

ESTTA Tracking number: **ESTTA725406**

Filing date: **02/06/2016**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE TRADEMARK TRIAL AND APPEAL BOARD

Notice of Opposition

Notice is hereby given that the following party opposes registration of the indicated application.

Opposer Information

Name	Harris Corporation
Granted to Date of previous extension	02/06/2016
Address	1025 West NASA Boulevard Melbourne, FL 32919 UNITED STATES

Attorney information	Donald S. Showalter Esq. GrayRobinson, PA 401 East Las Olas Boulevard Suite 1000 Fort Lauderdale, FL 33301 UNITED STATES donald.showalter@gray-robinson.com, lillian.pillitteri@gray-robinson.com, ipdocket@gray-robinson.com Phone:954 761-7473
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Applicant Information

Application No	86657974	Publication date	12/08/2015
Opposition Filing Date	02/06/2016	Opposition Period Ends	02/06/2016
Applicant	Phelan, Randal 201 Main Street Unit 1297 Edmonds, WA 98020 UNITED STATES		

Goods/Services Affected by Opposition

Class 042. First Use: 2015/04/28 First Use In Commerce: 2015/04/28 All goods and services in the class are opposed, namely: Consulting in the field of structural engineering
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Grounds for Opposition

Deceptiveness	Trademark Act section 2(a)
False suggestion of a connection	Trademark Act section 2(a)
Priority and likelihood of confusion	Trademark Act section 2(d)
Other	False designation of source, origin, sponsorship or approval; Trademark Act Section 43(a)

Mark Cited by Opposer as Basis for Opposition

U.S. Registration	4078404	Application Date	12/27/2010
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No.			
Registration Date	01/03/2012	Foreign Priority Date	NONE
Word Mark	FIELDACCESS BY CAPROCK		
Design Mark			
Description of Mark	NONE		
Goods/Services	Class 038. First use: First Use: 2010/10/01 First Use In Commerce: 2010/10/01 providing satellite-based communicationservices to potential and actual land-based mineral sites		

Related Proceedings	Opposition No.91226203 filed on even date herewith.
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Attachments	76705795#TMSN.png(bytes) Short and Plain Statement of Grounds 974.pdf(3272772 bytes)
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Certificate of Service

The undersigned hereby certifies that a copy of this paper has been served upon all parties, at their address record by First Class Mail on this date.

Signature	/Donald S. Showalter/ Atty. for Opposer
Name	Donald S. Showalter Esq.
Date	02/06/2016

Short and Plain Statement of Grounds for Opposition

1. Opposer Harris Corporation (“Opposer”) is a Delaware corporation having a place of business at 1025 West NASA Boulevard, Melbourne Florida, 32929 (“Harris”).
2. In 2010 Opposer acquired Caprock Communications, Inc., a Texas corporation (“Caprock”), a well-known and highly regarded global satellite communications provider for the energy, government, maritime, engineering and construction and mining industries as well as for disaster recovery services. Caprock was known for its technical expertise to provide the latest field-proven satellite technologies to deliver highly-reliable managed communications services, including broadband Internet, voice over IP, secure networking and real-time video, even to the world's harshest and most remote locations utilizing technical expertise and a global infrastructure that at the time of the acquisition already included four teleports and eleven regional support centers across North America, Central and South America, Europe, West Africa and Asia Pacific.
3. Among the assets which Opposer acquired from Caprock, and which Opposer currently owns, are certain trademarks, service marks, trade names and their associated goodwill, including but not limited to, the common law trade name “CAPROCK” (the “Trade Name”), the mark “FIELDACCESS BY CAPROCK (the “Asserted Mark”), U.S. Registration No. 4078404 (the “Asserted Registration”) for the Asserted Mark.
4. Under the Asserted Registration, the Asserted Mark “FIELDACCESS BY CAPROCK (and Design)” is registered on the Principal Register for use in connection with “providing satellite-based communication services to potential and actual land-based mineral sites” in International Class 038”.
5. The Asserted Mark has not been abandoned and the Asserted Registration is valid, enforceable and subsisting.
6. In addition to the rights held by Opposer under the Asserted Registration, Opposer owns and holds valid, enforceable and subsisting common law trademark rights in the Asserted Mark, together with all goodwill symbolized by the Asserted Mark.
7. Harris Caprock, Inc., a Texas corporation is a wholly owned subsidiary of Opposer and is a related company of Opposer within the meaning of that term under the Lanham Act and is a licensee of Opposer under the Asserted Mark, the Asserted Registration and the Trade Name pursuant to an exclusive license which has been and remains in effect (the “License”).
8. Under the License granted by Opposer, Harris Caprock Inc. has been granted the exclusive right and license to use, and does use, the Asserted Mark in connection with the advertising and sale of the services listed in the Asserted Registration and to use the Trade Name in connection with its business of offering those services and other goods and services of a related nature.

9. Attached as composite Exhibit A is evidence of the use referred to in paragraph 9 above. Exhibit A contains true and correct copies of images captured from pages of the website of Opposer's licensee, Harris Caprock Inc. The home page of that website can be found at harriscaprock.com.

10. Via U.S. Trademark Application Serial No. 86657974 (the "Opposed Application") an individual named Randal Phelan ("Applicant") seeks registration on the Principal Register of "CAPROCK ENGINEERING" (the "Opposed Mark") for use in connection with the following services in International Class 042: Consulting in the field of structural engineering (the "Applicant's Listed Services").

11. On information and belief, Applicant's Listed Services and the serviced listed in the Asserted Registration are, and/or are likely to be, directed to at least partially overlapping classes of customers.

12. Applicant's Listed Services and the serviced listed in the Asserted Registration are advertised and promoted through at least partially overlapping channels of trade.

13. Applicant's Listed Services are of a nature closely related to the services listed in the Asserted Registration.

14. On information and belief, the Asserted Mark was registered on the Principal Register, and was used in commerce in the U.S. by or on behalf of Opposer and/or its predecessors in interest, well prior to any use of the Opposed Mark by or on behalf of Applicant and/or by any licensee or predecessor in interest of Applicant.

15. Neither Opposer, nor Opposer's licensee Harris Caprock Inc., nor any other affiliated or related company of Opposer has expressly or impliedly consented to, or acquiesced to, registration or use of the Opposed Mark by Applicant.

16. Owing in major part to its leading and dominant formative "CAPROCK", which is identical with the Trade Name as well as with the highly distinctive formative "CAPROCK" which appears in the Asserted Mark, the Opposed Mark conveys the false, misleading and deceptive impression that Applicant's Listed Services originate with Opposer and/ or Opposer's licensee Harris Caprock, Inc. and/or that Applicant's Listed Services are somehow licensed, sponsored or approved by Opposer and/ or Opposer's licensee Harris Caprock, Inc., when such is not the case.

