



# Disponibilidad del satélite 2025-T1

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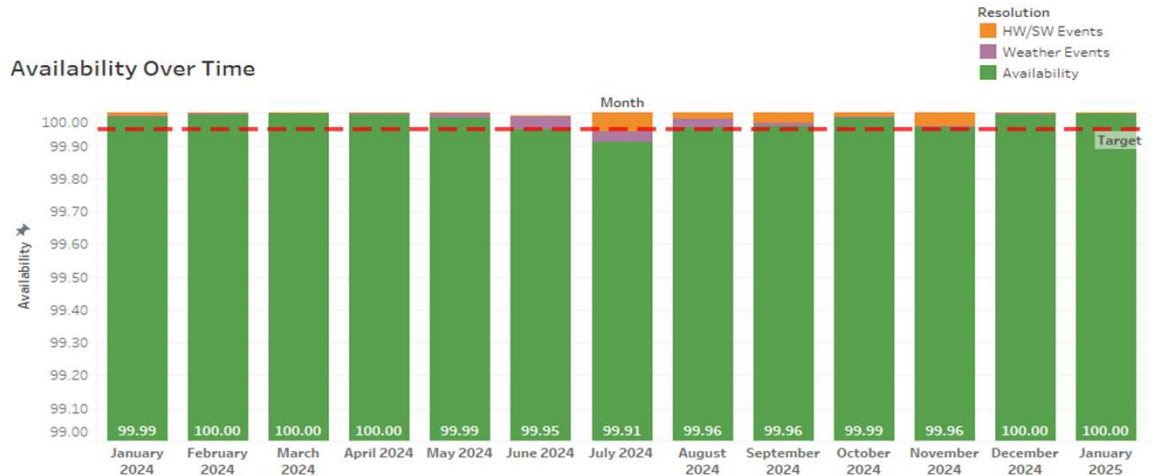
# Colombia - Availability by Transport – Jupiter 2 (Enero-25)

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 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
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

# 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	Lincoln, 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

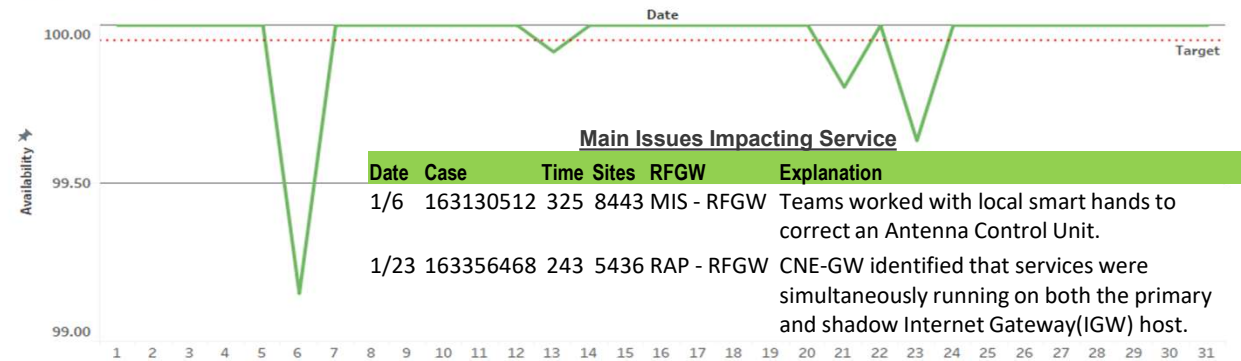
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	34,629	100.00	0.00
	SNC 2	Dallas, TX	16,379	100.00	0.00
	SNC 5	North Platte, NE	10,351	100.00	0.00
	SNC 7	Salt Lake City, UT	35,763	100.00	0.00
West	SNC 3	Gilber, AZ	33,829	100.00	0.00
	SNC 4	Los Angeles, CA	35,319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



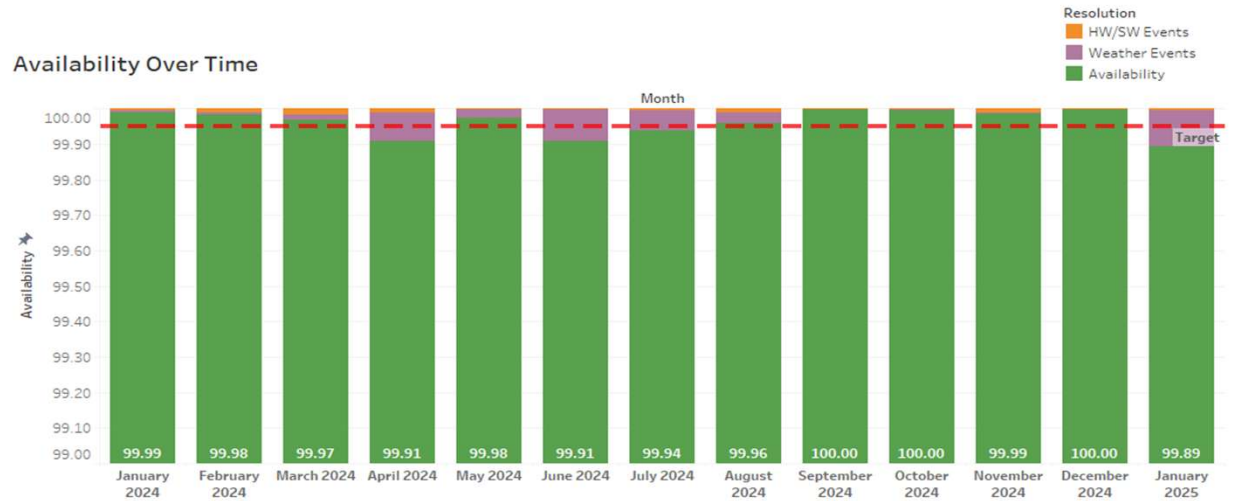
# Colombia - Availability by Transport – T19V/63W (Enero -25)

T19V Availability - January 2025

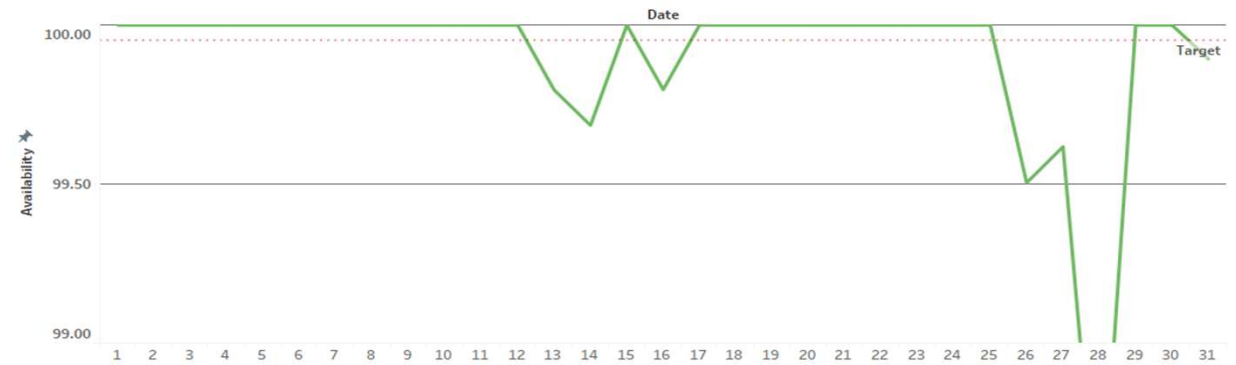
## Gateway Availability

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



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

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  
4 H##### | 4/22/2025 | HUGHES PROPRIETARY

# 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

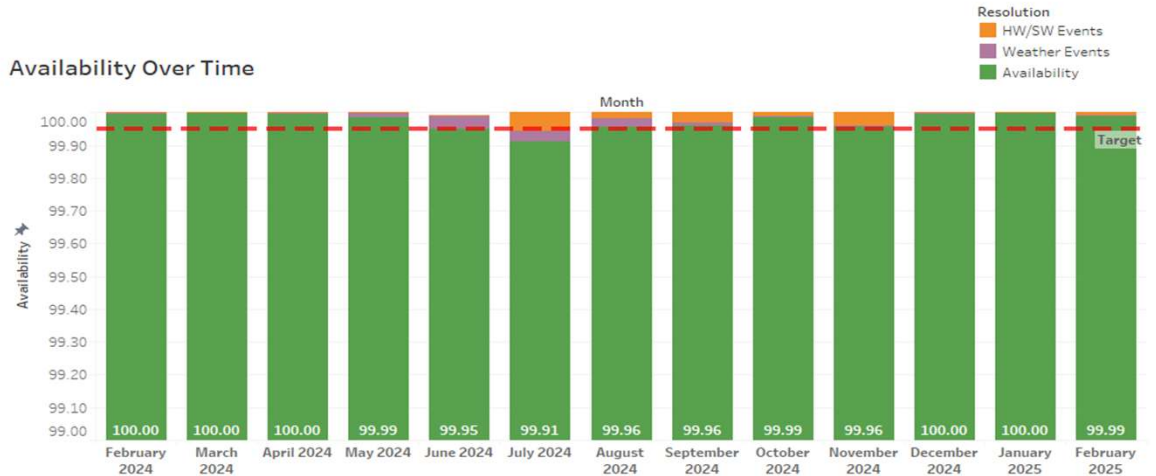
## Main Issues Impacting Service

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.

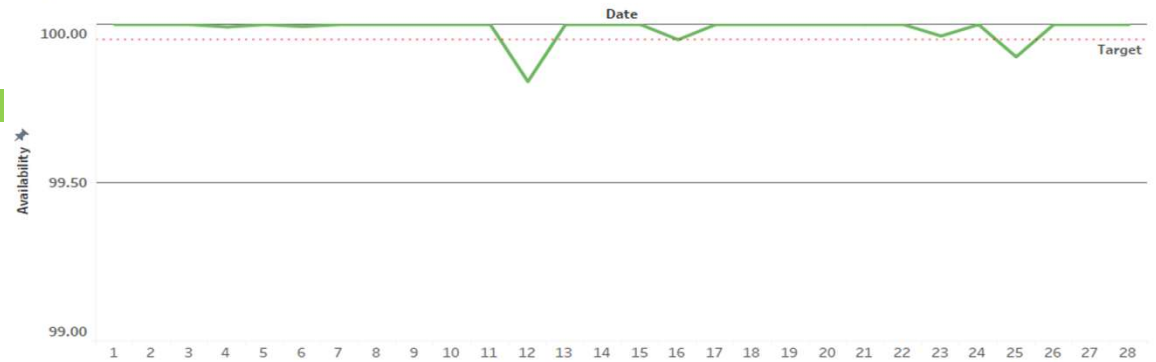
User Count	Availability	HW/SW Events	Weather Events
299338	99.99	0.01	0.00

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



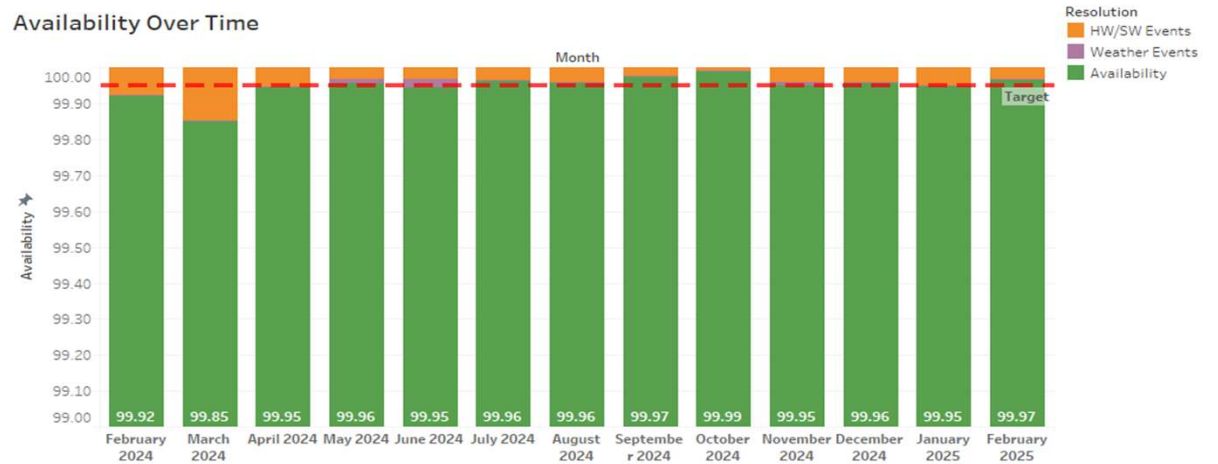
# Colombia - Availability by Transport – Jupiter 3 (Febrero-25)

## 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

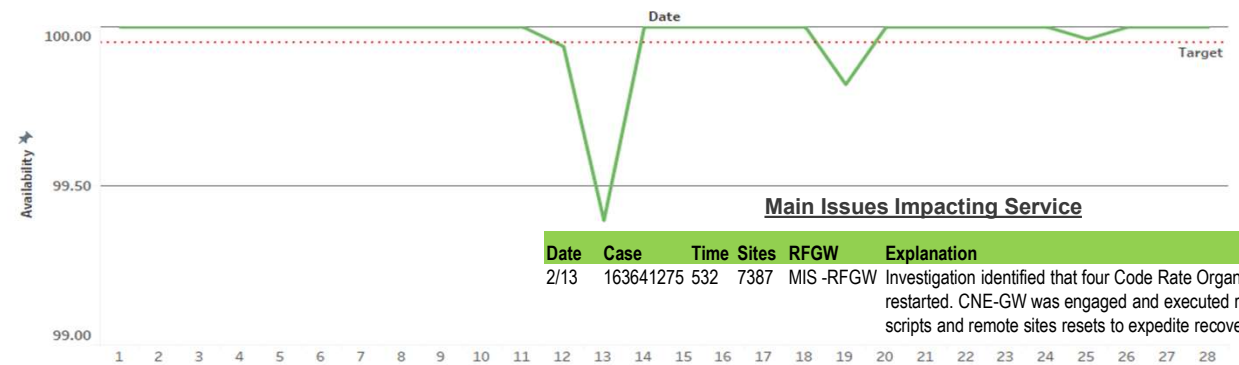
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	35,586	100.00	0.00
	SNC 2	Dallas, TX	16,999	100.00	0.00
	SNC 5	North Platte, NE	10,927	100.00	0.00
	SNC 7	Salt Lake City, UT	37,414	100.00	0.00
West	SNC 3	Gilber, AZ	34,678	99.99	0.01
	SNC 4	Los Angeles, CA	36,164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

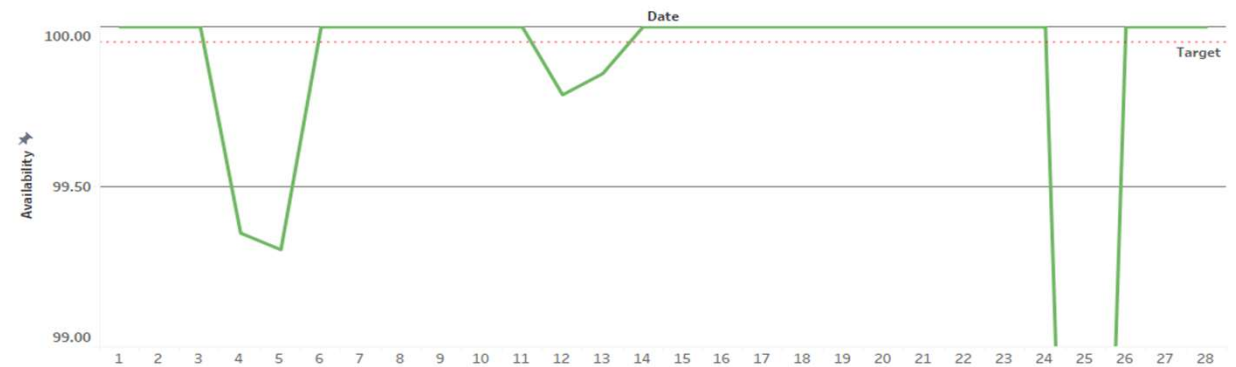
## Gateway Availability

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  
 7 H##### | 4/22/2025 | HUGHES PROPRIETARY

