

APPENDIX B**ASSESSMENT OF SADIS OPERATIONAL EFFICACY
BROADCAST 2000-2001**

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 **April 2000 to March 2001**
(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 that the administrative messages broadcast on SADIS were 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 ¹ or	☐
ii)	shipping the unit back to the service provider	☐

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

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

¹Users should ensure that repair by local technicians does not infringe warranty of the equipment.

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.

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