

APPENDIX B**STATISTICAL ANALYSIS OF REPLIES TO QUESTIONNAIRE 1998/1999****Q1. Country?**

		<i>One-way or two-way VSATs</i>	<i>Percentage</i>
Australia		1	3%
Austria		1	3%
Azerbaijan		1	3%
China		1	3%
Croatia		1	3%
Czech Republic		1	3%
Denmark		1	3%
Finland	1	3%	
France		1	3%
Georgia		1	3%
Hong Kong, China		1	3%
Hungary		1	3%
Madagascar		1	3%
Malta		1	3%
Mongolia		1	3%
Namibia		1	3%
Netherlands		1	3%
Oman		1	3%
Portugal		1	3%
Republic of Mauritius		1	3%
Russian Federation		1	3%
Seychelles		1	3%
Singapore		1	3%
Slovak Republic		1	3%
South Africa		2	5%
Sri Lanka		1	3%
Sweden		1	3%
Switzerland		2	5%
Tanzania		1	3%
Thailand		1	3%
Uganda		1	3%
Uganda		1	3%
United Arab Emirates		1	3%
United Kingdom		1	3%
Zambia		1	3%

Q2. Number of SADIS VSAT's in your country?

		<i>No. of States</i>	<i>Percentage</i>
One	(1.0)	23	61%
Two	(2.0)	11	29%
Three	(3.0)	2	5%
Four	(4.0)	1	3%
No reply		1	3%

Q3. Location of SADIS VSAT's?

		<i>No. of Stations</i>	<i>Percentage</i>
In a meteorological office		15	39%
At an airport		22	58%
At a military airfield		1	3%
No reply		2	5%
Other		4	11%

Q4A. Any problems encountered with signal quality (reception)?

		<i>No. of yes replies</i>	<i>Percentage</i>
Yes	(1.0)	14	37%
No	(0.0)	23	61%
No reply		1	3%

Q4AREM. Remarks – Signal problems encountered

	<i>No. of Replies</i>	<i>Percentage</i>
Sometimes signal quality not satisfied	1	7%
Some outages and problems with receiver and application	1	7%
Two outages during heavy precipitation.	1	7%
Fade lamp always on. Down converter replaced	2	14%
Some missing data	2	14%
Radio interferences	2	14%
Disappearance of signal when air temperature exceeded 35° C	1	7%
Problem with receiver	1	7%
Interruption in reception of data; problem solved after reboot	1	7%
Frequent breakdown of receiver	1	7%
Graphical display interface unserviceable	1	7%

No reply	3	21%
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Q4B (i). Data/product availability at the VSAT receiver. - WAFS products in T4 fax format

		<i>No. of replies</i>	<i>Percentage</i>
Good	(3.0)	33	87%
Average	(2.0)	3	8%
Poor	(1.0)	1	3%
No reply		2	5%

Q4B (ii). Data/product availability at the VSAT receiver. - WAFS global grid point upper wind/temperature data

		<i>No. of replies</i>	<i>Percentage</i>
Good	(3.0)	30	79%
Average	(2.0)	6	16%
Poor	(1.0)	-.-	0%
No reply		3	8%

Q4B (iii). Data/product availability at the VSAT receiver. - OPMET message information

		<i>No. of replies</i>	<i>Percentage</i>
Good	(3.0)	30	79%
Average	(2.0)	8	21%
Poor	(1.0)	-.-	0%
No reply		1	3%

Q4BREM (i). Remarks on T4 fax products

	<i>No. of replies</i>	<i>Percentage</i>
Some charts displayed but cannot be printed.	1	3%
Problems with display equipment and software	1	3%
Omission of charts/charts cut in half /two charts on one sheet of paper	1	3%
Some garble in bulletins 1	3%	
No reply	34	9%

Q4BREM (ii). Remarks on global point upper wind/temperature data

	<i>No. of replies</i>	<i>Percentage</i>
Some grid data delayed or unavailable	1	3%
Inaccurate data below 500 hPa.	1	3%
At least once a month one fifth of grid data corrupted	1	3%
Occasional loss of data	2	5%
When main and second broadcast overlaps, data becomes garbled. Have to put a filter software in our mss.	1	3%
No reply	32	84%

Q4BREM (iii). Remarks on OPMET information.

	<i>No. of replies</i>	<i>Percentage</i>
Need for greater amount of data from military airfields	1	3%
Some SIGMETs still missing but getting better	1	3%
Some TAFs and METARs missing between 01-03 UTC	2	5%
Some messages arrive late	1	3%
Very useful	1	3%
No reply	32	84%

Q4C. Did admin messages broadcast on SADIS keep you advised of broadcast status?

		<i>No. of replies</i>	<i>Percentage</i>
Yes	(1.0)	23	61%
No	(0.0)	9	24%
No reply		6	16%

Q4CREM. Remarks

	<i>No. of replies</i>	<i>Percentage</i>
No admin messages received.	4	44%
Scheduled maintenance works are well informed, the broadcast malfunctions aren't	1	11%
Not aware of admin messages	1	11%
Some technical problems with the broadcast	1	11%

No reply	2	22%
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Q5A. Assessment of reliability of VSAT equipment

		<i>No. of replies</i>	<i>Percentage</i>
Good	(3.0)	25	66%
Average	(2.0)	6	16%
Poor	(1.0)	2	5%
No reply		5	13%

Q5AREM. Remarks on reliability of VSAT equipment

		<i>No. of replies</i>	<i>Percentage</i>
Generally good, however one or two component changes needed		2	5%
Frequent breakdown of receiver and slow response of Matra Marconi pls		1	3%
No reply		35	92%

Q5B. If faults developed in the VSAT equipment, where were these faults fixed?

		<i>No. of replies</i>	<i>Percentage</i>
Repaired by local technician	(1.0)	3	8%
Unit shipped back to the service provider	(2.0)	18	47%
No reply		17	45%

Q5B (i). Indicate the nature of the repairs carried out by the local technician.

	<i>No. of replies</i>	<i>Percentage</i>
No reply	3	100%

Q5B2. Were there any difficulties encountered regarding the response of the services provider and/or shipping of the faulty units for repair?

	<i>No. of replies</i>	<i>Percentage</i>
Long return time, i.e. greater than two months	3	17%
Three months before receiver returned	1	6%
Repairing takes a long time, is expensive and there are reoccurring faults	1	6%
Not enough technical information provided		

to enable users to carry out a proper fault finding exercise	1	6%
High costs involved in shipping of receiver	2	11%
Lack of feedback to the customer from Matra Marconi	1	6%
Matra Marconi does not provide circuit diagrams to allow local repairs during/after warranty period	1	6%
No reply	10	56%

Q6. Have you contacted the SADIS 24 hour Helpline/Faults Desk.

		<i>No. of replies</i>	<i>Percentage</i>
Yes	(1.0)	10	26%
No	(0.0)	25	66%
No reply		3	8%

Q6REM. Was the technical support satisfactory?

	<i>No. of replies</i>	<i>Percentage</i>
1. Yes	8	80%
2. No	2	20%
3. No reply	.-	%

Q6DIS. Remarks

	<i>No. of replies</i>	<i>Percentage</i>
We only have receiver equipment	1	3%
No explanation given by faults as to why system stopped receiving data twice daily	1	3%
Faults facility not known about	1	3%
No response from faults desk, even after they were e-mailed.	1	3%
No reply	34	89%
