



Disponibilidad del satélite  
2025-T1 – T2

# Colombia - Availability by Transport – Jupiter 2 (Enero-25)

Jupiter 2 Availability - January 2025

## Gateway Availability

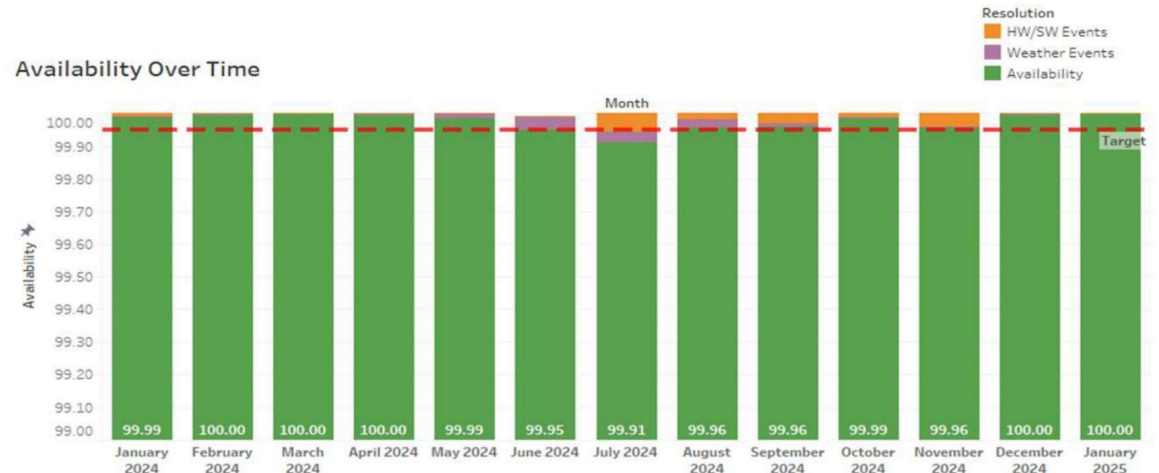
GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	18,728	100.00	0.00	0.00
2	AMA	Amarillo, TX	17,797	100.00	0.00	0.00
3	BIL	Billings, MT	16,961	100.00	0.00	0.00
4	BIS	Bismarck, ND	13,294	100.00	0.00	0.00
5	BOI	Boise, ID	15,596	100.00	0.00	0.00
6	CHY	Cheyenne, WY	17,641	100.00	0.00	0.00
7	DUL	Duluth, MN	16,585	99.94	0.06	0.00
8	GIL	Gilbert, AZ	22,942	100.00	0.00	0.00
9	ROS	Roseburg, OR	15,935	100.00	0.00	0.00
10	MIS	Missoula, MT	13,508	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	17,774	100.00	0.00	0.00
12	NOR	North Platte, NE	14,080	100.00	0.00	0.00
13	OMA	Omaha, NE	11,732	100.00	0.00	0.00
14	SDO	San Diego, CA	19,499	100.00	0.00	0.00
15	SEA	Seattle, WA	15,788	100.00	0.00	0.00
16	STC	Santa Clara, CA	16,758	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	14,452	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,024	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,658	99.98	0.02	0.00
22	MTR	Monterrey, Mexico	5,216	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	4,913	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	4,312	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	4,170	100.00	0.00	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
307363	100.00	0.00	0.00

User Count is taken 15<sup>th</sup> of the Month  
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 (Enero-25)

Jupiter 3 Availability - January 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,311	100.00	0.00	0.00
2	CHY	Cheyenne, WY	11,146	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	10,540	100.00	0.00	0.00
4	LIN	London, UT	15,127	100.00	0.00	0.00
5	MIS	Missoula, MT	10,096	99.39	0.61	0.00
6	NOR	North Platte, NE	10,351	99.97	0.03	0.00
7	RAP	Rapid City, SD	11,096	99.67	0.33	0.00
8	RIF	Rifle, CO	9,076	100.00	0.00	0.00
9	TAO	Taos, NM	16,379	99.92	0.08	0.00
11	FLG	Flagstaff, AZ	13,998	100.00	0.00	0.00
12	BEN	Bend, OR	17,356	99.96	0.04	0.00
13	BOI	Boise, ID	17,557	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	16,734	100.00	0.00	0.00
15	QUN	Quincy, WA	15,898	100.00	0.00	0.00
16	RNO	Reno, NV	17,816	100.00	0.00	0.00
17	SIM	Simi Valley, CA	18,585	100.00	0.00	0.00
18	STC	Santa Clara, CA	16,335	100.00	0.00	0.00
19	YUM	Yuma, AZ	19,831	100.00	0.00	0.00

## Availability Over Time



## SNC Availability

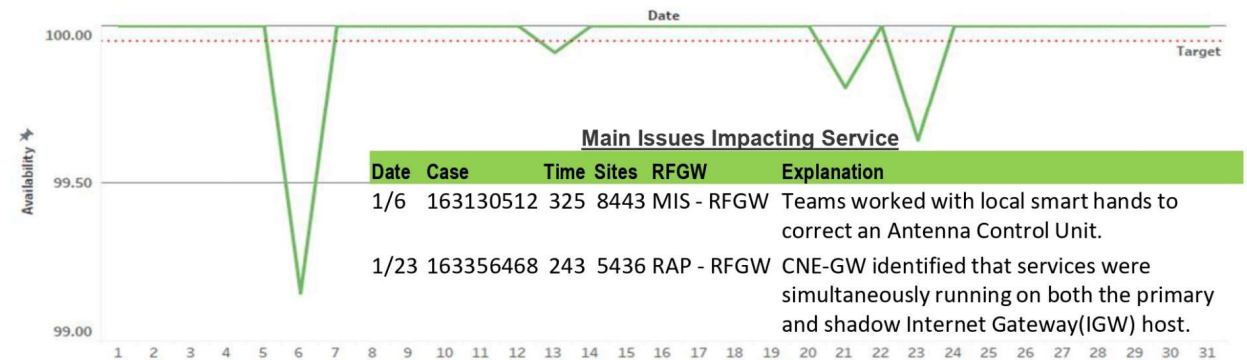
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	34,629	100.00	0.00
	SNC 2	Dallas, TX	16,379	100.00	0.00
	SNC 5	North Platte, NE	10,351	100.00	0.00
	SNC 7	Salt Lake City, UT	35,763	100.00	0.00
West	SNC 3	Gilber, AZ	33,829	100.00	0.00
	SNC 4	Los Angeles, CA	35,319	100.00	0.00
	SNC 6	Seattle, WA	50,811	100.00	0.00
	SNC 8	Palo Alto, CA	34,151	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
251232	99.95	0.05	0.00

Count is taken 15<sup>th</sup> of the Month  
Excludes XCI

## Daily Availability





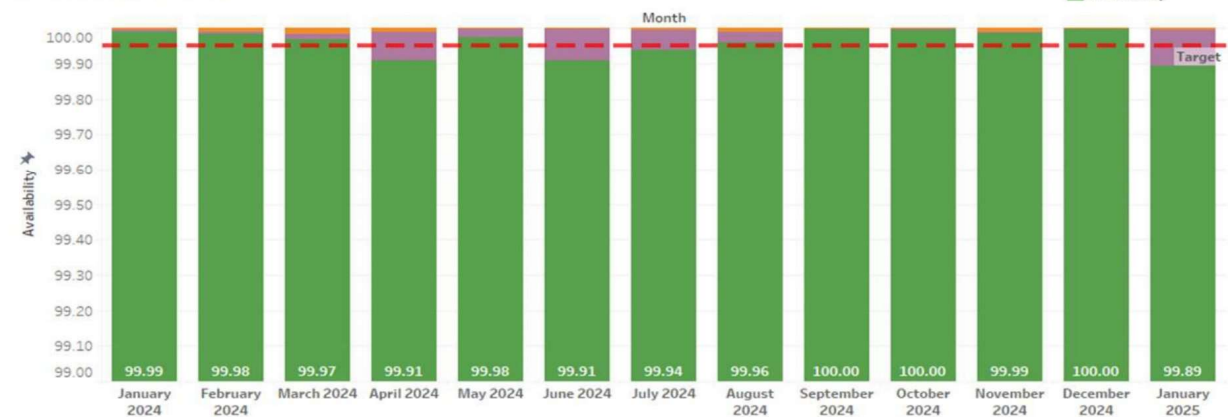
# Colombia - Availability by Transport – T19V/63W (Enero -25)

