

Development Service Level Agreement

Kubos offers Development Service Level Agreements (SLA) to satellite developers to provide support during the development of the mission. Customers get the benefits of an experienced development team without the hassle of expense or maintenance of such a team. [G1] Kubos experts provide guaranteed response time to questions and inquires, dedicated hours monthly for Kubos engineers to work with your team as well as the flexible to grow as the mission does. Knowing that the team that built and architected the software will be there for you to help solve complex issues, providing training and understanding of your mission, and avoiding development roadblocks. Development SLAs are monthly subscriptions allowing the satellite operator to balance the needs for support with the needs of the mission.



Development Hours

Kubos dedicates a base number of hours monthly for missions during development for debugging, programming, design, and helping push through roadblocks. Kubos can fill any role that the mission and the client need including:

- Mission design
- Code review
- Software architecture
- Debugging
- Training
- Custom code development



Flexibility

Mission development is an ever-changing process. Timelines change, engineers change money changes and objectives change, which is why we designed our Development SLA to be able to change with you. Development SLAs come standard with a 30-day cancellation policy, flexible hours after the base hours are met, as well as support for all software on the satellite.



Response Time

During the satellite's development phase, Kubos' engineers will be available for questions or assistance via email, the web, or phone with a guaranteed response to any issue. With an acknowledgment of request, we will begin working on the problem. We will work closely with the customer to resolve any and all issues. Response times come in 4, 2, and 1 business hours segments to meet the mission needs.



Kubos Hopper

Hopper is a development and testing environment allowing satellite development teams access to a range of development and satellite hardware to build mission software before buying hardware. This allows teams to make informed hardware decisions using real metrics based on your code. Once flight hardware has been chosen, Hopper also helps avoid hardware access bottlenecks for teams.

Contact Kubos today to learn how a Development SLA can best service your mission.

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