17. Owing in major part to its leading and dominant formative "CAPROCK", which is identical to the Trade Name as well as to the highly distinctive literal element "CAPROCK" which appears in the Asserted Mark, the Opposed Mark conveys the false, misleading and deceptive impression that the Applicant is somehow affiliated with or is otherwise connected with Opposer and/ or Opposer's licensee Harris Caprock, Inc. when in fact, no such affiliation or connection exists.

18. Registration of the Opposed Mark as sought in the Opposed Application would result in a likelihood of confusion with the Asserted Mark as registered under the Asserted Registration.

19. The Opposed Mark is a mark which consists of or so resembles a mark registered in the Patent and Trademark Office, namely, the Asserted Mark, as to be likely, when used on or in connection with the Listed Services of the Applicant, to cause confusion, or to cause mistake, or to deceive as to the source, origin, sponsorship and/or approval of the Applicants Listed Services and the services listed in the Asserted Registration.

20. In view of the foregoing Opposer believes it will be damaged by registration of the Opposed Mark as sought pursuant to the Opposed Application.

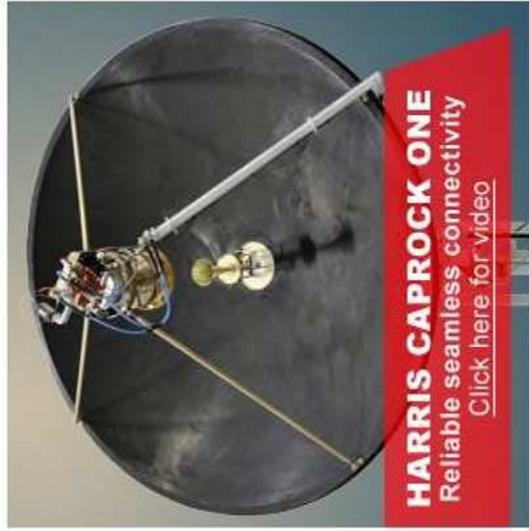
WHEREFORE, Opposer requests that this Opposition be SUSTAINED.

Exhibit A

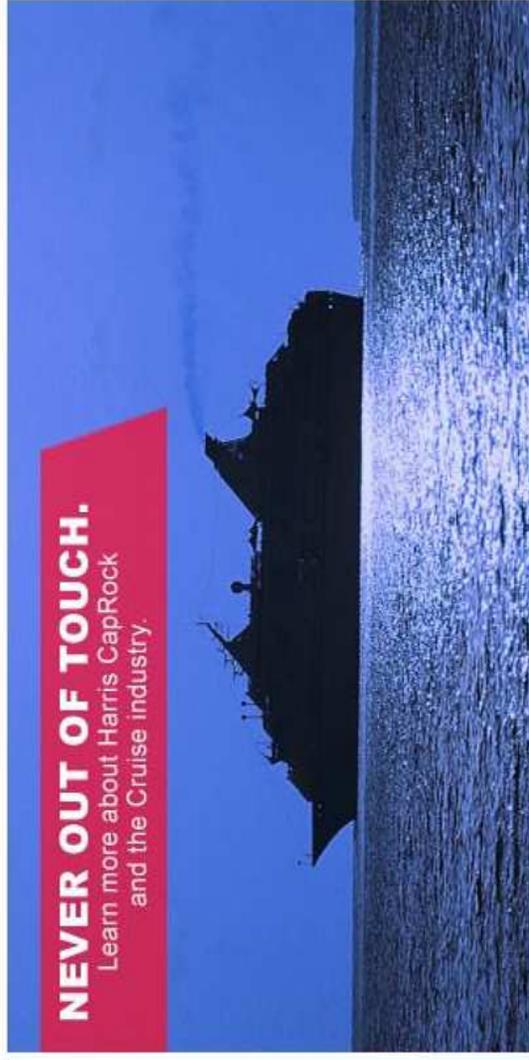
3962880 v1

Exhibit A

3957176 v3



HARRIS CAPROCK ONE
Reliable seamless connectivity
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NEVER OUT OF TOUCH.
Learn more about Harris CapRock and the Cruise industry.

**Staying connected
becomes fully
automated,
by customer
design**

**GLOBAL VSAT FORUM
SELECTS TRACEY HASLAM
FOR TWO-YEAR TERM ON
BOARD OF DIRECTORS**

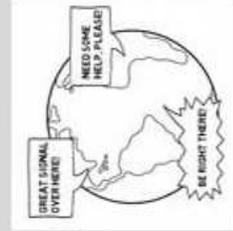


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THE LINK

See our [blog](#),
VSAT 2015
plus Harris CapRock
GVF Accreditation
for Second Year.



FEATURED VIDEO

Better line of
Communications
for the Oil and
Gas Industry



CUSTOMER SIGN IN

Sign in for access to
AssuredCare and DATS.

COMMUNICATIONS SOLUTIONS FOR GOVERNMENT

Defense | Federal and Civilian | Intelligence | US Government Communications

Global governments trust Harris CapRock for critical communications solutions.

As the world's largest provider of fully managed communications to remote and harsh environments, Harris CapRock understands that lives often depend on the reliability of its solutions. Whether the focus is defense, intelligence, border security operations, emergency response or humanitarian aid, government and military customers depend on secure, high-performance, critical communications for mission success.

The mission profiles of Harris CapRock customers range from highly specialized Intelligence, Surveillance and Reconnaissance (ISR) to providing fully converged voice, video and data communications for large groups of personnel located on forward operating bases. Some customers need a robust communications solution for only a single location, while others need to support thousands of geographically dispersed end-users.

Fully Managed Communications from Mission Headquarters to the Foxhole™

Today, Harris CapRock provides primary and stand-by communications for more than 20 large-scale, managed private satellite networks, and more than 30 government agencies trust Harris CapRock for their critical communications solutions. Global coverage means Harris CapRock can meet any airborne, maritime or ground-based requirement anywhere in the world using fiber and a range of satellite bands including UHF, X-band, Ku-band and Ka-band.

RELATED SOLUTIONS

Managed services for commercial and government-only frequencies

Command Access™
by Harris CapRock

Contract Vehicles
Find the right procurement option for your needs.

