



HISPASAT Group
Contact Center User Manual

August 2020



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1. Introduction

Following the rollout in 2014 of the customer service tools with the purpose of improving our services, in 2019 we are updating these tools in order to adapt them as much as possible to the needs of each of our customers, based on the suggestions and recommendations that resulted from our surveys.

On the one hand, our Call Center (24x7) allows us to record any incidents, operational issues or any other type of request via telephone or e-mail in order to redirect the query to the corresponding department, while the web portal makes it possible to both create such requests directly and follow up on those that have already been created.

This document describes both tools as well as the information needed for their use.

2. Customer Service Process

This process aims to establish the system for resolving incidents, claims, complaints, suggestions and requests for information (INQUIRIES) of HISPASAT Group's customers and keep them informed throughout the process.

Main features:

- It reports the actions conducted by the Hispasat team aimed at managing incidents, complaints, suggestions, requests for information and other activities related to the business.
- It organises the inflow of requests through the channel selected by the customer by centralising information in the unified ticketing tool.
- Requests are channelled via the "Call Center" or the WEB portal, which receive, record, classify and distribute these requests within the Group's unified ticketing system.
- It assigns and transfers requests to the relevant department (business, sales, administrative, legal, operations, engineering, etc.) to be processed and solved.
- It defines the criticality and escalation criteria based on ticket type.
- It organises communications with customers during the entire resolution process and defines notifications and reports as soon as a ticket is opened and until it is closed.

The process uses the Group's ticketing tool to allow users to keep track of their tickets and add comments and notes until they are resolved. Each time a user makes a change, said change is recorded and notified by the system.

Each ticket for an Incident, Complaint, Claim, Suggestion or Request for Information, support (either technical or business-related) or other specific business activity has a life cycle defined within **the ticketing system**:

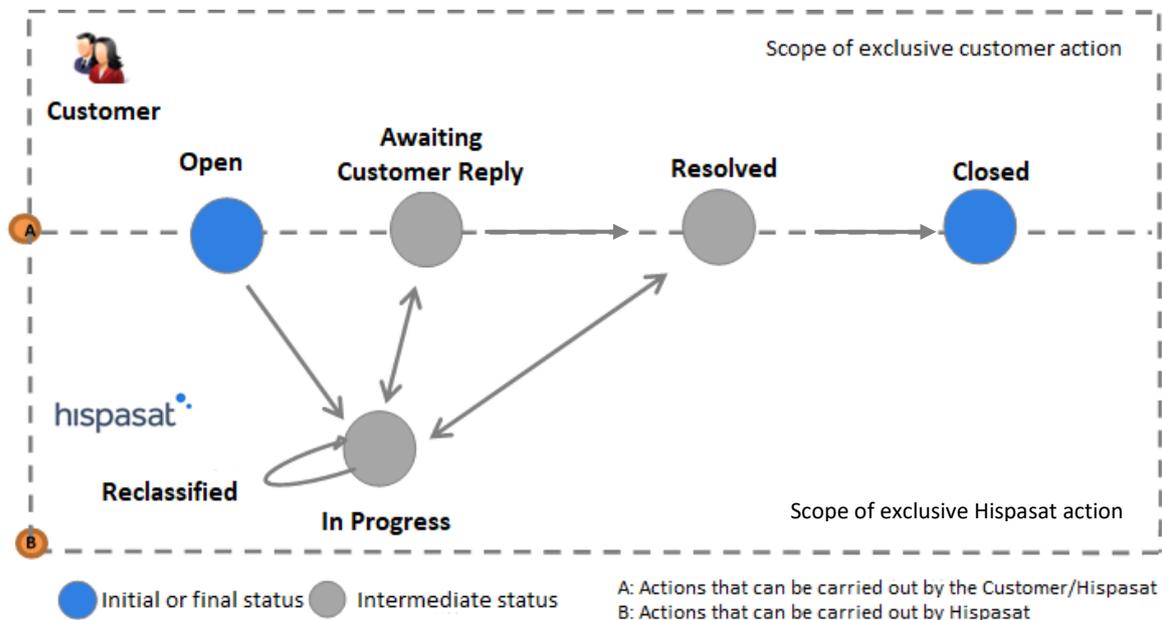


Figure 1: Life cycle of a ticket

Status of a ticket:

- **Open:** initial status when a ticket is created.
- **In Progress:** the status of a ticket when the person assigned starts working on a solution.
- **Awaiting Customer Reply:** If Hispasat's agent does not have enough information to resolve the ticket, he/she requests more information from the customer and changes the status to "Awaiting Customer Reply". Once the customer provides the information, the status once again changes to "In Progress".
- **Resolved:** the status of a ticket after it is resolved. If, on the contrary, the customer does not agree with the solution, the ticket can be reopened, in which case it would go back to "In Progress".
- **Closed:** after being in a "Resolved" status, tickets are "Closed", either because the customer considers that the issue has been resolved, or automatically after ten days(*).