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

Jupiter 2 Availability - March 2025

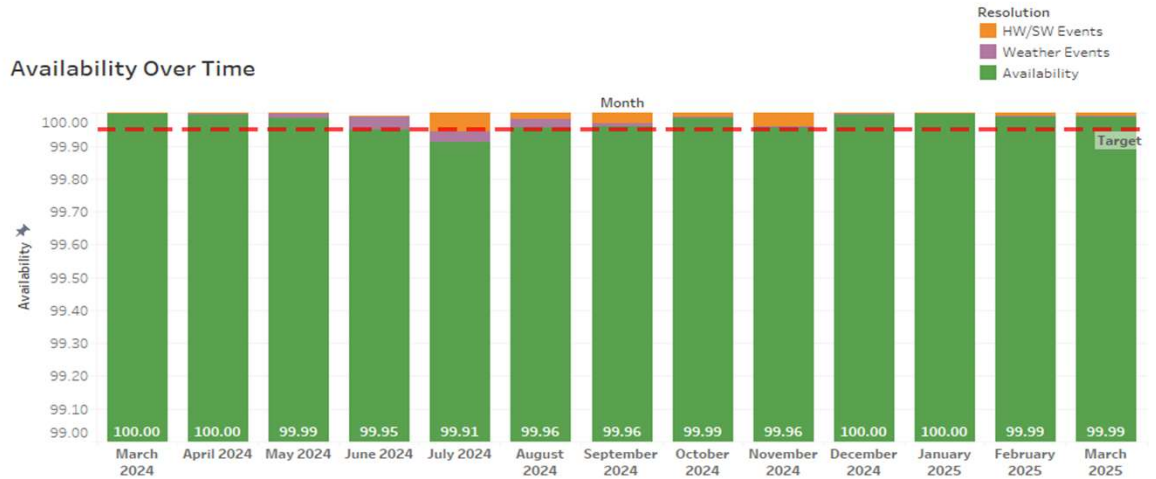
## Gateway Availability

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

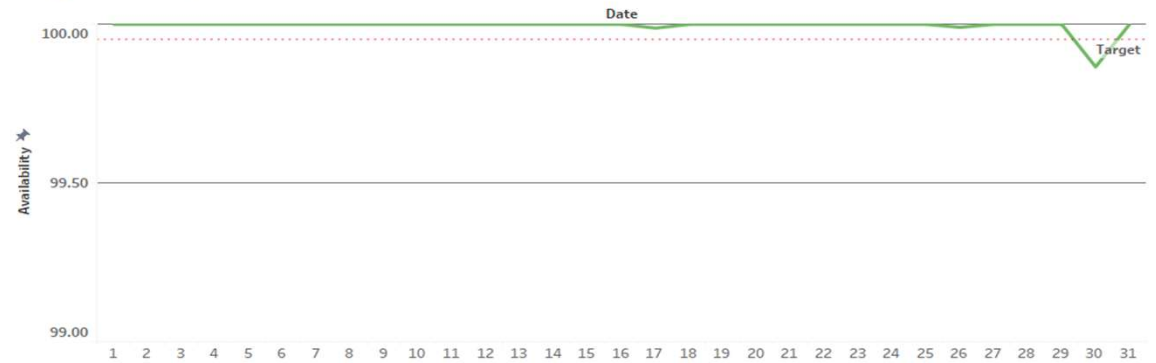
User Count	Availability	HW/SW Events	Weather Events
292355	99.99	0.01	0.00

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



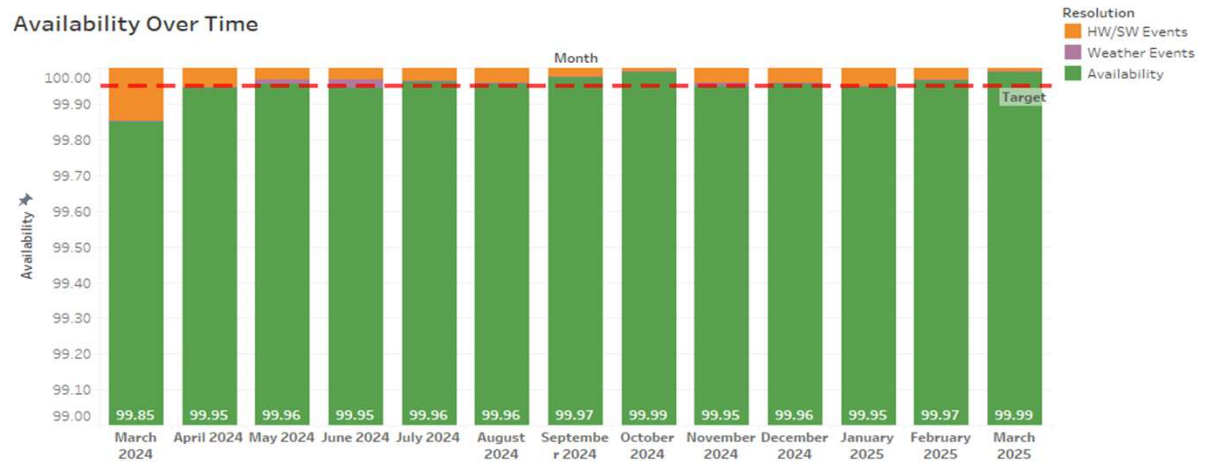
# Colombia - Availability by Transport – Jupiter 3 (Marzo-25)

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

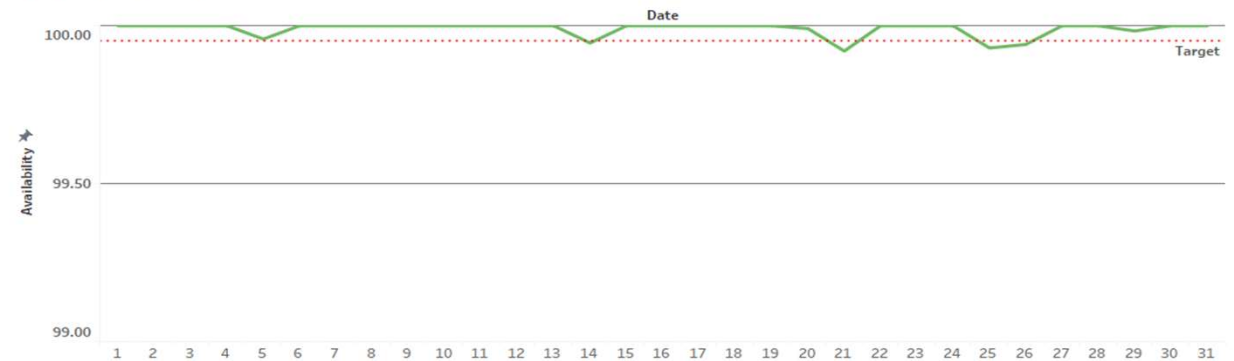
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	36,643	100.00	0.00
	SNC 2	Dallas, TX	17,568	100.00	0.00
	SNC 5	North Platte, NE	11,457	100.00	0.00
	SNC 7	Salt Lake City, UT	38,993	99.99	0.01
West	SNC 3	Gilber, AZ	35,688	100.00	0.00
	SNC 4	Los Angeles, CA	36,911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

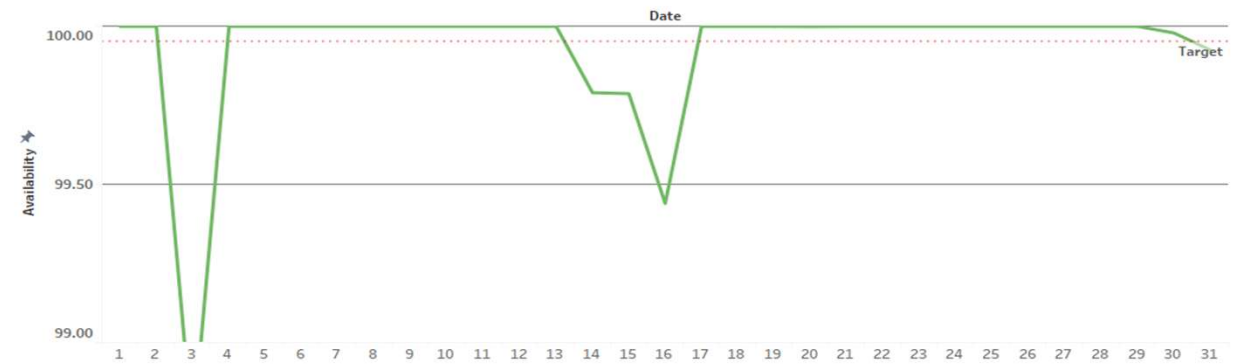
## Gateway Availability

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  
10 H##### | 4/22/2025 | HUGHES PROPRIETARY



Disponibilidad del satélite  
2025-T1

**HUGHES**  
An EchoStar Company

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

Jupiter 2 Availability - April 2025

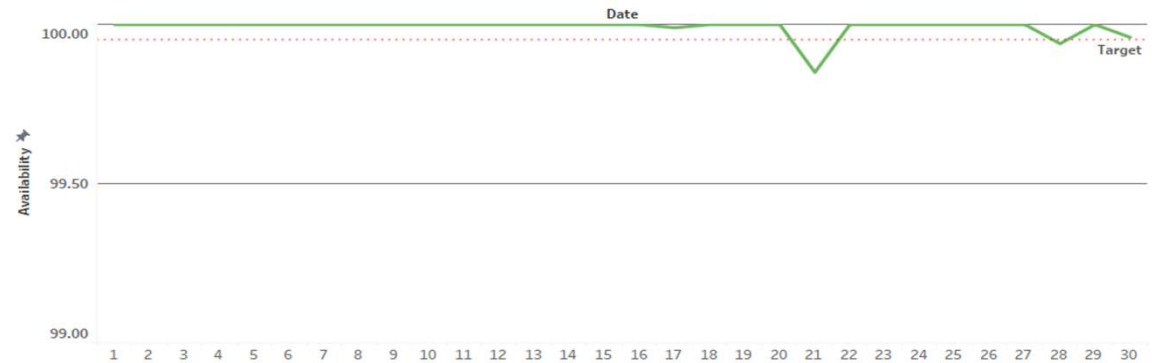
## Gateway Availability

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 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
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 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	Lindon, 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

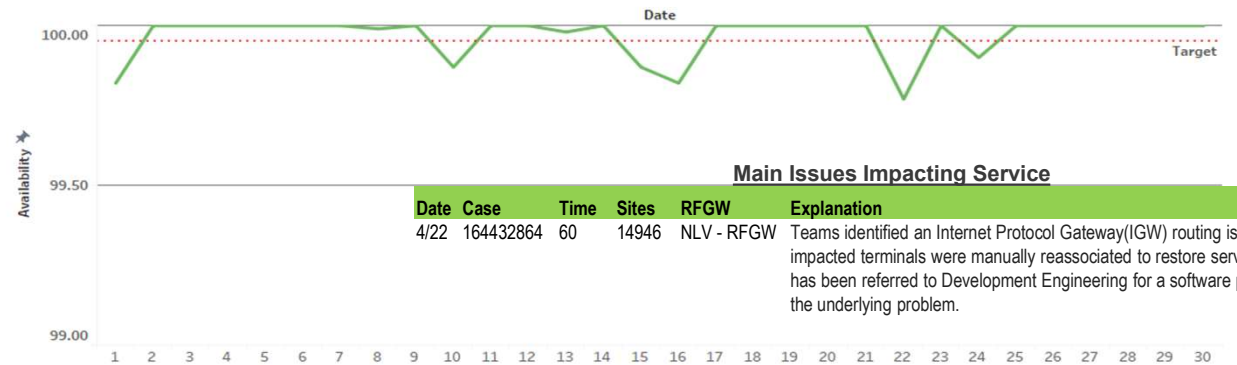
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	37,703	100.00	0.00
	SNC 2	Dallas, TX	17,929	100.00	0.00
	SNC 5	North Platte, NE	12,040	100.00	0.00
	SNC 7	Salt Lake City, UT	40,447	100.00	0.00
	SNC 3	Gilber, AZ	36,456	100.00	0.00
West	SNC 4	Los Angeles, CA	37,513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

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

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.

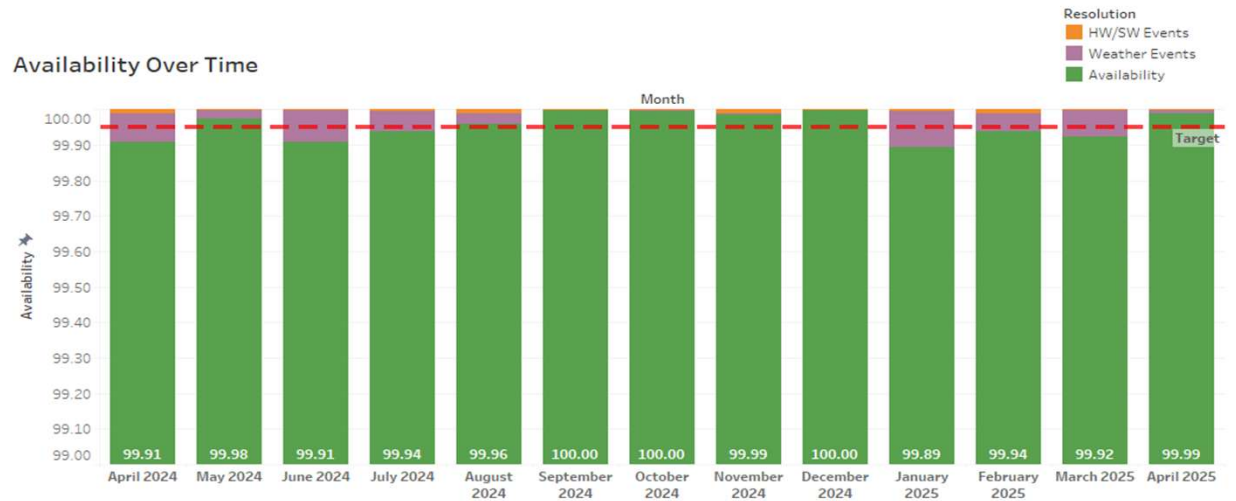
# Availability by Transport – T19V (Abril /2025)

T19V Availability - April 2025

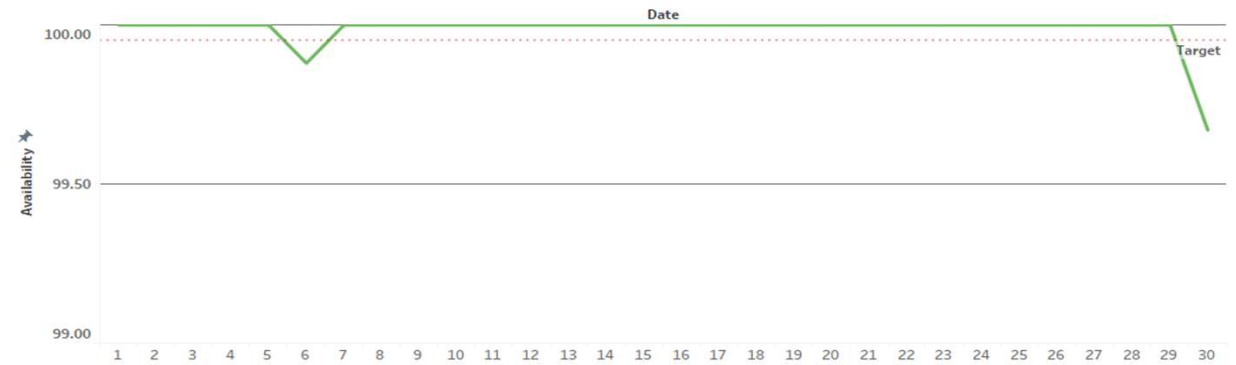
## Gateway Availability

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

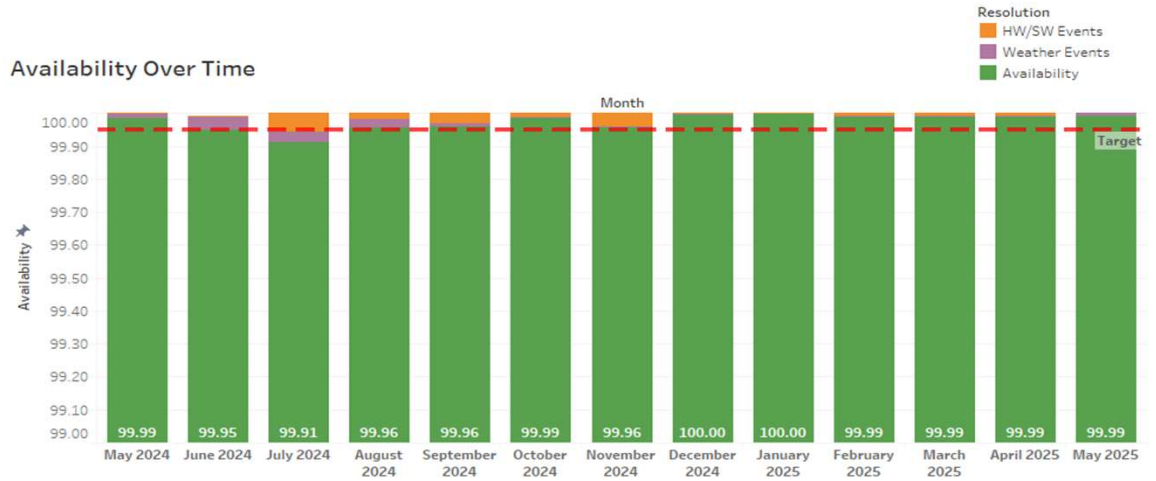
GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	17,289	100.00	0.00	0.00
2	AMA	Amarillo, TX	16,164	100.00	0.00	0.00
3	BIL	Billings, MT	15,610	100.00	0.00	0.00
4	BIS	Bismarck, ND	11,746	100.00	0.00	0.00
5	BØI	Boise, ID	14,113	99.89	0.11	0.00
6	CHY	Cheyenne, 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 =  $\frac{\text{Total Outage Minutes} \times \text{Number Subs Impacted}}{\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub}}$

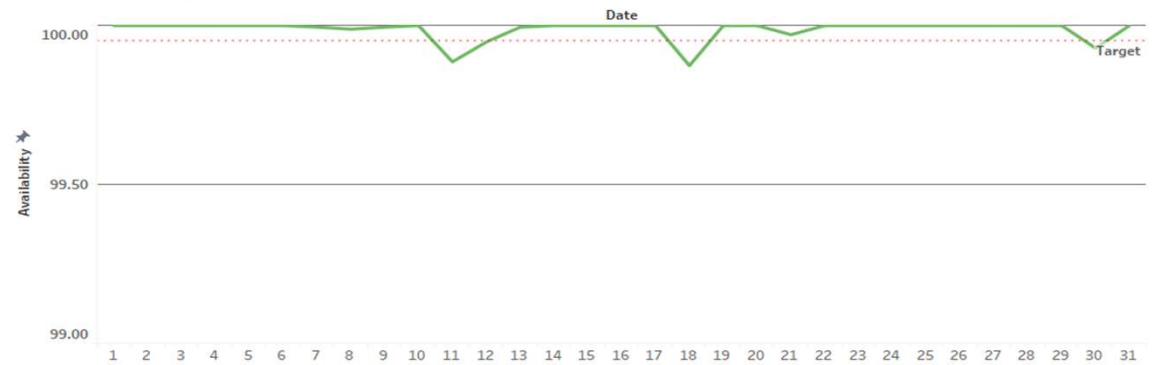
User Count	Availability	HW/SW Events	Weather Events
279460	99.99	0.01	0.01

