



Disponibilidad del satélite
2024-T3

Colombia - Availability by Transport – Jupiter 2 (Julio)

Jupiter 2 Availability - July 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	23,258	99.98	0.00	0.02
2	AMA	Amarillo, TX	22,963	99.96	0.00	0.04
3	BIL	Billings, MT	21,390	100.00	0.00	0.00
4	BIS	Bismarck, ND	17,653	99.82	0.00	0.18
5	BOI	Boise, ID	19,998	100.00	0.00	0.00
6	CHY	Cheyenne, WY	22,804	100.00	0.00	0.00
7	DUL	Duluth, MN	23,353	99.98	0.00	0.02
8	GIL	Gilbert, AZ	28,390	100.00	0.00	0.00
9	ROS	Roseburg, OR	19,680	100.00	0.00	0.00
10	MIS	Missoula, MT	17,717	98.71	1.29	0.00
11	NLV	North Las Vegas, NV	23,230	100.00	0.00	0.00
12	NOR	North Platte, NE	18,241	100.00	0.00	0.00
13	OMA	Omaha, NE	16,633	99.67	0.00	0.33
14	SDO	San Diego, CA	24,887	100.00	0.00	0.00
15	SEA	Seattle, WA	19,254	100.00	0.00	0.00
16	STC	Santa Clara, CA	21,697	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	19,971	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,239	99.96	0.00	0.04
21	HMO	Hermosillo, Mexico	6,132	99.98	0.00	0.02
22	MTR	Monterrey, Mexico	5,659	99.98	0.00	0.02
24	CHA	Chihuahua, Mexico	6,455	99.92	0.00	0.08
25	HMA	Hermosillo, Mexico	5,903	99.97	0.00	0.03
26	MTA	Monterrey, Mexico	5,709	99.98	0.00	0.02

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
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7/9	159992313	705	14320	MIS	The facility experienced a HVAC failure. The HVAC contractor attempted repairs; however, high outdoor temperatures were preventing recovery of the unit. A temporary unit was ordered from Spokane, WA and was installed to stabilize temperatures. The impacted transport components were powered-on to restore service.
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Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

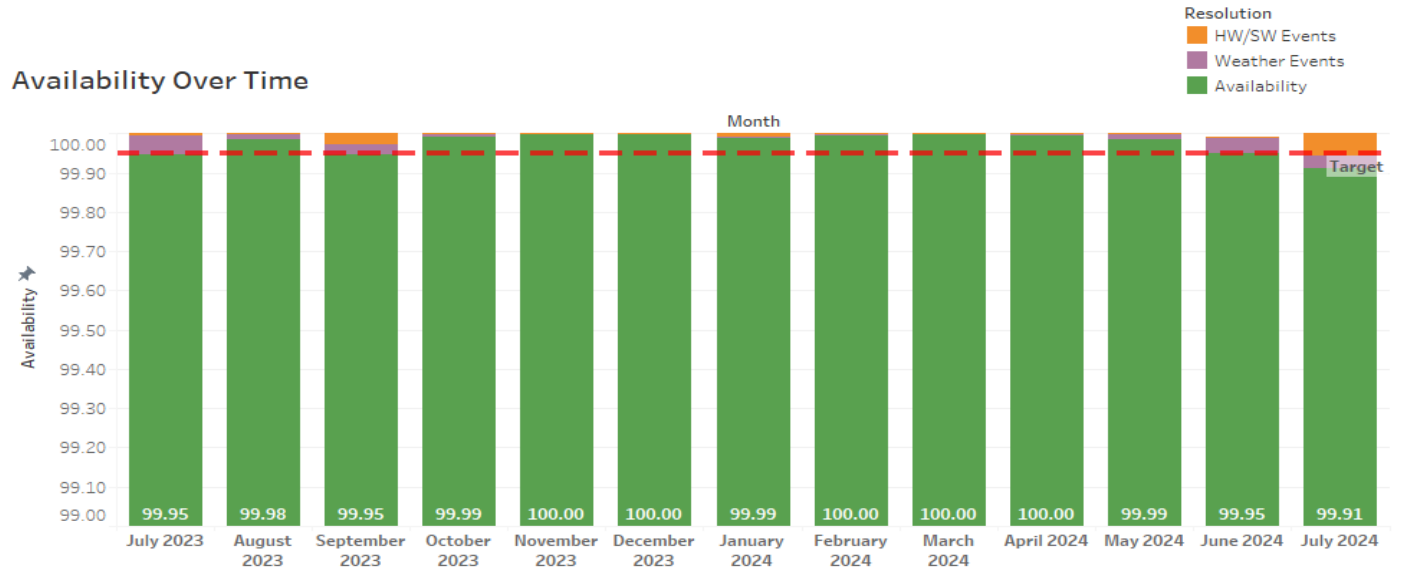
User Count	Availability	HW/SW Events	Weather Events
395216	99.91	0.06	0.03

User Count is 5 Week Average

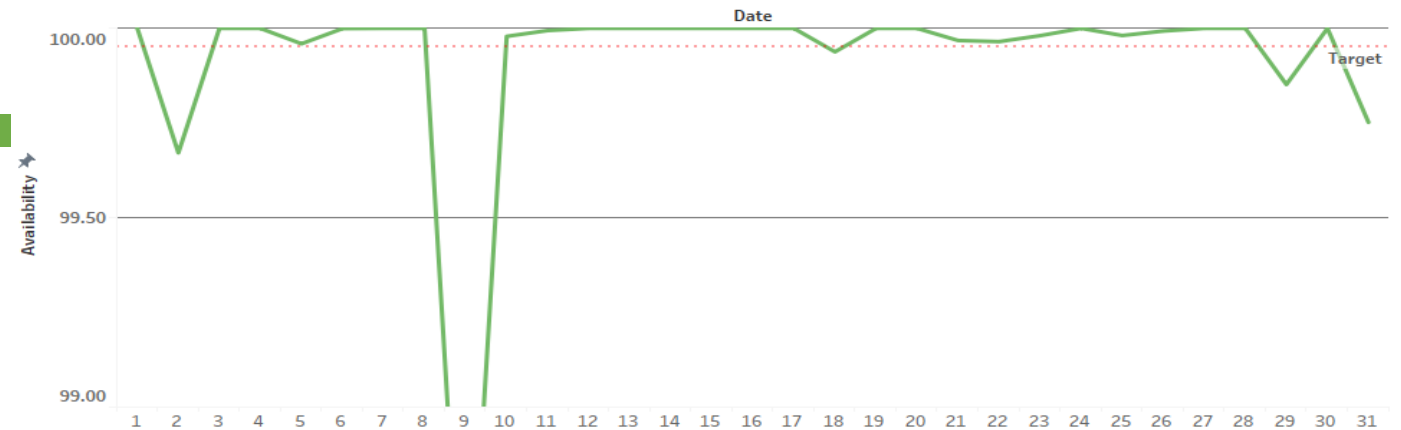
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