Ticket actions:

- **Reclassify:** Action on a subject when the area responsible for resolving the issue identifies that the issue has not be correctly classified. At that time, the subject will retain its status, but it will be transferred to the relevant responsible area.

Tickets can be queried at any time either on the Group's website or through our Call Center.

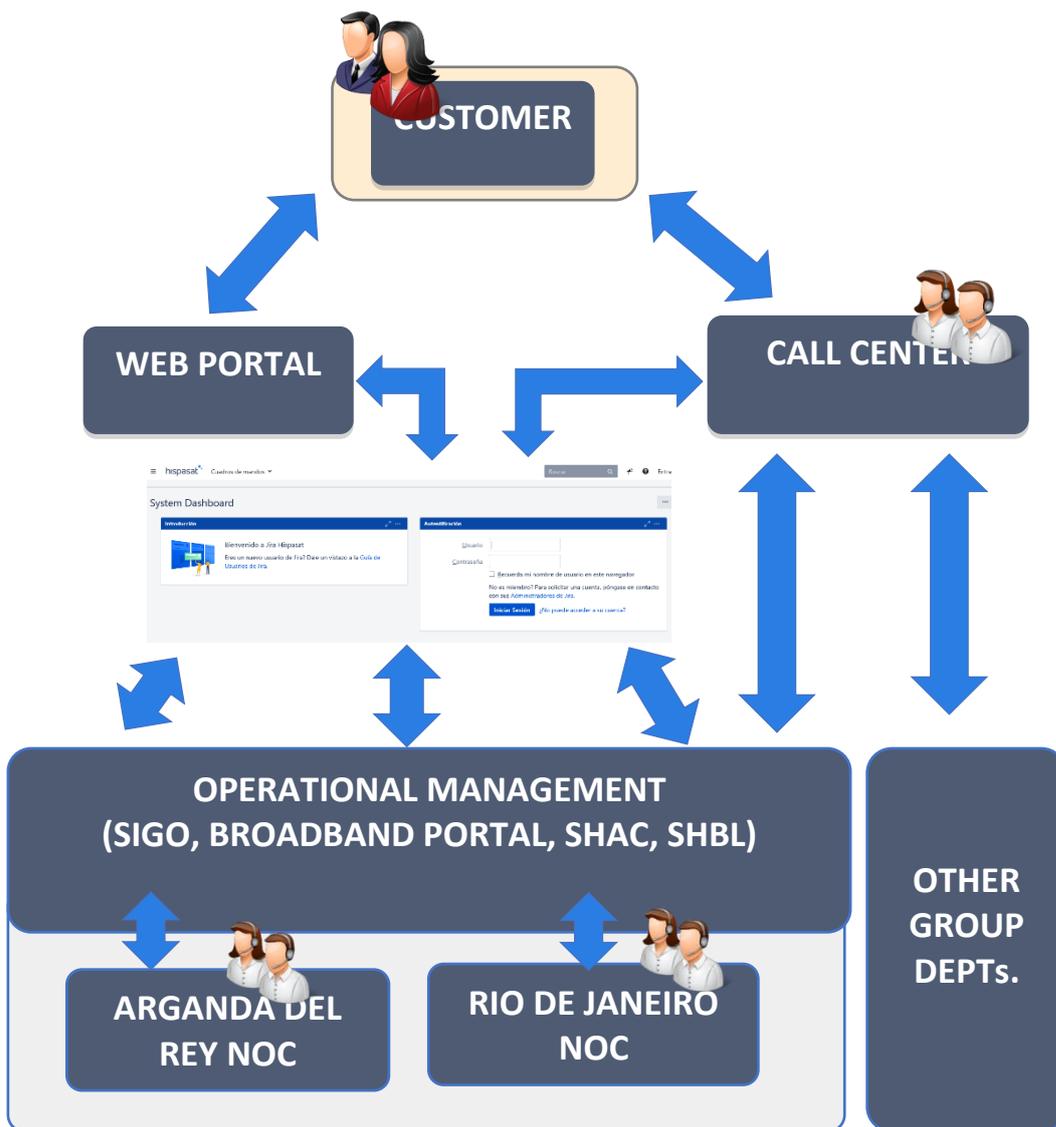
*Note: There are contractual exceptions that demand that a ticket is closed within 48 hours of being resolved.

