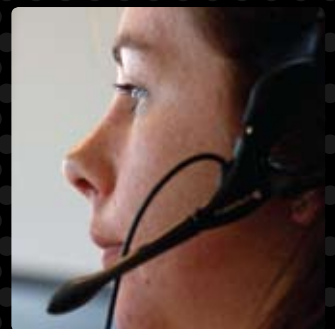
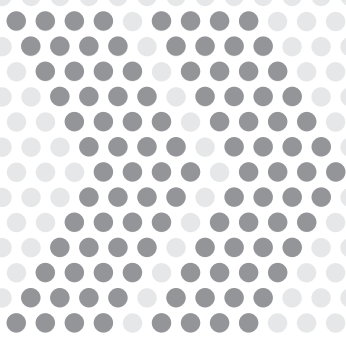


Airwave Access Services

**Airwave service
that's tailored
for you**



A unique emergency communications service



The public depends on its emergency services. And the emergency services depend on Airwave. Our dedicated communications network ensures that emergency teams are always in touch, however tough things get. 24 hours a day, 365 days a year.

Already, the Airwave service is trusted by police forces, the MoD, fire and ambulance services, the Highways Agency, emergency planners, traffic wardens, CCTV operators, the Prison Service and other OFCOM-approved users.

Now, Airwave Access Services can connect you to the Airwave service in a way that's carefully tailored to your own voice and data needs.

Our network

You can choose our Airwave Hand-Portable service for hand-held radios or Airwave Mobile for fixed in-vehicle terminals. Either way, you'll soon discover why so many critical agencies rely on Airwave.



Coverage

We cover 99% of Great Britain's landmass (for vehicle systems), allowing your people to stay in touch from even the most remote areas. The Airwave service also reaches the confined spaces of many buildings where radio coverage usually fails.



Security

All your communications are encrypted to Home Office standards, foiling criminals and other unwelcome eavesdroppers. And if a radio unit is stolen or lost, we can deactivate it remotely within minutes.



Resilience

Our network has been proven to withstand the most aggressive attack or severe failure. We constantly monitor all our services for availability, quality and performance. Most faults are corrected remotely before they have a chance to affect your service. And we always have back-up power sources or duplicates of key components ready and waiting in case of a fault.



Interoperability

Airwave creates a single platform for all emergency communications, allowing for genuine inter-agency work on the ground, wherever individual users may be.



Responsiveness

With immediate, end-to-end voice and data functions, you can manage teams and resources more efficiently. Your people can talk to each other with the click of a button. They can send and receive critical information swiftly and accurately. And they can call standard landlines and mobile phones, as well as receiving calls from the public telephone network (PSTN).

And more...

Our Hand-Portable and Mobile services provide unbeatable voice clarity. They also allow users to connect directly to local and national databases, so they can spend more time in the field, as well as freeing up back office and control room staff.

A complete solution you can trust

You can have equal confidence in our expertise. No one else can match our knowledge of, or experience in, Airwave-based communications.

Update and Upgrade

We'll also make sure your technology is always up to date. Airwave is closely involved in the continual development of the TETRA standard. So we'll make sure you gain the benefits of every enhancement, the moment it's available.

Lead times and contracts

Airwave Hand-Portable and Airwave Mobile services are typically delivered in under three months. The minimum contract is three years.

Airwave Access Services Matrix

Component	Airwave Hand-Portable	Airwave Mobile
Minimum contractual duration	3 Years	3 Years
Typical lead-time for orders	6-12 Weeks	6-12 Weeks
Area of coverage	National	National
Type of coverage	Hand-held radios	Fixed in-vehicle radios
Fleet map:		
1 talk group per 5 radios	•	•
Voice services:		
Press-to-talk (PTT)	•	•
PSTN: Outbound calls enabled*	•	•
PSTN: Inbound calls enabled	Additional cost	Additional cost
Use of emergency button	•	•
Radio usage included within the busy hour	5 milli Érlangs per radio terminal	5 milli Érlangs per radio terminal
Data Services:		
Short Data Service enabled**	•	•
Status Messages enabled***	•	•
I.P. data enabled***	•	•
Pre-Service Support:		
Fleet mapping support (original fleet map)	1 day	1 day
In-Life Support Services:		
Quarterly service review****	•	•
Service credits	•	•
Customer reports	•	•
24x365 Airwave Helpdesk support	•	•
Fleet map/configuration changes-Airwave network	Additional cost	Additional cost
Disabling of lost/stolen radios	•	•
Re-activation of disabled radios	Additional cost	Additional cost

* May be disabled on a terminal-by-terminal basis

** SDS communications between a control room and radio terminal users are subject to the customer purchasing equipment from the control room optional services portfolio

*** Use is subject to the customer purchasing equipment from the control room optional services portfolio

**** Subject to minimum order quantities

Get in touch

To find out more about Airwave Access Services please contact us on:

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E: airwave.sales@airwavesolutions.co.uk

W: www.airwavesolutions.co.uk



Airwave has been awarded a Specialist Solutions framework agreement with OGCBuying. Solutions, having been successful during a competitive procurement process, fully compliant with EU directives. The Framework agreement allows customers throughout the public sector to place orders for communications equipment and services with Airwave under standard terms and conditions of the agreement. The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to Airwave's conditions of contract. Nothing in this publication forms any part of any contract. © 2008. Airwave Solutions Ltd, Charter Court, 50 Windsor Road, Slough, Berkshire, SL1 2EJ. Registered in England and Wales No. 3985643.



John Morris
CarbonNeutral.com
CO₂ emissions reduced to
net zero in accordance with
The CarbonNeutral Protocol