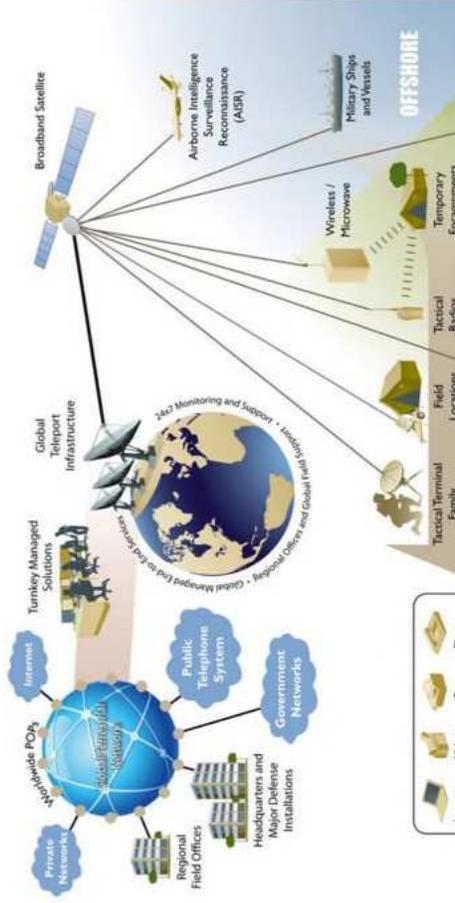
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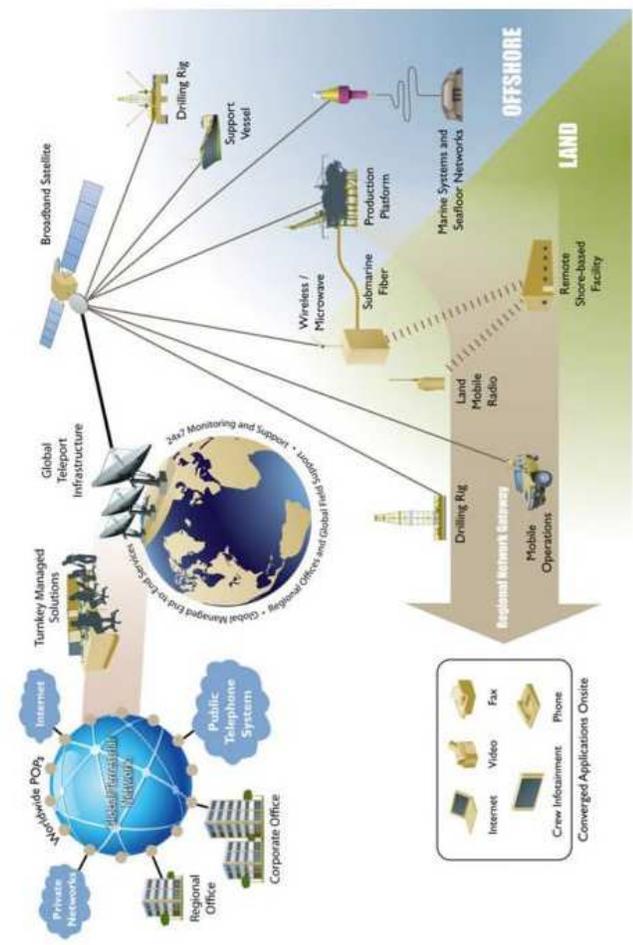
UNMATCHED EXPERTISE IN THE ENERGY SECTOR

Offshore Drilling and Deepwater Production | Shallow Water | Land Drilling | Maritime Service and Supply

Nine out of the ten largest offshore drilling contractors rely on Harris CapRock

Drilling contractors, operators and service companies demand communications and IT services that meet their specific operational requirements. Contractors need comprehensive, reliable solutions that scale to support their growing number of sites – drilling rigs, remote offices and shore bases – often located in multiple regions at any given time. At the same time, their offshore assets need to be equipped with the latest technology and capabilities so that they can meet the demands of their clients.

Comprehensive expertise provides 'best fit' end-to-end solutions



Harris CapRock leverages its expertise across terrestrial, satellite and other wireless technologies to deliver best-fit solutions for

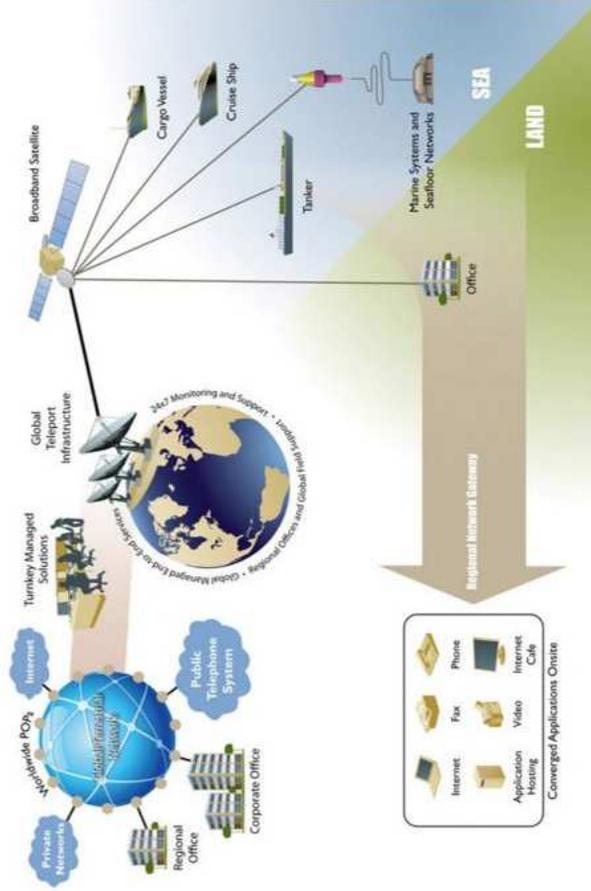
DEMONSTRATED LEADERSHIP IN THE MARITIME INDUSTRY

Cruise | Commercial Shipping | Marine Systems and Seafloor Networks | Maritime Service and Supply

Harris CapRock provides a communication lifeline to more than 700 customers operating in remote environments.

Clients operating at sea face unique challenges. They require the same connectivity and IT services found onshore but for remote sites often located thousands of miles offshore. At-sea clients need a comprehensive communications and IT partner that provides reliable end-to-end solutions so that they can focus on other business priorities.