3. Customer Service System

Hispasat Group has made two tools available to its customers to improve its customer care capabilities.

1. A telephone service (Call_Center) operating 24x7 with the capacity to record (through the globalised ticketing system) all customer calls and to transfer those calls to the corresponding department for processing.
2. WEB access to the globalised unified ticketing system.

Our customer care structure based on these two tools is described below:



4. Customer Registration

The quality of customer service is directly linked to the amount of detail provided about the contact during registration in Hispasat's system. This entails having duly updated customer information:

- Customers, companies and their contacts must be properly registered in the system's database.
- Customers are assigned a GLOBAL_ID, which is the code that the customer is registered with in the system (e.g. "CUSTOMER NAME", GLOBAL_ID: 12345).
- The department to which customers belong in their company (business, sales, administrative, legal, operations, engineering) must be well identified and registered.
- They must be familiar with the NOC (Arganda del Rey / Rio de Janeiro) with which they will operate their services.

5. Telephone Customer Service

This service is available 24x7 guaranteed every day of the year, with personalised assistance in three languages (Spanish, Brazilian Portuguese and English) and providing access from the geographical areas of service where Hispasat Group operates through the implementation of local telephone lines in 16 countries. This allows us to answer and register all telephone calls, generate the respective ticket and ensure such tickets are processed by the relevant department, through which we can improve the quality of our service.



Through our Call Center, customers can:

- Report and manage complaints, incidents, claims, suggestions, requests for information and any other issue that may arise. These calls are registered as "Tickets".
- Contact the Group's NOCs in Rio de Janeiro in Brazil and in Arganda del Rey in Spain for everything related to operations, peak & pol, isolation tests, requests for information, operational matters and special events, among others. It is important to highlight that the role of the Call Center is administrative (creating tickets on behalf of customers) and not operational.
- For the specific case of alignments and bookings, we have a telephone bypass option that gives controllers direct access to the relevant NOC.
- Create, query, modify, resolve and close "Tickets". The status changes of "Tickets" are notified automatically to the email addresses provided for this purpose.

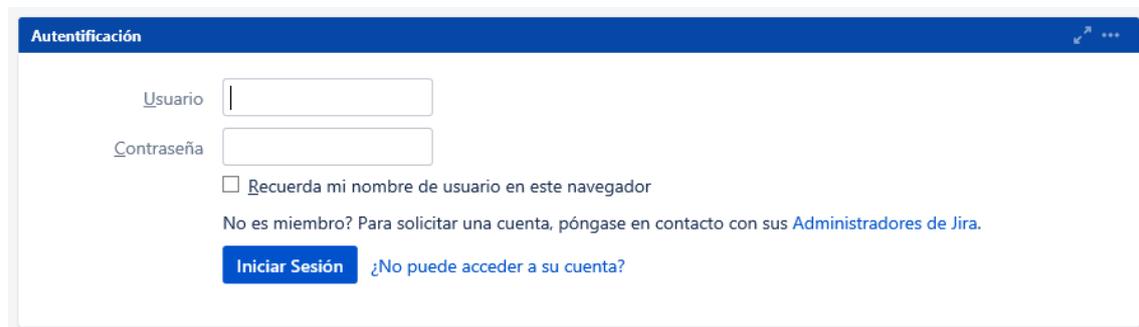
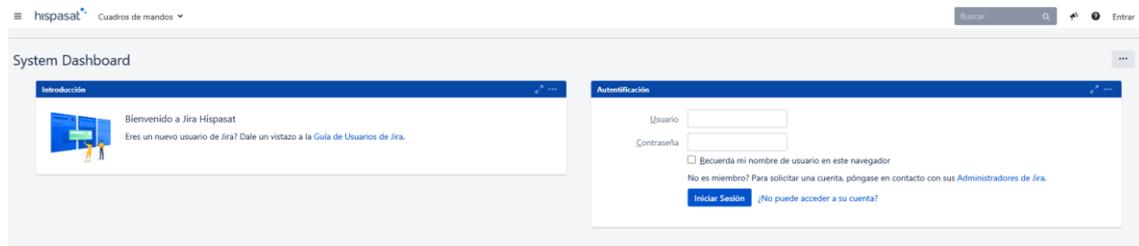
Our contact telephone numbers are the following:

COUNTRY	TELEPHONE	SUPPORT	NOC
Spain	+34 910 608 629	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	+34 911 938 830	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA
	+34 910 609 325	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA
	+34 910 609 862	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	+34 911 938 831	ALIGNMENTS	ARGANDA
	+34 910 609 851	ALIGNMENTS	ARGANDA
	+34 910 604 825	ALIGNMENTS	ARGANDA
	+34 910 608 628	OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	+34 910 609 318	OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	+34 911 939 689	OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
Brazil	0800 282 9488 (TOLL FREE)	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	+55 21 4042 0261	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	+55 21 4042 0541	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	0800 888 5871 (TOLL FREE)	ALIGNMENTS / BOOKING	RIO
	+55 21 3266 8154	ALIGNMENTS / BOOKING	RIO
	+55 21 3266 8155	ALIGNMENTS	RIO
	+55 21 3266 8156	ALIGNMENTS	RIO
	+55 21 4042 0079	ALIGNMENTS	RIO
Argentina	+54 11 5217 0785	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Belgium	+32 2 588 20 76	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Chile	+56 2 2898 8247	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Colombia	+57 1 344 1796	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
	+57 1 381 9931	GUIDELINES	ARGANDA BROADBAND
France	+33 1 83 75 34 86	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Israel	+97 233 741 329	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Italy	+39 02 36 58 10 89	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Mexico	+52 55 417 08 124	CUSTOMER SERVICE - CALL CENTER (Incidents, operational	ARGANDA or

			matters, suggestions, complaints, requests for information)	RIO
		+52 55 852 61 120	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
Peru		+51 1 6419248	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Portugal		+351 30 040 4466	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Switzerland		+41 435 081 883	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
United Kingdom		+44 207 04 84 085	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
USA		+1 202 499 14 47	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
	Washington	+1 202 629 91 26	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	New York	+1 718 208 18 76	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	Los Angeles	+1 213 293 36 70	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	Miami	+1 786 233 64 26	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
Venezuela		+58 212 7719067	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO

6. Access to the WEB Portal

The WEB Portal can be accessed through the following URL: <https://support.hispasat.es>. Only registered customers, that is, customers having a “user” and a “password”, can access the portal.



By entering a user name and password and clicking “Begin Session” they will gain access to the tool’s main menu, which will show on the left-hand side the most popular projects associated with our user and on the right-hand side the most recently accessed pages.

Projects are actually the areas of Hispasat that will give us support for each request that we want to make, and for each of them there will be a specific type of matter that will represent the requests.

In order to be able to access projects, they should choose “Browse all”, which will show all the available projects for the user.

Welcome to Hispasat Support Center

Which of the following best describes what you need help with?

Broadband Spain

Broadband Brazil

Space capacity

Ground Segment

Main Services

[Back](#)

Depending on the customer's profile and the type of contract, they will be able to see different projects.

- Projects:
 - Space capacity
 - Broadband (Europe, LATAM)
 - Broadband (Brazil)
 - And for Housing customers:
 - Ground Segment.
 - General Services.

This is how we can see the menu by choosing "Browse All", which will show all the projects that the user is able to see.

Which of the following best describes what you need help with?

Broadband Spain

Broadband Brazil

Space capacity

Ground Segment

Main Services

6.1. Creating a “Ticket”

The first thing we need to know is on which project (in which area) we want to generate a ticket so that it is dealt with through its job queue.

We will start by presenting the Space Capacity Project for customers with this type of contract.

Payload Monitoring and Control (PMC) is the operational team that looks after this project. For this project the customer has to choose the relevant NOC.

Hispasat Support Center

Space capacity

Wellcome to customer desk of Space capacity, PMC team will be pleased to attend you

[Search help](#)



Request: Support / Information

This ticket will be attended by PMC team on 24x7 support. Please tell us what do you need.



Incident

This ticket will be attended by PMC team on 24x7 support. Please, tell us your incident.



Suggestions, complaints and claims

This ticket will be attended by Quality of Service department (Madrid based). Please enter your suggestion, complaint or claim.

