

ONE TASKING

Committed to
Delivering Imagery

Technical Specifications



AIRBUS



Get Access to Information When You Need It

Commissioning a satellite and obtaining the imagery you requested, exactly when you need it, is now risk-free, fast, and incredibly easy.

30 years ago, Airbus Defence and Space was the first to offer satellite-tasking services, revolutionising the satellite imagery market. Today, with One Tasking, the company sets the bar again, with an unprecedented commitment to deliver new imagery collections when and where its customers need them*. Airbus Defence and Space's new offer, redesigned from the ground up, is committed to delivering the very best results, instead of the industry's typical "best effort" approach, with a tasking service designed entirely around the customer's needs.

A Matter of Satellites, Talent and Dedication

Both genuine satellite constellations, SPOT and Pléiades, share the same orbit and tasking plan. They behave as a single, flexible satellite gifted with true daily revisit capabilities – maximising collection success rate and coverage speed.

In addition, a team of world-class tasking experts ensures that your area is covered on time and on spec. Airbus Defence and Space's team carefully conducts feasibility studies and closely follows up open tasking requests, constantly adjusting priorities. All of that fine-tuning is in Airbus Defence and Space's DNA and, more than any technical feature, is the secret of One Tasking's reliability.

One Tasking provides you with answers and support in any situation: from the most basic map update through to emergency response, not to mention land-use analysis, mission planning, and frequent insights through reliable monitoring.

Key Benefits

- Best choice for maximising the success of your collection campaign
- Financial compensation, if (ever) we do not make it on time
- Flexible sensors, superior availability for ultra-fast delivery
- Streamlined offer, to lighten the ordering process for all satellites and sales channels
- 24/7 access

*Always subject to normal/appropriate operating conditions.

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1 Offer Description

1.1 Overview

	ONE DAY	ONE NOW	ONE PLAN	ONE SERIES
Pick the Right Product for Your Needs	<p>Choose your acquisition day</p> <p>Imagery acquisition for a specific day is now risk-free. 24 hours before your acquisition date, you receive a weather forecast to let you confirm, postpone or cancel your request at no cost.</p>	<p>Access useful information in an instant</p> <p>When immediate imagery is required, our satellites can be tasked to deliver valuable insights in the shortest possible timeframe. Don't panic if it's cloudy – we keep collecting images of your area until we are successful.</p>	<p>Obtain qualified coverage within an agreed timeframe</p> <p>You select your timeframes, dates and preferred sensor – we ensure you receive the right qualified coverage, perfectly matching your project milestones.</p>	<p>Get coverage on a regular basis</p> <p>Whether you are dealing with long-term changes or highly dynamic situations, OneSeries brings you the required intelligence at the frequency you choose. For highest frequencies, our cloud cover commitment ensures you pay only for the most useful results.</p>
Timeframe	1 day	The smallest period needed to secure three acquisitions – additional acquisitions are made until cloud cover rate reaches 10% or the customer decides to end the tasking	Customer selected	Customer selected, including frequency
Cloud Cover	≤100%	≤10%. All acquisitions are delivered. A validated acquisition ends the tasking	<ul style="list-style-type: none">• ≤10% or ≤ 5% with uplift• Possibility to select three small cloud-free AOIs (Pléiades 1x1 km, SPOT 3x3 km)• For OneSeries Critical, 10% or 100% in case of daily acquisition; in this case, images are invoiced when reaching at least 40% cloud free	
Min AOI	<ul style="list-style-type: none">• Pléiades: 100 km²• SPOT: 500 km²	<ul style="list-style-type: none">• Pléiades: 100 km²• SPOT: 500 km²	<ul style="list-style-type: none">• Pléiades: 100 km²• SPOT: 500 km²	<ul style="list-style-type: none">• Pléiades: 100–50 km² if five revisits or more• SPOT: 500–250 km² if five revisits or more
Max AOI	Pléiades: 20 km EW x 40 km NS SPOT: 60 km EW x 120 km NS Bigger areas are subject to feasibility study		Subject to feasibility study	
Acquisition Mode	Mono (Stereo and Tristereo subject to feasibility study)	Mono, Stereo or Tristereo	Mono (Stereo and Tristereo submitted to feasibility study)	
Incidence Angle*	0–52° (<30° on customer selection)	0–52° (<30° on customer selection)	<ul style="list-style-type: none">• OnePlan and OneSeries Routine:0–30° or customer selected• OneSeries Critical: 0–52° or <30° on customer selection	
B/H	Customer selected for all options or per default: Stereo 0.4–0.7 /Tristereo 0.2–0.35 between each pair			
Service Level	Premium		Regular	Regular/Premium
Acquisition Failure Terms	25% voucher on the value of the missed acquisition	If one acquisition is missing from the three firsts, the other two acquisitions will be delivered at no charge	10% voucher on the full order value	<ul style="list-style-type: none">• OneSeries Routine: 10% voucher of the value of the missed acquisition• OneSeries Critical: 25% voucher of the value of the missed acquisition