Comprehensive expertise provides 'best fit' end-to-end solutions



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THE SOURCE

Harris CapRock leverages its expertise across terrestrial, satellite and other wireless technologies to deliver best-fit solutions for maritime clients. Solutions not only focus on voice, data and networking for clients' remote sites but also value-added services such as WAN acceleration, network security assessments, Internet service hosting platforms and complete network design and

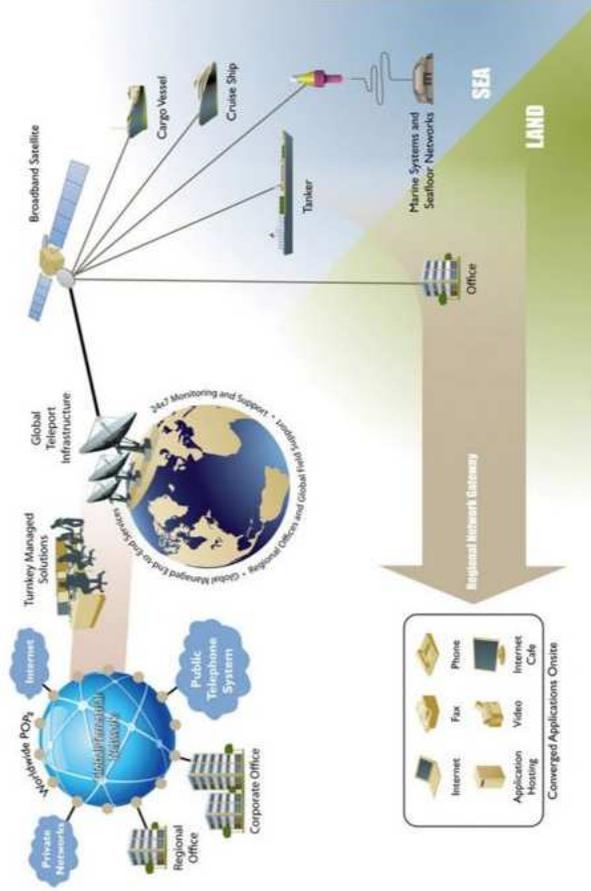
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PROFESSIONAL & TECHNICAL SERVICES

Energy and Maritime | Government

Managing a reliable communications system to support global business operations in some of the world's most remote environments requires a talented team of highly skilled communications professionals. For many companies in the energy, government, and maritime industries, communications is not their core business and creating a team to manage connectivity can be both time-consuming and costly.

Augmenting existing staff with IT experts or technical services from Harris CapRock saves not only time and money but can also help customers offset needs during fluctuating market conditions. Harris CapRock's professional and technical services are extensions of its fully managed communication solutions, providing one point of contact for accountability and escalations.

Harris CapRock can provide short or long-term support at customer sites or at one of Harris CapRock's global points of presence. Personnel are available on a dedicated, project- or part-time basis under customer direction and support a variety of projects including end-to-end network management, operation and maintenance of existing systems, license facilitation and other client-specific requirements. Whether it's a certified field technician, project manager or IT expert, clients depend on Harris CapRock for their staffing demands.

Let Harris CapRock provide you with the talent you need
Click here to contact a member of the Professional & Technical Services team

Markets

- Government
- Energy
- Maritime

Solutions

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- Specialized Equipment
- Professional Services
- Systems Integration
- Terrestrial
- Product Brochures

Support

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- Customer Support Centers
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HSSE

- Quality, Health, Safety & Environment
- Harris Business Excellence
- Ethics

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The Source

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News Room

- FEB 3 Harris CapRock Named Top Independent Teleport Operator for Fifth Consecutive Year
- DEC 15 GVF Press Release: Global Satellite Communications Industry Elects Board Executives to Advance Key Industry Initiatives
- OCT 6 Harris CapRock Communications Provides On-Demand Bandwidth to Nearly 100 Oil and Gas Sites



MANAGED SATELLITE COMMUNICATION SERVICES

[CommandAccess](#) | [FieldAccess](#) | [FieldAccess Offshore](#) | [SeaAccess Commercial](#)

Military personnel executing combat operations, remote personnel drilling hundreds of miles offshore and captains pioneering in uncharted waters all require reliable communications that simply cannot fail. Harris CapRock's customers operate in some of the world's most remote and harsh environments where highly dependable communications are more than a luxury – they are a lifeline.

Remote personnel require turnkey communication services that provide them with the critical connectivity and tools required to successfully perform their mission and business objectives. By leveraging Harris CapRock's end-to-end satellite solutions, customers can focus on their operations rather than worry about the availability and reliability of their communications.

Harris CapRock provides VSAT services for the government, energy and maritime markets that deliver converged voice, video and data to virtually anywhere in the world. Services are available in either standard packages that are easy to procure that include equipment, service and support or as custom-designed solutions that range from private networks to specialized equipment terminals. With more than 1,200 employees focused on remote communications, Harris CapRock has the bandwidth to support customers' complete communication requirements.

Today, Harris CapRock supports and monitors more than 4,000 VSATs around the world and is the largest procurer of space segment outside of the U.S. government. Regardless of how remote clients' operations may be, Harris CapRock has the resources, infrastructure and expertise to provide reliable communications that can be counted on day in and day out.



The industry's most intelligent communications service monitors for and adopts the best-fit satellite, wireless or terrestrial network



Subscription service designed for use in remote areas of operation, offering military-grade features not found in other commercially available subscription offerings.



Communications platforms for at-sea operations that enable corporate networking, crew morale solutions and robust connectivity services.



Reliable communications to land-based and offshore energy to support real-time applications and the collaboration of critical data



RELIABILITY NEVER REACHED SO FAR™

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X

Markets

Solutions

Case Studies

Our Network

Support

HSSE

Why Harris CapRock?

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Blog

TURNKEY SYSTEMS AND INTEGRATION SERVICES

Program, IT, project and contract managers are oftentimes faced with bringing together diverse technologies from many vendors. And managing the implementation and ongoing maintenance of these technologies can demand resources from an already-stretched team of personnel. Businesses not only need solutions executed on time and on budget the first time; they also need a partner experienced with long-term projects.

By leveraging a single-source telecom provider for comprehensive systems integration needs, businesses don't have to worry about the headaches of managing multiple vendors. They also save time and money working with one partner from start to finish and experience the benefits of having one point of contact for accountability and escalations.

Harris CapRock provides turnkey engineering and design, procurement, installation and maintenance for complete communications needs – everything from entertainment systems and security and monitoring services to navigation equipment, video streaming and more. And with more than 30 years of experience and professional technicians and engineers positioned worldwide, Harris CapRock is ready for any project.