To report an Incident, the fields that appear in the image should be filled out:



Incident

Summary

Impact (optional)

Transponders (optional)

Carriers (optional)

Center in charge (NOC)

Description

Attachment (optional)
 Ⓜ Drag and drop files, paste screenshots, or
[browse](#)

▾

Create Cancel

Summary: Text field that acts as the title of the incident.

Impact: Choose between permanent/intermittent outage/impairment and no impact (optional).

Transponders: Choose the affected transponder(s) (optional).

Carriers: Choose the affected carriers (optional).

Responsible centre (NOC): Choose the responsible operations centre, choosing between Arganda and Rio de Janeiro NOCs.

Description: Text field in which a detailed description of the incident must be entered.

Attachment(s): Include files that will act as evidence (optional).

Lastly, we select “Create” and obtain an ID linked to the incident ticket.

A request for information for Space Capacity serves to make various enquiries to the PMC team, to create this request the different fields shown below need to be filled out:



Request: Support / Information

Summary

Center in charge (NOC)

Description

Attachment (optional)
 Ⓜ Drag and drop files, paste screenshots, or
[browse](#)

Share with ▾

Create Cancel

Summary: Text field that acts as the title of the request.

Responsible centre (NOC): Choose the responsible operations centre, choosing between Arganda and Rio de Janeiro NOCs.

Description: Text field in which a detailed description of the request must be entered.

Attachment(s): Include files that will act as evidence (optional).

We continue with the Broadband project (or BMC – Broadband Monitoring & Control). Those clients who have managed space capacity contracted, which is supervised by the Arganda del Rey (Madrid) NOC, will have access to this project.

Hispasat Support Center

Broadband Spain

Welcome to the Customer Service and Support Portal Broadband Spain.

Alignment

This ticket will be attended by Broadband department (24/7).
Please, communicate here your request for an Alignment.



Terminal Incident

This ticket will be attended by Broadband department (24/7).
Please, communicate from here your incident whose impact affects the service or equipment of a terminal unit.



Information Request

This ticket will be attended by Broadband department (24/7).
Please, communicate here your request or question.



Global Incident

This ticket will be attended by Broadband department (24/7).
Please, communicate from here your incident whose impact affects the service of several terminals simultaneously.



Suggestions, complaints and claims

This ticket will be attended by Quality of Service department (Madrid based). Please enter your suggestion, complaint or claim.

In the Broadband Project we have Alignment, Terminal Incident, Information Request, Global Incident and Suggestions, complaints and claims.

Below, we detail how to proceed to create each one of the Broadband project requests.

In the Alignment report, we fill in the fields that appear in the following image.

Summary

Summary: A brief description of the request.

Description

Description: Text field in which a detailed description of the alignment request must be entered.

Attachment(s): Include files that will act as evidence.

Attachment (optional)

Share with

Another kind of incident that we can report to the Broadband project would be a Terminal Incident, and as before, by filling out the information that appears in the image below:

Summary

Summary: Text field that acts as a summary of the incident.

Terminals

Terminals: indicate the terminal or terminals affected in the incident.

Description

Description: Text field in which a detailed description of the incident must be entered, including the affected period.

Attachment(s): Include files that will act as evidence.

Attachment (optional)

Share with

Information requests are another type of request that can be reported in the Broadband Project. These are requests for information from the BMC team. We can do this by filling in the information that appears in the following attached image.



Information Request

Summary

Summary: Text field that acts as the title of the request.

Description

Description: Text field in which a detailed description of the request must be entered.

Attachment(s): Include files that will act as evidence.

Attachment *(optional)*

Drag and drop files, paste screenshots, or
browse

Share with ▼

Create Cancel

Lastly, for this project we have another type of incident called Global Incident. We have to fill in the fields that appear in the following image.



Global Incident

Summary

Summary: Text field that acts as a summary of the incident.

Impact

Impact: Choose between the options on the drop-down menu.

Platforms

Platforms: The platform(s) affected

Services

Services: The service(s) affected (optional).

Description

Description: Text field in which a detailed description of the incident must be entered, including the affected period.

Attachment(s): Include files that will act as evidence.

Attachment *(optional)*

Drag and drop files, paste screenshots, or
browse

Share with ▼

Create Cancel

Another project available on the menu is the Broadband Brazil project. This project will be accessible to those clients who have contracted managed space capacity whose supervision is carried out by the NOC of Rio de Janeiro (Brazil).

