

RADARSAT-2 – PROGRAMMING SERVICES

Ordering your RADARSAT-2 data has never been faster! Our new programming services allow you place a routine order up to 3 days before acquisition, or a late order up to 12 hours before acquisition. Select your programming service based on how quickly you need your data and on how flexible your dates of acquisition are.

Routine Programming	
Non Time Critical (NTC)	<p>This service is suitable for applications that are not time-sensitive. Data is acquired on a best-effort basis. Your order is finalized at least 3 days prior to *Satellite Tasking.</p> <p>In the event of a programming conflict priority will be given to orders placed with Time Critical (TC), Guaranteed Time Critical (GTC) or Emergency programming services.</p>
Time Critical (TC)	<p>This service is suitable for time-sensitive applications such as marine or crop monitoring, and allows you to reserve a particular timeframe. Your order is finalized at least 3 days prior to *Satellite Tasking.</p> <p>In the event of a programming conflict, priority will be given to orders placed with GTC and Emergency programming services.</p>
Guaranteed Time Critical (GTC)	<p>This service is suitable for very time-sensitive applications and allows you to reserve your acquisition dates. Your order is finalized at least 3 days prior to *Satellite Tasking.</p> <p>GTC orders take precedence over TC and NTC orders. Only orders placed with the Emergency programming service can take precedence over orders placed with the GTC service.</p>
<p><i>Note: All NTC, TC and GTC orders that have been confirmed by the end of the Routine Programming period (72 hours before *Satellite Tasking) are guaranteed and will not be replaced by other orders except for emergencies or issues related to satellite operations.</i></p>	
Late Programming	
	<p>Orders can be placed between 72 and 12 hours prior to *Satellite Tasking using our Late programming services. Data is acquired on a best effort basis.</p> <p>Orders are accepted only if there is no conflict with a previously placed order and if satellite resources are available. Orders placed using Late programming are on a first-come, first-served basis.</p>
Emergency Programming	
	<p>Qualifying emergency orders are collected on the first available satellite pass and take precedence over all other orders. Emergency programming orders can be accepted 4 to 12 hours prior to *Satellite Tasking.</p> <p>MDA's Mission Planning Office must approve emergency orders.</p>

* **Satellite Tasking** refers to start of the Command Execution Period (CEP) when the satellite begins to execute or initiate the imaging commands that have been uplinked to the satellite. There are four 6-hour CEPs per 24 hours to support emergency acquisition planning. For normal operation two CEPs are combined into a single uplink to the satellite and satellite tasking starts at 15:00 and 03:00 UTC (equivalent to 10:00 and 22:00 EST in North America).

RADARSAT-2 – PROCESSING & DELIVERY SERVICES

Processing Services	
Regular	Data is processed and delivered electronically in less than 5 days of reception at the Canadian Data Processing Facility.
Rush	Data is processed and delivered electronically in less than 24 hours of reception at the Canadian Data Processing Facility.
Near-Real Time (NRT)	Data is processed and delivered electronically within 4 hours of reception at the Canadian Data Processing Facility.

Delivery Services	
Electronic Delivery	<p>The standard delivery mechanism for your products is via electronic delivery. This can either be Push or Pull delivery. We will provide you with instructions on how to retrieve and download your product at the time of ordering.</p> <p><u>Push delivery:</u> This is the default service where your product will be pushed to your server. When you place your order, your client service representative will ask you for information such as your IP Address, User Name and Password. We require that you send us a confirmation email once you have received your product.</p> <p><u>Pull delivery:</u> Your product will remain available on the MDA ftp server for 7 days. When you place your order, your client service representative will provide you with all the necessary information.</p> <p>After 7 days on the MDA server, all products will be automatically deleted. A reprocessing charge will be applied for products that have not been pulled within this time frame.</p>
Courier Delivery	Delivery of your product on a CD ROM or DVD is available. Courier delivery is typically 1 to 5 business days for most major cities.

RADARSAT-2 – ORDERING SERVICES

Service	Level / Time Period	
Acquisition Confidentiality	Level 0	No details of an order are visible to other Order Desks. In the event of an ordering conflict, the system does not provide details of your acquisition. The system reports only that an acquisition is not possible.
	Level 1	This is the default level. The start and end times of your acquisition are displayed. Beam mode and image duration are visible to other Order Desks. No commercial information is provided.
Catalogue Delay	1 month	Acquisitions are kept out of the central catalogue for 1 month.
	3 months	Acquisitions are kept out of the central catalogue for 3 months.
	6 months	Acquisitions are kept out of the central catalogue for 6 months.
	12 months	Acquisitions are kept out of the central catalogue for 12 months.