RELATED INFORMATION

[Systems Integration Overview Presentation \(.pptx\)](#)

[Press Release: Mafumeira Sul Project Systems Integration Deal](#)

CASE STUDIES

[Turnkey Systems Integration Services](#)

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[Crew Calling](#)

[Specialized Equipment](#)

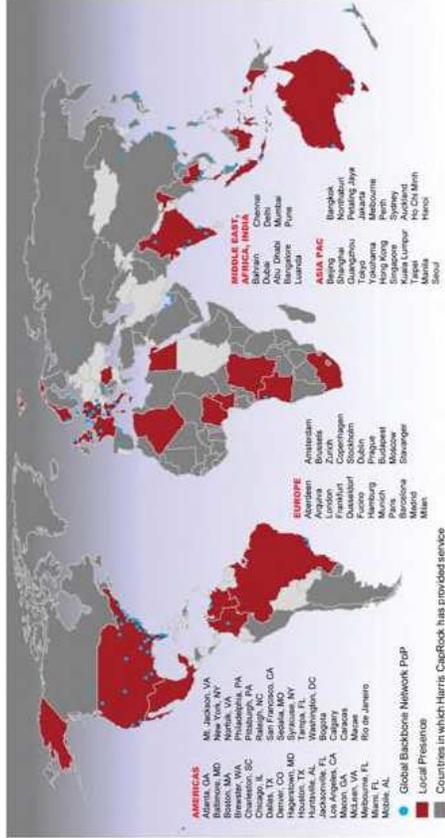
Have an upcoming project?

[Click here to contact a member of the Systems Integration team.](#)

CUSTOM-BUILT TERRESTRIAL NETWORK SOLUTIONS

From major defense installations to energy companies operating rig fleets across the world's oceans, Harris CapRock customers depend on reliable networks for seamless access to voice, video and data. They require a communications partner with access points around the globe so they can send and receive communications securely between their remote sites and the hubs where they conduct business, whether they are regional offices located in remote areas or corporate headquarters in major metropolises.

Harris CapRock owns and manages extensive global terrestrial infrastructure that includes more than 80 Points of Presence.



NETWORK FEATURES

- Tiered class of service
- Competitive Service Level Agreements (SLAs)
- Diverse and redundant connectivity
- Highly secure
- One point of contact for escalations
- 24/7 support

CASE STUDY

[DATS Terrestrial Contract](#)

RELATED INFORMATION

- [Terrestrial solutions for government markets \(-pdf\)](#)
- [DATS Portal Log-in](#)
- [Harris Corporation Expands Terrestrial Networks Capabilities](#)
- [Global Points of Presence](#)

Harris CapRock operates a global MPLS (Multi Protocol Label Switching) network that provides customers with secure, reliable network data transport from nearly any location in the world. The terrestrial component of the network enables end-to-end connectivity for VSAT services by leveraging an extensive terrestrial infrastructure that includes more than 80 Points of Presence (PoPs). Combined with its strategic global carrier partnerships, Harris CapRock is able to extend the terrestrial footprint even further. Seamlessly integrated through its teleports on six continents, Harris CapRock delivers a complete end-to-end satellite and terrestrial solution to provide comprehensive communication services.

Harris CapRock's terrestrial team specializes in designing custom networks that bring together communications to increase user productivity and integrate global, remote and local operations. Engineered solutions provide multiple customer connectivity options such as customer-provided access, point-to-multipoint, point-to-point, Internet VPN over Ethernet or IP. While some service providers attempt to fit customer requirements into their pre-existing network offerings, Harris CapRock's custom-built terrestrial solutions are developed exclusively based on user needs. Harris CapRock invests millions annually in its MPLS network to meet customers' unique requirements.

<p>Markets</p> <ul style="list-style-type: none"> • Government • Energy • Maritime 	<p>Solutions</p> <ul style="list-style-type: none"> • Managed Services • Specialized Equipment • Professional Services • Systems Integration • Terrestrial • Product Brochures 	<p>Support</p> <ul style="list-style-type: none"> • Customer Service • Contact Us • Customer Support Centers • Portals 	<p>HSSE</p> <ul style="list-style-type: none"> • Quality, Health, Safety & Environment • Harris Business Excellence • Ethics 	<p>Company</p> <ul style="list-style-type: none"> • Press Room • Trade Shows & Conferences • Newsletter • Video Library • Careers • Locations 	<p>The Source</p> <p>Sign up for our newsletter to keep up to date on the latest communications technology.</p>	<p>News Room</p> <p>FEB 3 Harris CapRock Named Top Independent Teleport Operator for Fifth Consecutive Year</p> <p>DEC 15 GVF Press Release: Global Satellite Communications Industry Elects [Name] as President</p>
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SETTING THE INDUSTRY STANDARD in network monitoring & management

How AssuredCare Works | AssuredCare Mobile App

Harris CapRock's customers operate in remote, harsh locations where highly dependable communication is more than just a luxury – it's a lifeline. We know that, to maintain the highest network performance, you need more than a call center. That's why we developed AssuredCare, our comprehensive customer service and network management program. AssuredCare pulls together the tools, trained staff and capabilities to proactively monitor and manage complex networks. From headquarters and corporate offices to remote end-users, our customers have confidence that any communications issues will be resolved quickly and efficiently so they can stay focused on their core mission.

Harris CapRock owns and invests in its robust global infrastructure, giving the company visibility into the daily operations of the complete network and the ability to quickly respond to network issues and implement new technologies. Harris CapRock controls the service quality for the entire user experience from end to end.

The company's comprehensive training program ensures that customer support centers do not operate simply as call centers, but as engineering facilities staffed by skilled personnel. In almost all cases, engineers are able to fix issues from the customer support center by accessing networks and equipment remotely or using knowledge from hands-on training to guide customers through the problem. This comprehensive remote AssuredCare support saves customers the time and costs associated with sending technicians to their sites.

Harris CapRock has developed tools that provide customers with complete transparency into their networks. These online tools allow customers to see exactly what's happening with their service in near real-time. As part of the service, customers can receive automatic email notifications and daily reports about service availability, open incident tickets and other relevant network data.

Customers can receive network optimization services including network performance diagnostics, in-depth recommendations and implementation on performance optimizations. The company's certified field technicians and engineers are available to provide customers field services support. They take responsibility for all logistics from equipment delivery and installation to configuration and start up.

Why AssuredCare?