Hispasat Support Center

Broadband Brazil

Welcome to Broadband Brazil customer service center. Our team will be pleased to attend you. May we help with anything?



[Search help](#)



Terminal Incident

Are you having trouble only with some terminals? Open a specific ticket and specify your problems.



Global Incident

All of your terminals are with the same behavior? Please open a platform incident.



Information Request / Activity

Where your requests and doubts are treat.



Suggestions, complaints and claims

This ticket will be attended by Quality of Service department (Madrid based). Please enter your suggestion, complaint or claim.

For the Broadband Brazil project, we have four options: Terminal Incident, Global Incident, Information Request or Activity and Suggestions, complaints and claims.

For a Terminal Incident we have to fill out the required information:



Terminal Incident

Are you having trouble only with some terminals? Open a specific ticket and specify your problems.

Summary

Terminal

Category
 None

Description

Attachment (optional)
 Drag and drop files, paste screenshots, or [browse](#)

Share with

[Create](#) [Cancel](#)

Summary: Text field that acts as the title of the incident.

Terminal: Choose the affected terminals in the incident.

Category: Choose the event that has occurred to the terminal from the drop-down menu (disconnection, instability, latency, etc.).

Description: Text field in which a detailed description of the incident must be entered, including the affected period.

Attachment(s): Include files that will act as evidence

Global Incidents are another type of request in the Broadband Brazil Project. For these requests, we have to fill in the required information shown in the image below.



Global Incident

All of your terminals are with the same behavior? Please open a platform incident.

Summary

Description

Attachment (optional)
 Drag and drop files, paste screenshots, or [browse](#)

Share with

[Create](#) [Cancel](#)

Summary: Text field that acts as the title of the incident.

Description: Text field in which a detailed description of the incident must be entered, including the affected period.

Attachment(s): Include files that will act as evidence.

Finally, with the Broadband Brazil project we can request information or coordinate an activity through the Information Request/Activity section, and we have to fill out the necessary fields to be able to create said request.

Hispasat Support Center / Broadband Brazil
Information Request / Activity

Where your requests and doubts are treat.

Summary

Description

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or
browse

🔒 Share with ▾

Create Cancel

Summary: Text field that acts as the title of the request.

Description: Text field in which a detailed description of the request must be entered.

Attachment(s): Include files that will act as evidence.

Lastly, all the projects detailed above share a type of request called “Suggestions, complaints and claims” which will be attended by the Quality of Service Unit. To create this type of request in each project we need to fill in the relevant information found in the image shown below.

Hispasat Support Center / Broadband Brazil
Suggestions, complaints and claims

This ticket will be attended by Quality of Service department (Madrid based). Please enter your suggestion, complaint or claim.

Summary

Description *(optional)*

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or
browse

🔒 Share with ▾

Create Cancel

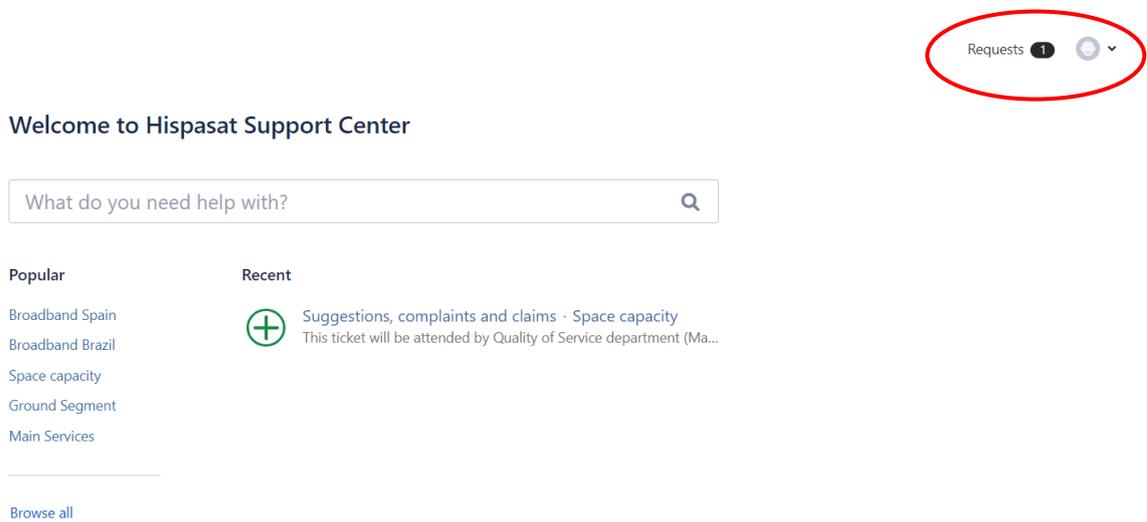
Summary: Text field that serves as information for the suggestion, complaint or claim.