* The official way to display angles in Airbus DS offering is based on the incidence angle. This is applicable to all documents and ordering forms/tools. For customers requesting viewing angle conversion, a little tool which enables dynamic conversion has been set up on our website.

1.2 Vouchers

In case of non-successful acquisition as defined in each offer, the customer is entitled to receive a voucher in consideration of such a failure.

A voucher is valid for three months from the end of the acquisition period. It can be redeemed against any Airbus Defence and Space product through GeoStore only. The customer must redeem the voucher, i.e. it is not automatically deducted from the customer's next order. Once the voucher has been used, it expires. The voucher can only be spent in full; it cannot be split across several orders. If the voucher is used for an order where the amount is less than the voucher value, the unused balance of the voucher is lost. The voucher is considered as a means of payment; it should be made visible on the invoice and applied to the overall amount of the order, once potential discounts and reductions have been applied. Each voucher is linked to a customer account and the voucher notification is sent via email to the customer who placed the failed order. The overall view of vouchers attached to one customer account is not available externally. For more information on vouchers, please contact your usual point of contact: Airbus DS Customer Care.

1.3 Feasibility Study

The feasibility study is a diagnosis performed by tasking experts in order to organise the acquisition plan and estimate the confidence in covering the area of interest within the defined acquisition period and parameters.

To assess feasibility analysis, we ask the customer: **where, by when** and **for which application**. With this information, the Tasking Team issues a tasking proposal that includes advice and recommendations.

- OneDay feasibility study mainly focuses on **the accessibility of the entire area on the requested day, with an indication of the incidence angle**. Through GeoStore, an option is given to filter access for acquisitions with an incidence angle of 30° or less, providing the customer with the opportunity to select a different date if the access on the given day for the reduced angle is not available.
- OneNow feasibility study mainly focuses on **the first three days when the area can be entirely collected after the desired start date, with an indication of the incidence angle**. For OneNow orders placed through GeoStore, it is possible to filter access for acquisitions with an incidence angle of 30° or less – thus displaying the three new acquisition days able to entirely cover the AOI with the reduced angle. No choice is given on the acquisition days.

- OnePlan and OneSeries feasibility studies mainly focus on **the desired timeframe compared to the location, the size, the angle and cloud constraints**. Depending on all requested programming parameters, the Tasking Manager issues a diagnosis (achievable, challenging, and unachievable) to the customer and proposes alternatives if the request results are “unachievable” or “challenging”.
 - If the request is judged unachievable, the Tasking Manager sends two proposals: one for it to become “challenging”, one for it to become “achievable” – each with the relevant quotations.
 - If the request is judged to be challenging, the Tasking Manager sends two feasibility studies, each with the relevant quotation: one with challenging parameters to match the customer's request, and another with different parameters that are “achievable”.

The customer will always have the choice between both tasking proposals.

When an order is submitted via GeoStore and the automatic diagnosis is achievable, the tasking is activated automatically and the new collection is delivered (also automatically) after acquisitions.

However, if there are specific tasking parameters, the Tasking Team confirms the feasibility and issues a Tasking proposal. If a request is considered unachievable or challenging, the same process as above applies, i.e. two feasibility studies: one achievable and another with challenging parameters, so the customer can select their preferred option. The Tasking is activated once the customer confirms their order.