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



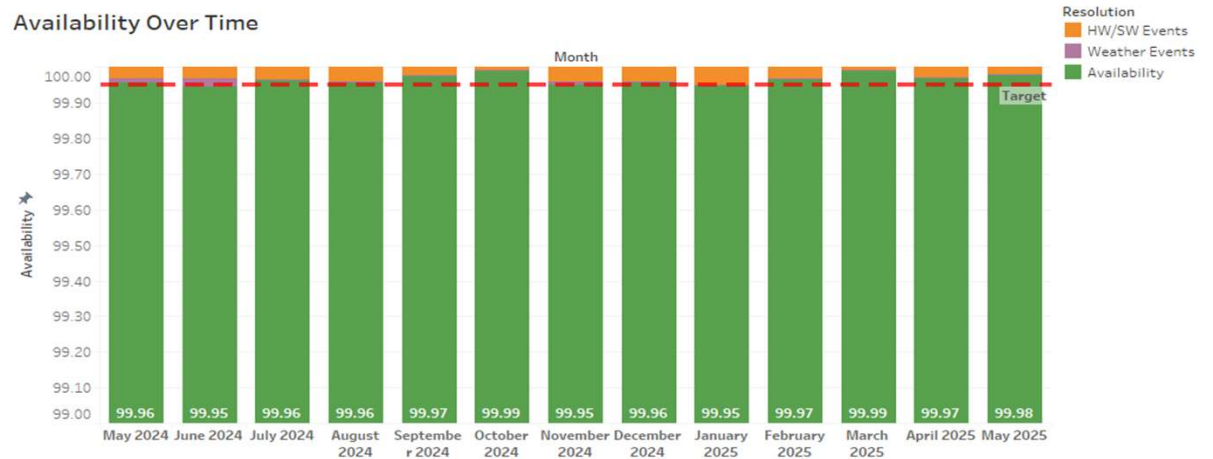
# Availability by Transport – Jupiter 3 (Mayo /2025)

## 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

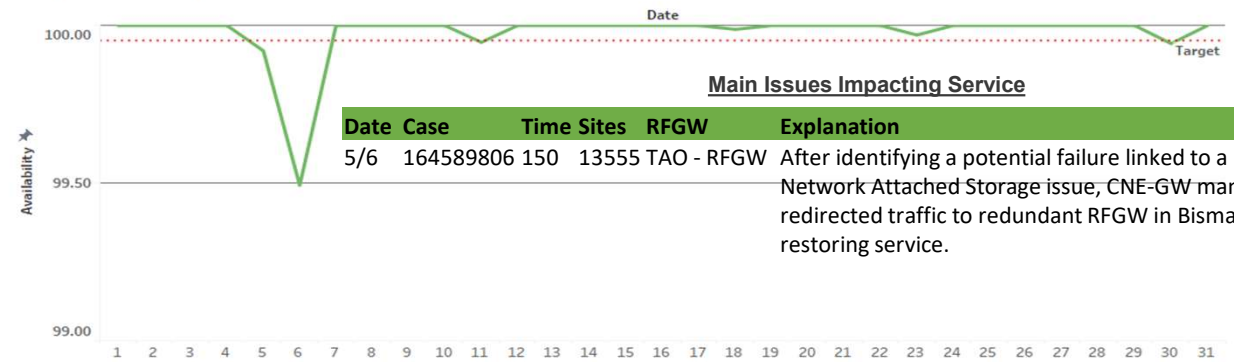
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	38,392	100.00	0.00
	SNC 2	Dallas, TX	18,189	100.00	0.00
	SNC 5	North Platte, NE	12,707	100.00	0.00
	SNC 7	Salt Lake City, UT	41,544	100.00	0.00
West	SNC 3	Gilber, AZ	37,232	100.00	0.00
	SNC 4	Los Angeles, CA	37,879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

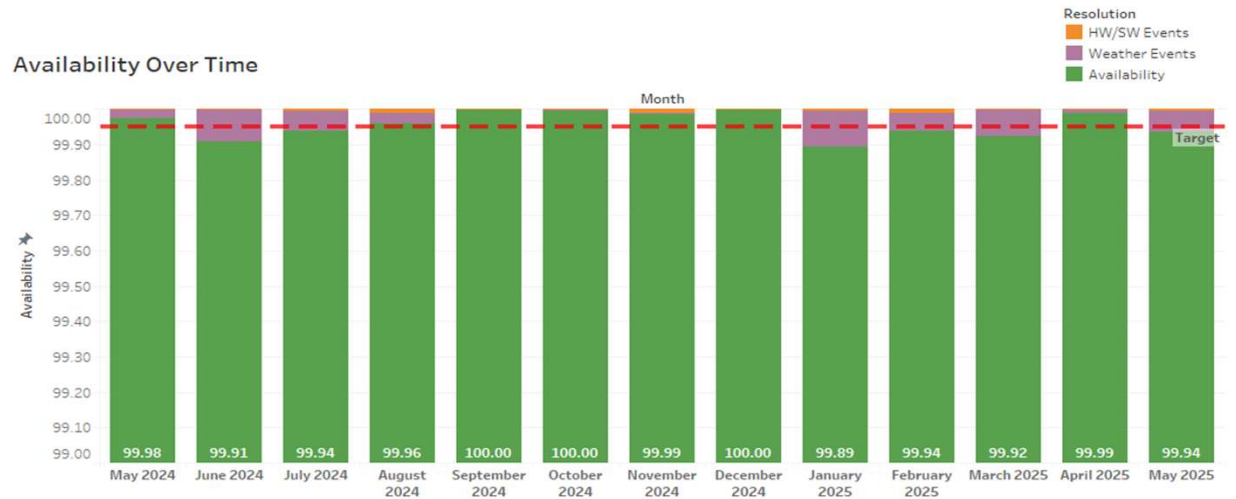
## Main Issues Impacting Service

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

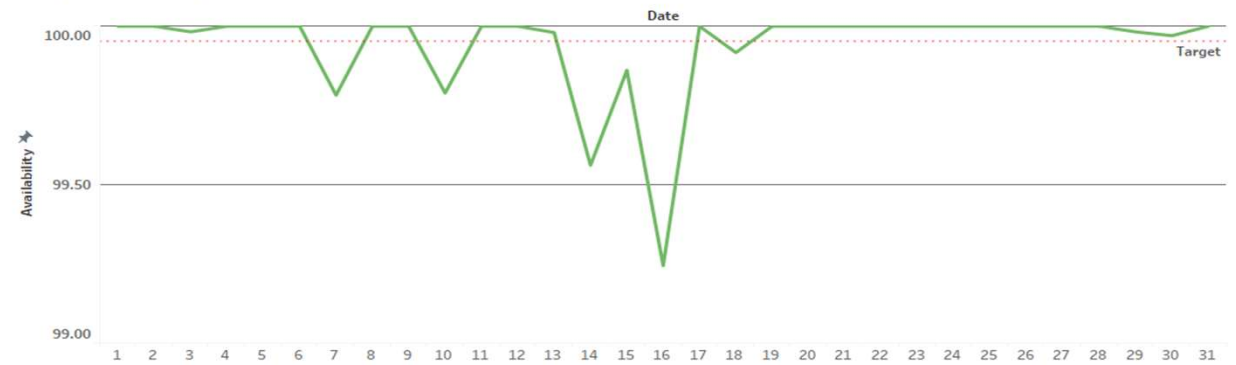
User Count	Availability	HW/SW Events	Weather Events
75,177	99.94	0.01	0.06

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

## Availability Over Time



## Daily Availability



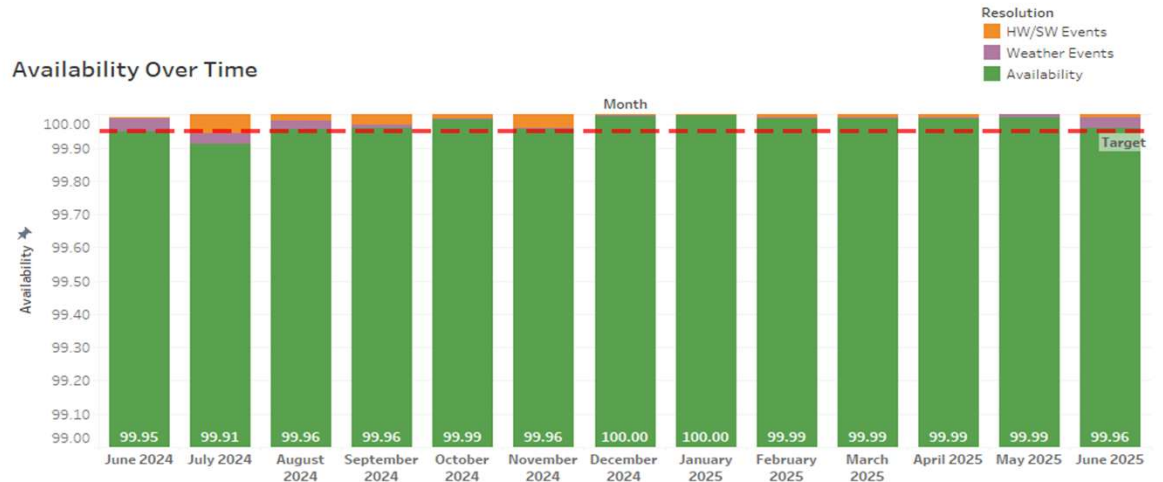
# Availability by Transport – Jupiter 2 (Junio /2025)

Jupiter 2 Availability - June 2025

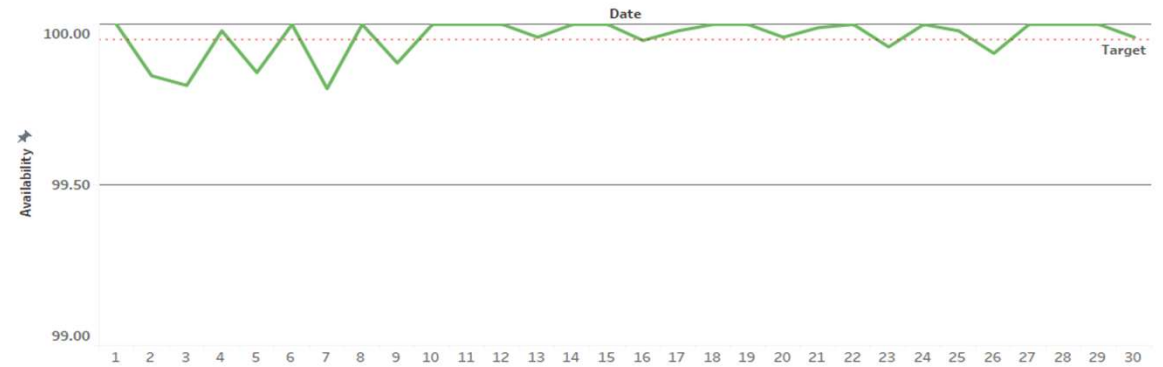
## Gateway Availability

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 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
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

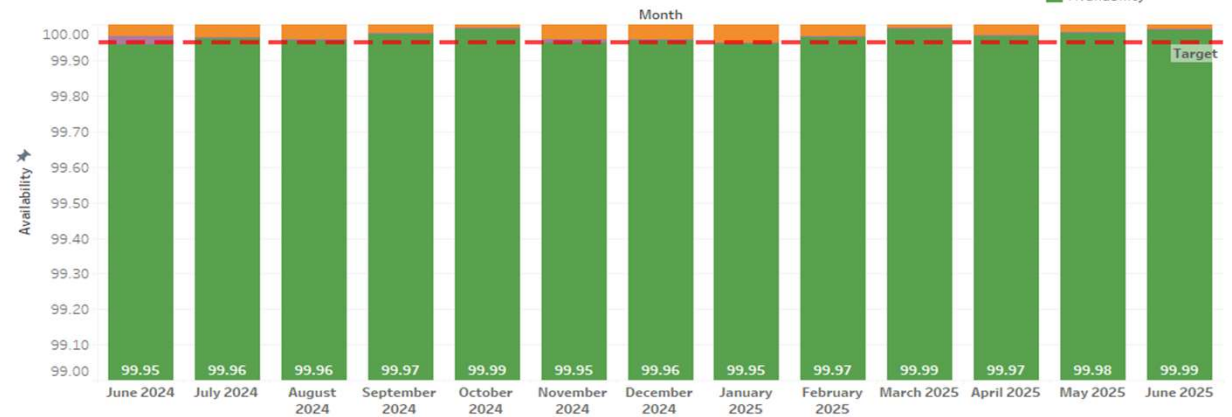
# Availability by Transport – Jupiter 3 (Junio /2025)

## 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

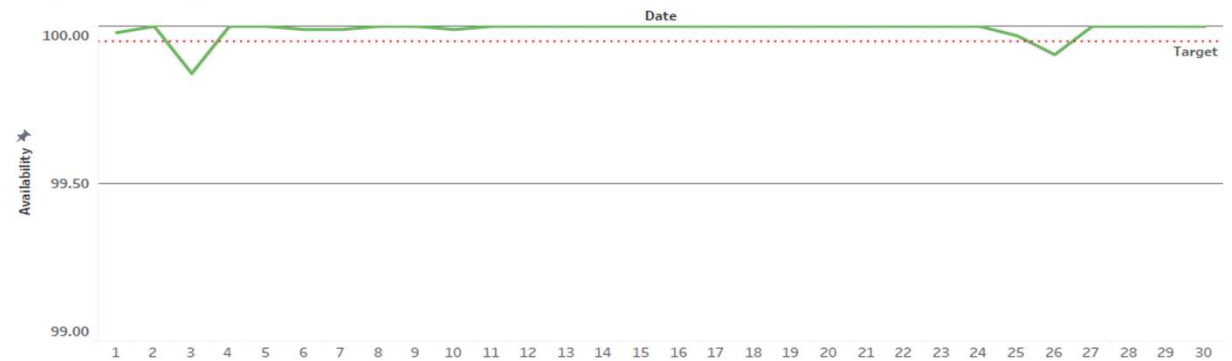
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	39,006	100.00	0.00
	SNC 2	Dallas, TX	18,334	100.00	0.00
	SNC 5	North Platte, NE	13,176	100.00	0.00
	SNC 7	Salt Lake City, UT	42,669	100.00	0.00
West	SNC 3	Gilber, AZ	37,632	100.00	0.00
	SNC 4	Los Angeles, CA	38,095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



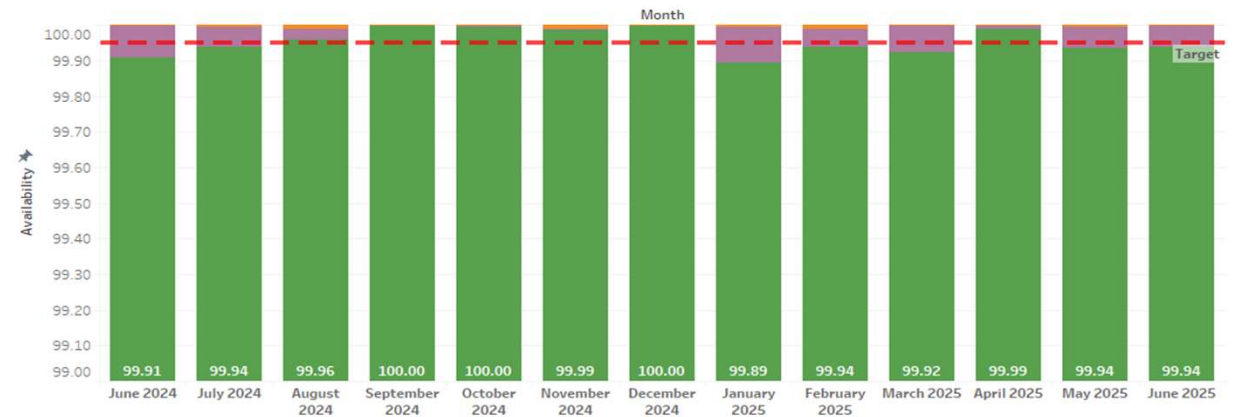
# Availability by Transport – T19V (Junio /2025)

