



OPERATIONS OVERVIEW

Aireon is the first and only provider of space-based surveillance for Air Traffic Management (ATM). Aireon's operations have been designed to meet the stringent and rigorous requirements for providing Air Traffic Services (ATS) surveillance.

Aireon also extends its data beyond the use of ATS surveillance and allows customers to acquire data through our commercial data services or for the use of Air Traffic Flow Management (ATFM). The customer service team recognizes the unique needs and requests of our different customers and have varying operational support for each.



Aireon's 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 put in place that address: Compliance with Regulation 482/2008 (software assurance) and system verification activities, Aireon

management 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 world-class, commercial data services based on the latest industry standards to ensure the service is operated and maintained at a level commensurate with the critical nature of our service and customer operations. This includes meeting the International Organization for Standardization (ISO) 20000/ITIL/CMMI requirements.

Security

The importance of data security correlates directly with Aireon's strong commitment to safety. Aireon is overseen and managed under the strictest policies and processes to ensure our services and systems operate in the most secure manner possible. This includes meeting the National Institute of Standards and Technology (NIST)/ISO 27000 requirements.

Quality

From the aircraft to the Service Delivery Point (SDP), and beyond, the Aireon system keeps focus on quality management. Aireon has implemented quality management procedures throughout the entirety of the service management system and is guided by a commitment to continual improvement in the services provided to customers. This includes meeting the European Organization for Civil Aviation Equipment (EUROCAE) ED109/ISO 9000 requirements.

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

Integrated

Aireon operates as if we are part of our customer's operations centers. Aireon's availability and responsiveness make our service one of a kind.

Proactive

Aireon is committed to "seeing the problem" first and 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 information systems and 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
- ▶ Just culture
- ▶ Meeting and exceeding rigorous air traffic surveillance standards for providing a safety of life service
- ▶ 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 centre 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.

