



**Airwave Direct.
Professional Communications.**



AIRWAVE
a Motorola Solutions Company

Secure. Reliable. Responsive.

Today's society demands the highest levels of public safety. Effective communications are key to meeting these expectations. Access to secure, reliable and responsive communications means better protection, more efficient use of resources, and improved public confidence.

Critical communications ensure the successful co-ordination of agencies charged with protecting the public and the country, particularly in times of crisis. Yet we all recognise that budgets are under increasing pressure, resources are stretched, and more is required from less.

Introducing Airwave Direct

Airwave Direct is a fully managed, cost effective service that delivers uninterrupted, dependable communications.

Operating to the highest levels of reliability and availability, Airwave Direct can enhance your operations and increase the safety of your employees and your community.

Airwave Direct also enables public safety agencies and the emergency services* to communicate directly, immediately, clearly and securely.

Airwave Direct communications run over the Airwave Network. Designed specifically for users who need unsurpassed coverage, security and availability, the Airwave Network is the most resilient and geographically diverse enabler of mission critical communications services in Great Britain.

Relied upon by the police, fire and ambulance services for mission critical voice and data services, the Airwave Network is also used by organisations such as local authorities, health services, prisoner escort agencies, utilities and transport providers who provide a vital public service.

The Airwave Network delivers exceptionally high levels of service. Withstanding even major incidents, it remains operational when other networks may fail. It is not available for consumer or commercial use.

Airwave Direct brings you communications excellence at a competitive price.



*Interoperability with the emergency services is subject to the necessary approvals.

Your Airwave Direct options – Campus, Core or Complete

Recognising the different requirements of public safety agencies, there are three levels of subscription to Airwave Direct: Airwave Direct Campus, Airwave Direct Core, and Airwave Direct Complete.

All give users the key benefits of the Airwave Service: unrivalled coverage, security, resilience, responsiveness, interoperability and reliability.

Each subscription includes a flexible service tailored specifically to your operational requirements, access to the Airwave Network, delivery and programming of radios, choice of accessories, training and maintenance, and 24/7 access to our dedicated helpdesk.

Airwave Direct Campus

For critical communications within a specific area, Airwave Direct Campus provides selective coverage for your facilities. Examples include power stations, sports complexes, or military bases. Airwave Direct Campus gives you full communications control within your sites, as well as enabling wide area interoperability with the emergency services when needed.

Airwave Direct Core

Airwave Direct Core is for users who want to focus on the essentials, with a streamlined range of radio terminal features and functionality for critical operational communications. Airwave Direct Core is used by organisations such as local authorities who need a resilient service with blue light interoperability for major planned and unplanned events.

Airwave Direct Complete

Airwave Direct Complete is the choice for those with countrywide responsibilities, such as central government agencies and national organisations. Airwave Direct Complete offers the most comprehensive selection of features and functionality, with all essential voice and data services plus inclusive telephony, Service Management Terminal, GPS location updates, and interoperability with the emergency services. A comprehensive discount structure is available, based on volumes and contract term.



Airwave Direct: comprehensive co-operation

Airwave Direct can help you to comply with Government legislation and initiatives such as the Civil Contingencies Act 2004 and the Crime and Disorder Reduction Partnership.

These call for an integrated emergency response between local authorities and the Police.

Airwave Direct – secure and reliable

Airwave Direct provides encrypted communications to protect your operations. Organisations such as the Prison Service, offender management agencies, the Ministry of Defence and HM Revenue & Customs, rely on the communications security of Airwave Direct.

With Airwave Direct, teams and resources can be managed more efficiently. Accurate information can be sent and received instantly, calls made to and received from landlines and mobile devices, data messages sent and received.

Airwave Direct – ready and resilient

The Airwave Network covers 99% of Great Britain's landmass, more than any commercial mobile phone network. Remote or lone workers are assured of coverage, coupled with the additional reassurance of in-built GPS for location monitoring.

The Airwave Network is highly resilient, with a unique backup system in place to keep users in contact during the most testing of situations – public disorder, natural disasters or even a full blackout.

Airwave Direct - better value

Airwave Direct provides value for money. Predictable call charges and inclusive minutes make budgeting easier and more accurate. You benefit from top quality communications while making more efficient use of your resources.





Airwave Direct – the benefits

- More efficient use of resources
 - Faster response time for front-line staff
 - Improved staff protection, safety and confidence
 - Compliant with the Civil Contingencies Act
 - Improved levels of intelligence and information
-
- Value for money through predictable budgeting
 - Variety of tariffs to suit individual customer requirements
-
- Secure, encrypted system safeguarding communications
 - Reliable, resilient communications when and where needed
-
- Push-to-talk instant communications on a dedicated network
 - Excellent voice clarity
 - Seamless interoperability with the emergency services
 - Unrivalled coverage across 99% of Great Britain's landmass
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- Fully managed service
-
- Choice of radio terminal options – hand-portable, vehicle, fixed, ruggedised, ATEX
 - Intuitive user interface
 - Range of training options
 - Multi-Agency Airwave User Group (MAAUG) membership for support and sharing best practices

Airwave Direct Package

	Campus	Core	Complete
Core Elements			
Hand-held terminal	●	●	●
Fixed desktop terminal	○	●	●
Vehicle Mobile terminal	○	●	●
Minimum contract term	3 years	2 years	2 years
Coverage	Bounded	National	National
Interoperability	●	●	●

Fleetmap			
Standard (1 talkgroup per 5 radios)	○	●	●
Campus (1 talkgroup per 15 radios)	●	○	○

Voice Services			
Group Call	●	●	●
Private Call (Half Duplex)	●	●	●
Emergency Call	●	●	●
Telephony – PTN*	○	■	●
Telephony – PSTN*	○	■	●
Inclusive PSTN minutes per month	Nil	Nil	20

Data Services			
Short Data Service**	●	●	●
Status Messaging*	○	■	●
IP Packet Data*	○	■	●
GPS location updates***	■	■	●

Key

- Included
- Not available with the package
- Not included but available as a chargeable optional service
- * Functionality is subject to purchase of products from the Control Room Optional Services portfolio
- ** SDS communications between a control room and radio terminal subscribers is subject to purchase of products from the Control Room Optional Services portfolio
- *** GPS location updates are sent via SDS to an ISSI in the LIP format. Interpretation of the messages is dependent on the integration of customer systems. GPS requirements must be stipulated on initial order.

	Campus	Core	Complete
Training			
User Guide and Welcome Pack	●	●	●
Induction Support, including training (more than 20 radio terminals)	■	■	●

Support			
Service Desk	Office hours	24*7*365	24*7*365
Replacement of faulty radios	3-5 days	Next working day	Next working day
Terminal Software upgrades	○	○	●
Customer Service Reports (quarterly)	■	■	●
Battery refresh/replacement	○	■	●
Fleetmap changes (annual review)	○	■	●
Radio reconfiguration (annual review)	○	■	●
Service Management Terminal	○	○	●

Radio terminal security:			
Air Interface Encryption (TEA2)	●	●	●
Mutual Authentication	●	●	●
Temporary Disable (Stun)	●	●	●
Permanent Disable (Kill)	●	●	●
Temporary Enablement (Unstun)	●	●	●
Terminal re-keying (from Permanent disable)	■	■	■

Payment Options			
BACS	●	●	●
Direct Debit	●	●	●



Find out more

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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 contract. Nothing in this publication forms any part of any contract.

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