ASSURED CARE CUSTOMER SERVICE PROGRAM

RECENT NEWS

[Harris CapRock Announces AssuredCare™ Customer Service Program](#)

RELATED INFORMATION

- [Introducing AssuredCare \(.pdf\)](#)
- [AssuredCare Portal Overview \(.pdf\)](#)
- [Portal Login](#)
- [CSC support](#)

FEATURES

- Automated, proactive network monitoring
- Customer portal with access to multiple technologies
- Engineer Support on the first call
- Automated notifications
- Daily network reports



HARRIS CAPROCK ONE
Reliable seamless connectivity
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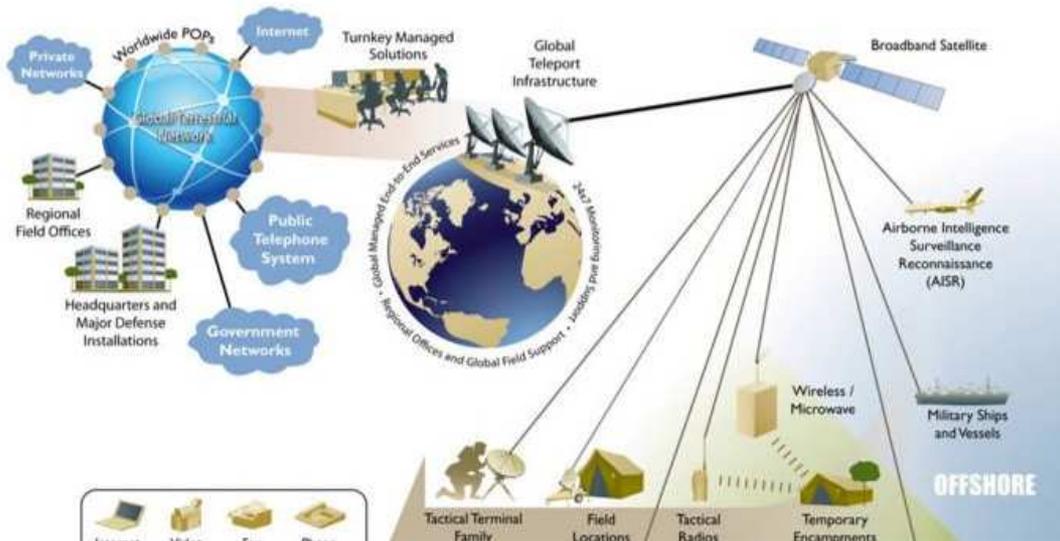
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RELATED SOLUTIONS

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Find the right procurement option for your needs.

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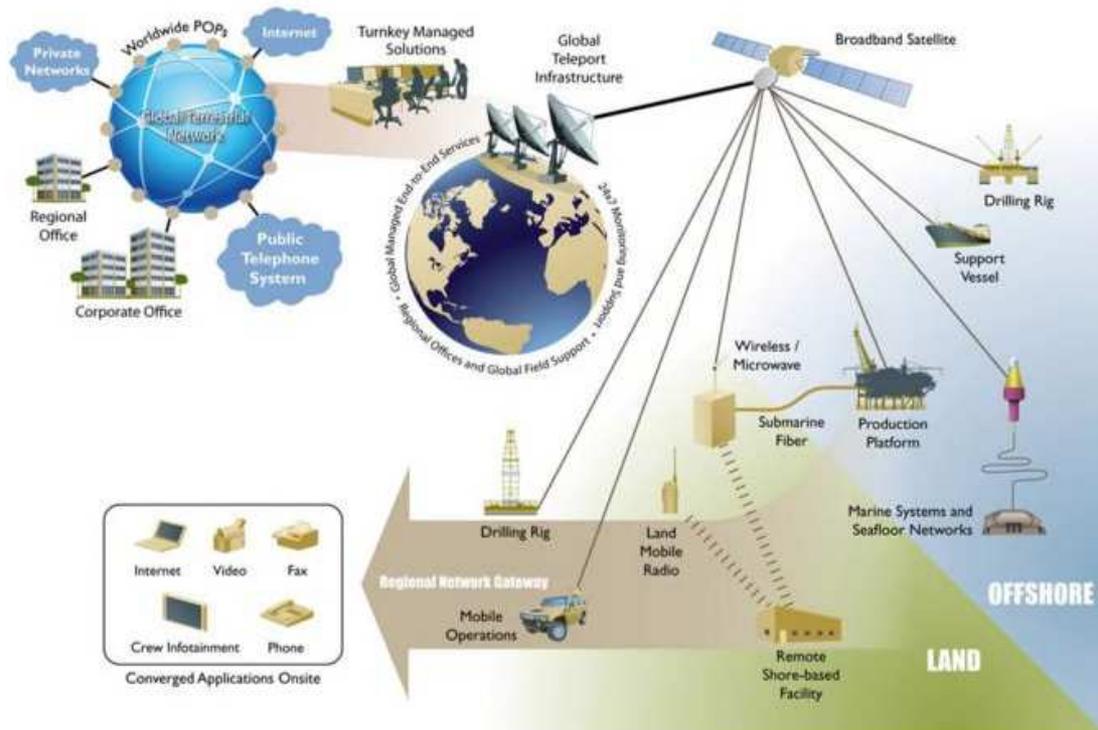
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Comprehensive expertise provides 'best fit' end-to-end solutions



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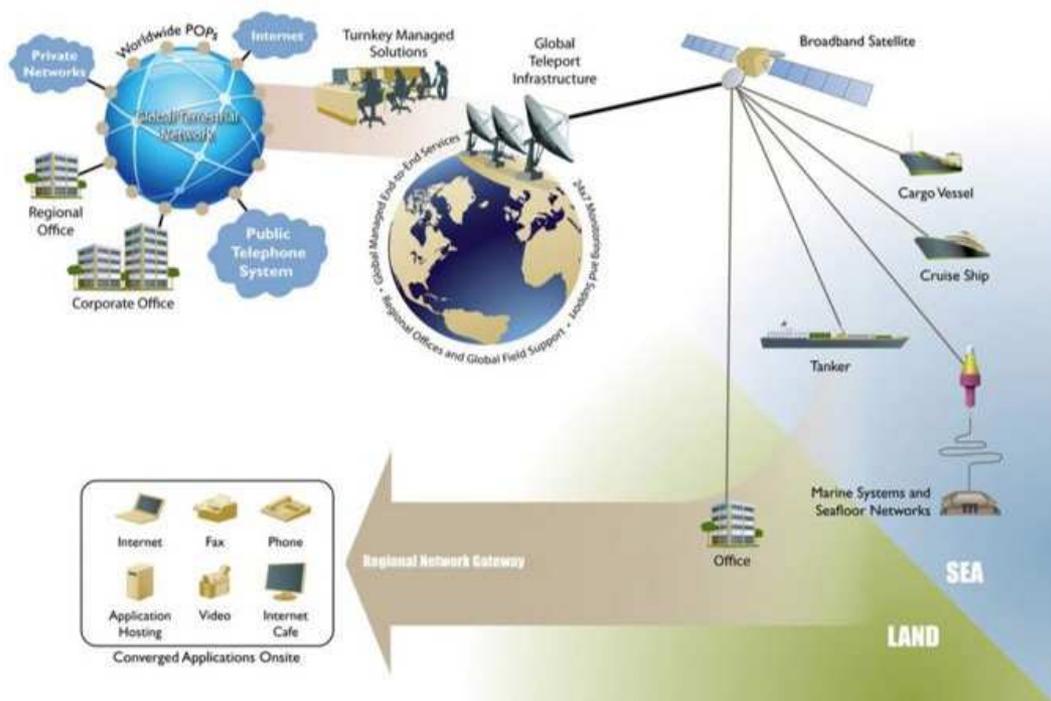
DEMONSTRATED LEADERSHIP IN THE MARITIME INDUSTRY