T19V Availability - June 2025

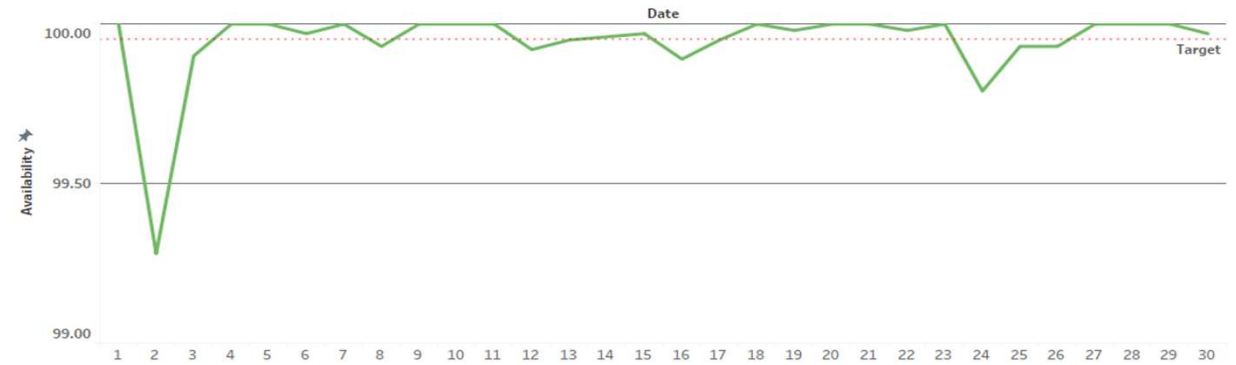
## Gateway Availability

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



# Disponibilidad del satélite 2025-T3

**HUGHES**  
An EchoStar Company

# Availability by Transport – Jupiter 2

Jupiter 2 Availability - July 2025

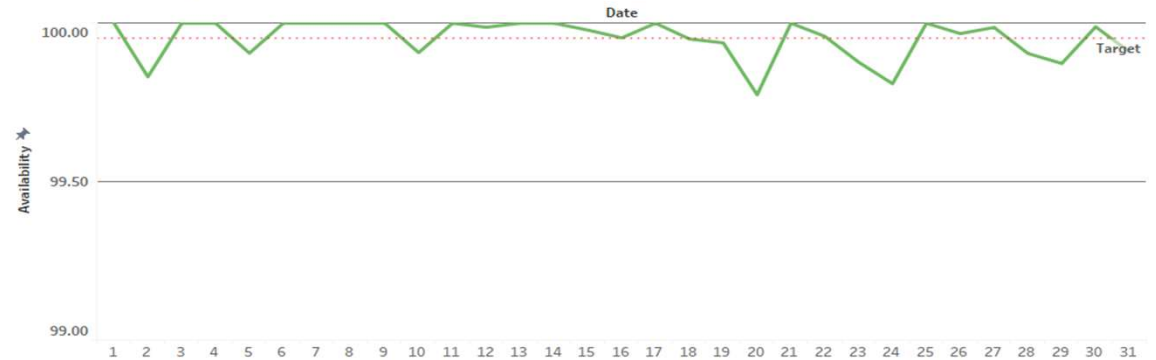
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	16,828	100.00	0.00	0.00
2	AMA	Amarillo, TX	15,729	99.88	0.00	0.12
3	BIL	Billings, MT	15,219	99.90	0.00	0.10
4	BIS	Bismarck, ND	11,120	99.81	0.00	0.19
5	BOI	Boise, ID	13,534	100.00	0.00	0.00
6	CHY	Cheyenne, WY	15,226	99.92	0.00	0.08
7	DUL	Duluth, MN	14,723	99.94	0.00	0.06
8	GIL	Gilbert, AZ	20,554	100.00	0.00	0.00
9	ROS	Roseburg, OR	14,204	100.00	0.00	0.00
10	MIS	Missoula, MT	11,806	99.95	0.00	0.05
11	NLV	North Las Vegas, NV	15,038	100.00	0.00	0.00
12	NOR	North Platte, NE	11,669	99.83	0.00	0.17
13	OMA	Omaha, NE	10,245	99.80	0.00	0.20
14	SDO	San Diego, CA	16,875	100.00	0.00	0.00
15	SEA	Seattle, WA	14,301	100.00	0.00	0.00
16	STC	Santa Clara, CA	14,478	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	12,091	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,765	99.96	0.00	0.04
21	HMO	Hermosillo, Mexico	5,468	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	4,930	99.97	0.00	0.03
24	CHA	Chihuahua, Mexico	4,041	99.99	0.00	0.01
25	HMA	Hermosillo, Mexico	3,587	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,538	99.96	0.00	0.04

## 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
268969	99.95	0.00	0.05

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

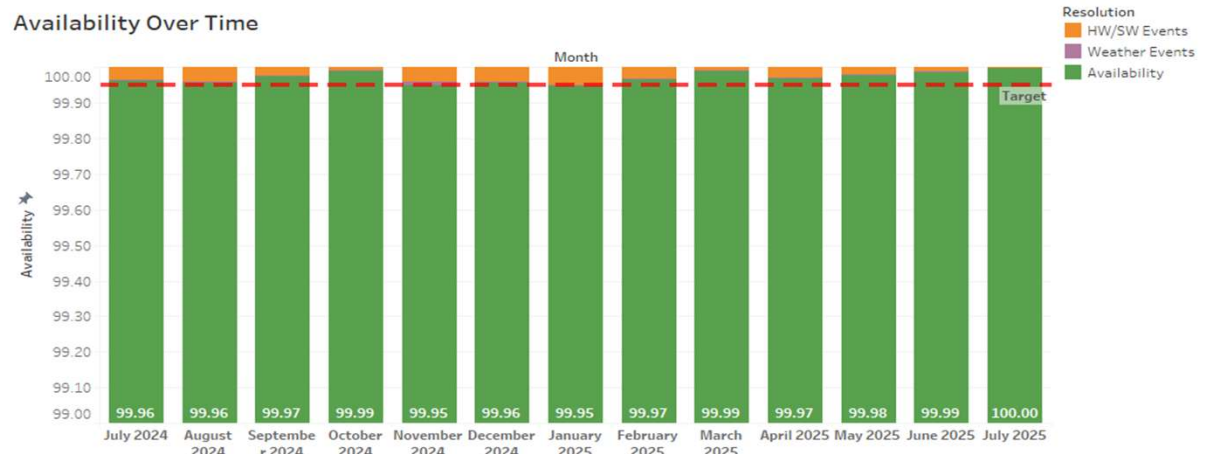
# Availability by Transport – Jupiter 3

## Jupiter 3 Availability - July 2025

### Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,848	99.98	0.02	0.00
2	CHY	Cheyenne, WY	12,411	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	13,443	100.00	0.00	0.00
4	LIN	Lindon, UT	16,675	100.00	0.00	0.00
5	MIS	Missoula, MT	13,146	100.00	0.00	0.00
6	NOR	North Platte, NE	13,501	100.00	0.00	0.00
7	RAP	Rapid City, SD	12,012	100.00	0.00	0.00
8	RIF	Rifle, CO	11,193	100.00	0.00	0.00
9	TAO	Taos, NM	18,438	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	15,649	99.98	0.00	0.02
12	BEN	Bend, OR	19,233	100.00	0.00	0.00
13	BOI	Boise, ID	18,932	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,255	100.00	0.00	0.00
15	QUN	Quincy, WA	17,602	100.00	0.00	0.00
16	RNO	Reno, NV	19,706	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,899	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,937	99.97	0.03	0.00
19	YUM	Yuma, AZ	22,237	100.00	0.00	0.00

### Availability Over Time



### SNC Availability

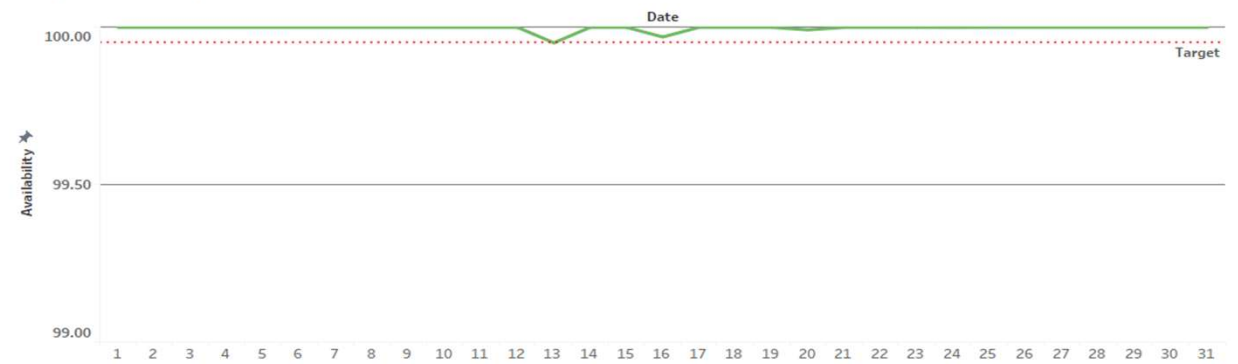
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	39,464	100.00	0.00
	SNC 2	Dallas, TX	18,438	100.00	0.00
	SNC 5	North Platte, NE	13,501	100.00	0.00
	SNC 7	Salt Lake City, UT	43,264	100.00	0.00
West	SNC 3	Gilber, AZ	37,886	100.00	0.00
	SNC 4	Los Angeles, CA	38,154	100.00	0.00
	SNC 6	Seattle, WA	55,767	100.00	0.00
	SNC 8	Palo Alto, CA	37,643	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
284117	100.00	0.00	0.00

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

### Daily Availability



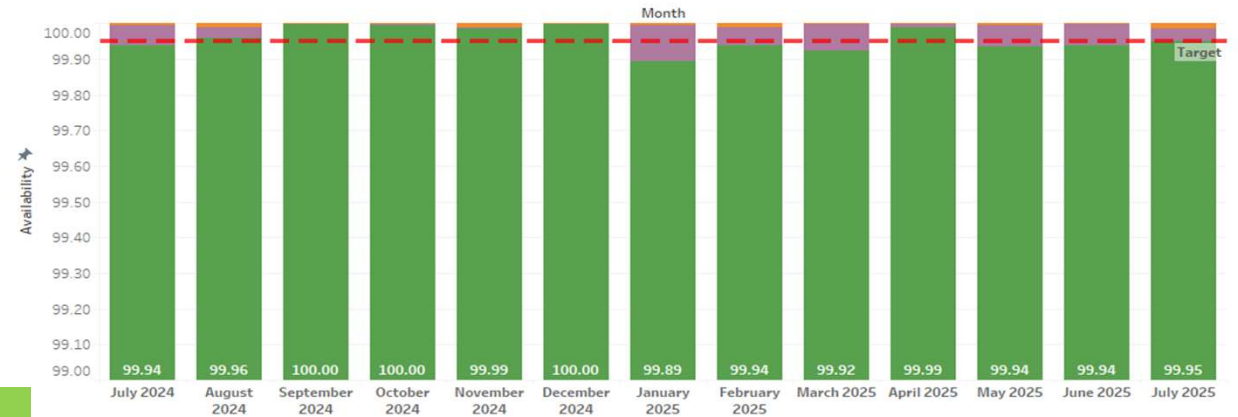
# Availability by Transport – T19V

T19V Availability - July 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	26,676	100.00	0.00	0.00
2	SPO	Spokane, WA	5,918	100.00	0.00	0.00
3	NOR	North Platte, NE	7,342	99.80	0.07	0.13
4	ALB	Albuquerque, NM	9,189	99.92	0.06	0.02
5	RIV	Riverside, CA	8,872	100.00	0.00	0.00
6	MON	Monee, IL	3,784	99.89	0.00	0.11
7	ARI	Arica, Chile	7,678	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,546	99.62	0.00	0.38

## Availability Over Time



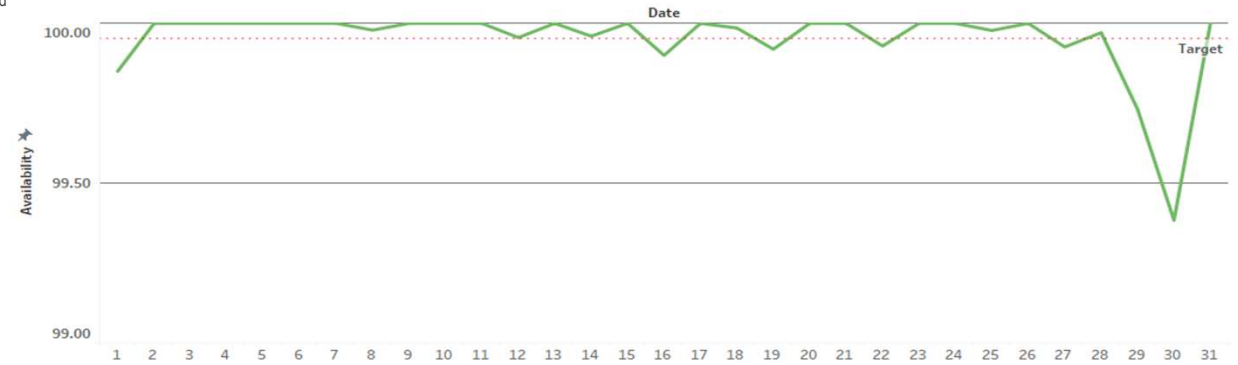
## Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
7/30	165611603	330	2907	ALB/NOR	During a scheduled Outroute configuration update, critical alarms were triggered for gateway beams. While service on beam 15 was restored by reverting the change, beam 16 remained impacted. Investigation revealed that a file pushed by Jovian contained unintended configurations, which disrupted terminal recovery. Once these configurations were removed, service was restored. The issue has been escalated to CNE-NMS and development engineering for further analysis.

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

User Count	Availability	HW/SW Events	Weather Events
72,005	99.95	0.02	0.03

## Daily Availability



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

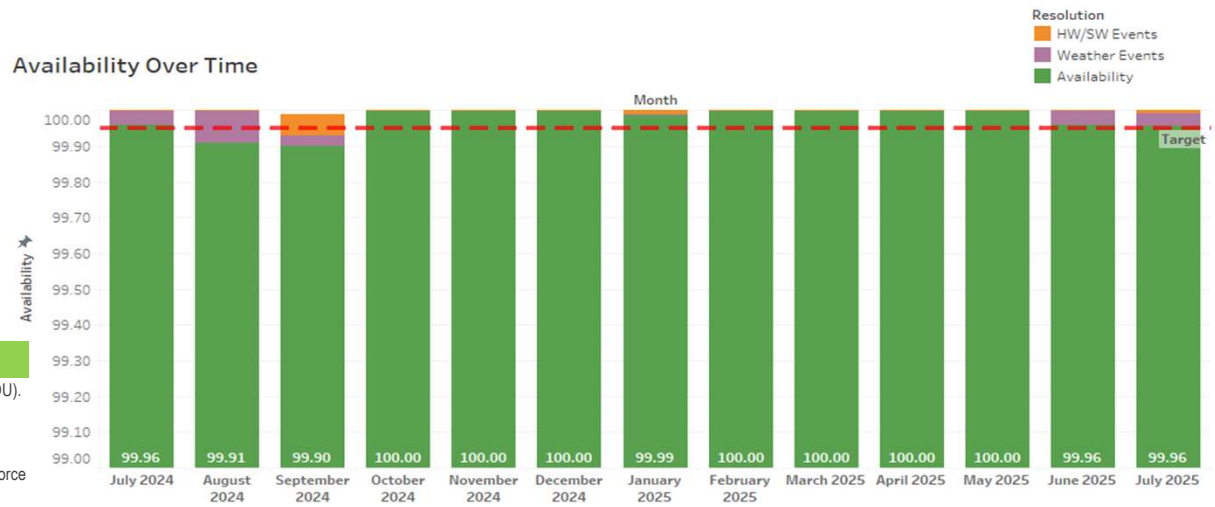
# Availability by Transport – E65W

E65W Availability - July 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	TIJ	Tijuana, Mexico	20,145	100.00	0.00	0.00
2	REG	Regina, SK, Canada	28,521	99.98	0.02	0.00
3	LON	London, ON, Canada	24,756	99.89	0.00	0.11

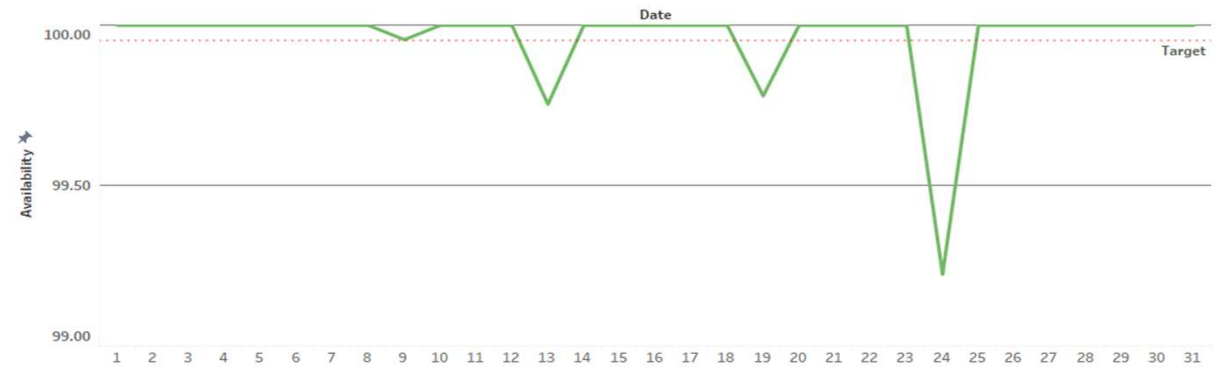
## Availability Over Time



## Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
7/19	40078042	33	7380	REG	The outage was triggered by a failure in the Power Distribution Unit (PDU). Although the Inroute Group Manager (IGM) software is designed to automatically switch to backup sources connected to the Receive Distribution Matrix (RXMs), this transition did not occur as expected. To restore functionality, the application had to be manually restarted to enforce the switch and resolve the issue.

