



OPERATIONS OVERVIEW

Aireon is the first and only provider of space-based surveillance for Air Traffic Services (ATS). Aireon's operations have been designed to meet the stringent and rigorous requirements for providing ATS surveillance. Aireon recognizes the safety and mission-critical nature of such a service and has established a 24/7/365 operations center, which monitors the integrity of the Aireon service and provides immediate access for customers.



Aireon's ATS surveillance service is designed around the following rigorous requirements:

Aireon's Certification

Aireon conducts operations under an ATM/ANS certification (Air Traffic Management /Air Navigation Services) issued by the European Union Aviation Safety Agency (EASA) and recognizes the safety-critical nature of the services provided by Air Traffic Services. Aireon has developed an Integrated Management System that defines Aireon's systematic, explicit and comprehensive approach to the management of safety in all its activities. As an entity providing surveillance services, Aireon is committed to making the safe delivery of space-based ADS-B data a top priority and avoiding the introduction of safety risks into its customers' ATM platforms.

European Aviation Safety Agency (EASA) Certification

Aireon has received a certification from EASA as an Air Traffic Management (ATM)/Air Navigation Service (ANS) Service Provider Organization. EASA objectives are to ensure the highest common level of safety protection for EU citizens, ensure the highest common level of environmental protection, supply a single regulatory and certification process among Member States and facilitate the internal aviation single market and work with other international aviation organizations and regulators to enable a level playing field. For Aireon's certification as an ATM/ANS Service

Provider Organization, a rigorous set of audits were performed to assess compliance with EU Aviation Regulations (including software assurance and system verification activities), Aireon Integrated Management System processes, Satellite Network Operations Center (SNOC) operations, Aireon Processing and Distribution (APD) operations, contingency and disaster recovery site operations and on-orbit service acceptance testing.

Service Management

Aireon provides space-based ADS-B surveillance services in accordance with industry standards and best practices to ensure the service is operated and maintained at a level commensurate with the critical nature of our service and customer expectations.

Security

The importance of cyber security correlates directly with Aireon's strong commitment to safety. Aireon is overseen and managed under the strictest policies and processes to ensure our system and service operate in the most secure manner possible.

Quality

Aireon has implemented quality management procedures throughout the entirety of its integrated management system and is guided by a commitment to continual improvement in the services provided to customers.

Aireon's operations center is a 24 hour, 7-day a week, 365-day a year facility that is:

Integrated

Aireon strives to operate as an extension of our customer's operations centers. Aireon's availability and responsiveness make our service one of a kind.

Proactive

Aireon is committed to proactively engaging with our customers to provide solutions quickly and efficiently while keeping them informed. With safety as a priority, being proactive communicators is our obligation.

Global

Aireon operates a 24/7/365 operations center from which the entire system is monitored. Beginning from the Aireon ADS-B hosted payload antenna, located on the Iridium satellite, to the Service Delivery Point (SDP), to ensure complete oversight and ability to respond to any issues as quickly as possible, regardless of where our customer is located.

Accessible

Aireon provides multiple means by which our customers may engage with Aireon. These platforms include customer portals containing dashboards for system and service performance, customer service interaction and communication through web, phone, email and more.

Secure

Aireon deploys the latest technological innovations to ensure the confidentiality, integrity and availability of its surveillance and commercial data services. A combination of hardware, software, communications, physical, personnel and administrative-procedural safeguards have been implemented to achieve a comprehensive security profile.

Key differentiators of Aireon's operations include:

- ▶ Mission-critical
- ▶ Built on a foundation of safety
- ▶ Customer-centric
- ▶ Guided by ANSP partners to implement tried and tested methodologies
- ▶ Meeting and exceeding rigorous air traffic surveillance standards for providing air traffic services
- ▶ Operations team designed to act as an extension of customer's existing ATC center

The Aireon Service Desk

is staffed at all times by technicians with extensive experience in network operations, service monitoring and customer support. The Service Desk is a full-service operations center dedicated to operating and maintaining the Aireon service. The Service Desk handles all incidents, service requests, engineering escalations and problem tracking, as well as all basic inquiries and requests for assistance. We are ready to collaborate on any issue at any time to make the global Aireon customer experience the best it can be.