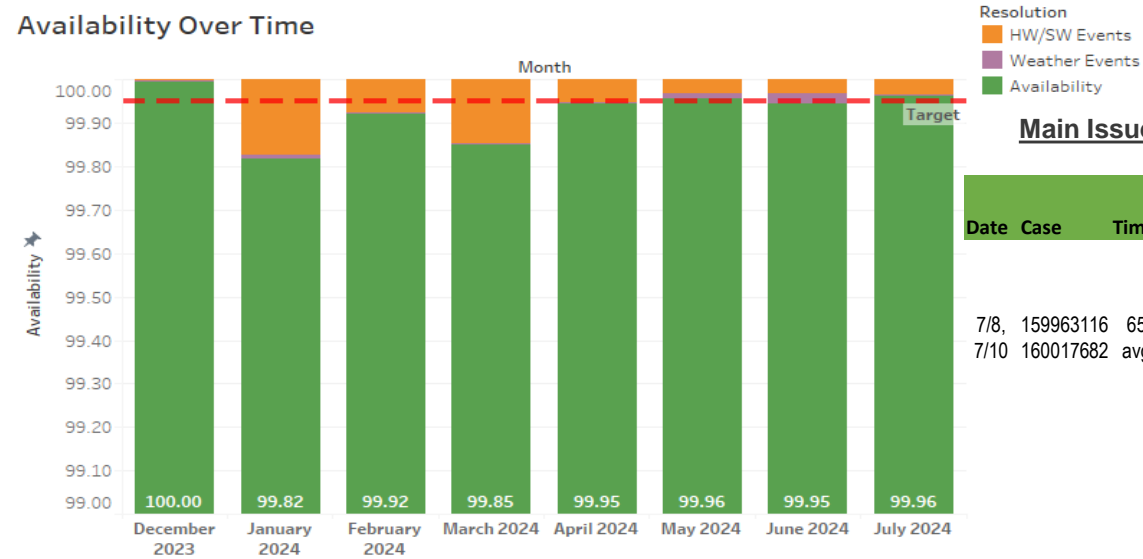
Colombia - Availability by Transport – Jupiter 3 (Julio)

Jupiter 3 Availability - July 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,751	99.92	0.08	0.00
2	CHY	Cheyenne, WY	9,208	99.93	0.06	0.01
3	IDF	Idaho Falls, ID	6,311	99.95	0.05	0.00
4	LIN	Lindon, UT	9,811	100.00	0.00	0.00
5	MIS	Missoula, MT	7,793	100.00	0.00	0.00
6	NOR	North Platte, NE	5,460	99.98	0.00	0.02
7	RAP	Rapid City, SD	8,224	99.97	0.02	0.01
8	RIF	Rifle, CO	5,765	100.00	0.00	0.00
9	TAO	Taos, NM	9,396	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	9,029	99.96	0.01	0.03
12	BEN	Bend, OR	10,769	100.00	0.00	0.00
13	BOI	Boise, ID	11,323	99.97	0.03	0.00
14	NLV	North Las Vegas, NV	11,429	100.00	0.00	0.00
15	QUN	Quincy, WA	10,686	100.00	0.00	0.00
16	RNO	Reno, NV	12,286	100.00	0.00	0.00
17	SIM	Simi Valley, CA	12,350	100.00	0.00	0.00
18	STC	Santa Clara, CA	10,824	100.00	0.00	0.00
19	YUM	Yuma, AZ	12,933	99.99	0.00	0.01

Availability Over Time



Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
7/8	159963116	65	7336	DA1 -	The NMC escalated to CNE-GW who redeployed the Software Defined Network Controller and failed over traffic to the spare State Manager to resolve the issue
7/10	160017682	avg	avg	SNC	

SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	26,948	100.00	0.00
	SNC 2	Dallas, TX	9,396	99.61	0.39
	SNC 5	North Platte, NE	5,460	100.00	0.00
	SNC 7	Salt Lake City, UT	23,915	100.00	0.00
West	SNC 3	Gilber, AZ	21,962	100.00	0.00
	SNC 4	Los Angeles, CA	23,779	100.00	0.00
	SNC 6	Seattle, WA	32,778	100.00	0.00
	SNC 8	Palo Alto, CA	23,110	100.00	0.00

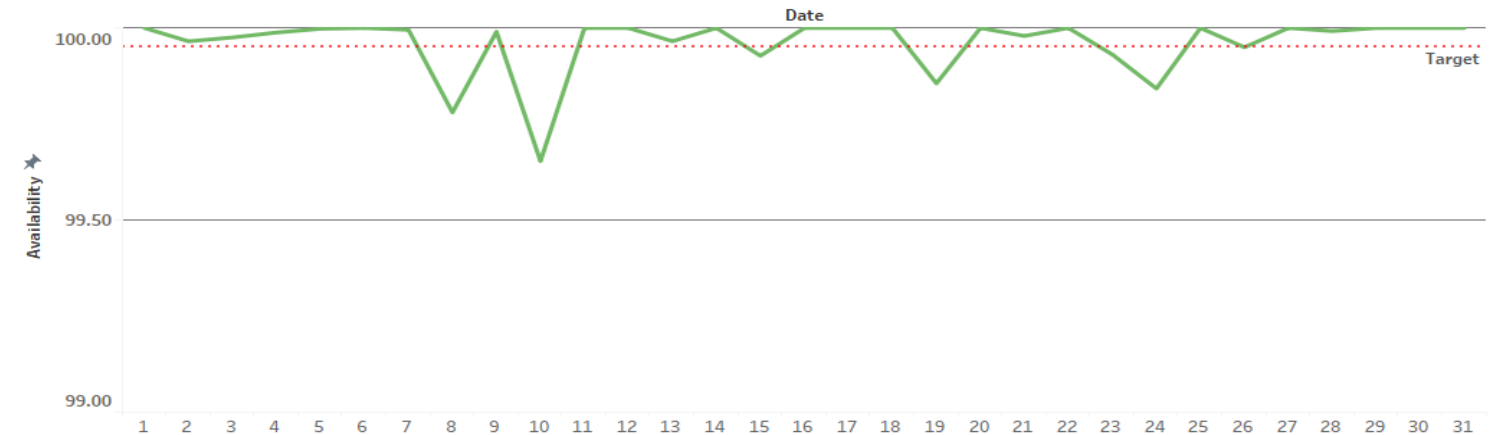
Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

User Count	Availability	HW/SW Events	Weather Events
167348	99.96	0.03	0.00

Count Taken Last Day of Month
Excludes XCI

(Total Subs on Platform x Total Possible Service Minutes per Sub)