## Daily Availability



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

# of Users	Availability	HW/SW Events	Weather Events
73,422	99.96	0.01	0.04

User Count is taken 14<sup>th</sup> of the Month

Jupiter 2 Availability - August 2025

# Availability by Transport – Jupiter 2

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	16,723	100.00	0.00	0.00
2	AMA	Amarillo, TX	15,545	99.93	0.00	0.07
3	BIL	Billings, MT	15,091	100.00	0.00	0.00
4	BIS	Bismarck, ND	10,869	99.95	0.00	0.05
5	BOI	Boise, ID	13,292	100.00	0.00	0.00
6	CHY	Cheyenne, WY	14,873	99.96	0.00	0.04
7	DUL	Duluth, MN	14,644	99.97	0.00	0.03
8	GIL	Gilbert, AZ	20,183	99.97	0.00	0.03
9	ROS	Roseburg, OR	13,944	100.00	0.00	0.00
10	MIS	Missoula, MT	11,690	99.98	0.02	0.00
11	NLV	North Las Vegas, NV	14,706	99.99	0.01	0.00
12	NOR	North Platte, NE	11,287	99.95	0.00	0.05
13	OMA	Omaha, NE	10,086	99.80	0.00	0.20
14	SDO	San Diego, CA	16,579	100.00	0.00	0.00
15	SEA	Seattle, WA	14,118	100.00	0.00	0.00
16	STC	Santa Clara, CA	14,338	99.70	0.30	0.00
17	SLC	Salt Lake City, UT	11,812	99.99	0.00	0.01
20	CHI	Chihuahua, Mexico	3,735	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,459	99.94	0.00	0.06
22	MTR	Monterrey, Mexico	4,881	99.99	0.00	0.01
24	CHA	Chihuahua, Mexico	3,905	99.95	0.00	0.05
25	HMA	Hermosillo, Mexico	3,497	99.97	0.00	0.03
26	MTA	Monterrey, Mexico	3,424	99.98	0.00	0.02

### Main Issues Impacting Service

Date	Case	Time Sites	GW	Explanation
8/15	165803628	335 5827	STC	The NMC engaged Consumer Network Engineering who identified multiple cascading blade failures impacting beam. CNE-GW worked with local smart hands to replace a failed Outroute Cluster, reseal a second Outroute cluster, and manually move traffic to the remaining available primary and spare blades, restoring service.

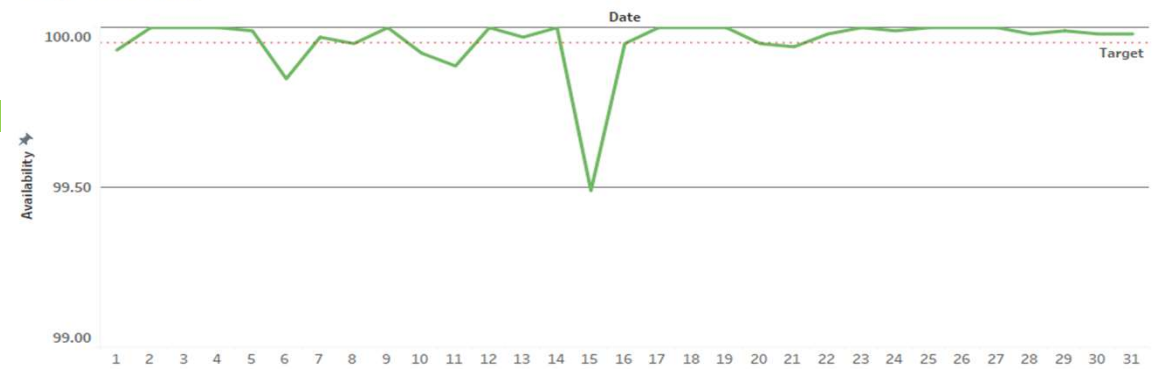
User Count	Availability	HW/SW Events	Weather Events
264681	99.96	0.02	0.02

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



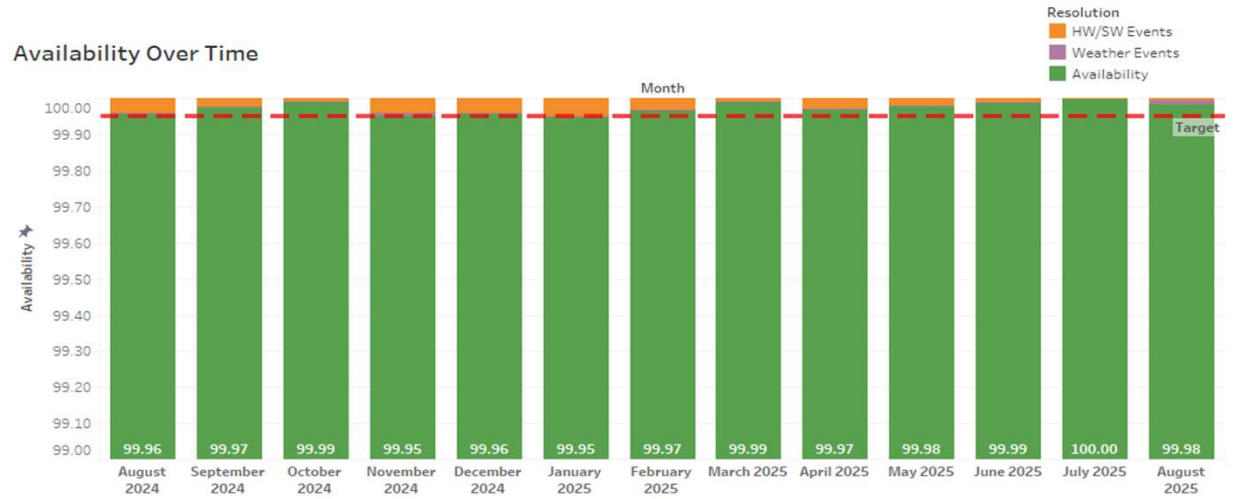
# Availability by Transport – Jupiter 3

Jupiter 3 Availability - August 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,895	100.00	0.00	0.00
2	CHY	Cheyenne, WY	12,449	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	13,641	100.00	0.00	0.00
4	LIN	Lindon, UT	16,665	100.00	0.00	0.00
5	MIS	Missoula, MT	13,519	100.00	0.00	0.00
6	NOR	North Platte, NE	13,938	99.94	0.06	0.00
7	RAP	Rapid City, SD	12,025	99.97	0.00	0.03
8	RIF	Rifle, CO	11,532	100.00	0.00	0.00
9	TAO	Taos, NM	18,328	99.98	0.02	0.00
11	FLG	Flagstaff, AZ	15,654	99.97	0.00	0.03
12	BEN	Bend, OR	19,255	100.00	0.00	0.00
13	BOI	Boise, ID	18,913	99.99	0.00	0.01
14	NLV	North Las Vegas, NV	18,343	100.00	0.00	0.00
15	QUN	Quincy, WA	17,580	100.00	0.00	0.00
16	RNO	Reno, NV	19,810	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,886	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,849	100.00	0.00	0.00
19	YUM	Yuma, AZ	22,356	99.91	0.00	0.09

## Availability Over Time



## SNC Availability

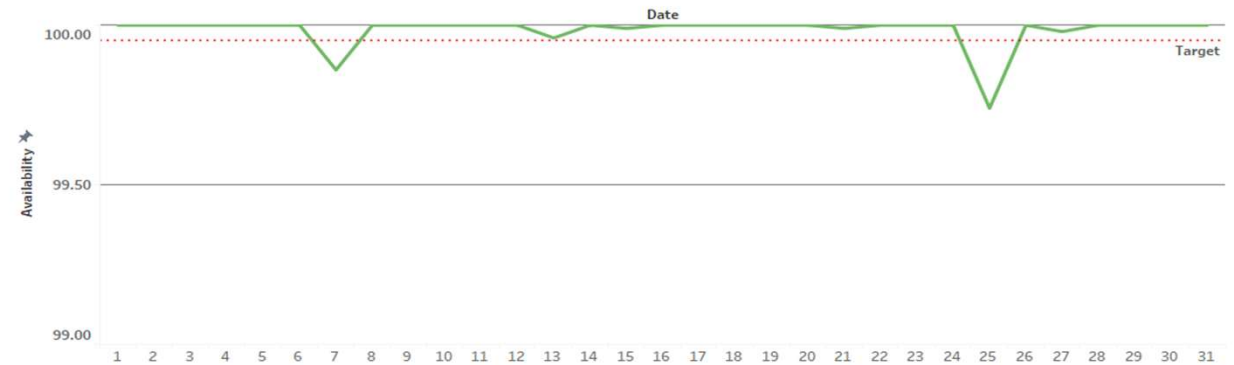
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	39,901	100.00	0.00
	SNC 2	Dallas, TX	18,328	100.00	0.00
	SNC 5	North Platte, NE	13,938	100.00	0.00
	SNC 7	Salt Lake City, UT	43,825	100.00	0.00
West	SNC 3	Gilber, AZ	38,010	100.00	0.00
	SNC 4	Los Angeles, CA	38,229	100.00	0.00
	SNC 6	Seattle, WA	55,748	100.00	0.00
	SNC 8	Palo Alto, CA	37,659	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
285638	99.98	0.01	0.01

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

## Daily Availability



# Availability by Transport – T19V

T19V Availability - August 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	26,125	99.81	0.00	0.19
2	SPO	Spokane, WA	5,736	99.88	0.12	0.00
3	NOR	North Platte, NE	7,134	99.87	0.00	0.13
4	ALB	Albuquerque, NM	9,006	99.99	0.00	0.01
5	RIV	Riverside, CA	8,685	100.00	0.00	0.00
6	MON	Monee, IL	3,663	99.84	0.00	0.16
7	ARI	Arica, Chile	7,479	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,572	99.94	0.00	0.06

## Main Issues Impacting Service

Date	Case	Time Sites	GW	Explanation
8/27	165923615	80	3334 SPO	Following a previous antenna track off event (165911171) where antenna tracking was disabled, NMC responded to critical alarms reporting a drop in terminals. Initial investigation with Detroit Support Center identified a drop in signal strength from a combination of cloud cover and the disabled tracking. Engaged RF Engineering who worked with smart hands support to manually align the dish, restoring service.

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

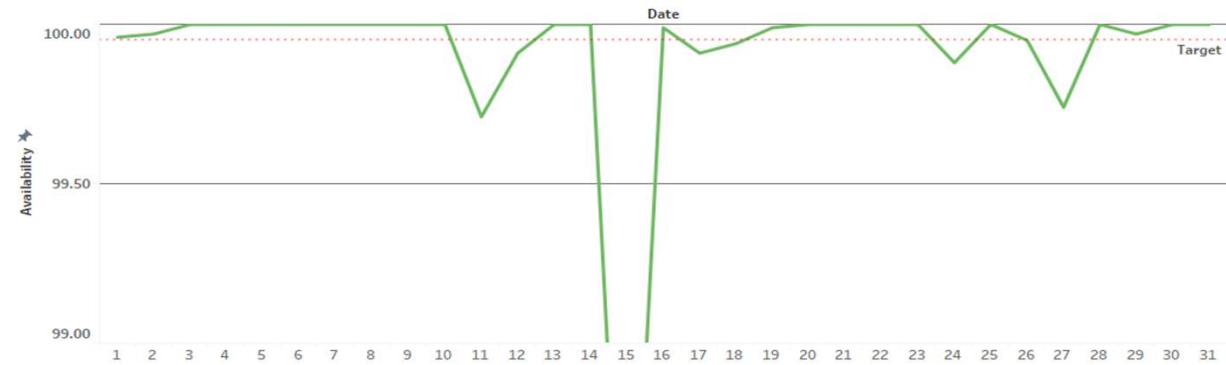
User Count	Availability	HW/SW Events	Weather Events
70,400	99.89	0.01	0.10

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

## Availability Over Time



## Daily Availability



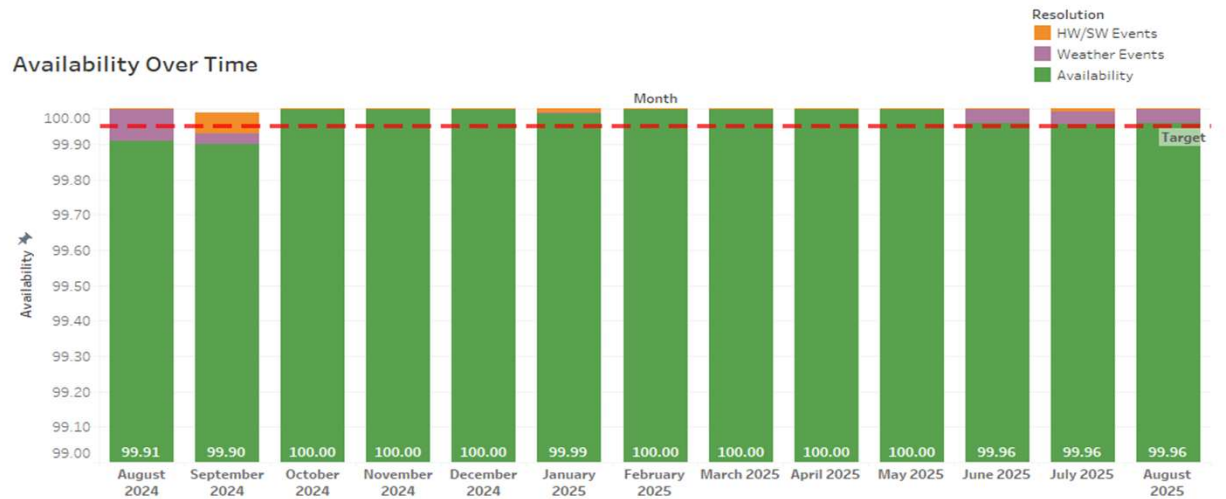
# Availability by Transport – E65W

E65W Availability - August 2025

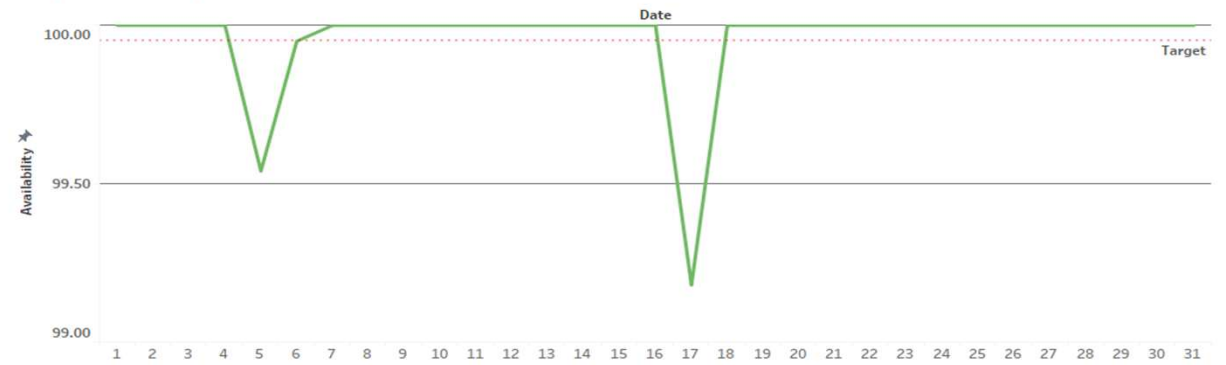
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	TIJ	Tijuana, Mexico	19,582	100.00	0.00	0.00
2	REG	Regina, SK, Canada	28,015	99.96	0.00	0.04
3	LON	London, ON, Canada	24,313	99.92	0.00	0.08

## Availability Over Time



## Daily Availability



# of Users	Availability	HW/SW Events	Weather Events
71,910	99.96	0.00	0.04

User Count is taken 18<sup>th</sup> of the Month

# Availability by Transport – Jupiter 2

Jupiter 2 Availability - September 2025

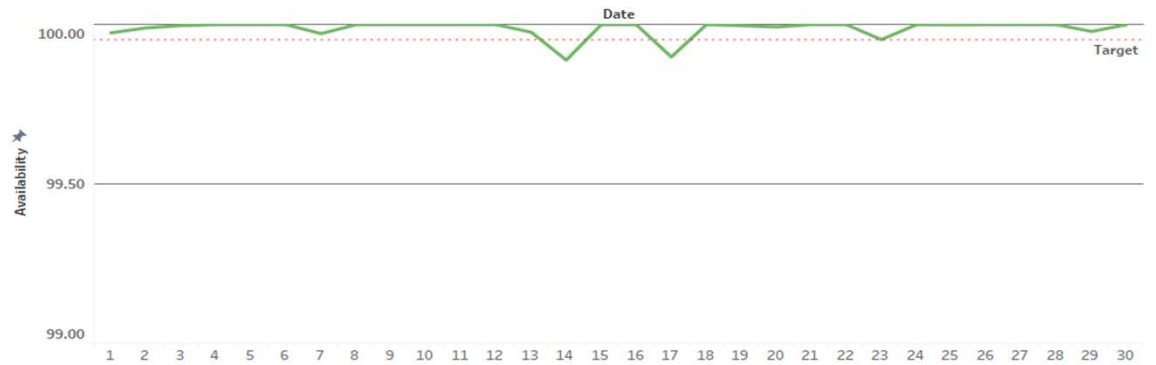
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	16,563	99.99	0.01	0.00
2	AMA	Amarillo, TX	15,276	100.00	0.00	0.00
3	BIL	Billings, MT	14,912	100.00	0.00	0.00
4	BIS	Bismarck, ND	10,675	99.92	0.00	0.08
5	BOI	Boise, ID	12,975	99.99	0.00	0.01
6	CHY	Cheyenne, WY	14,444	100.00	0.00	0.00
7	DUL	Duluth, MN	14,515	100.00	0.00	0.00
8	GIL	Gilbert, AZ	19,503	100.00	0.00	0.00
9	ROS	Roseburg, OR	13,788	100.00	0.00	0.00
10	MIS	Missoula, MT	11,614	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	14,385	99.99	0.01	0.00
12	NOR	North Platte, NE	11,041	100.00	0.00	0.00
13	OMA	Omaha, NE	9,872	99.86	0.00	0.14
14	SDO	San Diego, CA	16,222	100.00	0.00	0.00
15	SEA	Seattle, WA	14,008	100.00	0.00	0.00
16	STC	Santa Clara, CA	14,083	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	11,595	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,705	99.94	0.00	0.06
21	HMO	Hermosillo, Mexico	5,423	99.98	0.00	0.02
22	MTR	Monterrey, Mexico	4,854	99.96	0.00	0.04
24	CHA	Chihuahua, Mexico	3,804	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	3,395	99.97	0.00	0.03
26	MTA	Monterrey, Mexico	3,340	99.96	0.00	0.04

