

REDiSat Network™

Frequently Asked Questions

What is REDiSat Network™?

REDiSat is a two-way dedicated satellite emergency communications solution providing the contiguous United States with an ever-ready network available through pre-deployed on-site access points. The service includes satellite space segment, teleport resources, hub services, Internet access and customer premises equipment (CPE) packages.

How does the REDiSat Network compare to terrestrial networks?

REDiSat is a satellite-based network that can complement and diversify terrestrial-based services. REDiSat has fewer assets on the ground and therefore is less susceptible to outages and interference. This satellite-based network is flexible and dependable, and can be quickly activated when needed.

When should I use REDiSat Network?

Once REDiSat Network is installed at your location, it is ready to be put into use in the event of an emergency. REDiSat is designed to be used when other conventional systems, like terrestrial services are impaired or unavailable. This is not a commercial traffic network and, due to its usage-based billing, (with variable hourly usage rates), it should only be used when primary services are not operational.

What is the coverage area of the REDiSat Network?

REDiSat uses AMERICOM satellites operating in the Ku-band with coverage services over the 48 contiguous United States. The standard package includes a 1.2-meter antenna with a 2W Block Up Converter (BUC), but 1.8-meter antennas and 4W BUCs are also an option.

What speeds can I get on the REDiSat Network?

REDiSat Network provides your choice of two classes of service: 1 Mbps downstream with 256 Kbps upstream (1M/256K) or 1 Mbps downstream with 128 Kbps upstream (1M/128k). The class of service is selected by the user when starting each login session.

How can I acquire the customer premises equipment (CPE) needed for the REDiSat Network?

Equipment packages can be acquired through any of AMERICOM's authorized distributors that will be selling our REDiSat Network, or ordered directly from AMERICOM if service is contracted with us.

How does the REDiSat Network CPE get installed?

CPE gets professionally installed by any of AMERICOM's distributors or directly by AMERICOM if service is contracted with us.

What do you mean by "quick disconnect" in relation to the REDiSat Network antenna?

This special antenna enables you to reduce the potential impact of wind and flying debris that can result in misalignment of the reflector. The feed and dish can be easily removed and reattached using just a screwdriver.

Why do I need a login and password to access the REDiSat Network?

Since the network is billed according to usage time, you are required to initiate the service by signing in via a login and password. It is important to note that you also are required to logout to disconnect the service session from the network and end the billable time.

Can I become a distributor or reseller of the REDiSat Network?

Yes, if you are interested in selling this product please contact SES AMERICOM at 609-987-4200 to request further information.

What can I do if I have a technical difficulty with my service?

For all technical related problems, please contact the SES AMERICOM Network Management Center (NMC) toll free at 866-244-5012.