1.4 Multi-AOI

Multi-polygon orders are possible. However, each AOI creates an order: a shape file featuring four polygons will be treated as four separate orders. Each order has its own service level agreement (SLA) and acquisition failure terms (i.e. if one acquisition for one polygon has failed, it has no impact on the success or failure of the other three). The polygons are also independent for the access study and the feasibility study, as well as any tracking progress service.

1.5 Regular and Premium Services

Two service levels are offered in the event of a new acquisition order.

	Premium Service Included in OneDay, OneNow and OneSeries Critical	Regular Service For OnePlan and OneSeries Routine
Ordering	24/7, 365 days a year	From Monday–Friday from 7:00–16:00 (UTC) through Customer Care or 24/7 through GeoStore.
Response Time	1 hour from receipt of customer request (feasibility study included dependent upon simplicity of the request)	24 hours from receipt of customer request (within normal working hours)
Customer Modification/ Cancellation After Order Confirmation	Cancellation and modifications are possible, free of charge, up to 12 hours before image acquisition. However, a 100% cancellation fee applies within 12 hours of image acquisition.	Cancellation and modifications are possible before or after the acquisition start date, with a penalty of €1000. All qualified images are invoiced. Upon acceptance of the tasking proposal, cancellation or modification shall be sent to Customer Care at least 24 hours before the image acquisition. In such a case, a penalty of €1000 will apply.
Tracked Progress	Automatic notification at each step of the tasking order: <ul style="list-style-type: none"> • Planned (or missing) acquisitions + expected image download time • Systematic acquisition notification + estimated delivery time (+ 2 hours) • Delivery notification 	Automatic notification for: <ul style="list-style-type: none"> • Acquisition notification when matching the agreed cloud cover threshold + estimated delivery time² (+ 2 hours) • Delivery notification
Delivery Lead Time	Rush delivery: <ul style="list-style-type: none"> • 12 hours after the image is available in GeoStore catalogue, and 24/7/365 • Average performance: 74 minutes 	Standard delivery per default (rush delivery optional) <ul style="list-style-type: none"> • Turnaround is 24 hours after the image is available in the GeoStore catalogue during working hours, i.e. from Monday–Friday from 7:00–16:00 (UTC) • Average performance: 12 hours

1.6 Delivery Time

- Standard delivery turnaround is 24 hours during working days and working hours
- Rush delivery is 12 hours, 24/7/365, from image catalogue availability (for data archived in Toulouse or Kiruna)

The rush delivery option is included free of charge with OneDay, OneNow, and OneSeries Critical; it is optional for OnePlan and OneSeries Routine. It is available:

- For all geometric processing options: Primary, Projected*, and Standard Ortho processing levels
- For all radiometric processing options: Basic, Reflectance*, and Display
- In DIMAP or in NITF

- In GeoTIFF or in JPEG 2000
- Only with FTP delivery

Because of customers' emergency needs, and in order to deliver the image at the earliest possible time, no quality control is performed and Refined Attitude Data is not integrated.

*Available from February 2017

2 One Tasking Options

2.1 OneDay Option

OneDay Tasking allows you to task the satellites on a specific day. The satellite resource will be booked for your requested date and the satellite will then cover your area with the highest priority. The collected image will be delivered to you regardless of the cloud cover. However, the OneDay tasking option for a specific chosen day is now risk-free: 24 hours before your acquisition date, you will receive a weather forecast to let you confirm, postpone or cancel your request at no cost. This option is especially useful when you need an image for a specific event, for example, to provide intelligence to a security agency which is planning a military operation on a particular day.