## Availability Over Time



## Daily Availability



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

User Count	Availability	HW/SW Events	Weather Events
259992	99.99	0.00	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

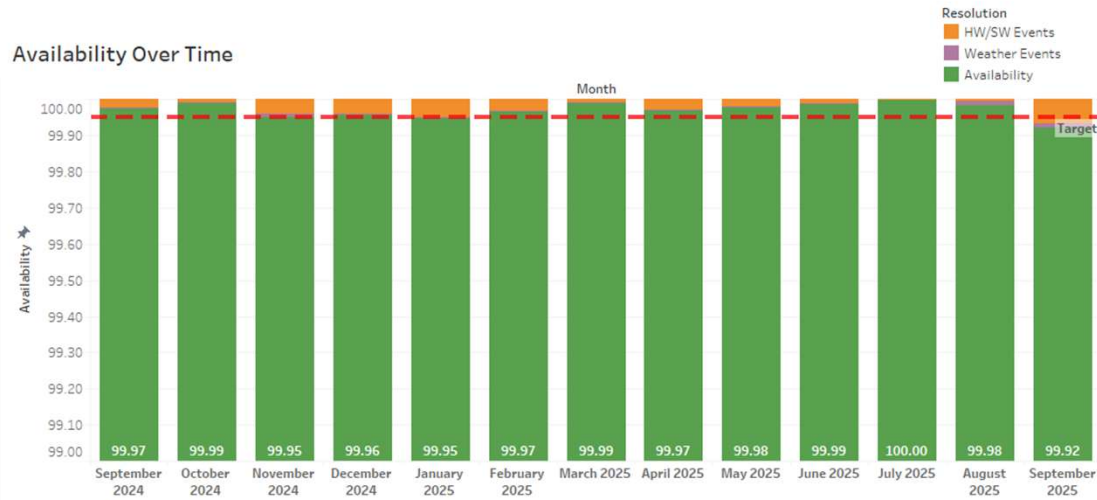
# Availability by Transport – Jupiter 3

Jupiter 3 Availability - September 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,941	100.00	0.00	0.00
2	CHY	Cheyenne, WY	12,485	99.97	0.00	0.03
3	IDF	Idaho Falls, ID	13,810	99.96	0.00	0.04
4	LIN	Lindon, UT	16,693	100.00	0.00	0.00
5	MIS	Missoula, MT	13,849	100.00	0.00	0.00
6	NOR	North Platte, NE	14,278	99.72	0.23	0.05
7	RAP	Rapid City, SD	12,148	99.89	0.00	0.11
8	RIF	Rifle, CO	11,819	100.00	0.00	0.00
9	TAO	Taos, NM	18,400	99.92	0.07	0.01
11	FLG	Flagstaff, AZ	15,697	99.98	0.02	0.00
12	BEN	Bend, OR	19,372	99.95	0.05	0.00
13	BOI	Boise, ID	18,913	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,460	100.00	0.00	0.00
15	QUN	Quincy, WA	17,718	100.00	0.00	0.00
16	RNO	Reno, NV	19,926	99.89	0.11	0.00
17	SIM	Simi Valley, CA	19,915	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,762	100.00	0.00	0.00
19	YUM	Yuma, AZ	22,366	100.00	0.00	0.00

## Availability Over Time



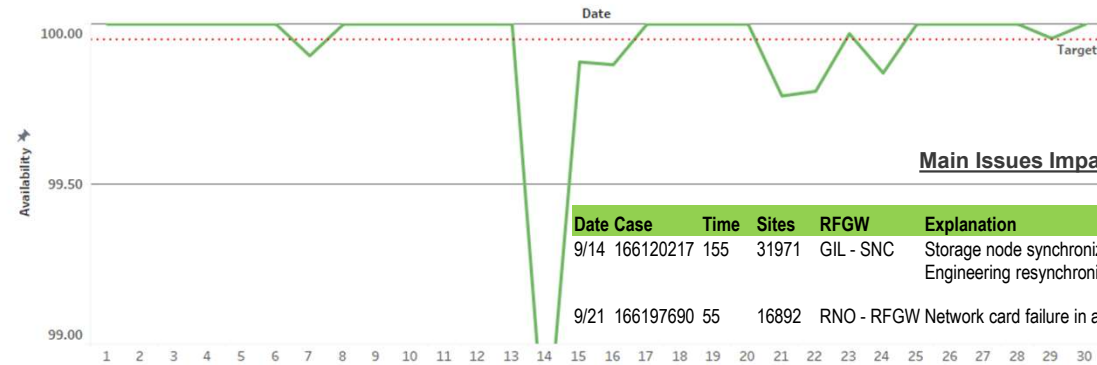
## SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	40,393	100.00	100.00
	SNC 2	Dallas, TX	18,400	100.00	100.00
	SNC 5	North Platte, NE	14,278	100.00	100.00
	SNC 7	Salt Lake City, UT	44,352	100.00	100.00
West	SNC 3	Gilber, AZ	38,063	99.70	99.70
	SNC 4	Los Angeles, CA	38,375	100.00	100.00
	SNC 6	Seattle, WA	56,003	100.00	100.00
	SNC 8	Palo Alto, CA	37,688	100.00	100.00

User Count	Availability	HW/SW Events	Weather Events
287552	99.92	0.07	0.01

## Daily Availability



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

➤ NOR RFGW had 4 software related events during the month.

# Availability by Transport – T19V

T19V Availability - September 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	25,586	99.87	0.12	0.01
2	SPO	Spokane, WA	5,607	100.00	0.00	0.00
3	NOR	North Platte, NE	6,970	99.96	0.00	0.04
4	ALB	Albuquerque, NM	8,594	99.87	0.06	0.06
5	RIV	Riverside, CA	8,501	99.99	0.00	0.01
6	MON	Monee, IL	3,567	99.96	0.00	0.04
7	ARI	Arica, Chile	7,377	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,605	99.95	0.00	0.05

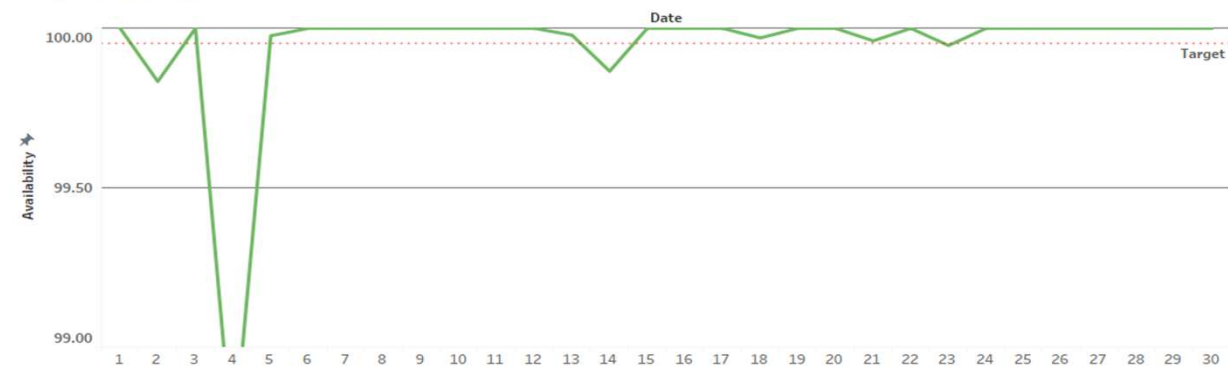
## Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
9/4	166010121	59	21877	JOA	CNE-GW disabled diversity switching in Jovian, and Detroit manually moved traffic back to Joao Pessoa, BR to restore service.

## Availability Over Time



## Daily Availability



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

User Count	Availability	HW/SW Events	Weather Events
68,807	99.94	0.04	0.02

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

# Availability by Transport – E65W

E65W Availability - September 2025

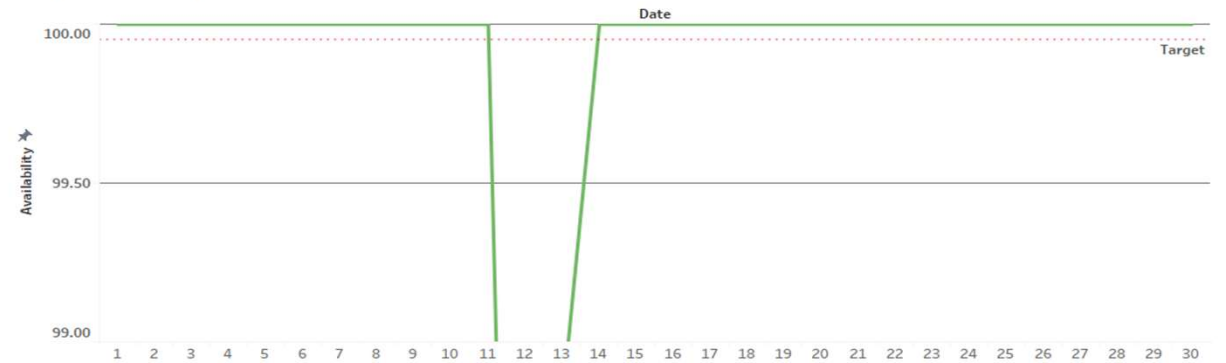
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	TIJ	Tijuana, Mexico	19,105	100.00	0.00	0.00
2	REG	Regina, SK, Canada	27,522	99.48	0.00	0.52
3	LON	London, ON, Canada	23,945	100.00	0.00	0.00

## Availability Over Time



## Daily Availability



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

# of Users	Availability	HW/SW Events	Weather Events
70,572	99.81	0.00	0.19

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



# Disponibilidad del satélite 2025-T4

**HUGHES**  
An EchoStar Company

# Availability by Transport – Jupiter 2

Jupiter 2 Availability - October 2025

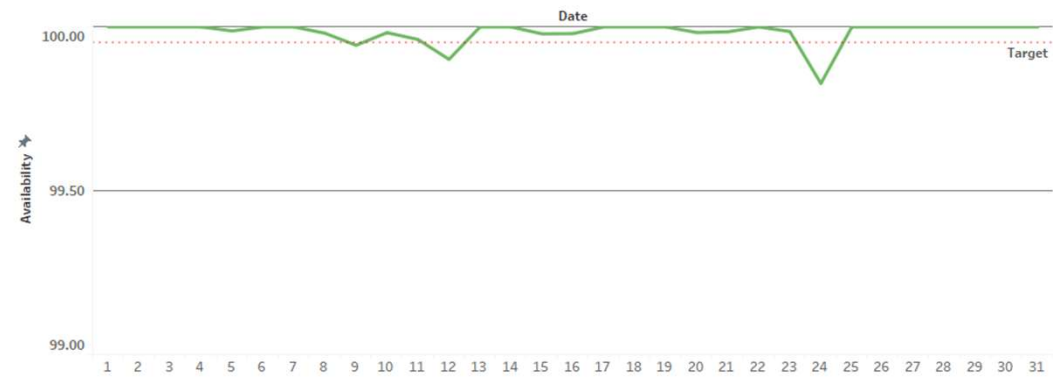
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	16,088	100.00	0.00	0.00
2	AMA	Amarillo, TX	14,891	99.91	0.08	0.02
3	BIL	Billings, MT	14,552	100.00	0.00	0.00
4	BIS	Bismarck, ND	10,383	99.99	0.00	0.01
5	BOI	Boise, ID	12,587	100.00	0.00	0.00
6	CHY	Cheyenne, WY	14,013	100.00	0.00	0.00
7	DUL	Duluth, MN	14,059	99.99	0.01	0.00
8	GIL	Gilbert, AZ	18,936	99.96	0.00	0.04
9	ROS	Roseburg, OR	13,463	100.00	0.00	0.00
10	MIS	Missoula, MT	11,358	99.99	0.01	0.00
11	NLV	North Las Vegas, NV	13,972	99.99	0.00	0.01
12	NOR	North Platte, NE	10,706	99.99	0.00	0.01
13	OMA	Omaha, NE	9,608	99.98	0.00	0.02
14	SDO	San Diego, CA	15,767	99.97	0.03	0.00
15	SEA	Seattle, WA	13,785	100.00	0.00	0.00
16	STC	Santa Clara, CA	13,799	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	11,287	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,689	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,399	99.97	0.00	0.03
22	MTR	Monterrey, Mexico	4,823	99.98	0.00	0.02
24	CHA	Chihuahua, Mexico	3,688	99.95	0.05	0.00
25	HMA	Hermosillo, Mexico	3,308	99.95	0.00	0.05
26	MTA	Monterrey, Mexico	3,241	99.98	0.00	0.02

## 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
253402	99.98	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

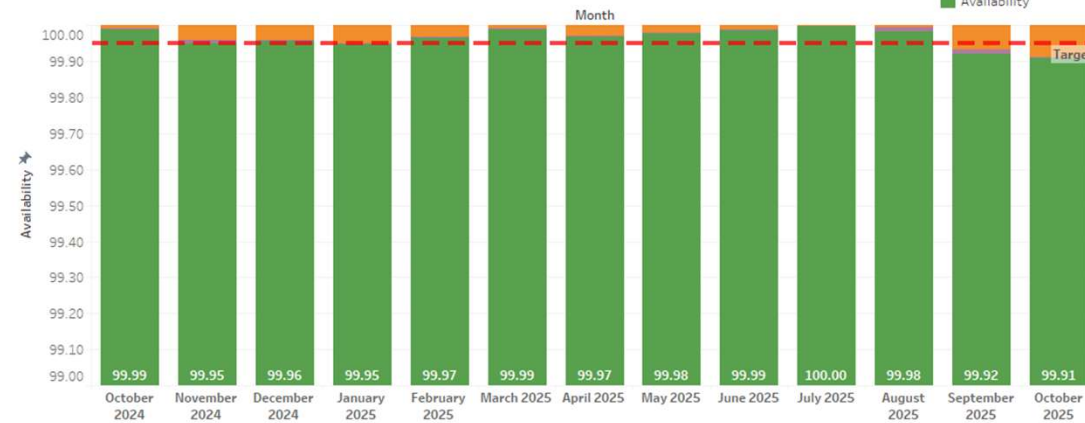
# Availability by Transport – Jupiter 3

Jupiter 3 Availability - October 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,943	100.00	0.00	0.00
2	CHY	Cheyenne, WY	12,599	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	13,909	99.98	0.02	0.00
4	LIN	Lindon, UT	16,754	100.00	0.00	0.00
5	MIS	Missoula, MT	14,148	100.00	0.00	0.00
6	NOR	North Platte, NE	14,538	100.00	0.00	0.00
7	RAP	Rapid City, SD	12,229	99.93	0.05	0.02
8	RIF	Rifle, CO	12,066	100.00	0.00	0.00
9	TAO	Taos, NM	18,305	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	15,677	100.00	0.00	0.00
12	BEN	Bend, OR	19,364	100.00	0.00	0.00
13	BOI	Boise, ID	18,829	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,568	100.00	0.00	0.00
15	QUN	Quincy, WA	17,773	99.99	0.00	0.01
16	RNO	Reno, NV	19,993	99.99	0.01	0.00
17	SIM	Simi Valley, CA	19,864	99.98	0.01	0.01
18	STC	Santa Clara, CA	17,726	100.00	0.00	0.00
19	YUM	Yuma, AZ	22,397	100.00	0.00	0.00

## Availability Over Time



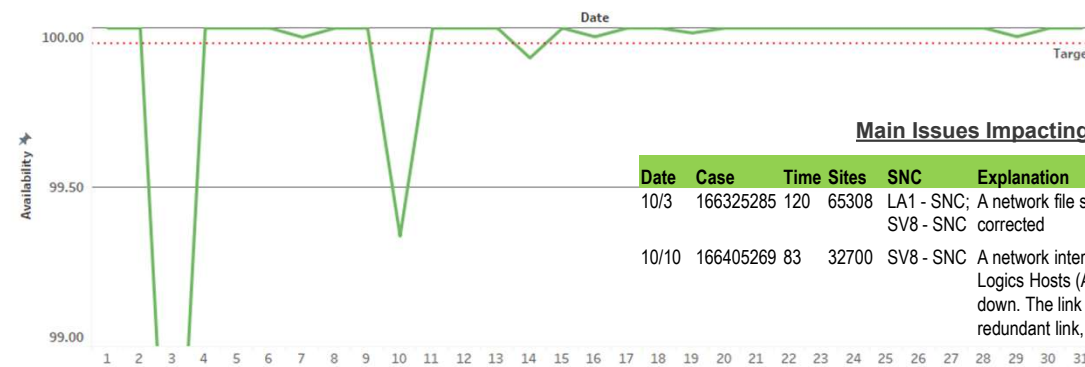
## SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	40,837	100.00	0.00
	SNC 2	Dallas, TX	18,305	100.00	0.00
	SNC 5	North Platte, NE	14,538	100.00	0.00
	SNC 7	Salt Lake City, UT	44,811	100.00	0.00
West	SNC 3	Gilber, AZ	38,074	100.00	0.00
	SNC 4	Los Angeles, CA	38,432	99.76	0.24
	SNC 6	Seattle, WA	55,966	100.00	0.00
	SNC 8	Palo Alto, CA	37,719	99.61	0.39

