are routed directly through a private IP network, with pre-set identifications and automatic authentication processes that bypass the need for a second authentication stage.

This simplicity means that a ground-to-air call can be set up in seconds.

Why SITA delivers the best ATC voice communication

Thanks to SITA's position as the air transport industry's trusted connected service expert – and its ongoing work to develop digital transformation enablement for the air transport industry – it is ideally placed to help transition to satellite voice services.

SITA develops, operates, and maintains its ground-to-air-voice platform, ensuring an expert quality of service and space to create additional value-added services and features on top of the platform. Continuous service monitoring and 24-hour, seven-day-per-week, year-round multi-lingual support ensure that issues are proactively managed and resolved quickly.

Moreover, SITA, as a member of the ICAO Communication Panel, participates in the SATVOICE Project Team, developing a new Required Communication Performance (RCP) specification for DCPC SATVOICE while ensuring SITA's satellite voice solution meets any upcoming industry requirements. ANSPs around the world are already benefiting from the transformative potential offered by satellite voice services. Canada's ANSP, NAV CANADA, is already seeing positive results from **ATS SATVOICE**.

The SITA satellite voice solution is high-quality, genuinely global, reliable, and simple to use. What's more, it is proven, and in use around the world, and when an ANSP selects SITA for a satellite voice solution, they get the best possible service and a reliable, simple, innovative, and future-proofed solution.

— Testimonial

"The system is working extremely well, and we are receiving many positive reports from air traffic control officers. Calls are crystal clear and connected very quickly."

Fred Cosgrove of NAV CANADA



Explore the benefits of SITA ATS SATVOICE



Clear and Quick Communication

Leveraging high-quality satellite communication facilitates timely comprehension of instructions crucial for safe operations. Its one-stage dialing expedites call establishment, empowering pilots to promptly engage with requests and vital information, optimizing operational efficiency and responsiveness.



Reduce Separation in Remote Airspace

Combined with quick and direct communication, SATVOICE helps ANSPs reduce separation between aircraft in oceanic or remote airspace, optimizing airspace utilization and efficiency.



Global Coverage

Offers superior global coverage to traditional HF or VHF voice systems, ensuring safety benefits for aircraft flying over oceans or remote regions and highly suitable as an emergency service. Through partnerships with Inmarsat and Iridium, it ensures reliable coverage in areas where HF and VHF systems struggle, enhancing safety and communication capabilities.



Performance Monitoring

SITA ATS SATVOICE logs enable ANSPs to evaluate and monitor Direct Controller-Pilot Communication performance parameters, improving communication efficiency and safety. While significantly reducing the controller's workload by automating call setup procedures.



Seamless Management and Integration

SITA's Enhanced Ground-to-Air Voice Platform seamlessly manages satellite voice calls with built-in redundancy, ensuring the highest level of security. Moreover, the service can be integrated into ANSP's Voice Communication Systems, reducing controller workload by automating call setup procedures and enhancing efficiency.





SITA FOR AIRCRAFT's Aircraft Communications solutions provide aircraft connectivity as a service.

SITA FOR AIRCRAFT's Aircraft Communications solutions provide aircraft connectivity as a service. Our global, end-to-end managed, fault-resilient connectivity services support multiple technology and connectivity options. They also give airlines and Air Navigation Service Providers (ANSPs) the flexibility to choose the solution that best fits their needs and those of their stakeholders.

Whether your focus is unlocking significant cost savings and efficiencies with both data and voice services, enhancing air traffic control (ATC) procedures with complete integration from ATC to cockpit, or facilitating secure, real-time aircraft data exchange, our Aircraft Communication solutions offer the whole package, straight from the industry's experts in the field—the world's state-of-the-art aircraft and ATC communications ecosystem.

— Solution

Unlock possibilities today.

Reliability, flexibility, and innovation delivered.





SITA AT A GLANCE

Advancing the aviation industry through the power of collaboration

Through information and communications technology, we help to make the end-to-end journey easier for passengers – from pre-travel, check-in, and baggage processing to boarding, border control, and inflight connectivity.

We work with over 400 air transport industry members and 2,500 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA.

Our customers include airlines, airports, ground handlers, aircraft, air navigation service providers, and governments.

Created and owned 100% by air transport, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.

We innovate and develop collaboratively with our air transport customers, industry bodies, and partners. The community drives our portfolio and strategic direction through the SITA Board and Council, comprised of air transport industry members worldwide.

With a customer service team of over 2,000 people worldwide, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.

We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected.

Our annual Air Transport and Passenger IT Insights report for airlines, airports, and passengers is industry-renowned, as is our Baggage IT Insights report.

For further information, please visit www.sita.aero



CONTACT

— Get in touch

Ready to reduce risk, save time and lower costs?

To discuss how your organization could take safety management to the next level with SITA Safety Cube, [get in touch](#).



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