

Intelsat Occasional Use Booking Policy

Effective: 01 April 2010

Bookings	North America/Domestic	International
Minimum Period	15 minute	15 minute
Increments	5 minute	5 minute
Firm Bookings	Available Resource Rolling Window	Available Resource Rolling Window
BW Tiers	C-Band & Ku-Band (MHz): 4.5, 6, 9, 18, 27, 36 (other BW levels may be available per special request)	C-Band & Ku-Band (MHz): 4.5, 6, 9, 18, 27, 36 (other BW levels may be available per special request)
Inquiries	North America/Domestic	International
Inquire/Pencil Book	Space can be inquired up to a year in advance of the start time of a feed. It cannot be confirmed until the designated rolling window for that space segment begins.	Space can be inquired up to a year in advance of the start time of a feed. It cannot be confirmed until the designated rolling window for that space segment begins.
Challenges	Inquiries can be challenged at any time. Customers winning a challenge will be charged 100% if they cancel.	Inquiries can be challenged at any time. Customers winning a challenge will be charged 100% if they cancel.
Confirm	72 hour prior to feed or inquiry will be dropped from the system	72 hour prior to feed or inquiry will be dropped from the system
Approx Out	North America/Domestic	International
Minimum Booking Req.	15 minutes	15 minutes
Approx Out Time	Minimum of 15 min to 60 min Approx Out	Minimum of 15 min to 60 min Approx Out
Charges for Approx Outs	No Charge if not Used and Goodnighted prior to start of Goodnight window Full Charge if any portion used	No Charge if not Used and Goodnighted prior to start of Goodnight window Full Charge if any portion used
Goodnight Procedure	Only orders with Approx Outs need to be Goodnighted	Only orders with Approx Outs need to be Goodnighted
Cancellations	North America/Domestic	International
Confirmed Bookings	Confirmed bookings may be cancelled without charges up to 72 hours before the service start time. Cancellation of confirmed bookings within 72 hours will be charged at 100%.	Confirmed bookings may be cancelled without charges up to 72 hours before the service start time. Cancellation of confirmed bookings within 72 hours will be charged at 100%.
Invoice Disputes	North America/Domestic	International
Monthly Invoices	Customers will have up to 30-days from the invoice date to dispute charges. The customer is obligated to pay the undisputed amount per contractual terms.	Customers will have up to 30-days from the invoice date to dispute charges. The customer is obligated to pay the undisputed amount per contractual terms.