User Count	Availability	HW/SW Events	Weather Events
288682	99.91	0.09	0.00

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

## Daily Availability



# Availability by Transport – T19V

T19V Availability - October 2025

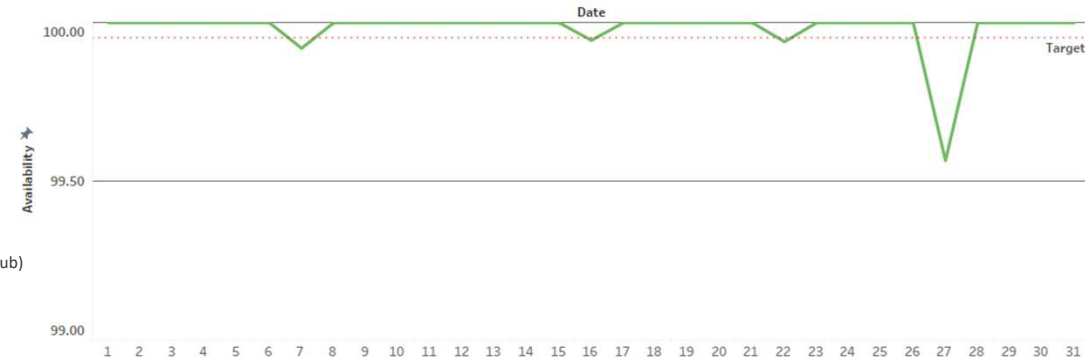
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	24,974	99.96	0.00	0.04
2	SPO	Spokane, WA	5,399	100.00	0.00	0.00
3	NOR	North Platte, NE	6,800	99.98	0.00	0.02
4	ALB	Albuquerque, NM	8,263	99.98	0.02	0.00
5	RIV	Riverside, CA	8,226	100.00	0.00	0.00
6	MON	Monee, IL	3,446	99.95	0.00	0.05
7	ARI	Arica, Chile	7,283	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,637	100.00	0.00	0.00

## Availability Over Time



## Daily Availability



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

User Count	Availability	HW/SW Events	Weather Events
67,028	99.98	0.00	0.02

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

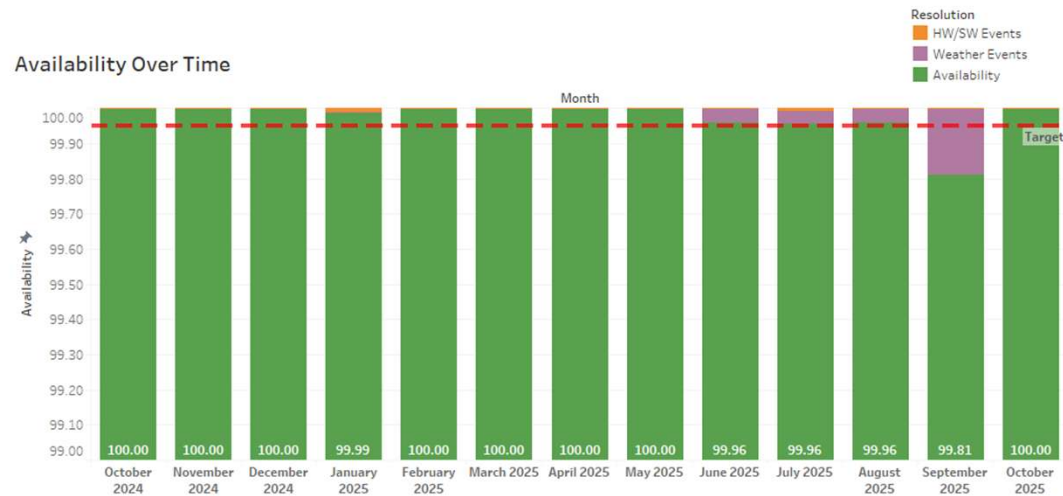
# Availability by Transport – E65W

E65W Availability - October 2025

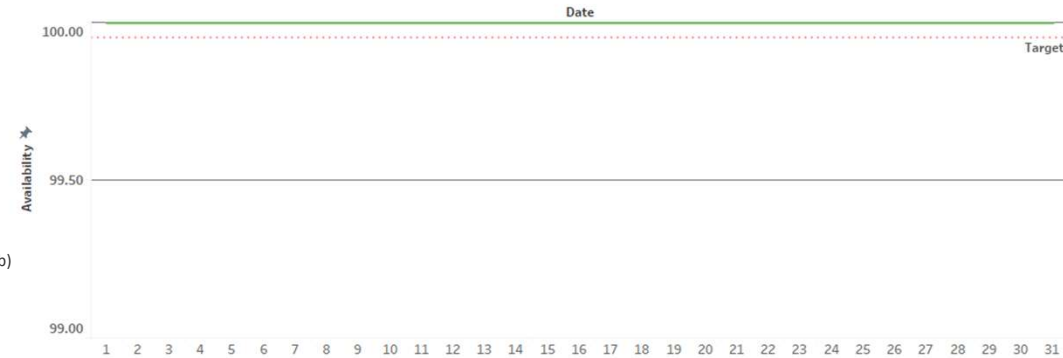
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	TIJ	Tijuana, Mexico	18,633	100.00	0.00	0.00
2	REG	Regina, SK, Canada	27,011	100.00	0.00	0.00
3	LON	London, ON, Canada	23,430	100.00	0.00	0.00

## Availability Over Time



## Daily Availability



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

# of Users	Availability	HW/SW Events	Weather Events
69,074	100.00	0.00	0.00

User Count is taken 13<sup>th</sup> of the Month

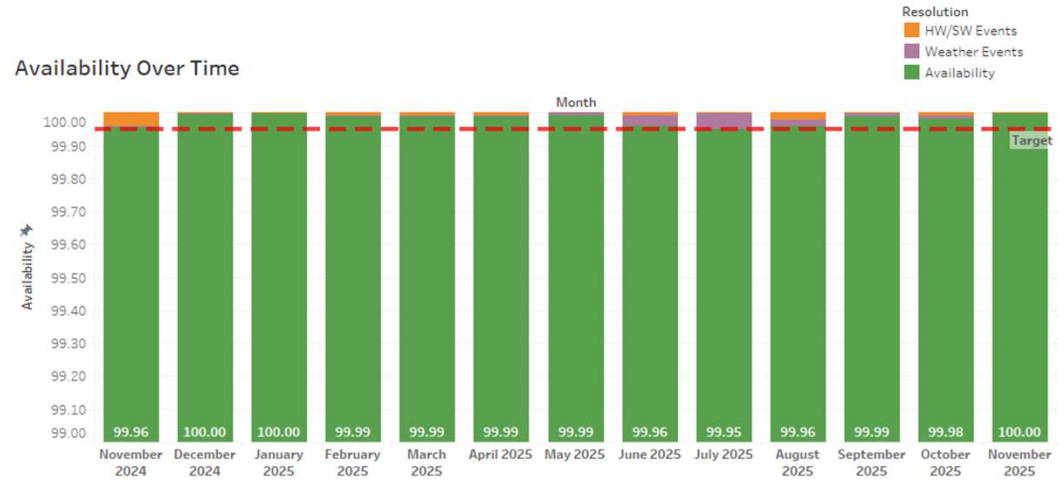
# Availability by Transport – Jupiter 2

Jupiter 2 Availability - November 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	16,563	100.00	0.00	0.00
2	AMA	Amarillo, TX	15,276	100.00	0.00	0.00
3	BIL	Billings, MT	14,912	100.00	0.00	0.00
4	BIS	Bismarck, ND	10,675	100.00	0.00	0.00
5	BOI	Boise, ID	12,975	100.00	0.00	0.00
6	CHY	Cheyenne, WY	14,444	100.00	0.00	0.00
7	DUL	Duluth, MN	14,515	100.00	0.00	0.00
8	GIL	Gilbert, AZ	19,503	100.00	0.00	0.00
9	ROS	Roseburg, OR	13,788	100.00	0.00	0.00
10	MIS	Missoula, MT	11,614	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	14,385	99.99	0.01	0.00
12	NOR	North Platte, NE	11,041	100.00	0.00	0.00
13	OMA	Omaha, NE	9,872	100.00	0.00	0.00
14	SDO	San Diego, CA	16,222	100.00	0.00	0.00
15	SEA	Seattle, WA	14,008	100.00	0.00	0.00
16	STC	Santa Clara, CA	14,083	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	11,595	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,705	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,423	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	4,854	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	3,804	99.96	0.04	0.00
25	HMA	Hermosillo, Mexico	3,395	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,340	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
259992	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

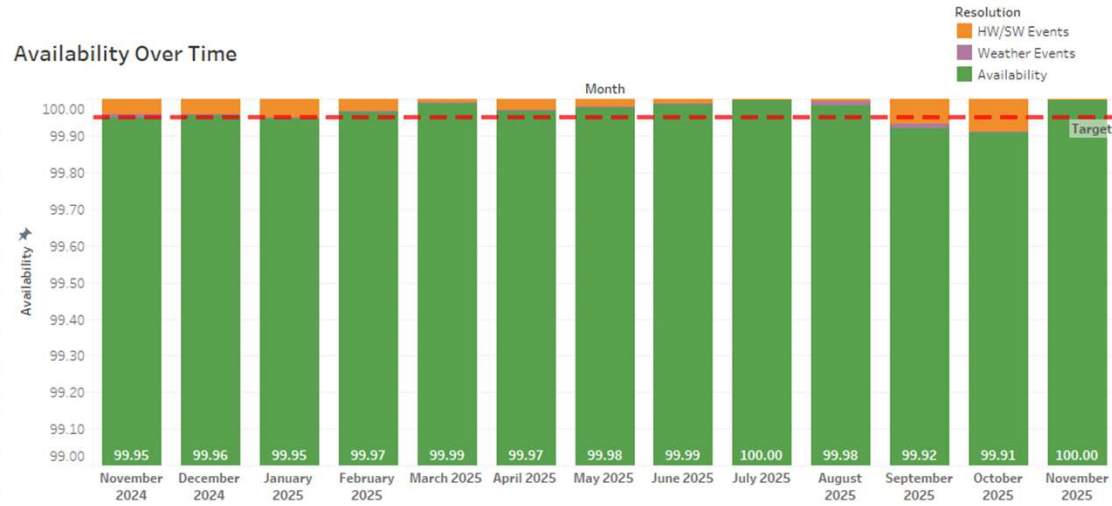
# Availability by Transport – Jupiter 3

Jupiter 3 Availability - November 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,924	100.00	0.00	0.00
2	CHY	Cheyenne, WY	12,588	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	13,907	100.00	0.00	0.00
4	LIN	Lindon, UT	16,812	100.00	0.00	0.00
5	MIS	Missoula, MT	14,503	100.00	0.00	0.00
6	NOR	North Platte, NE	14,918	100.00	0.00	0.00
7	RAP	Rapid City, SD	12,338	100.00	0.00	0.00
8	RIF	Rifle, CO	12,173	100.00	0.00	0.00
9	TAO	Taos, NM	18,204	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	15,633	100.00	0.00	0.00
12	BEN	Bend, OR	19,392	100.00	0.00	0.00
13	BOI	Boise, ID	18,796	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,520	100.00	0.00	0.00
15	QUN	Quincy, WA	17,773	100.00	0.00	0.00
16	RNO	Reno, NV	20,048	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,869	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,670	99.95	0.05	0.00
19	YUM	Yuma, AZ	22,272	99.99	0.01	0.00

## Availability Over Time

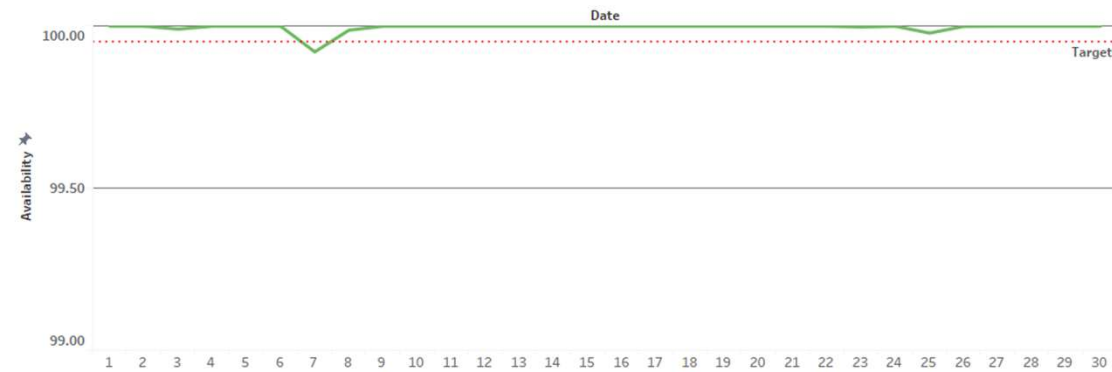


## SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	41,023	100.00	0.00
	SNC 2	Dallas, TX	18,204	100.00	0.00
	SNC 5	North Platte, NE	14,918	100.00	0.00
	SNC 7	Salt Lake City, UT	45,222	100.00	0.00
West	SNC 3	Gilber, AZ	37,905	100.00	0.00
	SNC 4	Los Angeles, CA	38,389	100.00	0.00
	SNC 6	Seattle, WA	55,961	100.00	0.00
	SNC 8	Palo Alto, CA	37,718	100.00	0.00

User Count	Availability	HW/SW Events	Weather Events
289340	100.00	0.00	0.00

## Daily Availability



# Availability by Transport – T19V

T19V Availability - November 2025

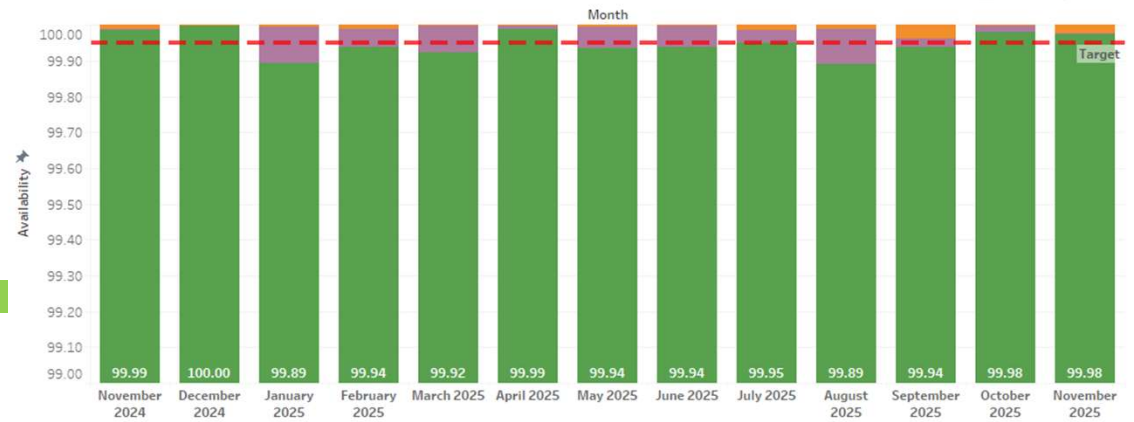
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	25,586	99.99	0.01	0.00
2	SPO	Spokane, WA	5,607	100.00	0.00	0.00
3	NOR	North Platte, NE	6,970	100.00	0.00	0.00
4	ALB	Albuquerque, NM	8,594	100.00	0.00	0.00
5	RIV	Riverside, CA	8,501	100.00	0.00	0.00
6	MON	Monee, IL	3,567	99.63	0.37	0.00
7	ARI	Arica, Chile	7,377	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,605	100.00	0.00	0.00

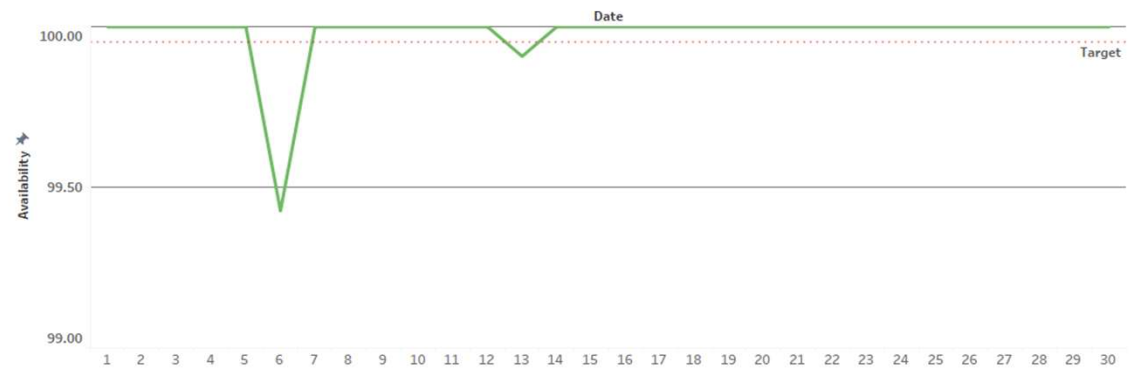
## Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
11/6	166671691	330	1721	MON	Service impact was caused by a failed Lumen backhaul card and Hamilton routing issue. Service was restored once Lumen resolved the backhaul card repair. The RADB(Routing Assets Database) was corrected for the Hamilton routing issue.