T19V Availability - January 2025

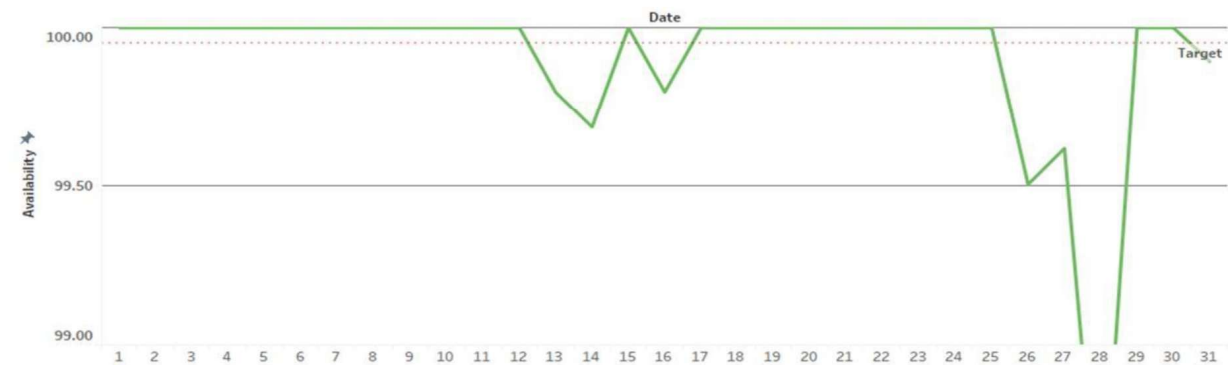
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	28,354	99.70	0.02	0.28
2	SPO	Spokane, WA	7,231	100.00	0.00	0.00
3	NOR	North Platte, NE	8,366	100.00	0.00	0.00
4	ALB	Albuquerque, NM	10,262	100.00	0.00	0.00
5	RIV	Riverside, CA	10,537	100.00	0.00	0.00
6	MON	Monee, IL	4,820	100.00	0.00	0.00
7	ARI	Arica, Chile	8,486	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,891	100.00	0.00	0.00

## 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
80,947	99.89	0.01	0.10

User Count is taken 15<sup>th</sup> of the Month

User Count is 5 Week Average

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# Colombia - Availability by Transport – Jupiter 2 (Febrero-25)

Jupiter 2 Availability - February 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	18,311	100.00	0.00	0.00
2	AMA	Amarillo, TX	17,309	100.00	0.00	0.00
3	BIL	Billings, MT	16,597	100.00	0.00	0.00
4	BIS	Bismarck, ND	12,857	100.00	0.00	0.00
5	BOI	Boise, ID	15,176	99.97	0.00	0.03
6	CHY	Cheyenne, WY	17,138	100.00	0.00	0.00
7	DUL	Duluth, MN	16,097	100.00	0.00	0.00
8	GIL	Gilbert, AZ	22,390	100.00	0.00	0.00
9	ROS	Roseburg, OR	15,594	99.89	0.11	0.00
10	MIS	Missoula, MT	13,095	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	17,236	100.00	0.00	0.00
12	NOR	North Platte, NE	13,661	100.00	0.00	0.00
13	OMA	Omaha, NE	11,381	100.00	0.00	0.00
14	SDO	San Diego, CA	18,985	100.00	0.00	0.00
15	SEA	Seattle, WA	15,479	100.00	0.00	0.00
16	STC	Santa Clara, CA	16,244	99.89	0.11	0.00
17	SLC	Salt Lake City, UT	13,959	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,044	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,607	99.99	0.01	0.00
22	MTR	Monterrey, Mexico	5,223	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	4,732	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	4,174	99.99	0.01	0.00
26	MTA	Monterrey, Mexico	4,049	99.98	0.00	0.02

## Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
2/12	163625363	55	13128	ROS	Investigation identified a simultaneous loss of connectivity affecting both the primary (to San Jose, CA) and redundant (to Seattle, WA) backhauls, impacting all beams. The San Jose backhaul was affected by Lumen maintenance(163415808), while the Seattle backhaul was impacted by a fiber disturbance in Boise, ID(163624931). Impacted traffic recovered once San Jose, CA backhaul connectivity was restored.

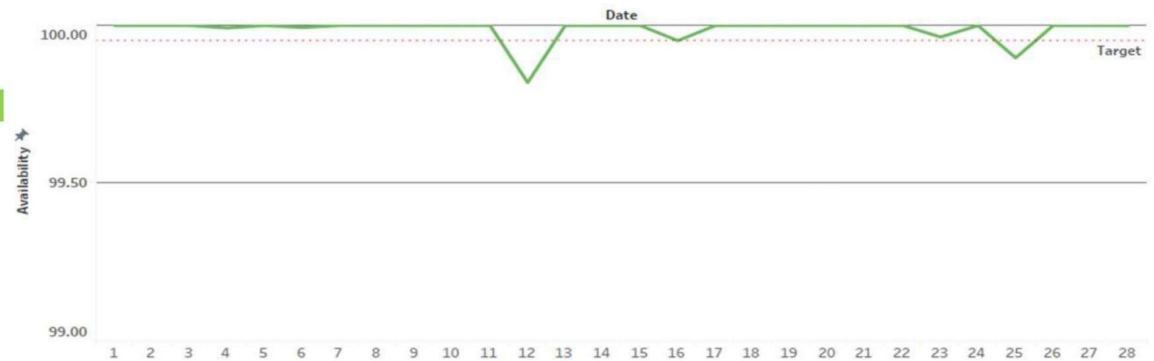
User Count	Availability	HW/SW Events	Weather Events
299338	99.99	0.01	0.00

User Count is taken 15<sup>th</sup> of the Month  
Excludes XCI  
GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

## Availability Over Time



## Daily Availability



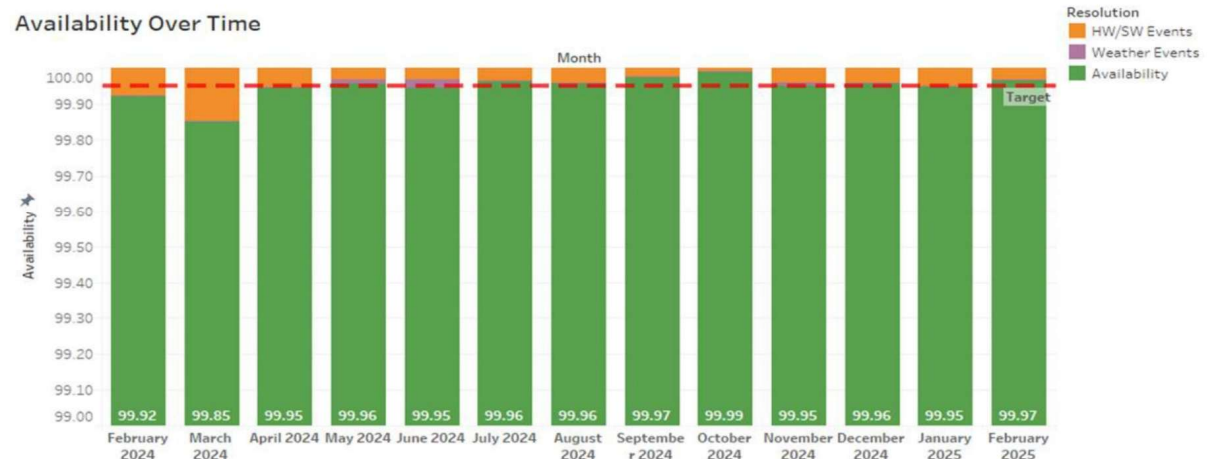
# Colombia - Availability by Transport – Jupiter 3 (Febrero-25)

## Jupiter 3 Availability - February 2025

### Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,465	100.00	0.00	0.00
2	CHY	Cheyenne, WY	11,415	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	11,094	100.00	0.00	0.00
4	LIN	Lindon, UT	15,645	100.00	0.00	0.00
5	MIS	Missoula, MT	10,675	99.47	0.53	0.00
6	NOR	North Platte, NE	10,927	99.95	0.05	0.00
7	RAP	Rapid City, SD	11,284	100.00	0.00	0.00
8	RIF	Rifle, CO	9,422	100.00	0.00	0.00
9	TAO	Taos, NM	16,999	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	14,410	100.00	0.00	0.00
12	BEN	Bend, OR	17,788	99.97	0.03	0.00
13	BOI	Boise, ID	17,898	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	17,116	99.98	0.02	0.00
15	QUN	Quincy, WA	16,298	100.00	0.00	0.00
16	RNO	Reno, NV	18,180	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,048	99.98	0.02	0.00
18	STC	Santa Clara, CA	16,852	99.98	0.02	0.00
19	YUM	Yuma, AZ	20,268	100.00	0.00	0.00