[Cruise](#) | [Commercial Shipping](#) | [Marine Systems and Seafloor Networks](#) | [Maritime Service and Supply](#)

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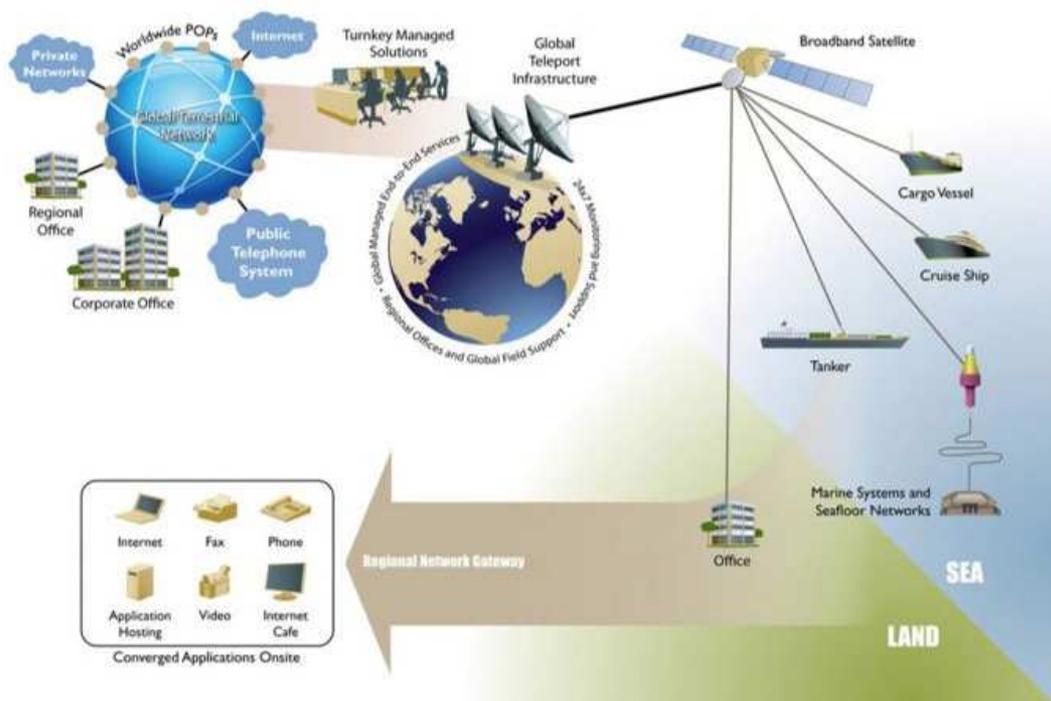
DEMONSTRATED LEADERSHIP IN THE MARITIME INDUSTRY

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Harris CapRock provides a communication lifeline to more than 700 customers operating in remote environments.

Clients operating at sea face unique challenges. They require the same connectivity and IT services found onshore but for remote sites often located thousands of miles offshore. At-sea clients need a comprehensive communications and IT partner that provides reliable end-to-end solutions so that they can focus on other business priorities.

Comprehensive expertise provides 'best fit' end-to-end solutions



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Harris CapRock leverages its expertise across terrestrial, satellite and other wireless technologies to deliver best-fit solutions for maritime clients. Solutions not only focus on voice, data and networking for clients' remote sites but also value-added services such as WAN acceleration, network security assessments, Internet service hosting platforms and complete network design and

PROFESSIONAL & TECHNICAL SERVICES

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Managing a reliable communications system to support global business operations in some of the world's most remote environments requires a talented team of highly skilled communications professionals. For many companies in the energy, government and maritime industries, communications is not their core business and creating a team to manage connectivity can be both time-consuming and costly.

Augmenting existing staff with IT experts or technical services from Harris CapRock saves not only time and money but can also help customers offset needs during fluctuating market conditions. Harris CapRock's professional and technical services are extensions of its fully managed communication solutions, providing one point of contact for accountability and escalations.

Harris CapRock can provide short or long-term support at customer sites or at one of Harris CapRock's global points of presence. Personnel are available on a dedicated, project- or part-time basis under customer direction and support a variety of projects including end-to-end network management, operation and maintenance of existing systems, license facilitation and other client-specific requirements. Whether it's a certified field technician, project manager or IT expert, clients depend on Harris CapRock for their staffing demands.

Let Harris CapRock provide you with the talent you need

[Click here to contact a member of the Professional & Technical Services team](#)

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MANAGED SATELLITE COMMUNICATION SERVICES

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Military personnel executing combat operations, remote personnel drilling hundreds of miles offshore and captains pioneering in uncharted waters all require reliable communications that simply cannot fail. Harris CapRock's customers operate in some of the world's most remote and harsh environments where highly dependable communications are more than a luxury – they are a lifeline.

Remote personnel require turnkey communication services that provide them with the critical connectivity and tools required to successfully perform their mission and business objectives. By leveraging Harris CapRock's end-to-end satellite solutions, customers can focus on their operations rather than worry about the availability and reliability of their communications.

Harris CapRock provides VSAT services for the government, energy and maritime markets that deliver converged voice, video and data to virtually anywhere in the world. Services are available in either standard packages that are easy to procure that include equipment, service and support or as custom-designed solutions that range from private networks to specialized equipment terminals. With more than 1,200 employees focused on remote communications, Harris CapRock has the bandwidth to support customers' complete communication requirements.

Today, Harris CapRock supports and monitors more than 4,000 VSATs around the world and is the largest procurer of space segment outside of the U.S. government. Regardless of how remote clients' operations may be, Harris CapRock has the resources, infrastructure and expertise to provide reliable communications that can be counted on day in and day out.



The industry's most intelligent communications service monitors for and adopts the best-fit satellite, wireless or terrestrial network



Subscription service designed for use in remote areas of operation, offering military-grade features not found in other commercially available subscription offerings.



Communications platforms for at-sea operations that enable corporate networking, crew morale solutions and robust connectivity services.



Reliable communications to land-based and offshore energy to support real-time applications and the collaboration of critical data

TURNKEY SYSTEMS AND INTEGRATION SERVICES

Program, IT, project and contract managers are oftentimes faced with bringing together diverse technologies from many vendors. And managing the implementation and ongoing maintenance of these technologies can demand resources from an already-stretched team of personnel. Businesses not only need solutions executed on time and on budget the first time; they also need a partner experienced with long-term projects.