Description: Text field to enter in detail in the definition of the request.

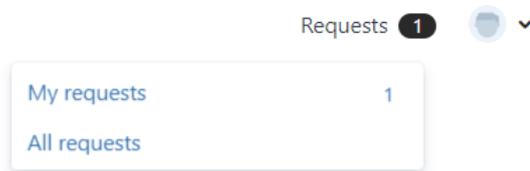
Attachment(s): Include the files that serve as evidence.

6.2. Ticket Queries

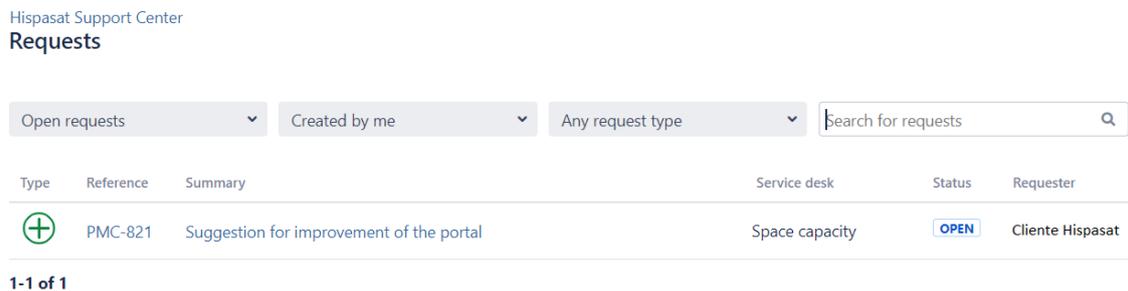
The portal also serves to follow-up on tickets already created by any user from the same organisation. To do this, on the main menu, we will go to the “Incidents” menu that can be seen in the upper right-hand side of the screen.



The number of incidents appears in the upper right-hand corner. By clicking on it, the screen will show the pending requests associated with the user.



By clicking on one of the two options, the following image will appear with the corresponding requests.



To conduct more specific request searches, select it through the following filters:

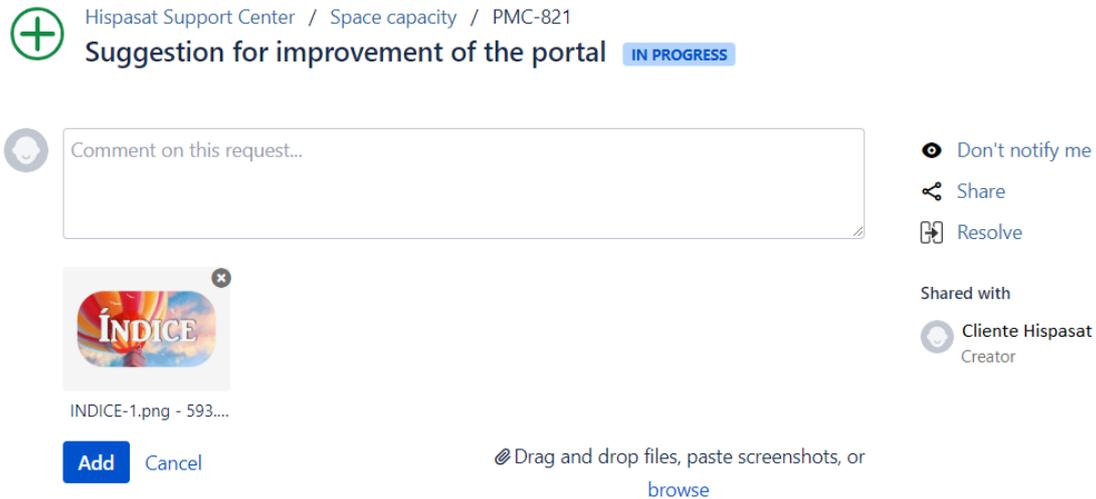
- Request status.
- Created by, that is if it has been created by that person or if the person participated in the request.
- Type of request.