### Availability Over Time



### SNC Availability

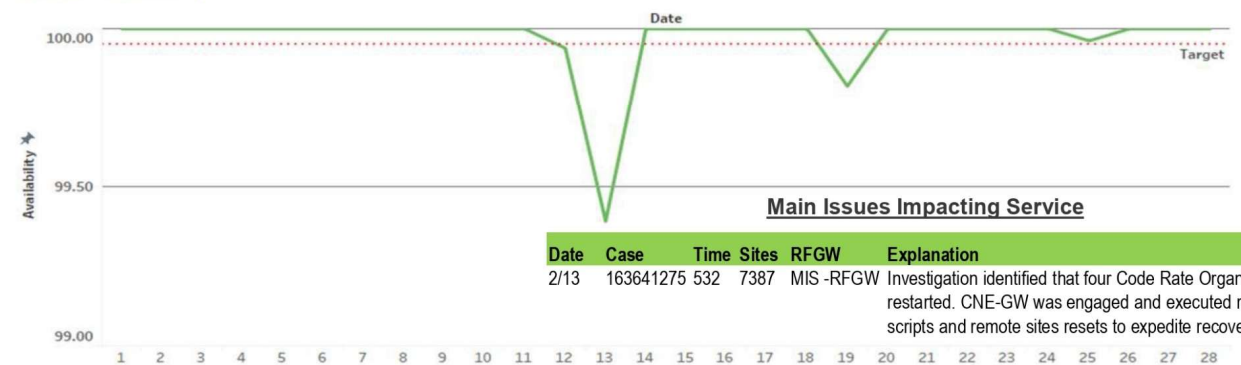
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	35,586	100.00	0.00
	SNC 2	Dallas, TX	16,999	100.00	0.00
	SNC 5	North Platte, NE	10,927	100.00	0.00
	SNC 7	Salt Lake City, UT	37,414	100.00	0.00
West	SNC 3	Gilber, AZ	34,678	99.99	0.01
	SNC 4	Los Angeles, CA	36,164	100.00	0.00
	SNC 6	Seattle, WA	51,984	100.00	0.00
	SNC 8	Palo Alto, CA	35,032	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
258784	99.97	0.03	0.00

Count is taken 15<sup>th</sup> of the Month  
Excludes XCI

### Daily Availability



# Colombia - Availability by Transport – T19V/63W (Febrero -25)

T19V Availability - February 2025

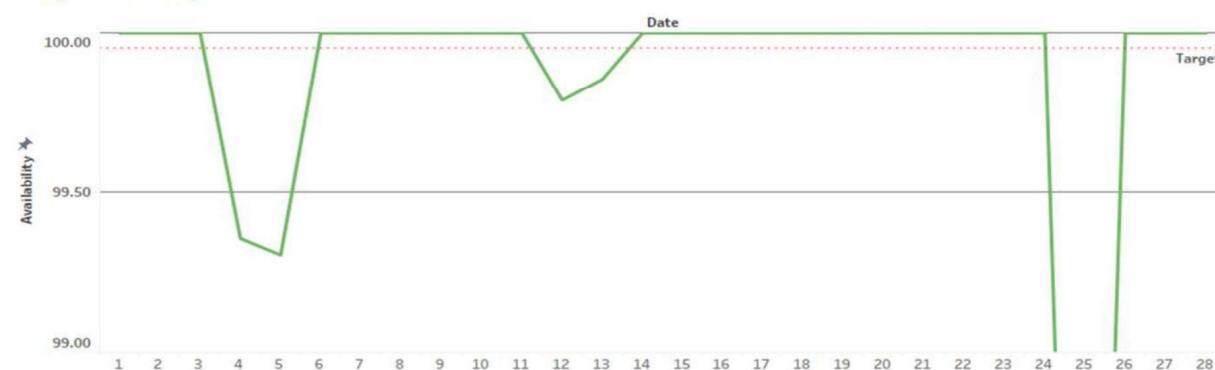
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	28,267	99.84	0.02	0.14
2	SPO	Spokane, WA	6,996	100.00	0.00	0.00
3	NOR	North Platte, NE	8,205	100.00	0.00	0.00
4	ALB	Albuquerque, NM	10,092	100.00	0.00	0.00
5	RIV	Riverside, CA	10,310	99.96	0.00	0.04
6	MON	Monee, IL	4,631	100.00	0.00	0.00
7	ARI	Arica, Chile	8,382	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,832	100.00	0.00	0.00

## 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
79,715	99.94	0.01	0.05

User Count is taken 15<sup>th</sup> of the Month  
User Count is 5 Week Average  
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# Colombia - Availability by Transport – Jupiter 2 (Marzo-25)

Jupiter 2 Availability - March 2025

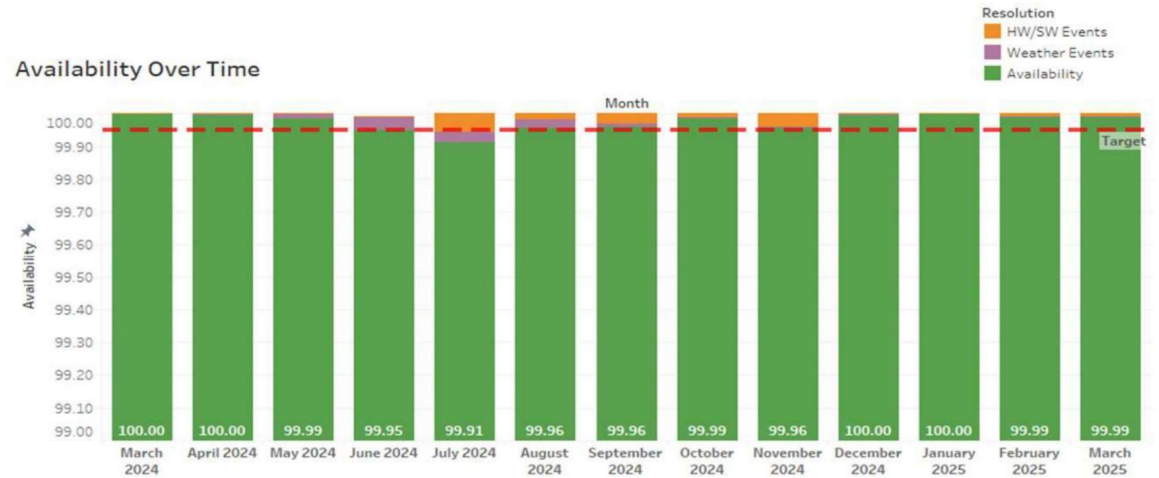
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	17,939	100.00	0.00	0.00
2	AMA	Amarillo, TX	16,907	100.00	0.00	0.00
3	BIL	Billings, MT	16,276	99.99	0.01	0.00
4	BIS	Bismarck, ND	12,469	100.00	0.00	0.00
5	BOI	Boise, ID	14,809	100.00	0.00	0.00
6	CHY	Cheyenne, WY	16,678	100.00	0.00	0.00
7	DUL	Duluth, MN	15,747	100.00	0.00	0.00
8	GIL	Gilbert, AZ	21,918	100.00	0.00	0.00
9	ROS	Roseburg, OR	15,305	100.00	0.00	0.00
10	MIS	Missoula, MT	12,813	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	16,778	100.00	0.00	0.00
12	NOR	North Platte, NE	13,257	100.00	0.00	0.00
13	OMA	Omaha, NE	11,058	100.00	0.00	0.00
14	SDO	San Diego, CA	18,511	99.93	0.07	0.00
15	SEA	Seattle, WA	15,202	100.00	0.00	0.00
16	STC	Santa Clara, CA	15,814	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	13,550	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,966	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,609	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	5,130	99.98	0.02	0.00
24	CHA	Chihuahua, Mexico	4,603	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	4,054	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,962	100.00	0.00	0.00

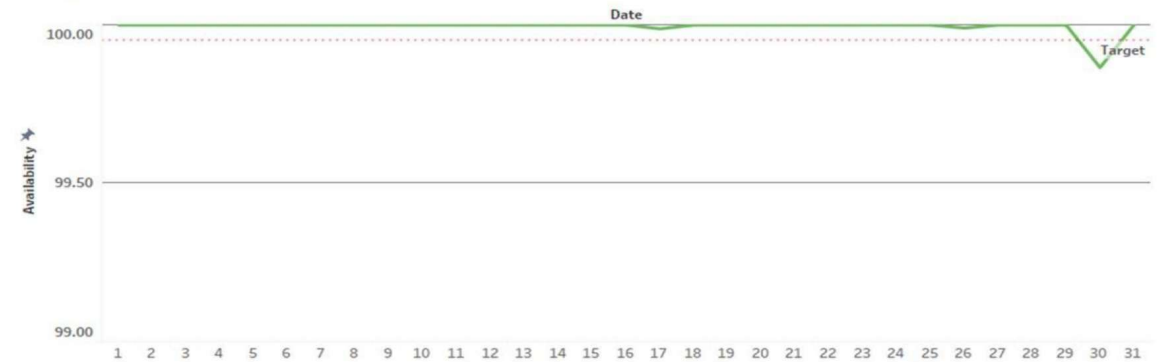
User Count	Availability	HW/SW Events	Weather Events
292355	99.99	0.01	0.00