Daily Availability



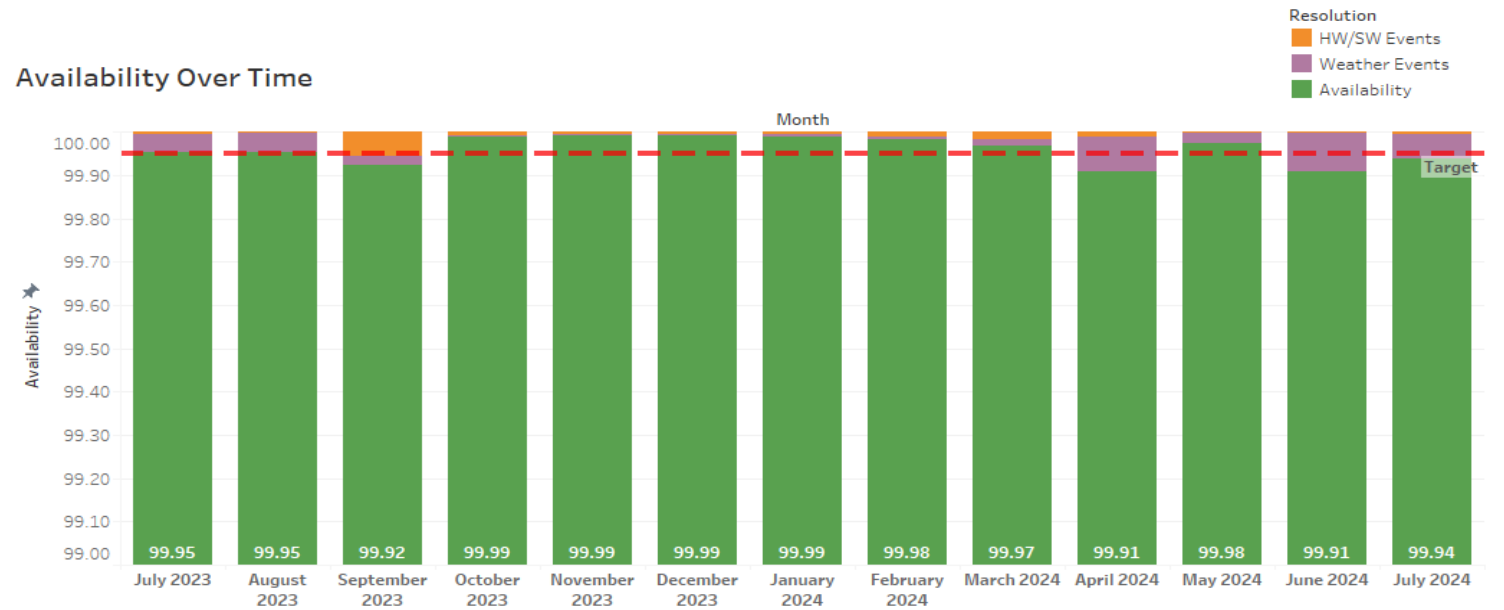
Colombia - Availability by Transport – T19V/63W (Julio)

T19V Availability - July 2024

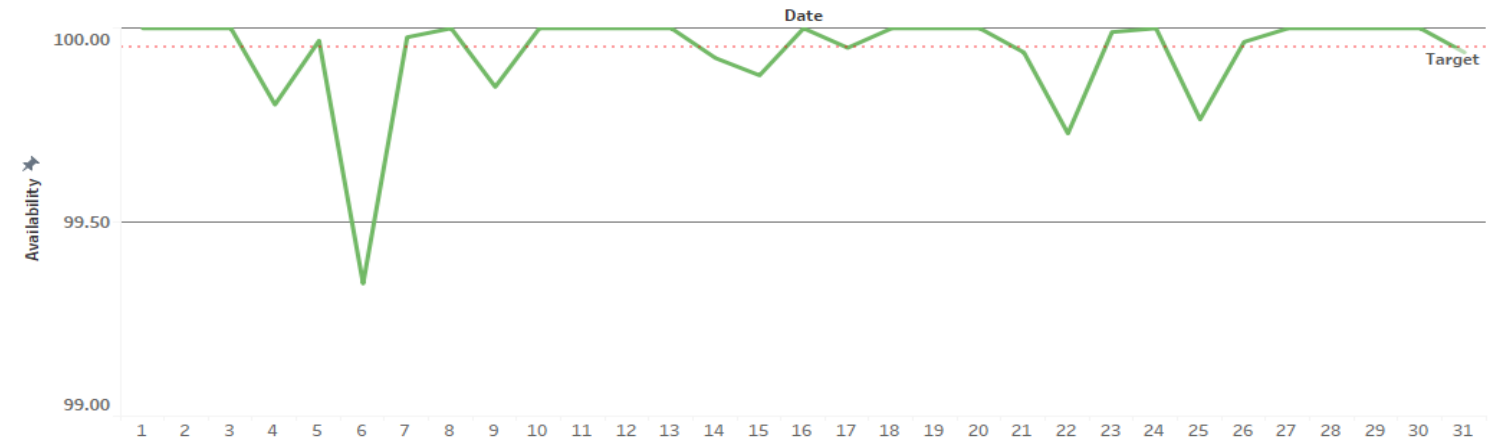
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	30,680	99.94	0.00	0.06
2	SPO	Spokane, WA	8,918	100.00	0.00	0.00
3	NOR	North Platte, NE	10,443	99.83	0.04	0.12
4	ALB	Albuquerque, NM	11,331	99.98	0.00	0.02
5	RIV	Riverside, CA	12,273	100.00	0.00	0.00
6	MON	Monee, IL	6,065	99.90	0.00	0.10
7	ARI	Arica, Chile	9,220	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,611	99.67	0.03	0.30

Availability Over Time



Daily Availability



Availability = $\frac{\text{(Total Outage Minutes)} \times \text{(Number Subs Impacted)}}{\text{(Total Subs on Platform)} \times \text{(Total Possible Service Minutes per Sub)}}$

User Count	Availability	HW/SW Events	Weather Events
92,542	99.94	0.01	0.06

User Count is 5 Week Average

Colombia - Availability by Transport – Jupiter 2 (Agosto)

Jupiter 2 Availability - August 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	22,382	100.00	0.00	0.00
2	AMA	Amarillo, TX	21,872	99.95	0.00	0.05
3	BIL	Billings, MT	20,465	100.00	0.00	0.00
4	BIS	Bismarck, ND	16,789	99.93	0.00	0.07
5	BOI	Boise, ID	19,154	100.00	0.00	0.00
6	CHY	Cheyenne, WY	21,723	99.96	0.00	0.04
7	DUL	Duluth, MN	22,264	99.98	0.00	0.03
8	GIL	Gilbert, AZ	27,444	99.98	0.01	0.01
9	ROS	Roseburg, OR	18,925	99.99	0.00	0.01
10	MIS	Missoula, MT	16,919	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	22,202	100.00	0.00	0.00
12	NOR	North Platte, NE	17,390	99.93	0.00	0.08
13	OMA	Omaha, NE	15,876	99.76	0.05	0.19
14	SDO	San Diego, CA	23,802	99.76	0.24	0.00
15	SEA	Seattle, WA	18,576	100.00	0.00	0.00
16	STC	Santa Clara, CA	20,636	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	19,007	99.99	0.00	0.01
20	CHI	Chihuahua, Mexico	4,095	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,648	99.96	0.00	0.04
22	MTR	Monterrey, Mexico	5,363	99.96	0.00	0.04
24	CHA	Chihuahua, Mexico	6,141	99.97	0.00	0.03
25	HMA	Hermosillo, Mexico	5,512	99.92	0.00	0.08
26	MTA	Monterrey, Mexico	5,362	99.96	0.00	0.05

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
8/13	160919374	224	10281	SDO	During a scheduled change, an onboard administrator (OA) went down and lost connectivity to a virtual connect server. An OA had failed and was replaced to restore service.