By leveraging a single-source telecom provider for comprehensive systems integration needs, businesses don't have to worry about the headaches of managing multiple vendors. They also save time and money working with one partner from start to finish and experience the benefits of having one point of contact for accountability and escalations.

Harris CapRock provides turnkey engineering and design, procurement, installation and maintenance for complete communications needs – everything from entertainment systems and security and monitoring services to navigation equipment, video streaming and more. And with more than 30 years of experience and professional technicians and engineers positioned worldwide, Harris CapRock is ready for any project.

Systems Integration Solutions from Harris CapRock



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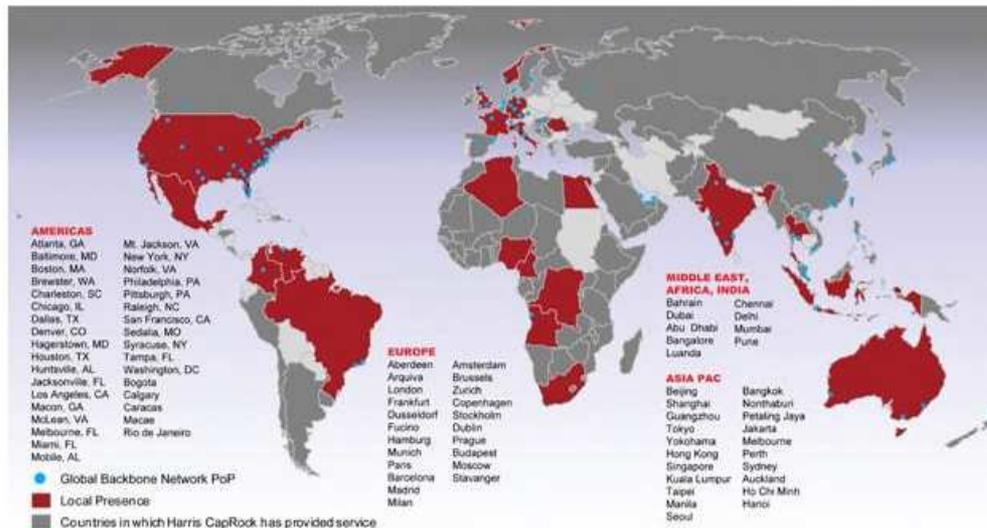
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CUSTOM-BUILT TERRESTRIAL NETWORK SOLUTIONS

From major defense installations to energy companies operating rig fleets across the world's oceans, Harris CapRock customers depend on reliable networks for seamless access to voice, video and data. They require a communications partner with access points around the globe so they can send and receive communications securely between their remote sites and the hubs where they conduct business, whether they are regional offices located in remote areas or corporate headquarters in major metropolises.

Harris CapRock owns and manages extensive global terrestrial infrastructure that includes more than 80 Points of Presence.



Harris CapRock operates a global MPLS (Multi Protocol Label Switching) network that provides customers with secure, reliable network data transport from nearly any location in the world. The terrestrial component of the network enables end-to-end connectivity for VSAT services by leveraging an extensive terrestrial infrastructure that includes more than 80 Points of Presence (PoPs). Combined with its strategic global carrier partnerships, Harris CapRock is able to extend the terrestrial footprint even further. Seamlessly integrated through its teleports on six continents, Harris CapRock delivers a complete end-to-end satellite and terrestrial solution to provide comprehensive communication services.

NETWORK FEATURES

- Tiered class of service
- Competitive Service Level Agreements (SLAs)
- Diverse and redundant connectivity
- Highly secure
- One point of contact for escalations
- 24/7 support

CASE STUDY

[DATS Terrestrial Contract](#)

RELATED INFORMATION

- [Terrestrial solutions for government markets \(.pdf\)](#)
- [DATS Portal Log-in](#)
- [Harris Corporation Expands Terrestrial Networks Capabilities](#)
- [Global Points of Presence](#)

Harris CapRock's terrestrial team specializes in designing custom networks that bring together communications to increase user productivity and integrate global, remote and local operations. Engineered solutions provide multiple customer connectivity options such as customer-provided access, point-to-multipoint, point-to-point, Internet VPN over Ethernet or IP. While some service providers attempt to fit customer requirements into their pre-existing network offerings, Harris CapRock's custom-built terrestrial solutions are developed exclusively based on user needs. Harris CapRock invests millions annually in its MPLS network to meet customers' unique requirements.

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SETTING THE INDUSTRY STANDARD in network monitoring & management

[How AssuredCare Works](#) | [AssuredCare Mobile App](#)

Harris CapRock's customers operate in remote, harsh locations where highly dependable communication is more than just a luxury – it's a lifeline. We know that, to maintain the highest network performance, you need more than a call center. That's why we developed AssuredCare, our comprehensive customer service and network management program. AssuredCare pulls together the tools, trained staff and capabilities to proactively monitor and manage complex networks. From headquarters and corporate offices to remote end-users, our customers have confidence that any communications issues will be resolved quickly and efficiently so they can stay focused on their core mission.

Harris CapRock owns and invests in its robust global infrastructure, giving the company visibility into the daily operations of the complete network and the ability to quickly respond to network issues and implement new technologies. Harris CapRock controls the service quality for the entire user experience from end to end.

The company's comprehensive training program ensures that customer support centers do not operate simply as call centers, but as engineering facilities staffed by skilled personnel. In almost all cases, engineers are able to fix issues from the customer support center by accessing networks and equipment remotely or using knowledge from hands-on training to guide customers through the problem. This comprehensive remote AssuredCare support saves customers the time and costs associated with sending technicians to their sites.

Harris CapRock has developed tools that provide customers with complete transparency into their networks. These online tools allow customers to see exactly what's happening with their service in near real-time. As part of the service, customers can receive automatic email notifications and daily reports about service availability, open incident tickets and other relevant network data.

Customers can receive network optimization services including network performance diagnostics, in-depth recommendations and implementation on performance optimizations. The company's certified field technicians and engineers are available to provide customers field services support. They take responsibility for all logistics from equipment delivery and installation to configuration and start up.

Why AssuredCare?



ASSURED CARE CUSTOMER SERVICE PROGRAM

RECENT NEWS

[Harris CapRock Announces AssuredCare™ Customer Service Program](#)

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- [Introducing AssuredCare \(.pdf\)](#)
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FEATURES

- Automated, proactive network monitoring
- Customer portal with access to multiple technologies
- Engineer Support on the first call
- Automated notifications
- Daily network reports