

APPENDIX D**SADIS QUESTIONNAIRE FOR 1999/2000****ASSESSMENT OF SADIS BROADCAST OPERATIONAL EFFICACY
FOR THE PERIOD 1999-2000**

1. State: _____

2. Number of SADIS VSATs installed and operational in your State? _____

3. Location of SADIS VSATs in your State? _____

4. Overall assessment of the SADIS broadcast during the period **June 1999 to March 2000**
(tick appropriate bracket)

a) **signal quality** (reception)

no problems encountered []

problems encountered (as specified below) []

Remarks

:

b) **data/product availability at the VSAT receiver (i.e., excluding the performance of user processing/display equipment and associated software)**

i) WAFS products in T4 facsimile format

good []

average []

poor []

Remarks

:

ii) WAFS global grid point upper wind/temperature data

good []

average []

poor

[]

Remarks

:

 iii) OPMET message information (METAR, TAF, SIGMET etc.)

good

[]

average

[]

poor

[]

Remarks

:

 c) **administration (service) messages**

Do you consider the issuance of service messages sufficient to keep you advised of the broadcast status?

yes

[]

no

[]

Remarks

:

-
5. a) Overall assessment of the reliability of VSAT receiving equipment
-
- (i.e. excluding user processing and display equipment and associated software)

good

[]

average

[]

poor

[]

Remarks

:

-
- b) If faults developed in the VSAT receiving equipment, were these faults repaired by:

i) local technicians* or

[]

ii) shipping the unit back

* Users should ensure that repair by local technicians does not infringe warranty of the equipment.

to the service provider []

If you ticked i) above, indicate the nature of the repairs

Remarks

:

If you ticked ii) above, were any difficulties encountered regarding the response of the service provider and/or shipping of the faulty units for repair?

yes []

no []

Remarks

:

6. Assessment of SADIS 24-hour Helpline/Faults Desk

During the period under review, did you have occasion to contact the SADIS 24-hour Helpline/Faults Desk?

yes []

no []

If “yes”, was the technical support provided satisfactory?

yes []

no []

Remarks

:

Note: If in your replies above you indicate “average” or “poor”, it would be appreciated if a brief explanation of the problem could be provided.

signed by, on behalf of,
the SADIS Operational Focal Point
for (State).....
