

Rental Radios Policy

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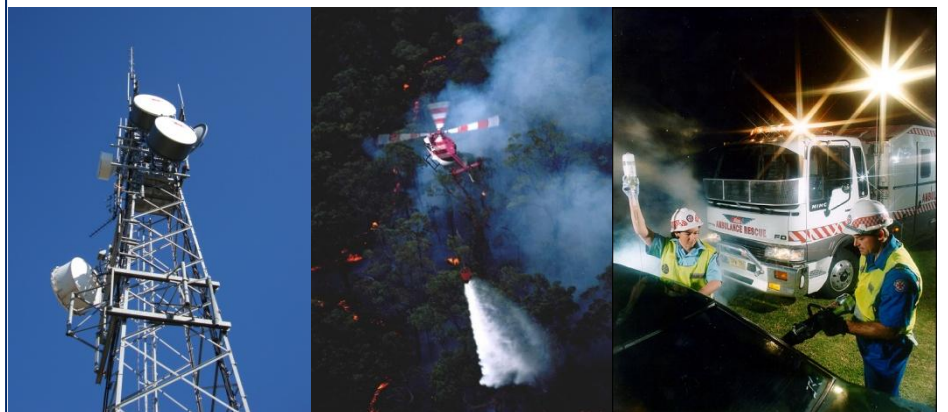


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1 Policy Statement

1.1 Objectives

The NSW Government Telecommunications Authority (Telco Authority) has approximately 120 radios available for rent during special events, major incidents and for other ad hoc purposes. These radios are managed and maintained by Motorola Solutions for the Telco Authority. The aim of this policy is to provide the framework, terms and conditions for the use of Telco Authority owned radios by other individuals and organisations.

The key objectives of the policy are:

- Provide a clear process for requesting and using Telco Authority owned radios;
- Provide a clear understanding of the conditions under which an individual or organisation uses Telco Authority owned radios; and
- Establish the framework for the administration of the scheme, such as template forms and contact information.

1.2 Scope

This policy applies to all officers, consultants, contractors and outsourced service providers utilising rental radios owned by the Telco Authority.

2 Responsibilities

2.1 Telco Authority

The Telco Authority is responsible for:

- Providing initial approval for use of rental radios, and
- Preparing and sending invoices at the end of the rental period.

2.2 Motorola Solutions

Motorola Solutions, which manages and maintains the rental radios for the Telco Authority, is responsible for:

- Maintaining the rental radios in good working order, including the radio, all batteries and other peripheral equipment;
- Maintaining the radios in an operational ready state to avoid delays in dispatching during emergency requests;

- Keeping detailed records of all radios, including the model, serial number, current location, recording in/out dates, responsible individuals and current software and firmware versions;
- Placing the requests to activate and de-activate the radios as required to the Government Radio Network (GRN) Network Operations Control Centre (NOCC) helpdesk/network manager; and
- Ensuring all details of renting agencies are obtained, including details of the rentals, are provided to the Telco Authority for invoicing arrangements.

2.3 GRN Network Manager

The GRN Network Manager is responsible for:

- Ensuring the rented radios are activated on the network when required; and
- Ensuring that the rented radios are de-activated at the end of use especially in case of loss or theft.

2.4 Renting Individuals and Organisations

The individual or organisation renting the radios is responsible for:

- Initiating the request for radios and obtaining Telco Authority approval;
- Co-ordinating the pick-up and return of the radios from Motorola Solutions;
- Maintaining details of whom the radios have been allocated to during the rental period;
- Ensuring that the radios are properly maintained and cared for while in their possession; and
- Providing billing details.

3 Administrative and Procedural Matters

3.1 Process (except in emergencies or out of business hours situations)

In order to rent radios from the Telco Authority, applicants must first establish a business need. The GRN is a secure network principally used by emergency service organisations and other government agencies and organisations. In order to preserve the integrity of the network, care is taken by the Telco Authority to ensure it is used appropriately. Written consent from the Telco Authority is required before the radios can be rented by a particular individual or organisation.

Upon receipt of the Telco Authority's consent, a Radio Rental Request Form must be completed and submitted to Motorola Solutions along with the written approval. A copy of the Radio Rental Request Form is available from the Telco Authority's website and a sample is included at section 8 of this document.

At the time that the rental radios are provided to the client, Motorola Solutions completes the Details of Radio Equipment Rented Form which must be counter-signed upon receipt of the radios, noting their identification details, their condition and any comments.

