

Intelsat General Secure Operations Center (ISOC)

Access to the Intelsat Network for Highly-Secure Communications



Intelsat General created the Intelsat General Secure Operations Center within the Intelsat Atlanta, GA Customer Service Center (CSC) facility to provide round-the-clock coverage for mission-critical support of its commercial, government and military customers. The ISOC's mission is to provide superior professional customer support and technical expertise to IGC customers and their end users. The facility employs highly-trained satellite network engineers and technicians who are experts in the current technologies.

Customer support at the center focuses on anonymity and security, with the staff working diligently to insure that all services are provided at or above Service Level Agreements with telecommunications operators.

The ISOC is equipped with state-of-the-art tools and technology to monitor and troubleshoot connectivity with Intelsat's fleet of 50+ satellites. The center's engineers provide new site activations, trouble notification, data recording and configuration-change management, working with both customers' technicians and end users. The staff responds instantly to incoming trouble reports and advises customers of critical events by phone and e-mail.

Intelsat General strives to maintain relationships by identifying with our customer as cooperative partners as well as by providing enhanced capabilities to manage and monitor their networks. This allows our customers to offer extended services to the end users.

The ISOC is the primary point-of-contact for service activation, status and troubleshooting. The staff members have a thorough understanding of a wide range of products and services:

- Radio Frequency (RF) systems
- Internet Protocol (IP) networking
- Technology specific training such as iDirect Evolution & Velocity

Benefits At-A-Glance

- Employs former government and military personnel
- Disaster backup in Tysons Corner, VA
- 24x7 network monitoring
- 24x7 carrier activation and monitoring
- 24x7 call management

Fully Operational Facility under CAGE Code 4SBW2

- All U.S. citizens
- Isolated within the Atlanta, GA, Customer Service Center (CSC)
- Secure telephone lines
- Secure telecommunications equipment
- Secure document protection and access control meeting DoD specs
- Systems and procedures established to insure customer anonymity

Active ISOC interfaces with the Intelsat Constellation via Atlanta CSC

- Services Provisioning & Deployment Engineering
 - Hybrid space and terrestrial infrastructure (IntelsatOne and NBB) implementation support
- Network Operations Center
 - IntelsatOne and NBB post implementation support
 - iDirect and DVB network infrastructure support
 - FLEX Platform application support
 - 24x7 carrier activation, peak/pole, 1db compression test support
 - Interference geolocation capability
 - Kratos MONICS carrier and spectrum monitoring
 - Training
- Network Engineering
 - Network Monitoring Access
 - 3rd level trouble-shooting support
 - Training
- Teleport Field Service Engineering
 - Earth station trouble-shooting support



About Intelsat General

As the foundational architects of satellite technology, Intelsat operates the world's most trusted satellite telecom network. We apply our unparalleled expertise and global scale to connect people, businesses, governments and communities, no matter how difficult the challenge. Intelsat is building the future of global communications with the world's first hybrid, multi-orbit, software-defined 5G network designed for simple, seamless, and secure coverage precisely when and where our customers most need it.

Follow the leader in global connectivity and "Imagine Here," with us, at [Intelsat.com/intelsatgeneral](https://www.intelsat.com/intelsatgeneral).

For operational service and technical inquiries, please contact our Secure Operations Center (ISOC)

isoc@intelsatgeneral.com

+1 800-814-7717

+1 404-381-2727

