

Land Mobile Radio

managed services
team talk MTR

Service Catalogue

Team Talk TETRA

Table of Contents

1	Service Overview	3
1.1	Service Category.....	3
1.2	Service Type.....	3
1.3	Service Description	3
1.4	Service Utility.....	3
1.5	Service Configuration.....	3
1.6	Service Coverage	3
1.7	Associated Services.....	4
2	Uses and Applications	4
2.1	Onsite and localised connectivity	4
2.2	Fleets and infield teams across metropolitan areas.....	4
2.3	Multisite wide area networking requirements	4
2.4	Network interoperability.....	4
3	Service Levels and Support	4
3.1	Delivery	4
3.2	Service Hours.....	4
3.3	Availability	4
3.4	Maintenance	4
3.5	Management.....	5
4	Service Charges	5
4.1	Overview	5
4.2	Access	5
4.3	Backhaul.....	5
4.4	Core.....	5
4.5	SLA option	5
5	Ordering and Provisioning	6
5.1	Service Plausibility.....	6
5.2	Service Feasibility.....	6
5.3	Service Order and Acceptance	6
5.4	Service Plan and Delivery.....	6
5.5	Service Acceptance and Handover	6
6	Knowledge Base	6
6.1	Brochures.....	6
6.2	Case Studies	6
6.3	White Papers.....	6

1 Service Overview

1.1 Service Category

Land Mobile Radio

1.2 Service Type

Team Talk TETRA

1.3 Service Description

Team Talk TETRA is a highly flexible, functional and secure two way radio communications network for enterprise, service provider and government organisations that require business critical voice and data communications over highly configurable and secure digital networks.

1.4 Service Utility

Instant push to talk, two way radio connectivity for voice and data communications.

Allows people and vehicles in the field to talk to one another, within a group and to a central control / dispatch location.

Fully secure and highly interoperable communications with enhanced data capabilities.

Fixed cost, unlimited use subscriber units on a private or virtual private network.

Fully managed service with well defined and reported SLA.

1.5 Service Configuration

The service is provided using UHF ACMA licensed frequencies.

The service is provided in either a Dedicated or Shared configuration.

Dedicated configuration is based on a private network (i.e. no other users access the network). These networks can be conventional or trunked.

Shared configuration is based on a virtual private network (i.e. the network is shared by a number of different organisations but still provides private communications within a talk group). These networks are trunked only (i.e. there is no conventional mode).

Default configuration of talk groups is group calls (any to any) and or dispatch calls (one to many).

The service is provided in Local, Metro, Wide Area and Custom modes.

Local mode is where the network covers a specific area (e.g. an onsite petrochemical plant or local coverage area of Gosford). A Local Plus option is available for additional sites to that defined by Local.

Metro mode is where the network covers a specific area across a metropolitan or local area (e.g. a set number of sites to cover Sydney metro). A Metro Plus option is available for additional sites to that defined by Metro.

Wide Area mode is based on access to all sites in the network.

Custom mode is based on situations outside of the above descriptions (e.g. a number of subscriber units of the fleet have additional coverage areas to that of the remainder of the fleet).

1.6 Service Coverage

We design, commission and support (against well defined SLA as a fully managed service) Dedicated networks that provide customised coverage throughout Australia.

1.7 Associated Services

Etherwave Link

Etherwave CE VPN

Professional Subscriber Services

Subscriber Hardware

2 Uses and Applications

2.1 Onsite and localised connectivity

Two way radio networks play a critical role in the management of onsite locations like shopping centres, clubs, sporting venues, outdoor events and industrial plants. Team Talk TETRA can be configured to provide flexible and private talk groups to ensure that your people are always connected.

2.2 Fleets and infield teams across metropolitan areas

The instant nature of push to talk two way radio makes Land Mobile Radio the most proven communications tool for organisations with large metro based fleets or high contact mobile work forces. Police and emergency service providers, transport companies and councils are just some of the organisations that benefit from Team Talk TETRA.

2.3 Multisite wide area networking requirements

Government, utilities and large enterprises have state and nationwide two way radio network operations. Operating from a large portfolio of sites, we have designed, built and continue to manage / operate a number of large and mission critical Team Talk TETRA networks.