Upon return of the radios to Motorola Solutions any issues with the equipment are noted on the form and advice on the length of the rental period, number of handsets rented, and any damaged or missing equipment is provided to the Telco Authority for invoicing purposes.

3.2 Emergency Rentals and Rentals Outside of Business Hours

There are times when urgent rental radios are required. The GRN Helpdesk, which operates a 24/7 service, can support organisations in the first instance during these times, and will co-ordinate formal approval with the Telco Authority the next business day.

Emergency rentals can be arranged by contacting the Network Manager via the GRN Help Desk.

As soon as practicable, details of the rental arrangement must be formalised and forms completed, including documentation of the equipment supplied and the reasons for urgent provision.

3.3 Programming Radios

Rental radios are pre-programmed with a standard profile. Organisations may request their own profile or special profile to be prepared and programmed into rental radios. If special profiles are required, organisations should in the first instance discuss their requirements with the Telco Authority. If special programming is necessary, customers must obtain a direct quote from Motorola Solutions for the provision of this specialised, network management based service.

3.4 Training

Motorola Solutions is able to provide training where required. Generally, most customers will not require specialist training, however, where this is necessary this should be arranged directly with Motorola Solutions.

3.5 Lost, stolen and damaged equipment

Should a rented radio or peripheral equipment become lost or stolen, this should be immediately advised to the GRN Help Desk. The Help Desk will temporarily disable the radio

so that no calls can be made from that appliance. If the radio is subsequently located further contact with the Help Desk should be made so that the device can be re-activated.

Where a radio or other equipment is stolen, damaged or destroyed the Telco Authority must be notified immediately.

4 Rental and Equipment Replacement Costs

4.1 Standard Rental Rates and Periods

The current rental rate for use of Telco Authority owned rental radios is \$5 (ex GST) per calendar day, per radio up to a maximum of 20 days per month. After 20 days no further fee is payable for the remainder of the month. Rental radios are charged from the day they are picked up until the day they are returned, minus one day for handling. For example, if the radios were picked up on Monday and returned the following Friday four days rental would be charged.

4.2 Shipping and Other Costs

The cost for shipping radios to and from Motorola Solutions are to be borne by the renting individual or organisations. Shipping costs will vary depending the urgency of the supply. There is no fee to pick up the radios from Motorola Solutions.

All other specialist costs associated with the renting of radios, such as training, on-site support, and specific programming are also the responsibility of the renting individual or organisation. Fees charged by Motorola Solutions for these services vary depending on the level of assistance provided.

4.3 Replacement Costs

Where a radio is missing, organisations have two weeks to return the equipment to Motorola Solutions after which an invoice for their replacement will be issued by the Telco Authority. Depending on items lost or stolen, the current replacement costs are as follows:

- Radio including antenna, battery and belt clip: \$2,421
- Remote speaker microphone: \$89
- Additional battery: \$88
- Single bay charger: \$149
- Multi-bay charger: \$1,273
- Light weight headset: \$283

These fees include administration costs for obtaining replacement items and updating associated databases and are quoted ex-GST. Pricing is based on the Motorola Solutions Government Price List which is subject to variation with exchange rate and CPI adjustments.

5 Contact Details

5.1 GRN Help Desk (operated 24/7)

Primary contact:

Phone: 1800 NSW GRN (1800 679 476)

Fax: 02 8272 3016

Email: Helpdesk@radnet.nsw.gov.au

5.2 Telco Authority

Primary contact:

Manager, Network Operations

Phone: 02 9372 8287

Fax: 02 9372 7954

Mobile: 0429 991 506 (after hours and emergencies only)

Email: Telco.authority@services.nsw.gov.au

5.3 Motorola Solutions

Primary contact:

Customer Service Manager

Phone: 02 8748 1922

Fax: 02 9748 4221

Mobile: 0408 868 827 (after hours and emergencies only)

Email: edmond.david@motorola.com

6 Abbreviations Used in This Document

The following abbreviations are used throughout this document:

CPI	Consumer Price Index
GRN	Government Radio Network
GST	Goods and Services Tax
NOCC	Network Operations Control Centre
TA	Telco Authority

7 Document Control

7.1 Document Release

Ver	Status	Date	Prepared By	Comments
0.1	Draft	7 June 2011	Paul Barnes	Initial Draft for comment
0.2	Draft	15 June 2011	Paul Barnes	Included details for lost or stolen radios, escalation other minor changes
1.0	Released	17 June 2011	Paul Barnes	Released version
1.1	Released	14 November 2011	Paul Barnes	Minor change for clarity
2.0	Draft	30 November 2013	Norman Cossey	Updated pricing and formatted to new Telco template
2.1	Released	4 February 2013	Norman Cossey	Minor style changes Released version