User Count is taken 15<sup>th</sup> of the Month  
Excludes XCI  
GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

## Availability Over Time



## Daily Availability





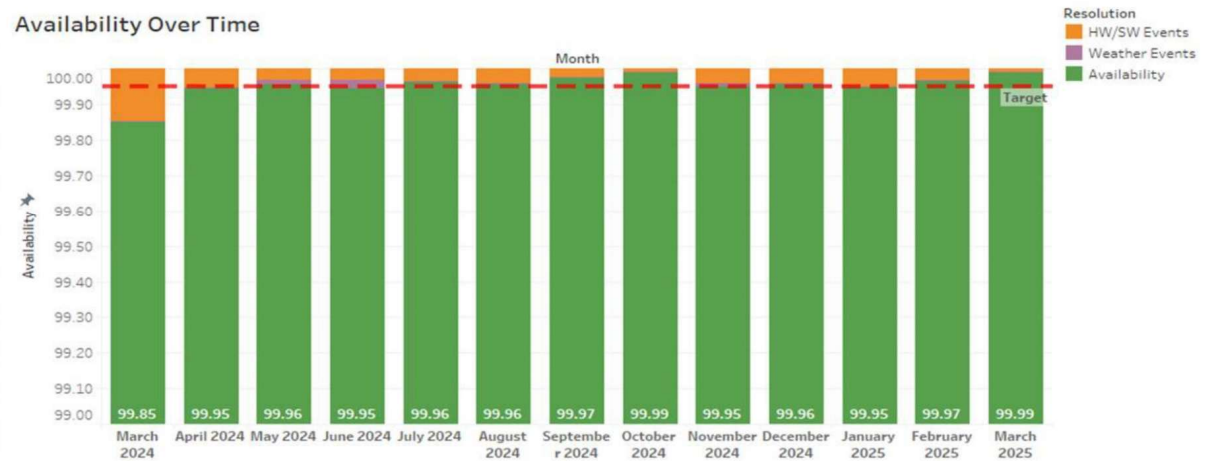
# Colombia - Availability by Transport – Jupiter 3 (Marzo-25)

Jupiter 3 Availability - March 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,591	100.00	0.00	0.00
2	CHY	Cheyenne, WY	11,742	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	11,723	100.00	0.00	0.00
4	LIN	London, UT	16,063	100.00	0.00	0.00
5	MIS	Missoula, MT	11,207	99.90	0.10	0.00
6	NOR	North Platte, NE	11,457	100.00	0.00	0.00
7	RAP	Rapid City, SD	11,469	100.00	0.00	0.00
8	RIF	Rifle, CO	9,841	100.00	0.00	0.00
9	TAO	Taos, NM	17,568	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	14,845	100.00	0.00	0.00
12	BEN	Bend, OR	18,198	100.00	0.00	0.00
13	BOI	Boise, ID	18,227	99.96	0.00	0.04
14	NLV	North Las Vegas, NV	17,490	100.00	0.00	0.00
15	QUN	Quincy, WA	16,646	99.96	0.04	0.00
16	RNO	Reno, NV	18,649	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,421	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,361	100.00	0.00	0.00
19	YUM	Yuma, AZ	20,843	100.00	0.00	0.00

## Availability Over Time



## SNC Availability

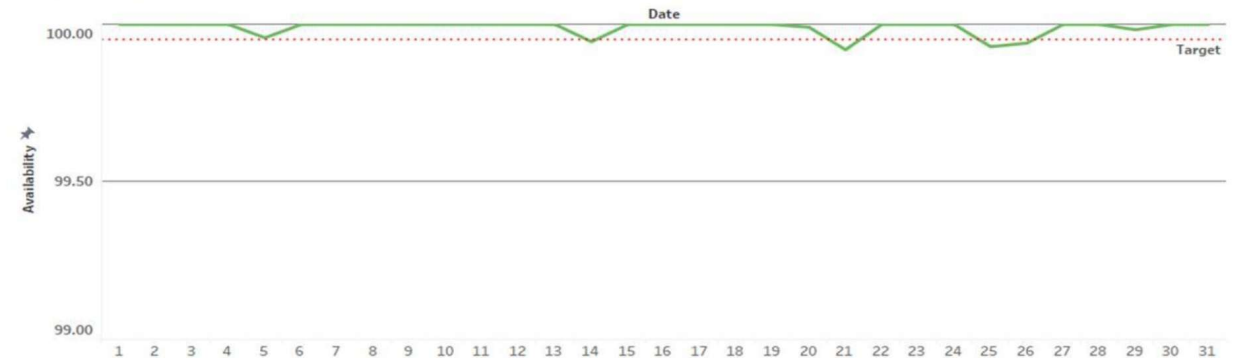
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	36,643	100.00	0.00
	SNC 2	Dallas, TX	17,568	100.00	0.00
	SNC 5	North Platte, NE	11,457	100.00	0.00
	SNC 7	Salt Lake City, UT	38,993	99.99	0.01
West	SNC 3	Gilber, AZ	35,688	100.00	0.00
	SNC 4	Los Angeles, CA	36,911	100.00	0.00
	SNC 6	Seattle, WA	53,071	100.00	0.00
	SNC 8	Palo Alto, CA	36,010	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
266341	99.99	0.01	0.00

Count is taken 15<sup>th</sup> of the Month  
Excludes XCI

## Daily Availability



# Colombia - Availability by Transport – T19V/63W (Marzo -25)

T19V Availability - March 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	28,212	99.80	0.00	0.20
2	SPO	Spokane, WA	6,762	100.00	0.00	0.00
3	NOR	North Platte, NE	8,072	100.00	0.00	0.00
4	ALB	Albuquerque, NM	9,967	100.00	0.00	0.00
5	RIV	Riverside, CA	10,013	100.00	0.00	0.00
6	MON	Monee, IL	4,403	99.99	0.00	0.01
7	ARI	Arica, Chile	8,289	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,790	99.95	0.00	0.05

## 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
78,508	99.92	0.00	0.08

User Count is taken 15<sup>th</sup> of the Month

User Count is 5 Week Average

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# Availability by Transport – Jupiter 2 (Abril /2025)

Jupiter 2 Availability - April 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	17,518	100.00	0.00	0.00
2	AMA	Amarillo, TX	16,537	100.00	0.00	0.00
3	BIL	Billings, MT	15,916	100.00	0.00	0.00
4	BIS	Bismarck, ND	12,106	100.00	0.00	0.00
5	BOI	Boise, ID	14,438	100.00	0.00	0.00
6	CHY	Cheyenne, WY	16,223	100.00	0.00	0.00
7	DUL	Duluth, MN	15,375	99.96	0.00	0.04
8	GIL	Gilbert, AZ	21,392	100.00	0.00	0.00
9	ROS	Roseburg, OR	15,039	100.00	0.00	0.00
10	MIS	Missoula, MT	12,568	99.99	0.01	0.00
11	NLV	North Las Vegas, NV	16,296	100.00	0.00	0.00
12	NOR	North Platte, NE	12,813	99.97	0.00	0.03
13	OMA	Omaha, NE	10,836	100.00	0.00	0.00
14	SDO	San Diego, CA	18,040	100.00	0.00	0.00
15	SEA	Seattle, WA	14,943	100.00	0.00	0.00
16	STC	Santa Clara, CA	15,434	99.91	0.09	0.00
17	SLC	Salt Lake City, UT	13,164	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,958	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,581	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	5,110	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	4,467	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	3,924	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,851	100.00	0.00	0.00