Availability = $\frac{\text{(Total Outage Minutes)} \times \text{(Number Subs Impacted)}}{\text{(Total Subs on Platform)} \times \text{(Total Possible Service Minutes per Sub)}}$

User Count	Availability	HW/SW Events	Weather Events
377546	99.96	0.02	0.03

User Count is 5 Week Average

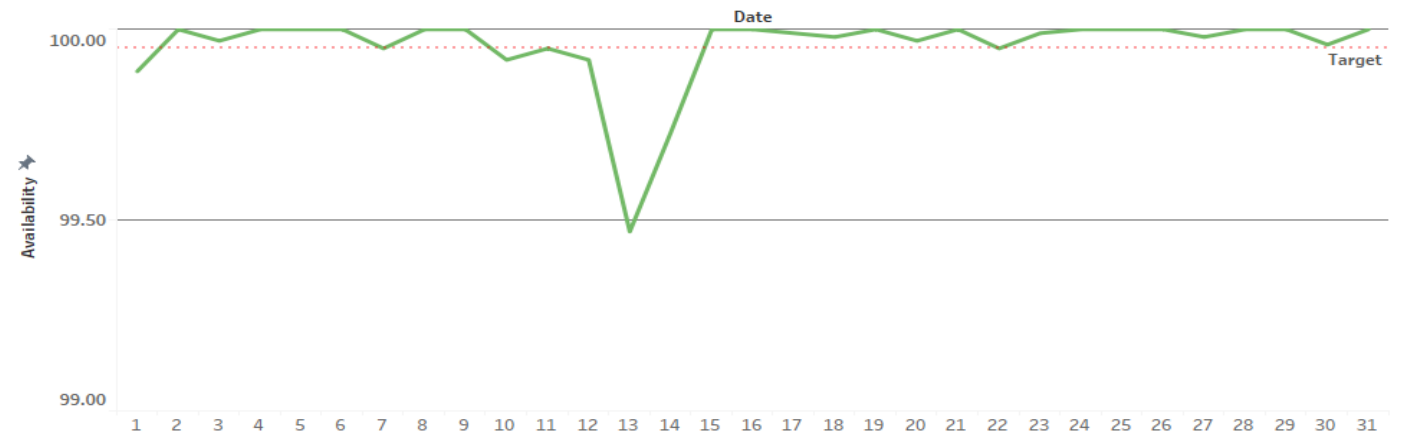
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



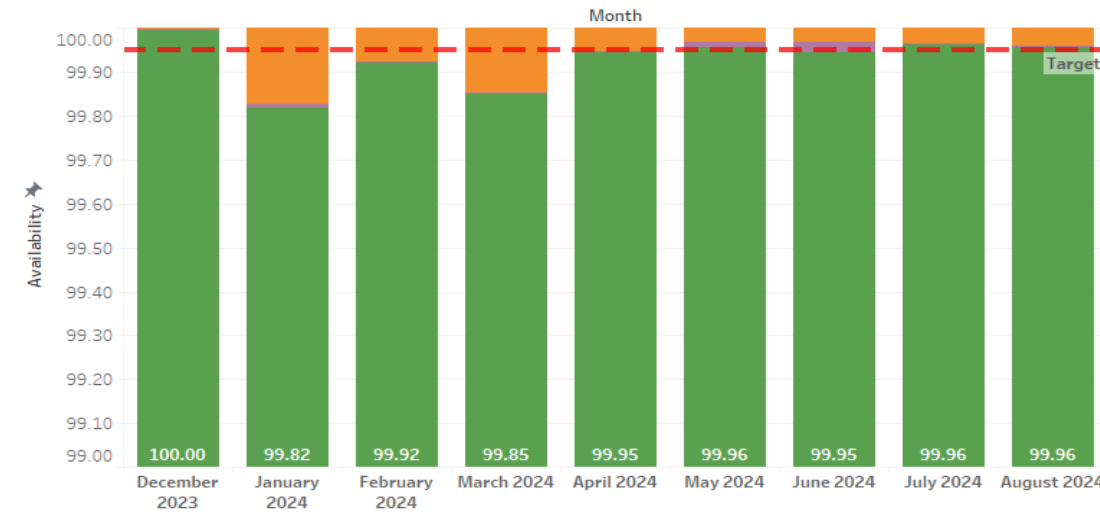
Colombia - Availability by Transport – Jupiter 3 (Agosto)

Jupiter 3 Availability - August 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	4,576	99.98	0.00	0.02
2	CHY	Cheyenne, WY	11,024	99.99	0.01	0.00
3	IDF	Idaho Falls, ID	8,030	100.00	0.00	0.00
4	LIN	Lindon, UT	12,089	100.00	0.00	0.00
5	MIS	Missoula, MT	10,282	100.00	0.00	0.00
6	NOR	North Platte, NE	7,571	100.00	0.00	0.00
7	RAP	Rapid City, SD	10,266	99.97	0.03	0.00
8	RIF	Rifle, CO	7,114	99.87	0.12	0.02
9	TAO	Taos, NM	12,607	99.72	0.28	0.00
11	FLG	Flagstaff, AZ	11,253	99.94	0.00	0.06
12	BEN	Bend, OR	13,429	100.00	0.00	0.00
13	BOI	Boise, ID	14,084	99.97	0.03	0.00
14	NLV	North Las Vegas, NV	14,128	100.00	0.00	0.00
15	QUN	Quincy, WA	13,066	100.00	0.00	0.00
16	RNO	Reno, NV	15,070	99.99	0.01	0.00
17	SIM	Simi Valley, CA	14,971	99.94	0.06	0.00
18	STC	Santa Clara, CA	13,561	99.96	0.04	0.00
19	YUM	Yuma, AZ	16,158	99.94	0.06	0.00

Availability Over Time



Resolution
■ HW/SW Events
■ Weather Events
■ Availability

Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
8/30	161203738	280	4712	TAO - RFGW	During a scheduled State Manager Redeployment, terminals began reporting browsing issues. The change was rolled back, but the problem persisted. Missing defaults routes on the DA1 peering routers were identified, which were added to restore service.