Timeframe	One day	
Number of Acquisitions	1	
Start Date	Any day during the upcoming year.	
Minimum Order Size	Pléiades: 100 km ² SPOT 6/7: 500 km ²	
Max Bounding Box	Pléiades: 20 km East-West 40 km North-South	SPOT 6/7: 60 km East-West 120 km North-South
	Bigger areas are subject to a feasibility study	
Cloud Cover	Up to 100%	
Acquisition Notification	Acquisition notification will be sent to the customer regardless of the cloud cover, as soon as the image is acquired.	
Acquisition Mode	Mono, Stereo or Tristereoo	
Incidence Angle	From 0–52°	
B/H	From 0.2–0.8 By default: 0.4–0.7 for Stereo 0.2–0.35 between each Tristereoo pair	
Service Level	Premium	
Delivery Lead Time	Rush	

Weather Forecast Alert

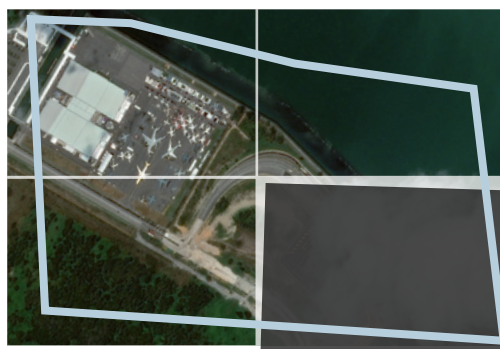
A weather forecast alert is sent 24 hours before the acquisition.

Acquisition Failure Terms

The success/failure criterion of a OneDay tasking is whether the acquisition happens on the planned day.

- If the acquisition does not occur on the selected day, a 25% voucher of the acquisition value will be offered to the customer. This acquisition failure term does not apply if due to unforeseeable circumstances (please refer to article 11 “Force Majeure” in our terms and conditions).
- In the case of subscriptions, if one acquisition is missing, the tasking is considered as failed and a 25% voucher will be offered and calculated as follows:
 $25\% \times (\text{total subscription value}) / (\text{total number of acquisitions purchased in the subscription})$.
- For AOIs covered by multiple images, if one image is missing, the tasking is considered as failed. A voucher representing 25% of the missing acquisition value will be issued to the customer.

All successful images collected are delivered and invoiced as specified in the acknowledgement of tasking order receipt.



If several images are necessary to fully cover the area but one acquisition is missing (bottom right in the example above), the voucher will be calculated on the missing acquisition. All the images acquired that do cover the area will be invoiced.

2.2 OneNow Option

When immediate imagery is required, our satellites can be tasked to deliver valuable insights in the shortest possible timeframe.

Thanks to OneNow, we ensure up to three acquisitions resulting in three deliveries in the shortest possible timeframe. All acquisitions are delivered regardless of the cloud cover. The tasking ends as soon as a good image is acquired.

The main objective is to deliver the images as soon as they are collected in order to provide our customers with fresh and detailed information on what is happening on the ground.

In the event of poor weather conditions, we continue collecting imagery over your area until successful data is acquired.

Timeframe	The shortest period needed to secure three acquisitions; the timeframe may be extended if additional attempts are necessary.	
Number of Acquisitions	Up to three acquisitions. Additional acquisitions are proposed until cloud cover rate reaches 10% or the customer decides to end the tasking.	
Start Date	Any day during the upcoming year. Current day if possible or the day after.	
Minimum Order Size	Pléiades: 100 km ² SPOT 6/7: 500 km ²	
Max Bounding Box	Pléiades: 20 km East–West 40 km North–South	SPOT 6/7: 60 km East–West 120 km North–South
	Bigger areas subject to feasibility study	
Cloud Cover	≤ 10% – all acquisitions are delivered. A validated acquisition ends the tasking.	
Acquisition Notification	Acquisition notification will be sent to the customer as soon as the image is acquired, regardless of the cloud cover.	
Acquisition Mode	Mono, Stereo or Tristereo	
Incidence Angle	From 0–52°	
B/H	From 0.2–0.8 By default: 0.4–0.7 for Stereo 0.2–0.35 between each Tristereo pair	
Service Level	Premium	
Delivery Lead Time	Rush	

End of the OneNow Tasking

OneNow tasking service repeatedly acquires the area of interest until an image with less than 10% cloud cover is collected. After the initial period of the first three attempts, the customer can stop the tasking at any time online or by emailing Customer Care up to 12 hours before the next acquisition. In the event of additional attempts, all further acquisitions are invoiced.