2.4 Network interoperability

Team Talk TETRA is built on a globally accepted and open standard. It was designed to cater for government and emergency services organisations that required a high degree of interoperability into other radio networks. The network is also able to be interconnected with the public switched telephone network (PSTN), 2G / 3G cellular networks and IP networks.

3 Service Levels and Support

3.1 Delivery

Shared network 10 business days; Dedicated network 30 business days (single site) and negotiated (multisite).

3.2 Service Hours

24 x 7 x 365 (Platinum); Business Hours (Gold and Silver)

3.3 Availability

Platinum 99.99%; Gold 99.95%; Silver 99.95% (Shared and Dedicated)

3.4 Maintenance

We provide well defined targets for our Response and Restore of service issues.

Response refers to our confirmation of the service issue back to you and providing an understanding of what will be achieved by when. Restore refers to the time that the service issues has been resolved (i.e. your service is working to the agreed performance level).

Our Respond target is standard for all SLA types. Our Restore target is based on the severity of the fault (Critical, Major and Minor Fault) location of the affected service (Metro / Local or Non Metro/

Non Local) and the SLA you have selected (Platinum, Gold and Silver SLA).

Scheduled maintenance is undertaken and communicated as a planned event and is based on the category of the maintenance (Major, Moderate and Minor).

3.5 Management

All incidents and communications handled through Service Desk – 1300 837 835.

Services with a Platinum SLA on a Shared network can be provided over dedicated bases with battery backup.

Users with Platinum and Gold SLA are proactively monitored and will be dealt with in person by members or the Service Desk in instances of network outages. Silver SLA users will be contacted by email or SMS for network outages and responses are reactive (i.e. the user must report the fault to the Service Desk).

Standard quarterly reporting is provided with Platinum and Gold SLA services.

4 Service Charges

4.1 Overview

Vertel's Shared network is offered to users on a per user 'subscriber' basis. Each subscriber is connected to and authorised to work on the network. The end user must purchase a subscriber unit (outright purchase or rent / lease from Vertel or accredited network dealer) to access the network. Service is charged at a monthly, flat rate fee.

Actual fee is based on coverage area required and number of units. Fees are paid monthly in advance.

In instances where a user requires a custom built, dedicated network, we will provide a proposal for a fully managed service and or a turnkey hardware network provision (with optional maintenance contract).

4.2 Access

The access charge is included in the monthly service fee for a Shared network.

The access charge is based on number of channels per site for a dedicated network. It includes site fees, ACMA frequencies, ongoing maintenance, power etc.

4.3 Backhaul

The backhaul / site linking charge is included in the monthly service fee for a Shared and Dedicated network.

We provide our own or secure third party services for this linking.

4.4 Core

The core network (node) charge is included in the monthly service fee for a Shared network.

The core network (node) charge is based on the establishment of a node for dedicated network. In some instances we will interconnect the dedicated network into an existing Vertel node.

4.5 SLA option

The Silver SLA is provided as the standard offering to Team Talk MPT.

The Gold and Platinum SLA are based on signed contracts and or additional monthly service fees.

The Platinum SLA is available to all users of dedicated networks but only for select users of a Shared network.

5 Ordering and Provisioning

5.1 Service Plausibility

Applications for our Shared network are deemed to be plausible. A proposal will be provided within 48 hours of a request.

5.2 Service Feasibility

On logging a qualified opportunity, a full feasibility will be completed for a Dedicated network. Target turnaround time for service feasibility is five (5) working days.

5.3 Service Order and Acceptance

A signed Service Order and Service Agreement are required to formalise service activation for both Shared and Dedicated networks. Once completed and accepted we will provide you with a subscriber activation / network delivery date.

5.4 Service Plan and Delivery

A Service Delivery Package is created and shared with your nominated contact point for Dedicated networks. This document will form the basis of the project plan and communication schedule for us to commission the service for you.

5.5 Service Acceptance and Handover

The service is deemed to be activated on the Shared network upon receipt of an email from the Service Desk.

The service is deemed to have been commissioned and handed over to you on a dedicated network on completion of the agreed testing and handover criteria for the service. Once accepted we will commence invoicing for the service.

6 Knowledge Base

6.1 Brochures

Land Mobile Radio

6.2 Case Studies

To be advised

6.3 White Papers

To be advised