SNC Availability

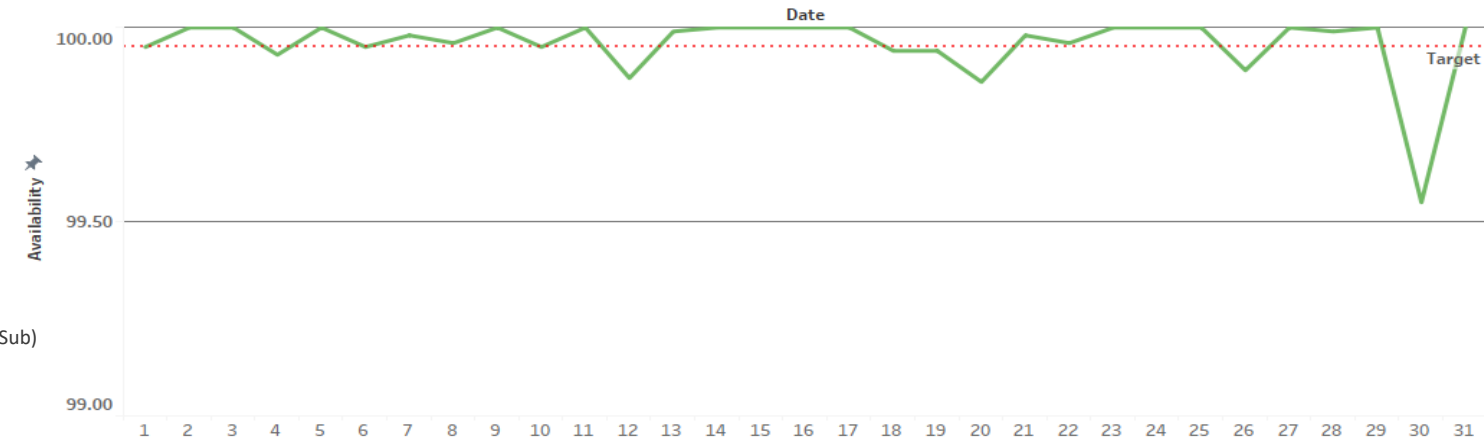
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	32,980	100.00	0.00
	SNC 2	Dallas, TX	12,607	99.99	0.01
	SNC 5	North Platte, NE	7,571	99.99	0.01
West	SNC 7	Salt Lake City, UT	30,401	99.99	0.01
	SNC 3	Gilber, AZ	27,411	100.00	0.00
	SNC 4	Los Angeles, CA	29,099	100.00	0.00
	SNC 6	Seattle, WA	40,579	100.00	0.00
	SNC 8	Palo Alto, CA	28,631	100.00	0.00

Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

User Count	Availability	HW/SW Events	Weather Events
209279	99.96	0.04	0.00

Count Taken Last Day of Month
Excludes XCI

Daily Availability



Colombia - Availability by Transport – T19V/63W (Agosto)

T19V Availability - August 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	30,176	100.00	0.00	0.00
2	SPO	Spokane, WA	8,690	100.00	0.00	0.00
3	NOR	North Platte, NE	9,679	99.94	0.00	0.06
4	ALB	Albuquerque, NM	11,398	99.92	0.00	0.08
5	RIV	Riverside, CA	12,013	100.00	0.00	0.00
6	MON	Monee, IL	5,873	99.92	0.00	0.08
7	ARI	Arica, Chile	9,076	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,508	99.65	0.20	0.15

Main Issues Impacting Service

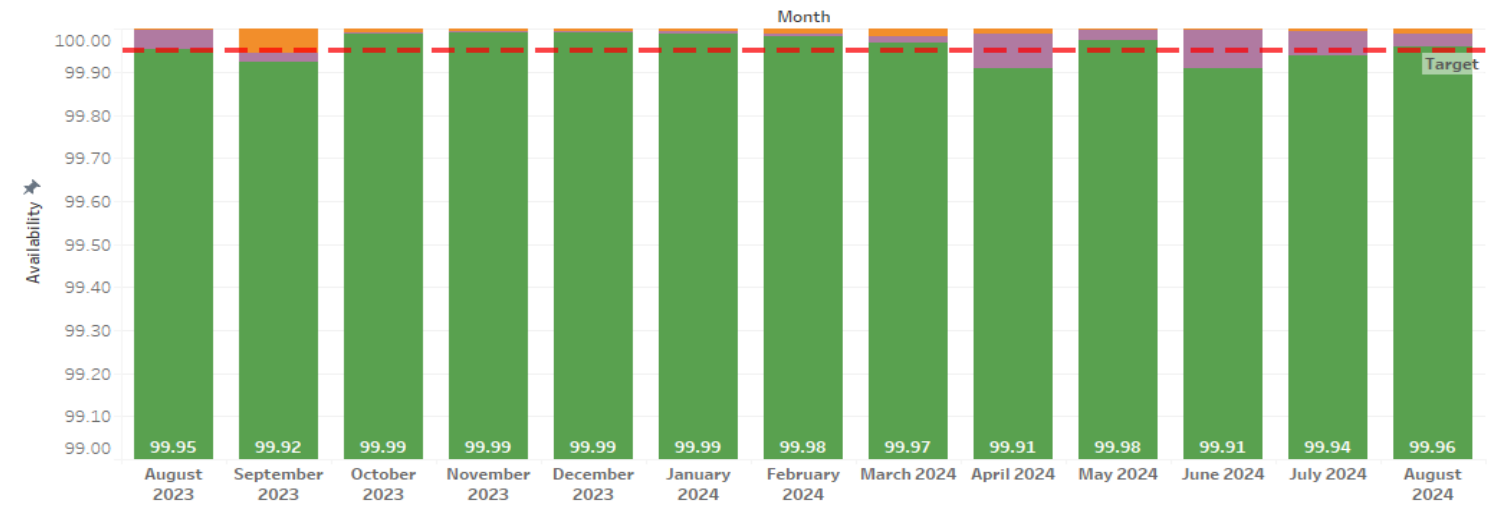
Date	Case	Time	Sites	GW	Explanation
8/9	160858997	117	2613	MTJ	Terminals went down on beam 40. CNE-GW identified and corrected an in-route issue, added bootstrap aloha slots, and increased the in-route demodulation component sweep frequency from 4K to 6K to restore service.

Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

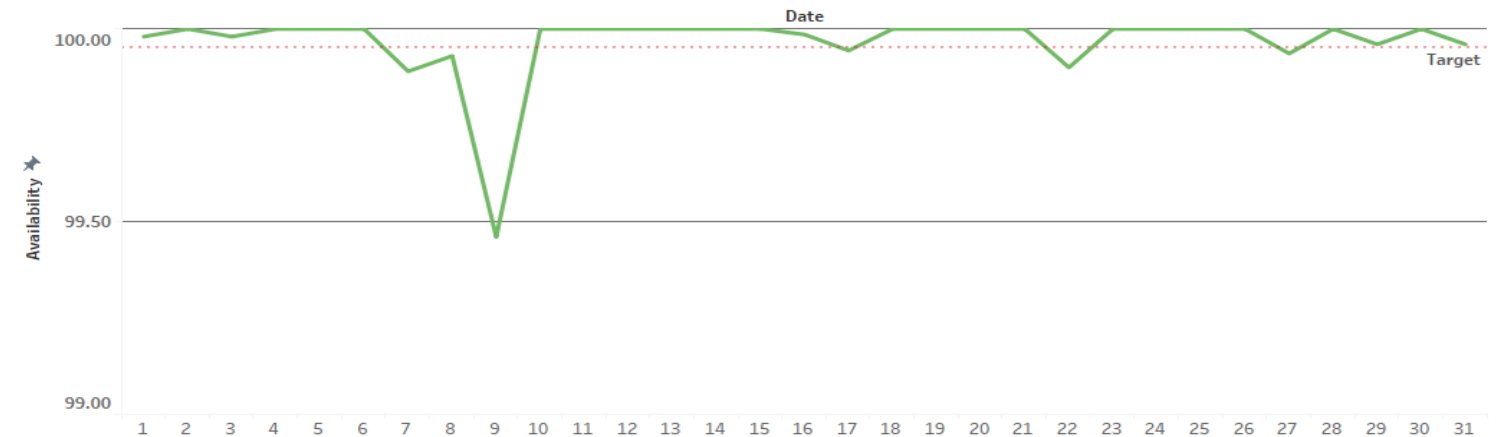
User Count	Availability	HW/SW Events	Weather Events
90,413	99.96	0.01	0.03

User Count is 5 Week Average

Availability Over Time



Daily Availability



Colombia - Availability by Transport – Jupiter 2 (Septiembre)

Jupiter 2 Availability - September 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	21,335	100.00	0.00	0.00
2	AMA	Amarillo, TX	20,582	99.62	0.33	0.04
3	BIL	Billings, MT	19,314	100.00	0.00	0.00
4	BIS	Bismarck, ND	15,748	100.00	0.00	0.00
5	BOI	Boise, ID	18,161	100.00	0.00	0.00
6	CHY	Cheyenne, WY	20,510	99.99	0.01	0.00
7	DUL	Duluth, MN	20,860	99.98	0.00	0.02
8	GIL	Gilbert, AZ	26,163	100.00	0.00	0.00
9	ROS	Roseburg, OR	18,048	100.00	0.00	0.00
10	MIS	Missoula, MT	15,858	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	20,975	100.00	0.00	0.00
12	NOR	North Platte, NE	16,419	100.00	0.00	0.00
13	OMA	Omaha, NE	14,864	99.86	0.12	0.02
14	SDO	San Diego, CA	22,497	100.00	0.00	0.00
15	SEA	Seattle, WA	17,759	100.00	0.00	0.00
16	STC	Santa Clara, CA	19,650	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	17,890	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,081	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,708	99.93	0.04	0.04
22	MTR	Monterrey, Mexico	5,261	99.76	0.00	0.24
24	CHA	Chihuahua, Mexico	5,800	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	5,149	99.95	0.00	0.05
26	MTA	Monterrey, Mexico	5,019	99.73	0.00	0.27

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
9/11	161465216	170	17326	AMA	The gateway was isolated due to simultaneous backhaul Lumen maintenance. Lumen to perform audits at McCook, NE and update the affected service records in order to prevent issue of this nature in the future.

Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

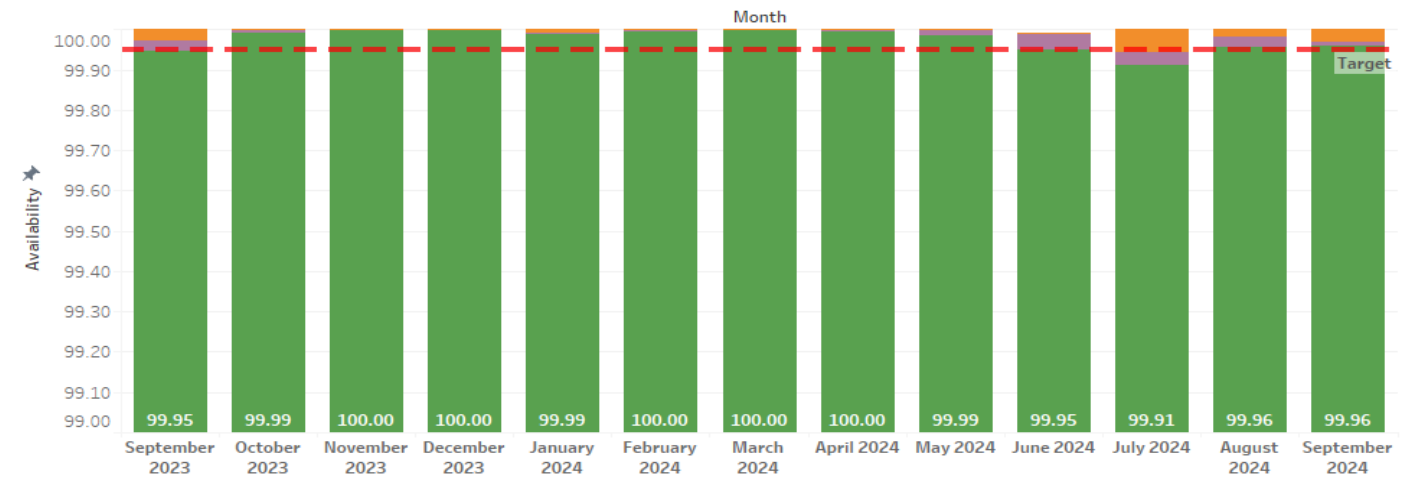
User Count	Availability	HW/SW Events	Weather Events
357652	99.96	0.03	0.01