Acquisition Failure Terms

The success or failure of tasking OneNow is based on the initial three planned attempts period (these are not necessarily consecutive days but three attempts).

A voucher will not be issued if an acquisition is missing, but the available imagery will be delivered free of charge in the following cases:

- If one acquisition is missing from the three firsts and the other two acquisitions do not meet the validation criteria specified in the tasking proposal accepted by the customer, then these two images are delivered at no charge.
- For AOIs covered by multiple images: if one image is missing, then the acquisition is considered as failed. The other images collected are delivered at no charge.

If an AOI is more than one mesh, in the limit of the maximum bounding box then the commercial commitment is to collect three times the complete AOI. These three days are communicated at the beginning to the customer. This implies excluding some days where the AOI can only be partially covered. Nevertheless, these partial coverage days will still be attempted in order to make the coverage progress in between. They do not count in the failure rating and are considered as an add-on.

With our commitment to delivering useful results, larger areas are subject to a feasibility study before the acquisition of imagery. In this instance, there is no requirement to collect imagery of the complete area three times. The main objective is to collect the area as soon as possible.

2.3 OnePlan Option

Whether for a map update, infrastructure planning or any other specific project, OnePlan will provide you with the imagery you need. You select timeframes, dates and preferred sensor – we ensure you receive the right qualified coverage, perfectly matching your project milestones.

Timeframe	From 7–365 days
Start Date	Any day during the upcoming year
Cloud Cover	≤10% ≤ 5% Possibility to select three small cloud-free AOIs (Pléiades: 1x1 km, SPOT: 3x3 km)
Minimum Order Size	Pléiades: 100 km ² SPOT: 500 km ²
Max Bounding Box	Subject to feasibility study
Acquisition Notification	By default, 25% Or customer selected: 5–100%
Acquisition Mode	Mono, Stereo or Tristereoo
Incidence Angle	0–20° 0–30° Custom [5–52°]
B/H	From 0.2–0.8 By default: 0.4–0.7 for Stereo 0.2–0.35 between each Tristereoo pair
Feasibility	Diagnosis on the probability of collecting the AOI in full complying with the specifications: Achievable, Challenging, Unachievable.
Service Level	Regular
Delivery Lead Time	<ul style="list-style-type: none">• Standard• Rush

Acquisition Failure Terms

If the AOI is not collected in full and on specification within the acquisition window, a 10% voucher of the full order value is granted. In addition, the customer is given the choice to:

- Extend the acquisition period, or
- Close the request and receive delivery of everything that has been collected on spec (if applicable). In this particular case, all acquisitions shall be invoiced as per delivery.

The success/failure criterion of an acquisition is technically based on the tasking performance of the initial tasking timeframe agreed with the customer.

If the customer agrees on extending the observation period, and if the tasking request is not completed at the end of this new observation period, no voucher will be issued.

2.4 OneSeries Option

Whether you are dealing with long-term changes or highly dynamic situations, OneSeries brings you the required intelligence at the frequency you choose. For highest frequencies, our cloud cover commitment ensures you pay only for the most useful results.

There are two OneSeries monitoring options – multi-period or regular.

Multi-period Monitoring	Several acquisition periods over the same AOI can be defined. When one acquisition in one period is validated, the tasking request is stopped until the next period starts, e.g. three observation periods during which the customer needs one image acquired within the tasking validation criteria; for instance, from 1–10/09, from 1–10/10, and from 1–10/11. The customer will have to provide Airbus DS with the following details.
Number of Observations	2–50 upon customer selection.
Observation Periods	Open start and end dates – upon customer selection.
Regular Monitoring	If regularly monitored, the AOI will be covered several times at regular intervals. A dead period between two acquisitions needs to be specified. For example, if a total of five acquisitions are required every three weeks with a dead period of seven days between two acquisitions, the customer will have to provide Airbus DS with the necessary details as outlined below.
Number of Observations	Indicates the number of desired observations: 2–50 upon customer selection.
Start and End Dates	Dates on which the monitoring project starts and ends – on customer selection.
Dead Period	Minimum number of days between two validated images: upon customer selection.
Criticality	Discriminates the request according to: <ul style="list-style-type: none"> • Multi-period: one period is 'critical' if period end to period start ≤ 7 days; alternatively, it is considered as 'routine' • Regular: the series is considered 'critical' if (end date to start date)/number of observations ≤ 7 days; alternatively, it is considered 'routine'

OneSeries offers two options – Routine or Critical – dependent on customer requirements.