7.2 Related Policies and Documents

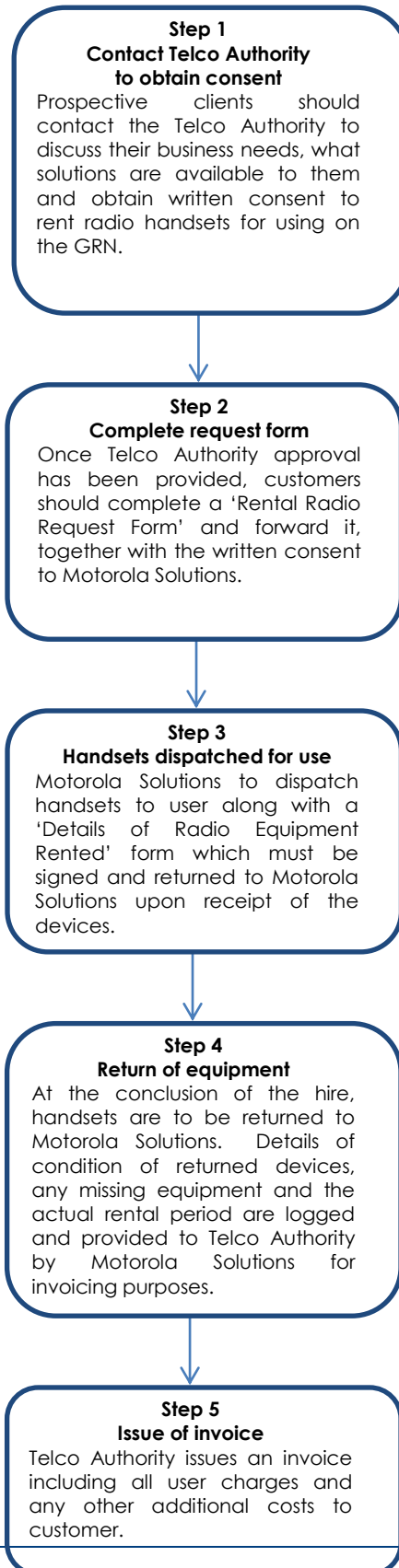
Issuer	Reference	Document Name
Telco Authority	DP1127	GRN User Pricing Policy

7.3 Review Date

This policy is scheduled to be reviewed in June 2013, however, it may be reviewed earlier in response to post-implementation feedback from users.

8 Additional Information and Documentation

8.1 Process Flow Chart



8.2 Sample Rental Radio Request Form



RENTAL RADIO REQUEST FORM

RENTAL DETAILS		
Organisation name:		
No. of radios required:		
Rental Period:	From:	To:

CLIENT / BILLING DETAILS	
Contact name:	
Position:	
Department/Division:	
Billing address:	
Phone (incl area code):	
Mobile:	
Email:	

DECLARATION	
<i>By signing this form I agree to the terms and conditions as set out in the Rental Radios Policy issued by the Telco Authority</i>	
Name:	
Signature:	
Date:	
Phone (incl area code):	
Mobile:	
Email:	

Please forward this form along with a copy of the Telco Authority's consent to rent radios to Motorola Solutions: Unit 11, 65 Parramatta Road, Silverwater 2128 (fax: 9748 4221).

For further information please contact the Telco Authority on 9372 7088 or via email at: telco.authority@services.nsw.gov.au

8.3 Sample Details of Radio Equipment Rented Form



DETAILS OF RADIO EQUIPMENT RENTED FORM

Attach additional pages (individually signed by renter) if required

NOCC Job No.:

Radio Serial No.	Radio ID	Peripheral Equipment and/or Features/Notes (each radio is assumed to include battery (with belt clip) & antenna)

DECLARATION – To be completed by renter

By signing this form I agree that the radios listed above were supplied to me

Name:	
Signature:	
Date:	
Phone (incl area code):	
Mobile:	
Email:	

OFFICE USE ONLY – To be completed on return of equipment

Signature:	
Name:	

Comments:

Please sign this form and return to Motorola Solutions: Unit 11, 65 Parramatta Road, Silverwater 2128 (fax: 9748 4221).
For further information please contact the Telco Authority on 9372 7088 or telco.authority@services.nsw.gov.au

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