User Count is 5 Week Average

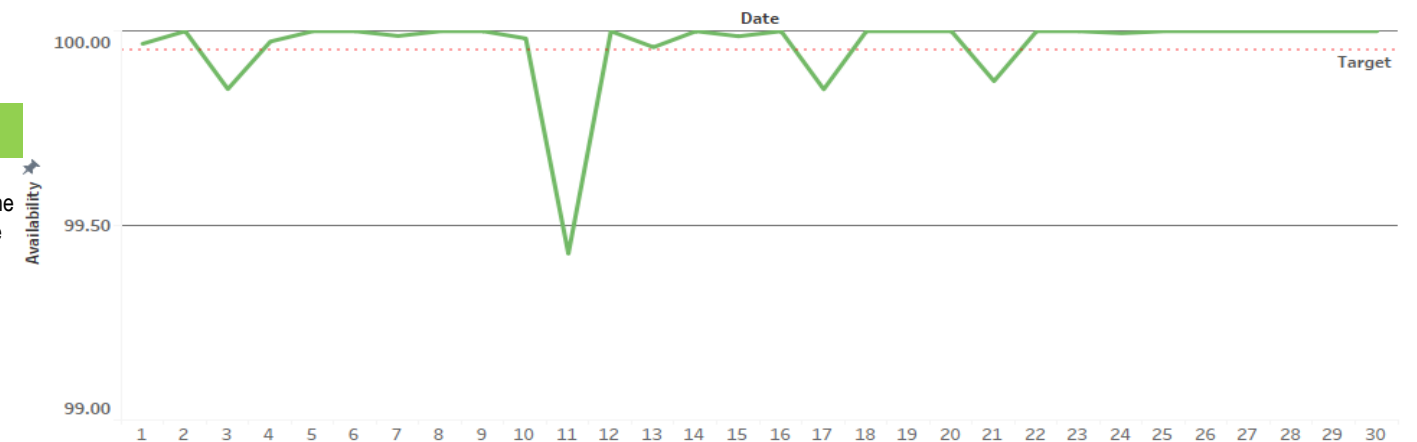
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



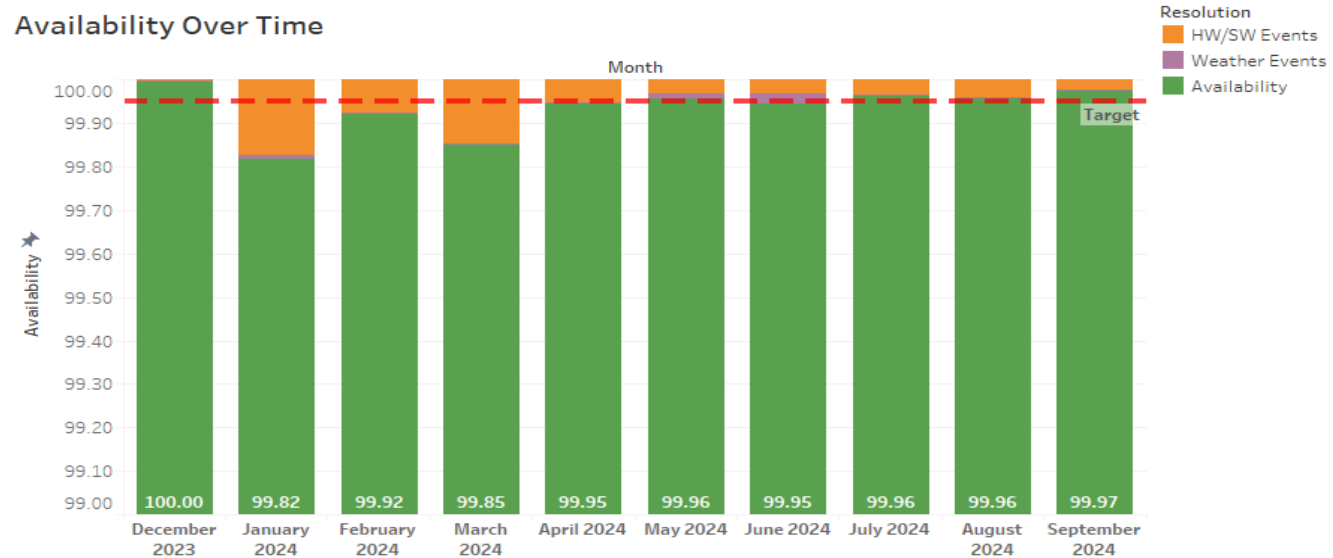
Colombia - Availability by Transport – Jupiter 3 (Septiembre)

Jupiter 3 Availability - September 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,832	100.00	0.00	0.00
2	CHY	Cheyenne, WY	11,664	99.87	0.07	0.05
3	IDF	Idaho Falls, ID	8,690	100.00	0.00	0.00
4	LIN	Lincoln, UT	12,953	100.00	0.00	0.00
5	MIS	Missoula, MT	9,757	100.00	0.00	0.00
6	NOR	North Platte, NE	8,249	100.00	0.00	0.00
7	RAP	Rapid City, SD	10,708	99.99	0.01	0.01
8	RIF	Rifle, CO	7,530	100.00	0.00	0.00
9	TAO	Taos, NM	13,417	99.85	0.15	0.00
11	FLG	Flagstaff, AZ	12,124	100.00	0.00	0.00
12	BEN	Bend, OR	14,617	100.00	0.00	0.00
13	BOI	Boise, ID	15,137	99.99	0.01	0.01
14	NLV	North Las Vegas, NV	14,974	100.00	0.00	0.00
15	QUN	Quincy, WA	13,956	100.00	0.00	0.00
16	RNO	Reno, NV	16,002	100.00	0.00	0.00
17	SIM	Simi Valley, CA	15,956	100.00	0.00	0.00
18	STC	Santa Clara, CA	14,520	100.00	0.00	0.00
19	YUM	Yuma, AZ	17,253	99.89	0.11	0.00

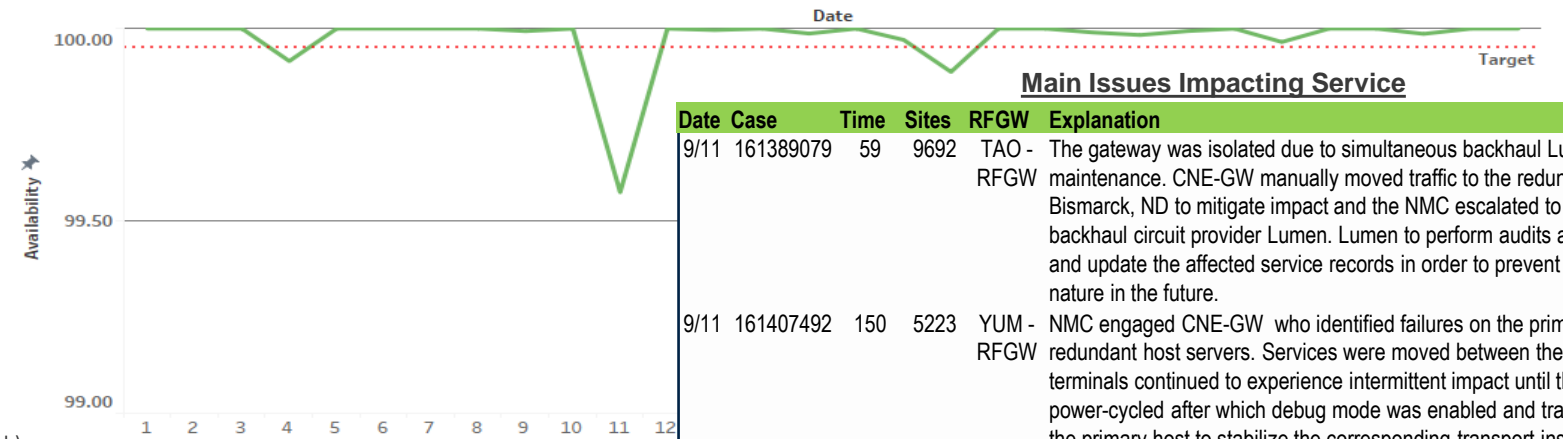
Availability Over Time



SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	33,734	100.00	0.00
	SNC 2	Dallas, TX	13,417	100.00	0.00
	SNC 5	North Platte, NE	8,249	100.00	0.00
	SNC 7	Salt Lake City, UT	31,400	100.00	0.00
West	SNC 3	Gilber, AZ	29,377	100.00	0.00
	SNC 4	Los Angeles, CA	30,930	100.00	0.00
	SNC 6	Seattle, WA	43,710	100.00	0.00
	SNC 8	Palo Alto, CA	30,522	100.00	0.00