2.4.1 OneSeries Routine

Cloud Cover	$\leq 10\%$ $\leq 5\%$ Possibility to select three small cloud-free AOIs (Pléiades: 1x1 km, SPOT: 3x3 km)
Acquisition Notification	By default, 25%
Acquisition Mode	Mono, Stereo or Tristereo
Incidence Angle	0–20° 0–30° by default Custom [5–52°]
B/H	From 0.2–0.8 By default, 0.4–0.7 for Stereo 0.2–0.35 between each Tristereo pair
Feasibility	Diagnosis on the probability to collect the AOI in full compliance with the specifications: Achievable, Challenging, Unachievable.
Service Level	Regular or Premium
Delivery Lead Time	<ul style="list-style-type: none"> • Standard • Rush

Acquisition Failure Terms

If the AOI is not collected in full and on specification within the acquisition window, a 10% voucher is granted on the value of the missed acquisition.

The voucher shall be calculated as follows: the full amount of the order/number of requested acquisitions.

In addition, the customer shall choose between:

- Extending the acquisition period of the missed observation, or
- Closing the ongoing period and taking delivery of everything that has been collected on specification (if applicable). In this particular case, all acquisitions shall be invoiced as per delivery.

The success/failure criterion of an acquisition is technically based on the tasking performance of the initial tasking period agreed with the customer.

If the customer agrees to extend the tasking period of the ongoing observation and their request is not completed by the end of this second period, no new voucher is issued.

2.4.2 OneSeries Critical

Cloud Cover	≤ 10% or 100% in case of daily acquisitions.
Acquisition Notification	You are notified of all images acquired.
Acquisition Mode	Mono, Stereo or Tristere
Incidence Angle	From 0–52°
B/H	From 0.2–0.8 By default: 0.4–0.7 for Stereo 0.2–0.35 between each Tristere pair
Feasibility	Diagnosis on the probability to collect the AOI in full compliance with the specifications: Achievable, Challenging, Unachievable.
Service Level	Premium
Delivery Lead Time	Rush

In case of cloud cover validation, the success/failure criterion of an acquisition is technically based on the tasking performance of the initial tasking period or acquisition frequency agreed with the customer.

If the customer agrees on extending the tasking period of the on-going observation and their request is not completed by the end of this second period, no new voucher is issued.

For daily acquisitions, the success/failure criteria of an acquisition is technically based on the tasking performance (i.e. if the acquisition happened on the planned day).

Invoicing

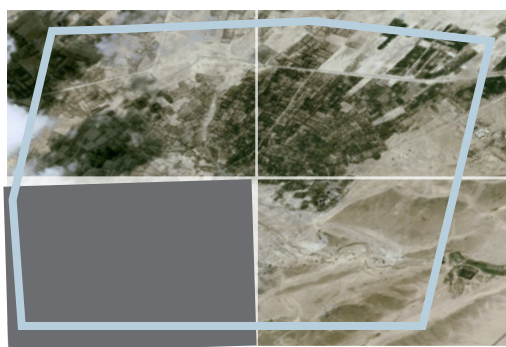
In case of daily acquisitions: no cloud cover commitment – images of 60% cloud cover or more are delivered at no charge.

Acquisition Failure Terms

If one acquisition is missing on the expected day or during the observation period, a 25% voucher shall be granted on the value of the missed acquisition (= full order value/number of requested observations).

For AOIs covered by multiple images, if one scene is missing, the acquisition is considered as failed and a voucher of 25% shall be granted on the value of the missed acquisition.

Other successful images collected are delivered and invoiced as specified in the acknowledgment of order receipt.



If several images are necessary to fully cover the area but one acquisition is missing (bottom left in the example above), the voucher will be calculated on the missing acquisition. All the images acquired that do cover the area will be invoiced.

