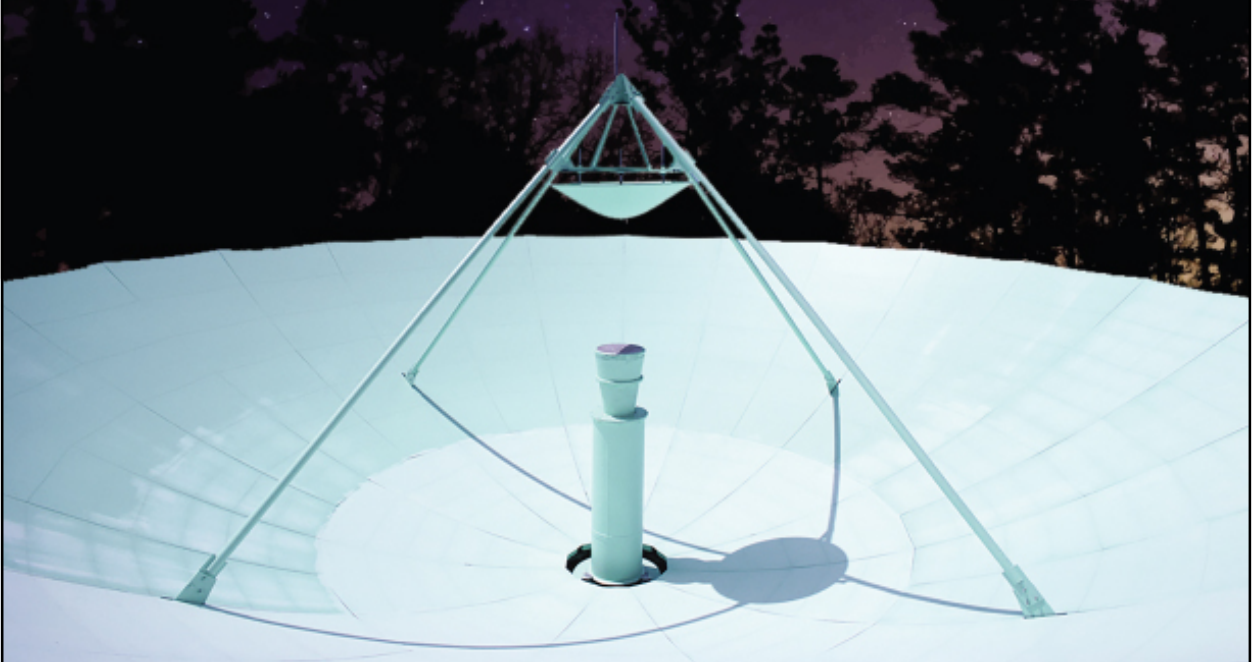


# Satellite Operator Benchmarks 2016



**Sixth Annual Global Study**

Teleport operators worldwide report on their satisfaction with the commercial and operational practices of the world's major satellite operators.

March 31, 2016

Free to members;  
US\$1,650 for non-members.



**World Teleport Association**  
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## Key Findings

- The sample size for the study included 101 completed interviews at 58 companies around the world, of which 36% were in the Americas, 39% were in EMEA, 17% were in the Asia-Pacific and 9% were with multi-regional companies operating multiple teleports. They reported annual spending of US\$1.86 billion on nearly 80 GHz of capacity from 20 global and regional satellite operators.
- In 2016, we were forced to omit Spacecom due to a low rate of response but were able to return Arabsat to the analysis. In addition to the companies listed below, the 2016 survey gathered responses – too few to report – on Hispasat, Measat, Gazprom, Yahsat, RSCC, JSAT, ABS, Telenor, Rascom, IPSTAR, Insat, Nilesat and Star One.
- For commercial practices, Telesat topped the commercial rankings but the other operators grouped so closely behind as to be statistically indistinguishable. The average rankings, however, masked significant divergences, positive and negative, in commercial practices.
- Teleport operators perceive the commercial performance of satellite operators improving. Most changes were nominal between 2015 and 2016 – but 91% of the material changes were positive.
- The operational performance of satellite operators continues to strengthen, according to their teleport customers. Operators received a “strong” rating on 85% of all operational factors, up from 67% in 2015 and 50% in 2013.
- Direct competition between teleport and satellite operators is declining and becoming somewhat more fair, as perceived by teleport executives. There remain individual exceptions to the overall trend.
- The quality of commercial and legal representatives at satellite operators is declining in the eyes of teleport executives. Teleport operators identified frequent and increasing changes of personnel as the problem.