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

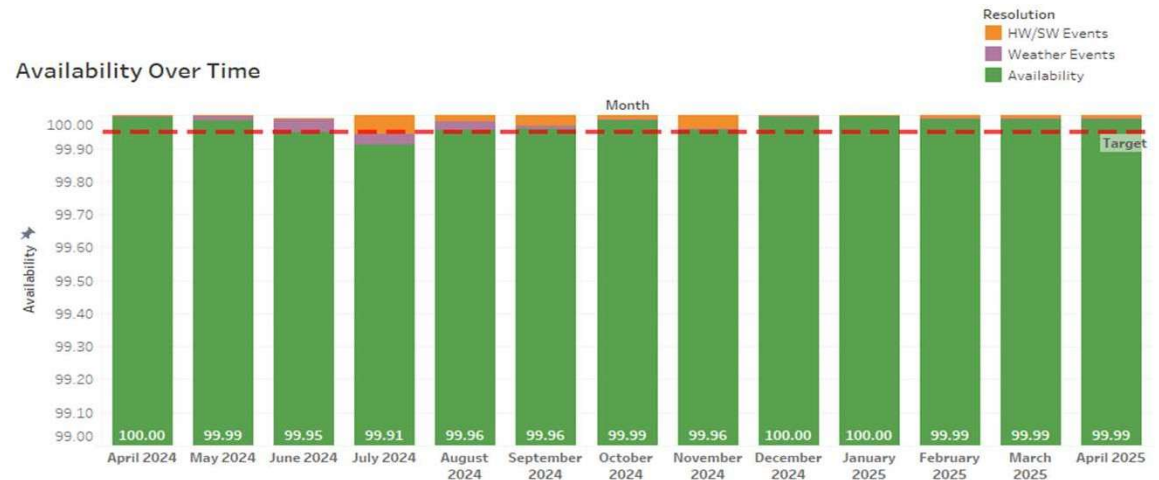
User Count	Availability	HW/SW Events	Weather Events
285529	99.99	0.01	0.00

User Count is taken 15<sup>th</sup> of the Month

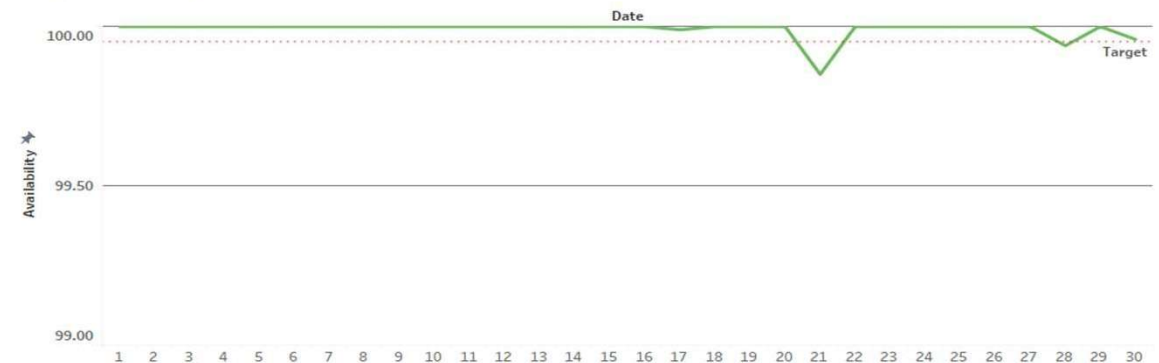
Excludes XCI

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

## Availability Over Time



## Daily Availability



# Availability by Transport – Jupiter 3 (Abril /2025)

Jupiter 3 Availability - April 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,682	100.00	0.00	0.00
2	CHY	Cheyenne, WY	12,100	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	12,303	99.95	0.05	0.00
4	LIN	London, UT	16,381	100.00	0.00	0.00
5	MIS	Missoula, MT	11,763	99.99	0.01	0.00
6	NOR	North Platte, NE	12,040	100.00	0.00	0.00
7	RAP	Rapid City, SD	11,645	100.00	0.00	0.00
8	RIF	Rifle, CO	10,276	99.91	0.09	0.00
9	TAO	Taos, NM	17,929	99.93	0.07	0.00
11	FLG	Flagstaff, AZ	15,188	100.00	0.00	0.00
12	BEN	Bend, OR	18,652	100.00	0.00	0.00
13	BOI	Boise, ID	18,516	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	17,778	99.81	0.19	0.00
15	QUN	Quincy, WA	17,049	100.00	0.00	0.00
16	RNO	Reno, NV	19,149	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,735	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,687	99.91	0.09	0.00
19	YUM	Yuma, AZ	21,268	100.00	0.00	0.00

## Availability Over Time



## SNC Availability

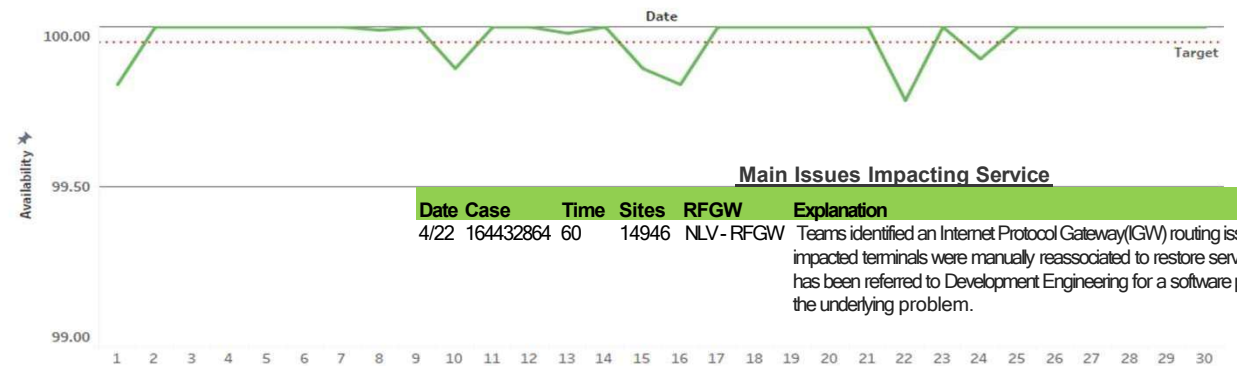
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	37,703	100.00	0.00
	SNC 2	Dallas, TX	17,929	100.00	0.00
	SNC 5	North Platte, NE	12,040	100.00	0.00
West	SNC 7	Salt Lake City, UT	40,447	100.00	0.00
	SNC 3	Gilber, AZ	36,456	100.00	0.00
	SNC 4	Los Angeles, CA	37,513	100.00	0.00
	SNC 6	Seattle, WA	54,217	100.00	0.00
	SNC 8	Palo Alto, CA	36,836	99.98	0.02

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
273141	99.97	0.03	0.00

Count is taken 15<sup>th</sup> of the Month  
Excludes XCI

## Daily Availability



## Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
4/22	164432864	60	14946	NLV - RFGW	Teams identified an Internet Protocol Gateway (IGW) routing issue, and impacted terminals were manually reassociated to restore service. The issue has been referred to Development Engineering for a software patch to correct the underlying problem.



# Availability by Transport – T19V (Abril /2025)

T19V Availability - April 2025

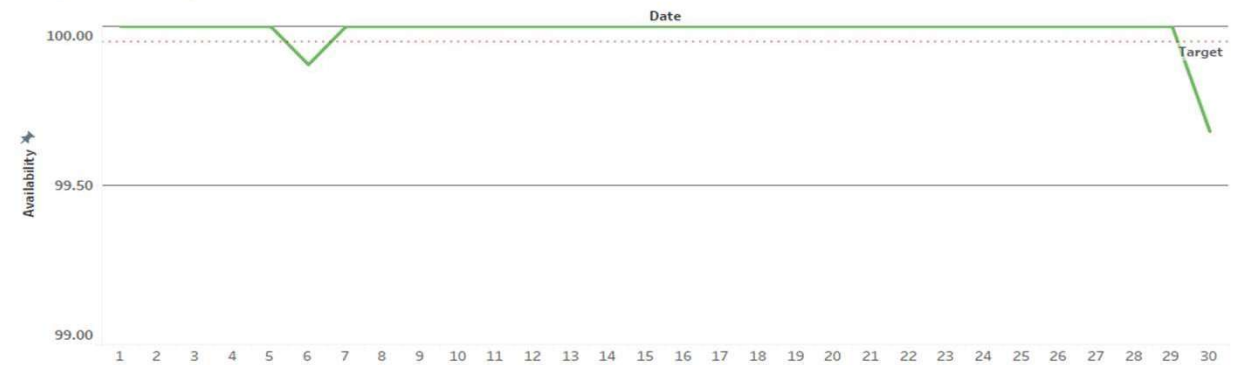
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	27,891	100.00	0.00	0.00
2	SPO	Spokane, WA	6,536	100.00	0.00	0.00
3	NOR	North Platte, NE	7,855	99.89	0.00	0.11
4	ALB	Albuquerque, NM	9,753	100.00	0.00	0.00
5	RIV	Riverside, CA	9,730	100.00	0.00	0.00
6	MON	Monee, IL	4,226	99.93	0.07	0.00
7	ARI	Arica, Chile	8,135	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,728	100.00	0.00	0.00

