

Managed Site Facilities

Service Catalogue

Smart Site Site Facility

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1 Service Overview

1.1 Service Category

Managed Site Facilities

1.2 Service Type

Smart Site Site Facility

1.3 Service Description

A fully managed portfolio of tower and rooftop site facilities for the housing of radio, microwave and optical communication infrastructure and associated network equipment.

1.4 Service Utility

Controlled environment to house wireless infrastructure and associated equipment.

Sites facilitate rollout of mobile and fixed wireless networks in metro, regional and remote areas.

Access to and usage of power, secured access and fully maintained shelter to ACMA and industry standards.

Range of value add services – engineering services, consultation, backhaul etc.

1.5 Service Configuration

Each site has unique characteristics and as such the offering at times varies.

Standard offering is for access to space for locating a rack(s), access to base power, access to cable trays and areas to mount antennas.

In some cases (smaller deployments of two way radio equipment) Vertel will make their rack, combining and antenna infrastructure available for third party use.

Each request is handled by our engineering team who define the requirement and ultimate offering.

1.6 Service Coverage

We have a portfolio of more than 150 of our own sites. These are a mixture of rooftops and towers in strategically located metropolitan, regional and remote areas.

A full listing and map of our sites is available in hard and soft copy (Excel, Google Earth layer, Map Info layer).

We are skilled in acquiring and developing sites on an 'as needs' basis and have access to approximately 3,000 sites that are owned and operated by selected partners throughout Australia.

1.7 Service Dependencies

We require full specifications and installation documentation for any equipment installed on our sites. These must meet our internal standards for engineering.

1.8 Associated Services

Team Talk PMR / MPT / LTR / P25 / NXDN / TETRA / DMR

Etherwave Link

Etherwave CE VPN

Ethernwave IP VPN

Professional Site Services

Professional Network Services

Hardware Infrastructure Sites

2 Uses and Applications

2.1 Two way radio networks

As a provider of our own managed two way radio networks, we know the importance of high quality radio communication sites. Many of the highest profile and most quality conscious enterprise, government and service providers use our national site portfolio for the housing of their Land Mobile Radio network equipment.

2.2 Fixed Wireless broadband

Point to point and multipoint wireless broadband connectivity is one of the fastest growing network options for delivery of high speed Internet and VPN services. Our high site portfolio is uniquely suited to line of sight technologies operating in radio and microwave bands.

2.3 3G and 4G mobile networks

As coverage and capacity drives the upgrade and rollout of new 3G and 4G networks, our sites are increasingly valuable for aggregation points or the housing of radio access network equipment. We also offer innovative on site and in building solutions for customised coverage requirements.

2.4 SCADA and Telemetry systems

The increasing importance of effective management of power and water infrastructure has created an increased demand for SCADA and Telemetry networks for measurement, control and management of essential and scarce resources. Our sites are ideally located for metro and regional rollouts of these technologies and associated applications.

2.5 Niche and emerging technologies

The rise of 'any to any' Internet Protocol is opening up a huge range of opportunities for web based applications, off site application hosting, IP CCTV cameras and disaster recovery facilities. We are also experiencing an increase in site demand from commercial radio and television operators looking for infill sites for digital transmission.

3 Service Levels and Support

3.1 Delivery

Within 15 days of agreeing the requirement (as per the Service Feasibility stage) with you, we will provide to you with approval to use the site and an agreement that governs that usage. For non-Vertel controlled sites (i.e. partner sites) we work to 45 days turn around to secure access and usage.

3.2 Service Hours

The majority of sites are accessible on a 24 x 7 x 365 basis. All site access must be coordinated with our Service desk. Some sites require work statements and the like. This will be made clear in our interworking with you.

3.3 Availability

The sites are expected to be in a fit state for purpose 100% of the time. We will make clear issues of site locations and equipment shelter capacities in the Service Plausibility and Feasibility stages.

3.4 Maintenance

Response 1 hour (Platinum, Gold, Silver); Restore 4 hour (Platinum), 6 hours (Gold, Silver) [Metro]

Response 1 hour (Platinum, Gold, Silver); Restore 8 hour (Platinum), 10 hours (Gold, Silver) [Non Metro]

Scheduled maintenance is undertaken as communicated planned events.

3.5 Management

A number of sites have real time monitoring for power, access etc.

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

Proactive management for Platinum services.

4 Service Charges

4.1 Overview

Each site has unique characteristics and as such the offering at times varies. All service charges are defined in the Service Plausibility stage. These charges are based on the amount of space used (racks and antenna positions).

4.2 Network Installations

Two way radio installations are generally charged on the basis of the number of base stations, rack space (using Vertel's racks or taking a ¼, ½ or full rack) and antennas.

Microwave installations are generally charged on the basis of the dish size on the site and rack space utilisation.

Larger installations require the user to install their own electricity meter on site. In instances of smaller installations, a power usage and charge will be estimated and be included in the site fee.

4.3 Billing Frequency

Sites are charged on a quarterly or annual basis, in advance.

4.4 Value Add Services

Silver SLA is standard. Gold and Platinum SLA upgrades available.

Layer 2 and Layer 3 backhaul is available at many sites.

Access to redundant power is available at many sites.

5 Ordering and Provisioning

5.1 Service Plausibility

On logging the basic service requirements (site name, equipment details, service level required, term etc) a desktop plausibility will be provided within 48 hours.

5.2 Service Feasibility

On logging a qualified opportunity, a full feasibility will be completed and a firm offer is made for collocating your equipment on site. 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. Once completed and accepted we will provide you with a delivery date.

5.4 Service Plan and Delivery

A Service Delivery Package is created and shared with your nominated contact point. 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 accepted by you 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

Managed Site Facilities

6.2 Case Studies

To be advised

6.3 White Papers

To be advised