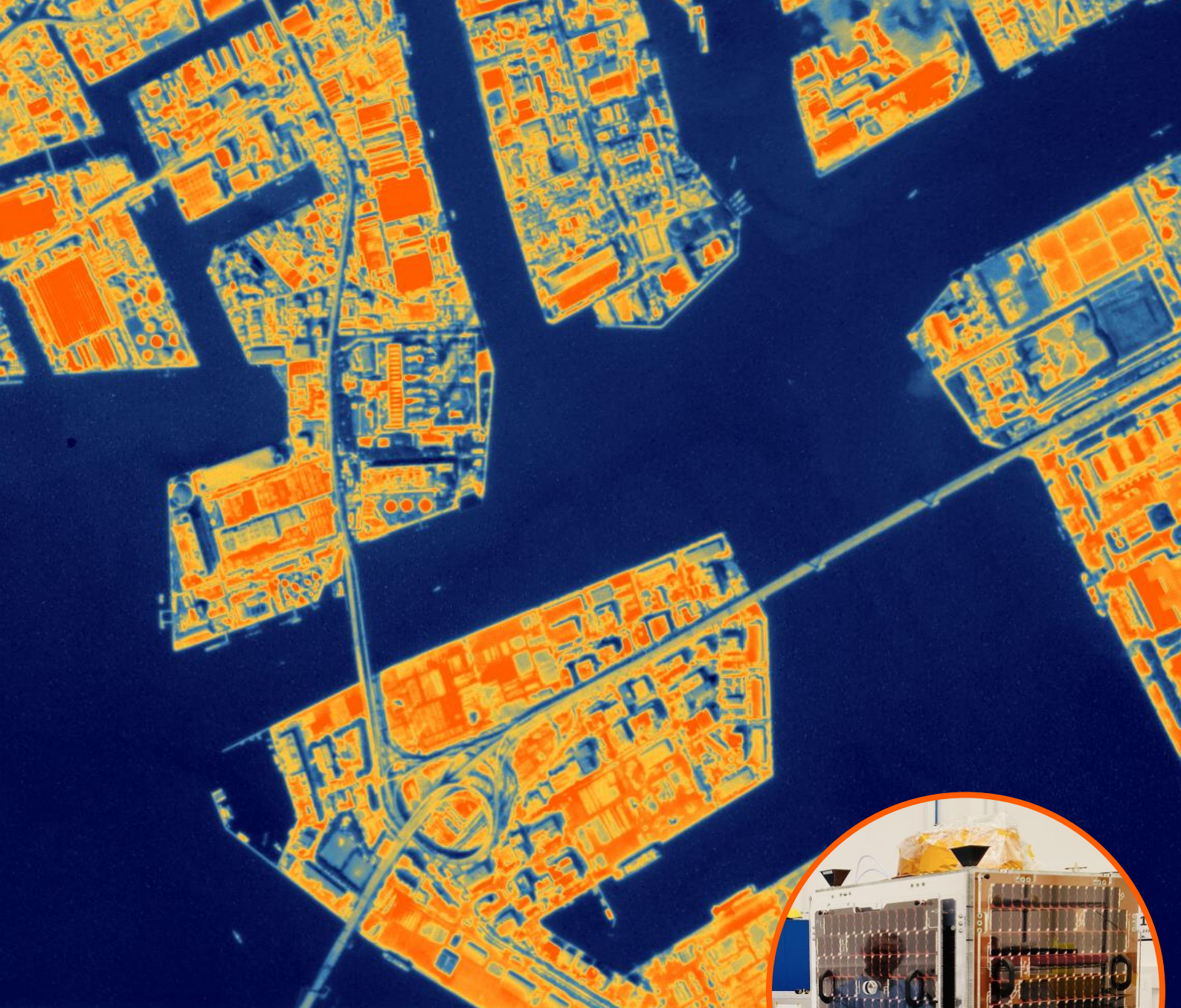




SatVu

Tasking Terms of Service

V 1.0 – May 2026

These Terms define preliminary operational performance of the SatVu Tasking Product and are subject to the applicable customer agreement. In the event of any conflict, the customer agreement shall prevail.

This document defines preliminary specifications with intentionally relaxed constraints. The objective is to define target performance levels, validate key assumptions, and collect empirical data, with requirements and thresholds to be iteratively refined based on observed performance in operations.

Key Image Characteristics

All metrics in this section are valid for 0–30° off-nadir.

This document is intended to provide guidance on the imagery quality that will be delivered by SatVu. Full specification is available at <https://www.satellitevu.com/specifications>

Positional Accuracy:

- $\leq 15\text{m}$ CE90 for the Surface Brightness Temperature (SBT) product.
- $\leq 200\text{m}$ CE90 for Primary and SBT Maritime & Low-Texture product.

It is intended to publish thermal accuracy benchmarking results in a quarterly report, documenting HotSat performance over the preceding reporting period.

Data Ordering

Tasking Orders may be submitted via the designated SatVu Platform interfaces (API, Python SDK and graphical user interface).

Order Parameters

- Target: Point of Interest (POI) only; delivery includes a fixed 3 sq km area around the point for all successful SBT products.
- Time of Interest (TOI): Standard orders require a minimum 7-day imaging window.
- Order Cutoff: Orders must be placed ≥ 24 hours prior to TOI.

The Assured product has limited capability during the preliminary phase of operations.

Delivery

- Capture-to-Delivery: ≤ 72 hours, measured monthly at 95% performance.

SatVu uses commercially reasonable efforts to capture all requested imagery in accordance with the selected Product Specifications and your specific contractual documentation; however, environmental and operational conditions outside SatVu's

control may affect the ability to acquire an image, and no minimum capture rate is guaranteed.

Catalog Withhold

Users may request Catalog Withhold on a per-order basis, as defined in their Purchase Agreement or Reseller Agreement, in which case, data from all capture attempts for the order in question will not be delivered to the SatVu catalog for a selected period of time.

SatVu retains the right to access and use the withheld data for operational, safety, humanitarian, or compliance purposes, and the data will be released to the catalog once the withhold period ends.

Cancellation and Modification

Modification refers strictly to tasking order parameters (POI, TOI, imaging settings) and not order identity or delivery details (order name may be changed at any time; licence information and Catalog Withhold selections may only be modified until fulfilment).

Assured Orders

- ≥ 24 hours before acquisition: Free cancellation.
- < 24 hours before acquisition: Not supported.

Standard Orders

Cancellation and modification are supported until the order is scheduled for acquisition. Once an order enters the collection plan, no further changes are possible - customers can monitor order status via the SatVu Platform. In practice, lock-in typically occurs within 48 hours of acquisition, though exact timing may vary.