## 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
76,854	99.99	0.00	0.01

User Count is taken 15<sup>th</sup> of the Month

# Availability by Transport – Jupiter 2 (Mayo /2025)

Jupiter 2 Availability - May 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	17,289	100.00	0.00	0.00
2	AMA	Amarillo, TX	16,164	100.00	0.00	0.00
3	BIL	Billings, MT	15,610	100.00	0.00	0.00
4	BIS	Bismarck, ND	11,746	100.00	0.00	0.00
5	BOI	Boise, ID	14,113	99.89	0.11	0.00
6	CHY	Cheyenne, WY	15,870	100.00	0.00	0.00
7	DUL	Duluth, MN	15,117	100.00	0.00	0.00
8	GIL	Gilbert, AZ	21,023	100.00	0.00	0.00
9	ROS	Roseburg, OR	14,752	100.00	0.00	0.00
10	MIS	Missoula, MT	12,263	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	15,864	100.00	0.00	0.00
12	NOR	North Platte, NE	12,434	99.91	0.00	0.09
13	OMA	Omaha, NE	10,642	100.00	0.00	0.00
14	SDO	San Diego, CA	17,556	100.00	0.00	0.00
15	SEA	Seattle, WA	14,733	100.00	0.00	0.00
16	STC	Santa Clara, CA	15,148	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	12,772	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,873	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,539	99.99	0.01	0.00
22	MTR	Monterrey, Mexico	5,065	99.89	0.01	0.10
24	CHA	Chihuahua, Mexico	4,327	99.99	0.01	0.00
25	HMA	Hermosillo, Mexico	3,817	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,743	99.86	0.01	0.13

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

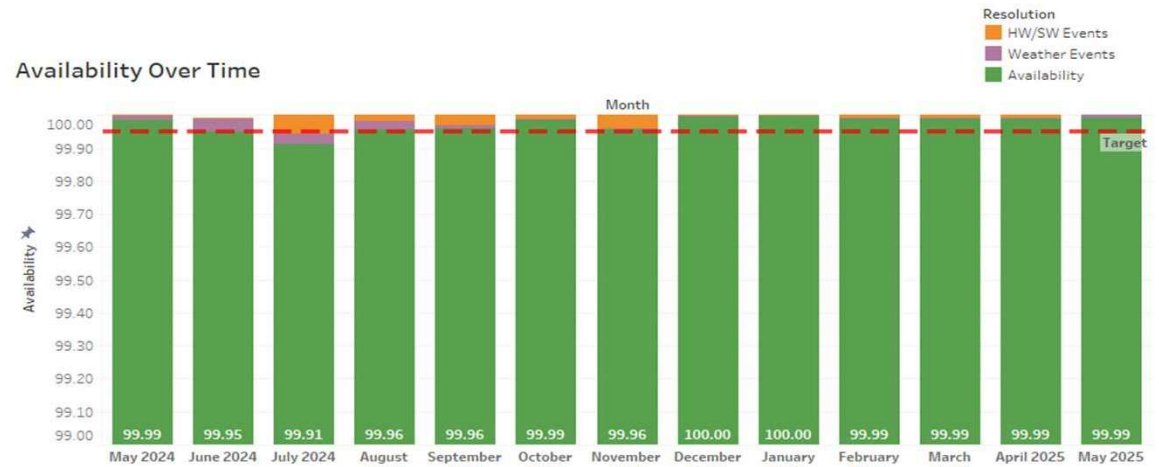
User Count	Availability	HW/SW Events	Weather Events
279460	99.99	0.01	0.01

User Count is taken 15<sup>th</sup> of the Month

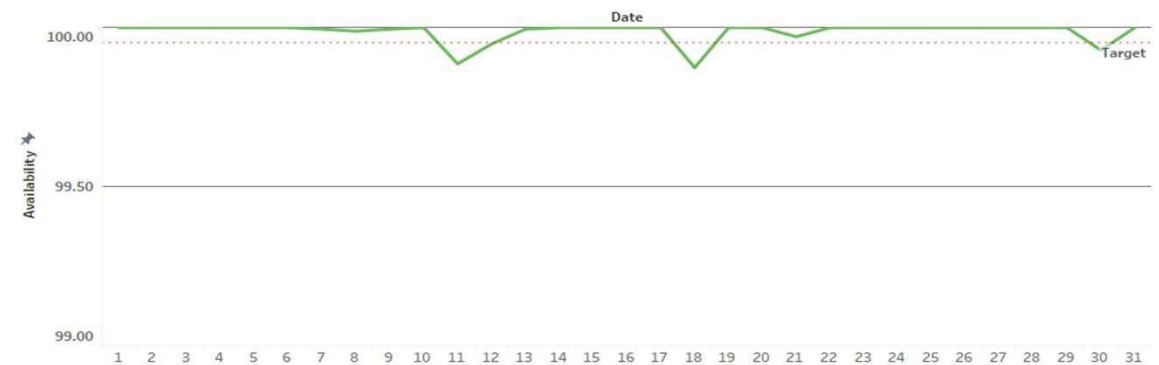
Excludes XCI

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

## Availability Over Time



## Daily Availability



# Availability by Transport – Jupiter 3 (Mayo /2025)

## Jupiter 3 Availability - May 2025

### Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,734	99.97	0.03	0.00
2	CHY	Cheyenne, WY	12,247	99.99	0.00	0.01
3	IDF	Idaho Falls, ID	12,784	99.96	0.00	0.04
4	LIN	Lindon, UT	16,461	100.00	0.00	0.00
5	MIS	Missoula, MT	12,299	100.00	0.00	0.00
6	NOR	North Platte, NE	12,707	100.00	0.00	0.00
7	RAP	Rapid City, SD	11,857	100.00	0.00	0.00
8	RIF	Rifle, CO	10,554	100.00	0.00	0.00
9	TAO	Taos, NM	18,189	99.72	0.25	0.03
11	FLG	Flagstaff, AZ	15,471	100.00	0.00	0.00
12	BEN	Bend, OR	18,896	100.00	0.00	0.00
13	BOI	Boise, ID	18,740	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,011	100.00	0.00	0.00
15	QUN	Quincy, WA	17,353	99.97	0.03	0.00
16	RNO	Reno, NV	19,460	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,868	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,899	100.00	0.00	0.00
19	YUM	Yuma, AZ	21,761	99.99	0.01	0.00

### Availability Over Time



### SNC Availability

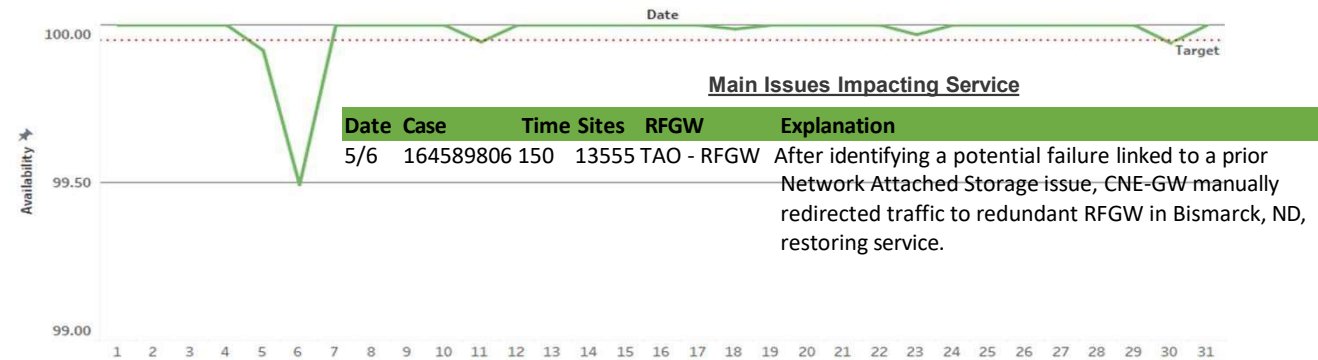
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	38,392	100.00	0.00
	SNC 2	Dallas, TX	18,189	100.00	0.00
	SNC 5	North Platte, NE	12,707	100.00	0.00
	SNC 7	Salt Lake City, UT	41,544	100.00	0.00
West	SNC 3	Gilber, AZ	37,232	100.00	0.00
	SNC 4	Los Angeles, CA	37,879	100.00	0.00
	SNC 6	Seattle, WA	54,989	100.00	0.00
	SNC 8	Palo Alto, CA	37,359	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
278291	99.98	0.02	0.00

Count is taken 15<sup>th</sup> of the Month  
Excludes XCI

### Daily Availability



### Main Issues Impacting Service

Date	Case	Time Sites	RFGW	Explanation
5/6	164589806	150	13555 TAO - RFGW	After identifying a potential failure linked to a prior Network Attached Storage issue, CNE-GW manually redirected traffic to redundant RFGW in Bismarck, ND, restoring service.