Daily Availability



User Count	Availability	HW/SW Events	Weather Events
221339	99.97	0.02	0.00

Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

Count Taken Last Day of Month
Excludes XCI

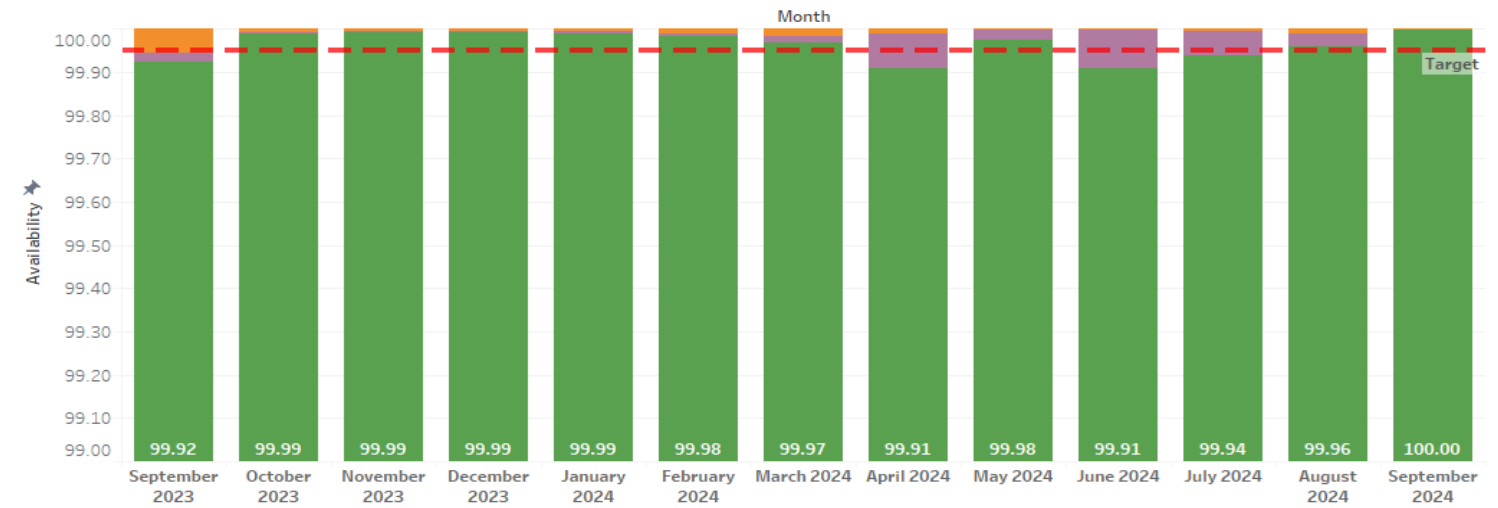
Colombia - Availability by Transport – T19V/63W (Septiembre)

T19V Availability - September 2024

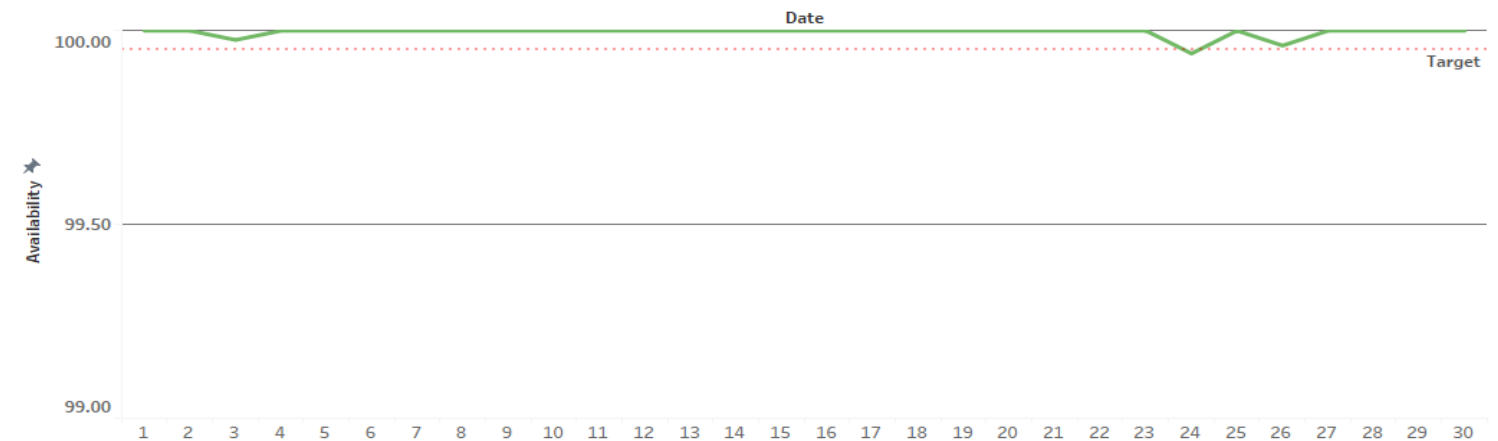
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	29,643	100.00	0.00	0.00
2	SPO	Spokane, WA	8,400	100.00	0.00	0.00
3	NOR	North Platte, NE	9,426	100.00	0.00	0.00
4	ALB	Albuquerque, NM	11,187	100.00	0.00	0.00
5	RIV	Riverside, CA	11,710	100.00	0.00	0.00
6	MON	Monee, IL	5,675	99.96	0.01	0.03
7	ARI	Arica, Chile	8,910	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,305	99.97	0.00	0.03

Availability Over Time



Daily Availability



Availability = $\frac{\text{(Total Outage Minutes)} \times \text{(Number Subs Impacted)}}{\text{(Total Subs on Platform)} \times \text{(Total Possible Service Minutes per Sub)}}$

User Count	Availability	HW/SW Events	Weather Events
88,256	100.00	0.00	0.00

User Count is 5 Week Average