

Instructions for Service Activation (Ver 2.9)

Dear valued customer,

Thank you for choosing AMOS satellite for your service operation. We strive to provide you with highest service standards while engaging with our service team.

This document highlights the mandatory requirements for activating the service on AMOS satellites. We kindly request your adherence to this process as described.

Spacecom sales team will be happy to assist you and clarify on any required item or information throughout the process.

Transmission Plan

All service transmission links and system carriers, to be activated, shall be defined within the Spacecom approved Links-Plan & Transmission-Plan (LP & TP) Form.

Please kindly refer to the following link at our web site, Procedures and Forms section - <https://www.amos-spacecom.com/resource-center/>

Earth Stations Registration

All system earth-station types (Tx systems for Hubs, VSATs, SCPC terminals, etc.) must be registered and approved by Spacecom, prior to service activation, by submitting an earth station registration form.

The form can be obtained in the following link at our web site, at Procedures and Forms section - <https://www.amos-spacecom.com/resource-center/>

Space Segment Assignment

Spacecom shall provide you with a Space Segment Assignment Form indicating the AMOS satellite allocated capacity for the service, to be followed by the Lineup procedure document, for its service activation process.

The Space Segment Assignment is not an authorization to begin transmitting and serves only as the essential information document, facilitating the actual activation process to follow, being performed by AMOS-CSC.

The Space Segment Assignment Form can be obtained in the following link <https://www.amos-spacecom.com/resource-center/>

Scheduling Service Activation

Upon receiving the Space Segment Assignment document from Spacecom, it is required to schedule the service activation time with AMOS-CSC, preferably about 48 hours before actual activation. Scheduling the activation time can be performed by E-mail communications or by calling AMOS-CSC.

Before activation takes place, the customer is required to perform preliminary tests as follows:

- Verify the antenna feed is installed and aligned at the correct polarization, as defined in the Space Segment Assignment document.
- Align / point the antenna to the satellite, at its orbital location, as defined in the Assignment message, using a Spectrum Analyzer. The satellite beacons details are indicated in the Lineup procedure document.
- Monitor with a spectrum analyzer the allocated frequency segment for the service, as downlinked from the satellite, to verify a clean spectrum free from any local interference.

Activation scheduling re-confirmation is required in advance, preferable at least 4 hours before the planned activation.



Please note AMOS-CSC (Customer Support Center) contact details:

- Email: CSC@amos-spacecom.com
- Main Telephone : +972-77-2492222
- Backup Telephone: +972-73-2276660

Service Carriers Activation

Service carrier activation will be performed using Spacecom Lineup procedure and the confirmed TP (Transmission Plan).

The procedure shall apply to all carriers and earth stations transmitting to the satellite, within the assigned capacity, in coordination and guidance of AMOS-CSC. (Activation of multiple terminals, such as VSATs, may take place under different instructions by AMOS-CSC).

When calling AMOS-CSC for service activation, the customer shall provide ID details and the Spacecom Space Segment Assignment number. During carrier activation, the customer field-engineer will be on site with a Spectrum Analyzer and antenna alignment tools to perform necessary antenna adjustments if required.

The Lineup procedure includes both Cross Polarization tests and Antenna Isolation verification, to ensure services quality over the satellite.

Activation will be approved only upon meeting the requirements as specified in the published "AMOS-Earth-Station-Performance-Requirements" document.

The form can be obtained in the following link at our WEB site, Procedures and Forms section - <https://www.amos-spacecom.com/resource-center/>