# Availability by Transport – T19V (Mayo /2025)

T19V Availability - May 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	27,459	99.88	0.00	0.12
2	SPO	Spokane, WA	6,301	100.00	0.00	0.00
3	NOR	North Platte, NE	7,681	99.97	0.00	0.03
4	ALB	Albuquerque, NM	9,561	99.99	0.00	0.01
5	RIV	Riverside, CA	9,428	100.00	0.00	0.00
6	MON	Monee, IL	4,082	99.81	0.11	0.08
7	ARI	Arica, Chile	8,000	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,665	99.92	0.00	0.08

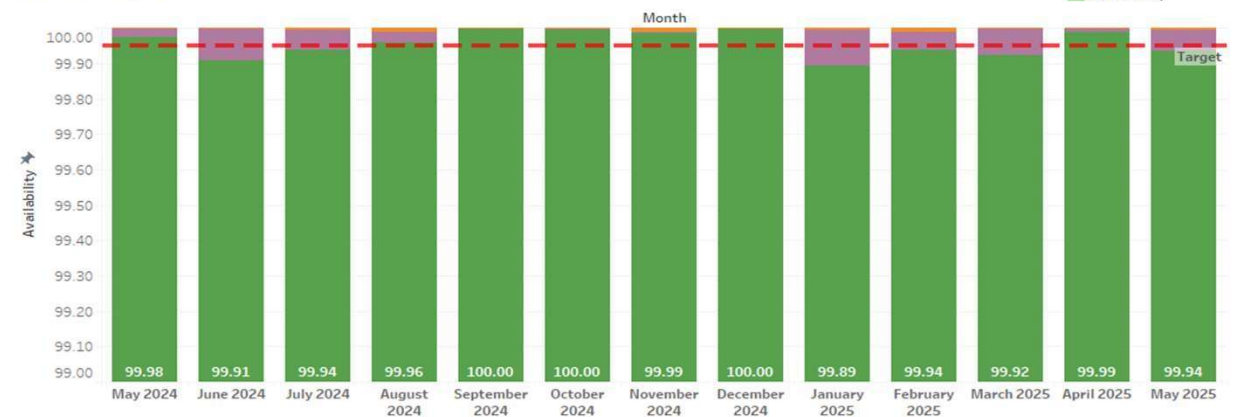
## Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
5/7	164610222	385	900	MON	CNE-GW Team had to power cycle the spare IRC/ORC to bring up services again to restore service.

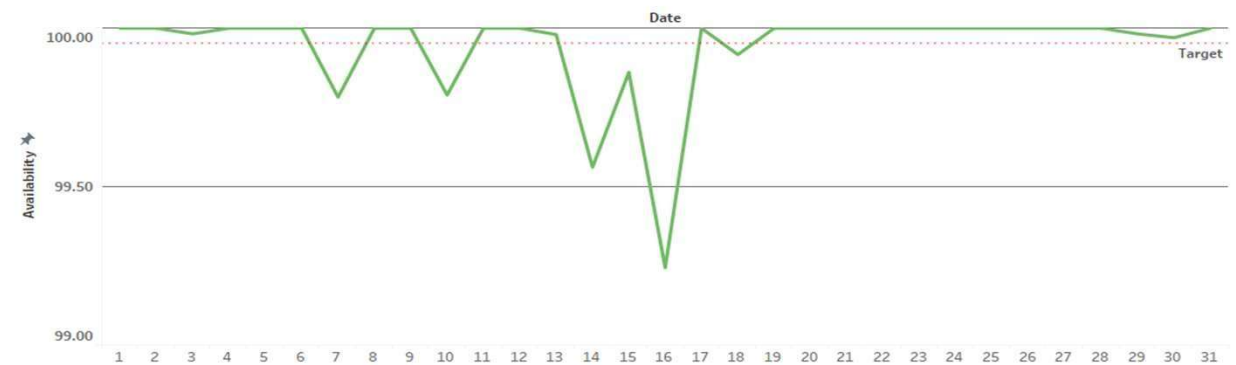
User Count	Availability	HW/SW Events	Weather Events
75,177	99.94	0.01	0.06

User Count is taken 15<sup>th</sup> of the Month

## Availability Over Time



## Daily Availability





# Availability by Transport – Jupiter 2 (Junio /2025)

Jupiter 2 Availability - June 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	17,140	100.00	0.00	0.00
2	AMA	Amarillo, TX	15,915	99.87	0.00	0.13
3	BIL	Billings, MT	15,448	100.00	0.00	0.00
4	BIS	Bismarck, ND	11,426	99.97	0.00	0.03
5	BOI	Boise, ID	13,815	100.00	0.00	0.00
6	CHY	Cheyenne, WY	15,511	99.96	0.00	0.04
7	DUL	Duluth, MN	14,909	99.98	0.00	0.02
8	GIL	Gilbert, AZ	20,716	99.98	0.02	0.00
9	ROS	Roseburg, OR	14,517	100.00	0.00	0.00
10	MIS	Missoula, MT	11,993	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	15,448	100.00	0.00	0.00
12	NOR	North Platte, NE	12,047	99.84	0.00	0.16
13	OMA	Omaha, NE	10,405	99.75	0.00	0.25
14	SDO	San Diego, CA	17,178	100.00	0.00	0.00
15	SEA	Seattle, WA	14,547	100.00	0.00	0.00
16	STC	Santa Clara, CA	14,822	99.92	0.08	0.00
17	SLC	Salt Lake City, UT	12,440	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,829	99.85	0.10	0.05
21	HMO	Hermosillo, Mexico	5,502	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	4,963	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	4,199	99.72	0.24	0.04
25	HMA	Hermosillo, Mexico	3,703	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,640	100.00	0.00	0.00

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

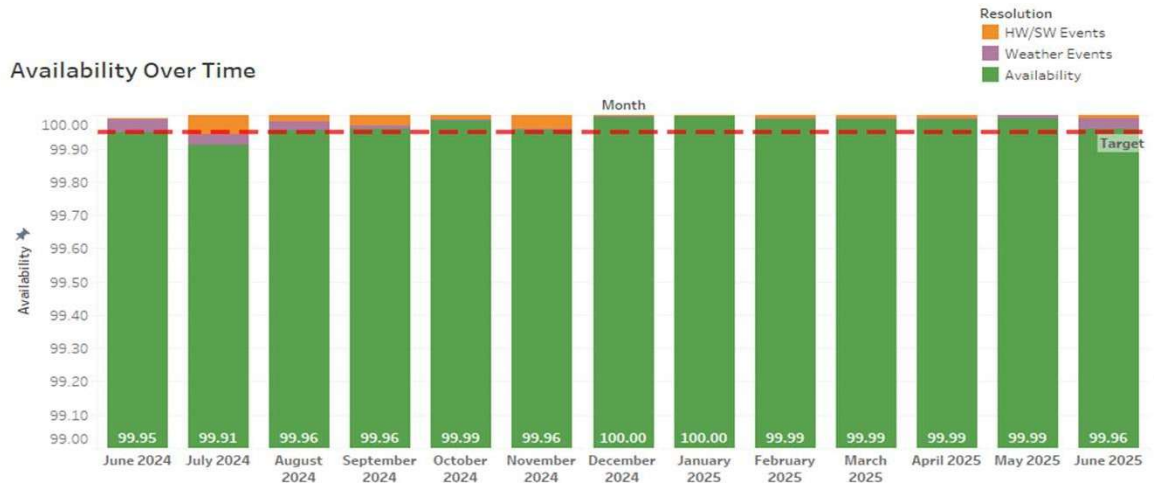
User Count	Availability	HW/SW Events	Weather Events
274113	99.96	0.01	0.03