## Availability Over Time



## Daily Availability



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

User Count	Availability	HW/SW Events	Weather Events
68,807	99.98	0.02	0.00

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

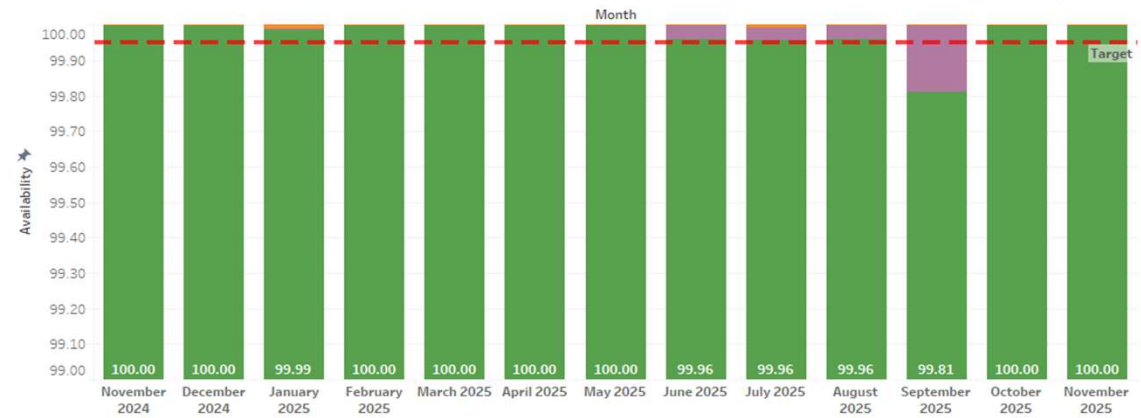
# Availability by Transport – E65W

E65W Availability - November 2025

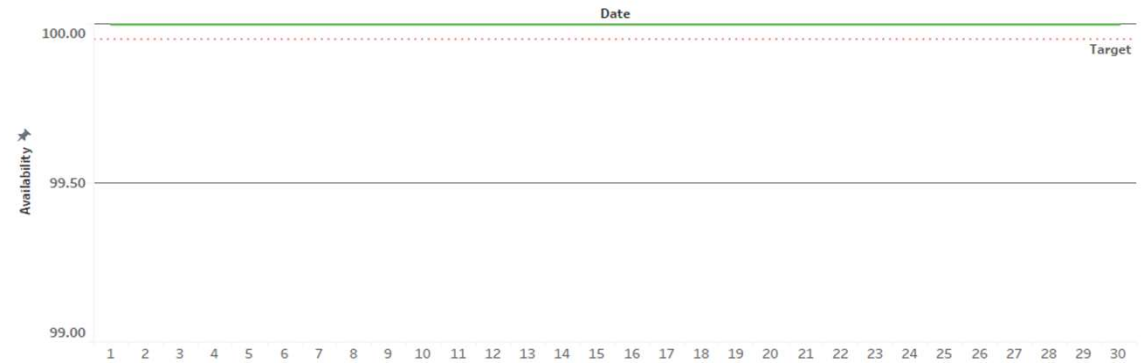
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	TIJ	Tijuana, Mexico	18,068	100.00	0.00	0.00
2	REG	Regina, SK, Canada	26,317	100.00	0.00	0.00
3	LON	London, ON, Canada	22,896	100.00	0.00	0.00

## Availability Over Time



## Daily Availability



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

# of Users	Availability	HW/SW Events	Weather Events
67,281	100.00	0.00	0.00

User Count is taken 17<sup>th</sup> of the Month

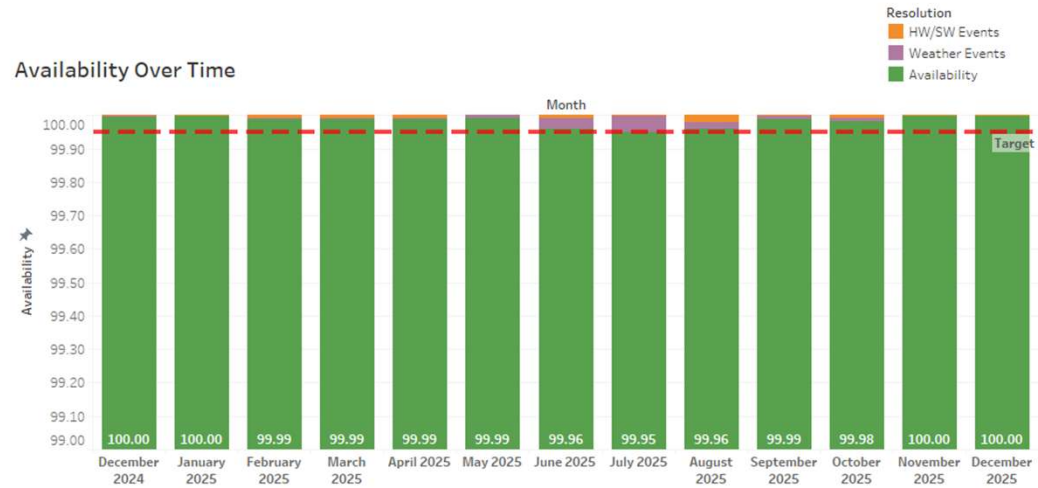
# Availability by Transport – Jupiter 2

Jupiter 2 Availability - December 2025

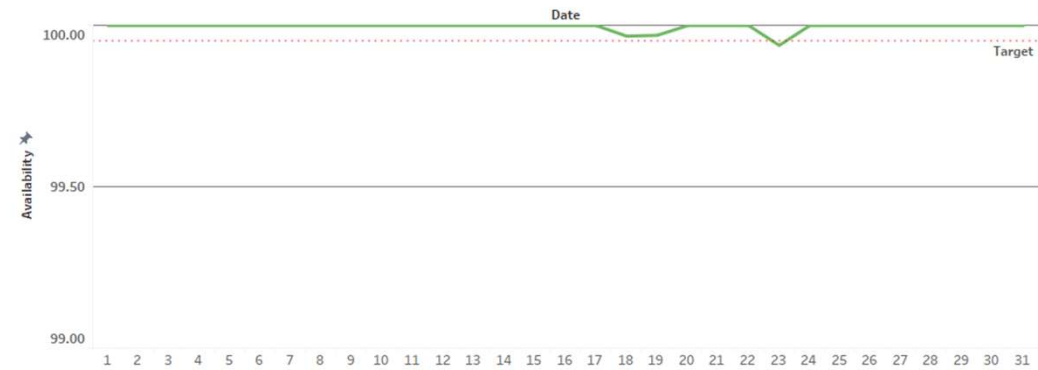
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	15,114	99.98	0.02	0.00
2	AMA	Amarillo, TX	13,967	99.97	0.03	0.00
3	BIL	Billings, MT	13,885	100.00	0.00	0.00
4	BIS	Bismarck, ND	9,784	100.00	0.00	0.00
5	BOI	Boise, ID	11,859	100.00	0.00	0.00
6	CHY	Cheyenne, WY	13,263	100.00	0.00	0.00
7	DUL	Duluth, MN	13,379	100.00	0.00	0.00
8	GIL	Gilbert, AZ	17,991	100.00	0.00	0.00
9	ROS	Roseburg, OR	12,693	100.00	0.00	0.00
10	MIS	Missoula, MT	10,901	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	13,101	100.00	0.00	0.00
12	NOR	North Platte, NE	10,124	99.97	0.00	0.03
13	OMA	Omaha, NE	9,009	100.00	0.00	0.00
14	SDO	San Diego, CA	14,910	100.00	0.00	0.00
15	SEA	Seattle, WA	13,235	100.00	0.00	0.00
16	STC	Santa Clara, CA	13,222	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	10,648	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,671	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,565	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	4,676	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	3,477	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	3,230	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	3,070	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
240774	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

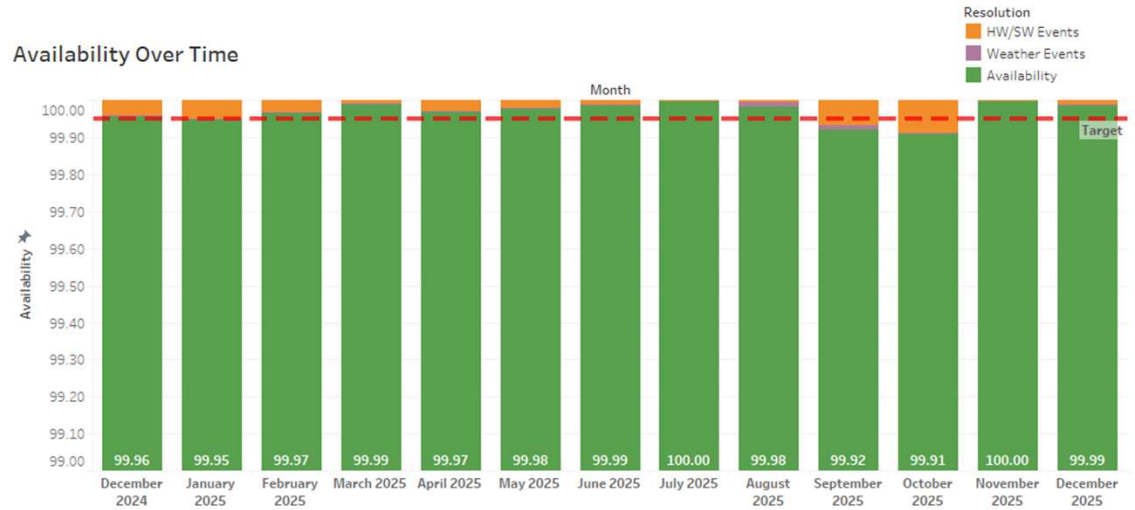
# Availability by Transport – Jupiter 3

Jupiter 3 Availability - December 2025

## Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,863	99.99	0.01	0.00
2	CHY	Cheyenne, WY	12,540	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	13,861	100.00	0.00	0.00
4	LIN	London, UT	16,691	100.00	0.00	0.00
5	MIS	Missoula, MT	14,815	100.00	0.00	0.00
6	NOR	North Platte, NE	15,239	99.98	0.02	0.00
7	RAP	Rapid City, SD	12,309	100.00	0.00	0.00
8	RIF	Rifle, CO	12,184	99.94	0.06	0.00
9	TAO	Taos, NM	18,215	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	15,533	100.00	0.00	0.00
12	BEN	Bend, OR	19,339	100.00	0.00	0.00
13	BOI	Boise, ID	18,635	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	18,401	100.00	0.00	0.00
15	QUN	Quincy, WA	17,749	100.00	0.00	0.00
16	RNO	Reno, NV	19,969	100.00	0.00	0.00
17	SIM	Simi Valley, CA	19,714	100.00	0.00	0.00
18	STC	Santa Clara, CA	17,554	100.00	0.00	0.00
19	YUM	Yuma, AZ	22,063	100.00	0.00	0.00

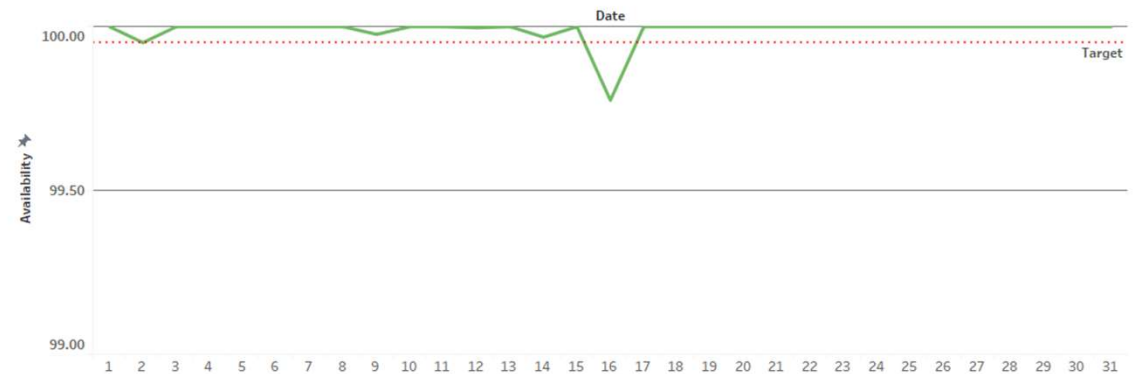
## Availability Over Time



## SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	40,896	100.00	0.00
	SNC 2	Dallas, TX	18,215	100.00	0.00
	SNC 5	North Platte, NE	15,239	100.00	0.00
	SNC 7	Salt Lake City, UT	45,367	100.00	0.00
West	SNC 3	Gilber, AZ	37,596	99.94	0.06
	SNC 4	Los Angeles, CA	38,115	100.00	0.00
	SNC 6	Seattle, WA	55,723	100.00	0.00
	SNC 8	Palo Alto, CA	37,523	100.00	0.00

## Daily Availability



User Count	Availability	HW/SW Events	Weather Events
288674	99.99	0.01	0.00

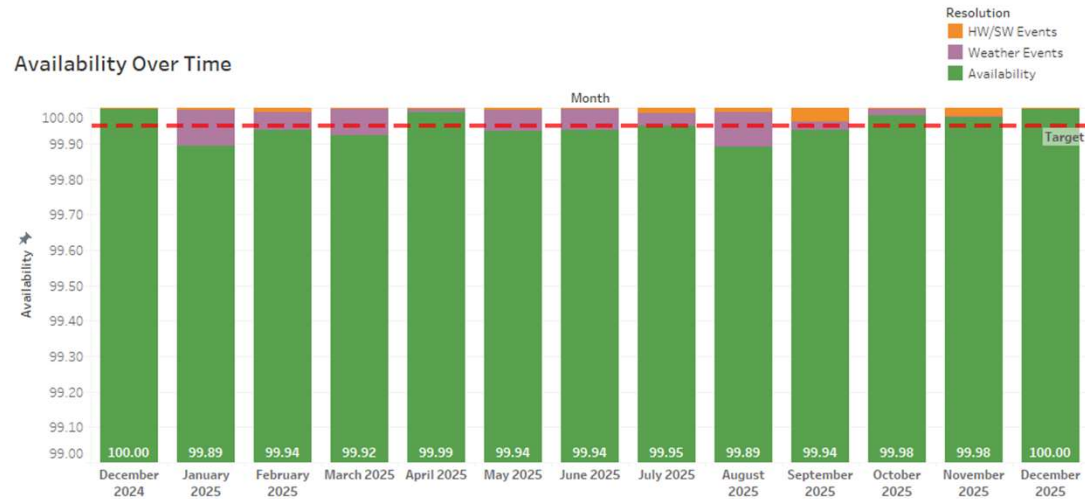
# Availability by Transport – T19V

T19V Availability - December 2025

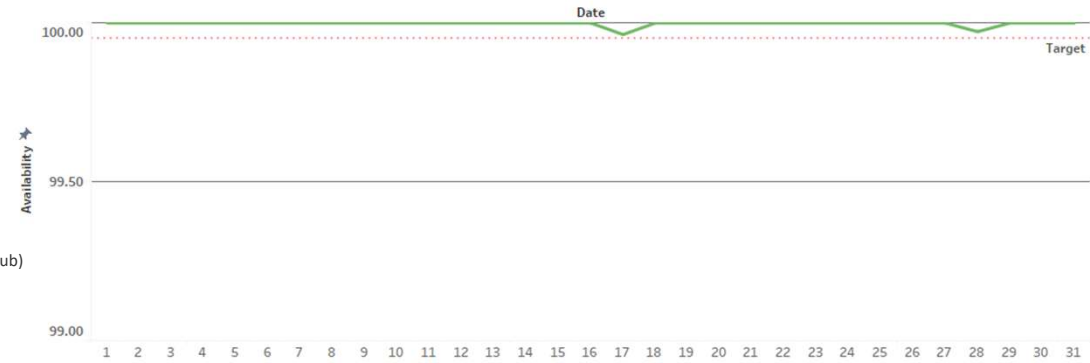
## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	23,851	100.00	0.00	0.00
2	SPO	Spokane, WA	4,929	99.98	0.00	0.02
3	NOR	North Platte, NE	6,503	100.00	0.00	0.00
4	ALB	Albuquerque, NM	7,702	100.00	0.00	0.00
5	RIV	Riverside, CA	7,702	100.00	0.00	0.00
6	MON	Monee, IL	3,226	99.98	0.00	0.02
7	ARI	Arica, Chile	7,076	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,682	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
63,671	100.00	0.00	0.00

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

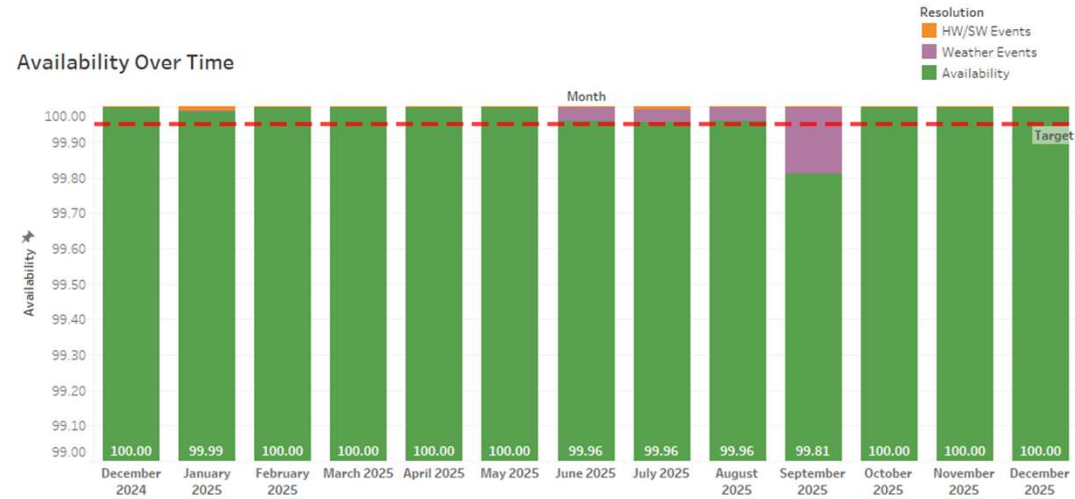
# Availability by Transport – E65W

E65W Availability - December 2025

## Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	TIJ	Tijuana, Mexico	17,576	100.00	0.00	0.00
2	REG	Regina, SK, Canada	25,874	100.00	0.00	0.00
3	LON	London, ON, Canada	22,494	100.00	0.00	0.00

## Availability Over Time



## Daily Availability



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

# of Users	Availability	HW/SW Events	Weather Events
65,944	100.00	0.00	0.00

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