By clicking on a reference we will access the subject or ticket.

6.3. Adding Notes to Tickets

During the life cycle of a ticket, it would be ideal for there to be an exchange of information through comments, attachments and changes of status between the various Hispasat and customer areas.

To do this, the customer has the ability to add comments, which is visible once we are inside a particular subject, as we show below.



Hispasat Support Center / Space capacity / PMC-821

Suggestion for improvement of the portal IN PROGRESS

Comment on this request...

Don't notify me

Share

Resolve

Shared with

Cliente Hispasat
Creator

INDICE-1.png - 593...

Drag and drop files, paste screenshots, or browse

Once the note details are filled out, the user must click on the “Upload” button to attach the note to the ticket.

As we can see, it will also be possible to opt to stop receiving notifications or to change the ticket to resolved.

6.4. Changing the Status of Tickets

As shown in the Figure 1 diagram showing the life cycle of a ticket (chapter 2), below we will show how the user can see the status of each ticket and how they can interact with them.

6.4.1. Status: Open

Once the customer reports a ticket through the portal, this will be registered on the system and given an open status. This will mean that in the filters defined by the Hispasat teams it will appear as a new unresolved request and they will begin to work on it as soon as possible.

Hispasat Support Center
Requests

Open requests	Created by me	Any request type	Search for requests		
Type	Reference	Summary	Service desk	Status	Requester
	PMC-821	Suggestion for improvement of the portal	Space capacity	OPEN	Cliente Hispasat

1-1 of 1

6.4.2. Status: In progress

As soon as Hispasat staff set to work on the new request that has been opened, the ticket will switch to being in progress. It can also switch to this status from Awaiting customer reply (when the customer adds the information requested by Hispasat), Resolved (when the customer re-opens the ticket) or Reclassified (when Hispasat staff change the classification of a ticket).

Hispasat Support Center
Requests

Open requests	Created by me	Any request type	Search for requests		
Type	Reference	Summary	Service desk	Status	Requester
	PMC-821	Suggestion for improvement of the portal	Space capacity	IN PROGRESS	Cliente Hispasat

1-1 of 1

6.4.3. Status: Resolved

If the Hispasat team considers that a “Ticket” has been resolved, the status of the Ticket will appear as “Resolved”.

Hispasat Support Center
Requests

Open requests Created by me Any request type Search for requests

Type	Reference	Summary	Service desk	Status	Requester
	PMC-821	Suggestion for improvement of the portal	Space capacity	RESOLVED	Cliente Hispasat

1-1 of 1

When the customer is in the ticket, they will be able to:

- Change the status of the ticket to “In Progress” by clicking on the “Reopen” button if they do not agree with the reclassification. Before doing this, customers must add a note to the ticket explaining the change of status.

Hispasat Support Center / Space capacity / PMC-821
Suggestion for improvement of the portal **RESOLVED**

Comment on this request...

Reopen ×

Please comment with any additional information

Optional comment

Reopen Cancel

Don't notify me
 Share
 Reopen

Shared with
 Cliente Hispasat
Creator

- Change the status of the incident to “Solved” if they agree with the resolution of the ticket by clicking on the “Solve” button. Before doing this, customers must add a note to the ticket explaining the change of status.

Hispasat Support Center / Space capacity / PMC-821
Suggestion for improvement of the portal **IN PROGRESS**

Comment on this request...

Don't notify me
 Share
 Resolve

Shared with
 Cliente Hispasat
Creator

Resolve



Please comment with any additional information

Resolve

Cancel

With the ticket in “Resolve” status, the ticket becomes “Close” if the customer considers it as such or does so automatically after 10 days.

END OF DOCUMENT

7. Annex 1_ Network Operation Centers (NOCs)

The Hispasat Group has two 24x7 Network Operation Centers (NOCs) for the services it provides (hiring Space Capacity and Managed Space Capacity services) located in:

- Arganda del Rey (Spain)
- Rio de Janeiro (Brazil)

Space capacity: 24x7 Network Operation Center for the management of space capacity of the fleet of satellites in different orbital positions and customer service/support:

- Access to space capacity (lineup/linedown, P&P)
- Signal monitoring
- Interference detection
- Troubleshooting
- Space capacity booking (occasional services)

Managed Space Capacity: Operations Centers for 24x7 broadband satellite service platforms, and customer service/ISPs.

- Monitoring of broadband services
- Provision of services
- Troubleshooting