User Count is taken 15<sup>th</sup> of the Month

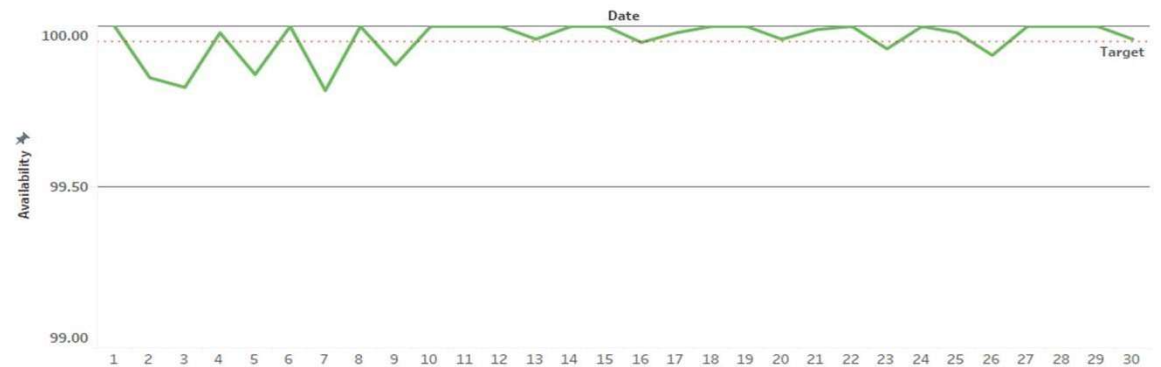
Excludes XCI

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

## Availability Over Time



## Daily Availability



# Availability by Transport – Jupiter 3 (Junio /2025)

## Jupiter 3 Availability - June 2025

### Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,821	100.00	0.00	0.00
2	CHY	Cheyenne, WY	12,354	99.97	0.03	0.00
3	IDF	Idaho Falls, ID	13,236	100.00	0.00	0.00
4	LIN	Lindon, UT	16,625	100.00	0.00	0.00
5	MIS	Missoula, MT	12,808	100.00	0.00	0.00
6	NOR	North Platte, NE	13,176	99.94	0.06	0.00
7	RAP	Rapid City, SD	11,944	99.98	0.00	0.02
8	RIF	Rifle, CO	10,887	99.99	0.01	0.00
9	TAO	Taos, NM	18,334	99.94	0.06	0.00
11	FLG	Flagstaff, AZ	15,590	100.00	0.00	0.00
12	BEN	Bend, OR	19,146	100.00	0.00	0.00
13	BOI	Boise, ID	18,909	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,157	99.98	0.00	0.02
15	QUN	Quincy, WA	17,557	100.00	0.00	0.00
16	RNO	Reno, NV	19,673	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,938	99.99	0.01	0.00
18	STC	Santa Clara, CA	17,948	100.00	0.00	0.00
19	YUM	Yuma, AZ	22,042	100.00	0.00	0.00

### Availability Over Time



### SNC Availability

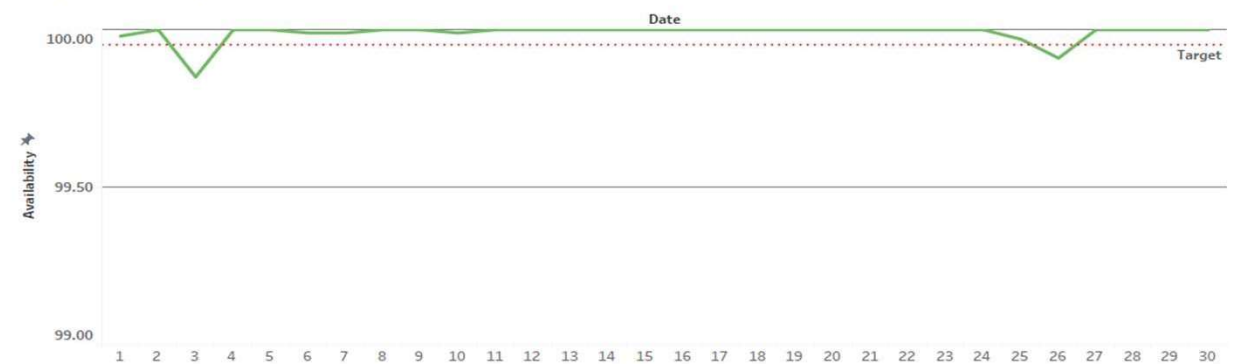
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	39,006	100.00	0.00
	SNC 2	Dallas, TX	18,334	100.00	0.00
	SNC 5	North Platte, NE	13,176	100.00	0.00
	SNC 7	Salt Lake City, UT	42,669	100.00	0.00
West	SNC 3	Gilber, AZ	37,632	100.00	0.00
	SNC 4	Los Angeles, CA	38,095	100.00	0.00
	SNC 6	Seattle, WA	55,612	100.00	0.00
	SNC 8	Palo Alto, CA	37,621	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
282145	99.99	0.01	0.00

Count is taken 15<sup>th</sup> of the Month  
Excludes XCI

### Daily Availability



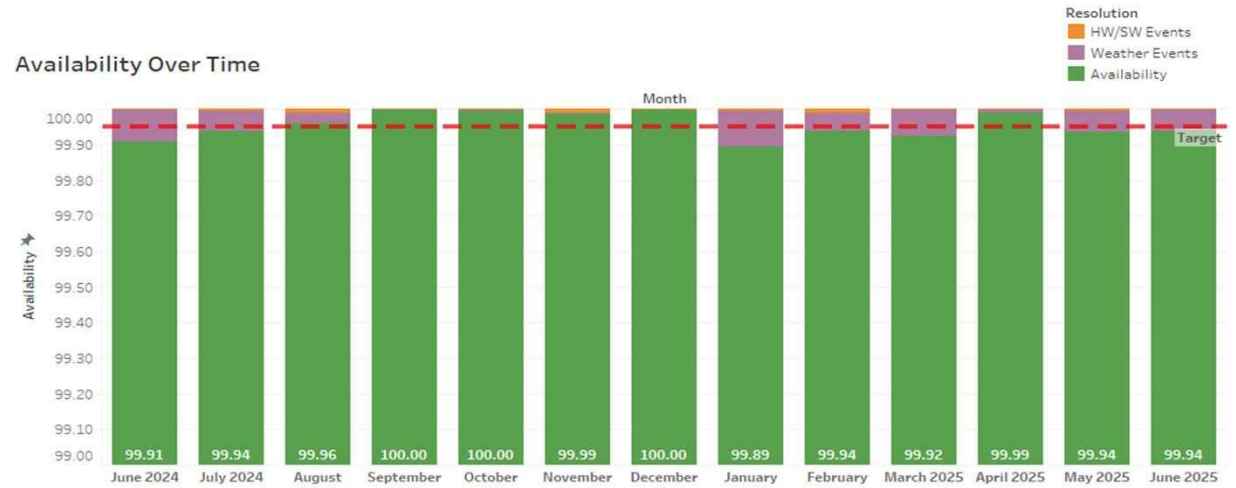
# Availability by Transport – T19V (Junio /2025)

T19V Availability - June 2025

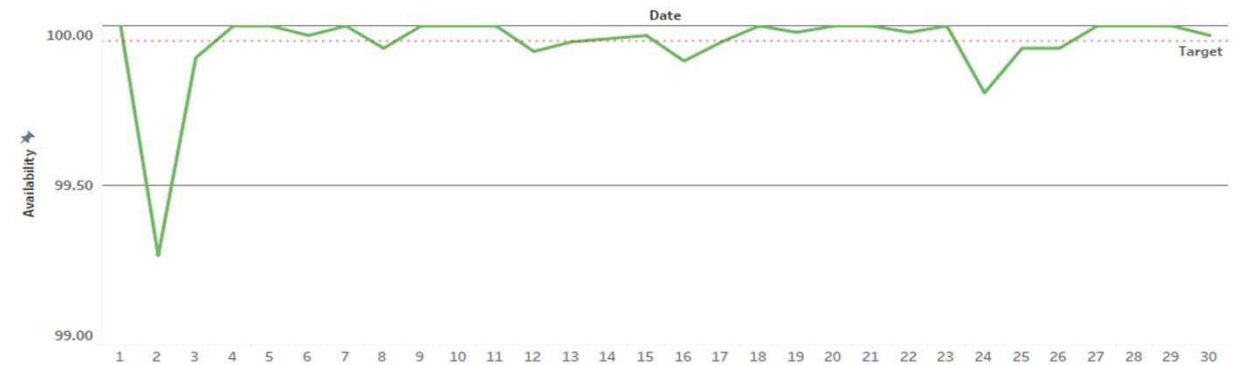
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	27,080	100.00	0.00	0.00
2	SPO	Spokane, WA	6,099	99.99	0.00	0.01
3	NOR	North Platte, NE	7,502	99.65	0.00	0.35
4	ALB	Albuquerque, NM	9,362	99.96	0.00	0.04
5	RIV	Riverside, CA	9,127	99.97	0.00	0.03
6	MON	Monee, IL	3,917	99.99	0.00	0.01
7	ARI	Arica, Chile	7,809	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,611	99.69	0.00	0.31

## 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
73,507	99.94	0.00	0.06

User Count is taken 15<sup>th</sup> of the Month