

## 10. Users Support

### 10.1 User guide page

User manuals, FAQ (Frequently asked questions) and other useful materials and links to webpages are available at <https://www.itu.int/itu-r/go/space-submission> page. Users of the system are navigated to that page via the link available on Help->User Guide (Fig.42). The uploaded materials describe and correspond to the provided functionality of e-Submission of Satellite Network Filings Release 1.



Fig. 42 User Guide page.

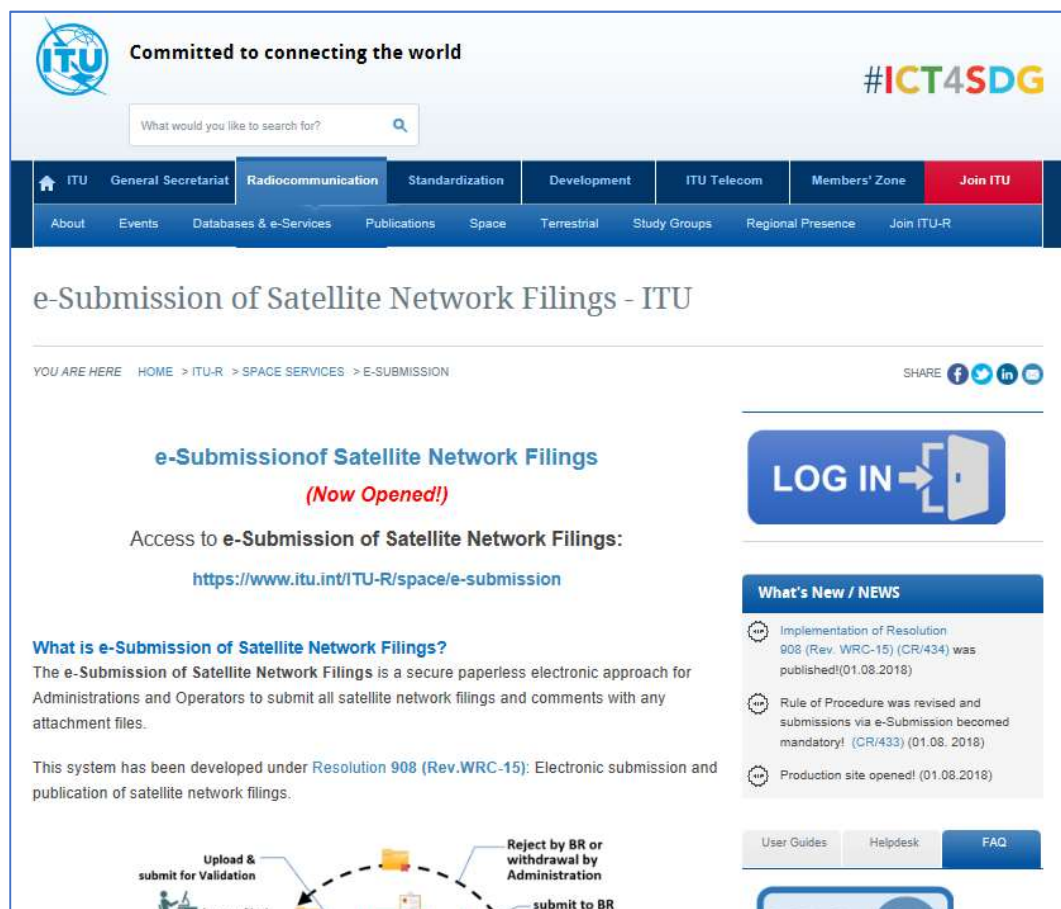


Fig. 43 e-Submission portal and help information page.

## 10.2 Helpdesk and Hotline

The helpdesk and the hotline for the system are provided for users.

Please contact the helpdesk ([spacehelp@itu.int](mailto:spacehelp@itu.int)) or the hotline (telephone +41 22 730 6777, between **9 am** and **5 pm CET**, Geneva time) if there are of questions or difficulties using the system. The Bureau also welcomes any suggestions for improvements of the system.

When sending e-mail, please include the name the organization, the email address and detailed information about the faced difficulties.

Please refer to FAQ and User Manuals before sending questions to the helpdesk.



If a defect is encountered in [e-Submission of Satellite Network Filings](#), please send an e-mail to the support team at ITU with the information listed below. Make sure to include a very brief summary of the problem in the e-mail Subject line. Whenever possible, attach screen shots illustrating the case.

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Your name:

Your e-mail:

Your phone:

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### Defect description

Summary:

Steps to reproduce

- 1.
- 2.
- 3.

Expected results:

Actual results:

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**Browser in use:** (Microsoft Edge, Internet Explorer, Google Chrome, Mozilla Firefox, etc.)

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