MANAGED SERVICES PORTFOLIO

Program Descriptions

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INTRODUCTION

Goosetown offers a comprehensive and flexible portfolio of services to ensure peak performance, cost effective operations and high availability throughout the full lifecycle of the system. Indeed, services make up a key part of Goosetown's overall PLATINUM PLUS℠ portfolio. PLATINUM PLUS℠ is Goosetown's Operations and Mission Critical Managed Services offering that enables us to deliver complete solutions to our customers. The services offered leverage Goosetown's expertise across multiple technologies and are designed to deliver seamless solutions by enabling organizations to focus on their mission, not the technology.

All services are backed up by industry leading tools and processes and are delivered as a complete package. Our programs are designed to incorporate the total cost of ownership in a single package inclusive of all system design, deployment and life cycle support throughout the entire period. The services are delivered by our extensive service team which combines the benefits of local, trained and qualified service personnel with extensive history of large system deployments throughout the northeast.

Most services are also available to support other technologies such as Goosetown's P25, DMR, Conventional, SCADA and Wireless Broadband solutions. Please contact your account representative for details.

MANAGED SERVICES

Goosetown offers a complete portfolio of Managed Services designed specifically to meet the needs of our Mission and Operations Critical customers. Our services offer an attractive and compelling alternative to direct procurement for organizations that are concerned with: improving performance; reducing total cost of ownership; maximizing work force flexibility; accessing best in class resources for managing their network and effectively managing long term risk and budgets. All services are offered to jointly defined service agreements and backed by Goosetown's extensive history of providing best in class services to our customers.

Out-Tasking/ Out-Sourcing
Goosetown offers a range of out-tasking services whereby a particular service or set of services is handed over to Goosetown to deliver on an ongoing basis, to an agreed service level and at Goosetown's risk. Out-Sourcing is different from out-tasking in that Goosetown can also take over the assets (people and equipment) in the operation of an existing network, again enabling customers to focus on their core activities.

Build, Own, Operate, Manage
An inception to retirement option whereby Goosetown builds, owns and maintains the system. Delivered to a pre-agreed price, timeline and benchmarks (e.g. system availability and call quality), turnkey projects remove risk and control costs during the deployment of Critical Communications networks. This enables organizations to focus on their core activities and entrust the system to an experienced partner, Goosetown.

Rental Services
Goosetown can help minimize capital expenditures by providing terminals and infrastructure equipment for customers to rent out on either a short term (days, weeks, months) or longer term basis to accommodate unforeseen events.

INTEGRATION SERVICES

Goosetown offers a full portfolio of design, planning and integration services from initial concept through system planning and design, to implementation and integration. These services ensure that whatever your requirements, Goosetown can design and deliver a high performance and cost effective solution custom tailored to meet your needs. They are all part of our managed services offering and included in your pricing.

SYSTEM PLANNING AND DESIGN SERVICES

Coverage and RF Prediction Service
Goosetown offers a fully comprehensive coverage planning service. This service specifies the number of sites required to meet the customer's coverage requirement, advises how the available frequencies can be optimally used, provides realistic coverage (and frequency re-use) maps as well as detailing site lists and allocating carriers. Goosetown can also provide support in identifying suitable sites and ensuring that they are ready and prepared for installation. The service is provided by Goosetown's planning experts backed by our proven planning tools and ensures the network is designed to cost effectively meet customer requirements both now and in the future.

Voice and Data Capacity Planning Services
Using proven tools, Goosetown's experts can predict the required system capacity for voice and data communications under various loading conditions. The results are then used to recommend the number of carriers required as well as appropriate parameters and features to ensure system availability and optimize performance.

System and Site Audit
A System and Site Audit provides information about existing sites as well as gathering overall system configuration information. This then forms the basis for recommendations on system architecture, work required to prepare radio sites, system upgrades and migration plans to ensure optimal network and site performance.

Security and Reliability Concept and Design Services
Based on the customer's requirements and our experience from other projects, Goosetown can design and plan communications systems to achieve high levels of integrity and security. Redundancy concepts, disaster recovery and fallback solutions are vital in today's communications systems and require thorough planning and design.

System Implementation Planning
Based on Goosetown's vast experience, Project Managers and Systems Engineers help to plan system implementation or migration from existing to new systems. This minimizes the technical, financial and operational risks for the customer. Detailed responsibility matrices and implementation plans are generated as part of this service.

Customer Specific Applications and Integration Planning
Goosetown can help identify, deliver and integrate the best applications and supplementary solutions to meet the customer's objectives. The service includes the generation of equipment and interface specifications.

Pre Sales Consultancy
Goosetown also has the expertise to offer a range of additional planning and design services on a consultancy basis. These include: Detailed System Design; System Sizing; Technical Support for System Concept; Customer Specific Feature Requirement Analysis; and Antenna Design.

BUILD, INTEGRATION, COMMISSIONING & SYSTEM TEST SERVICES

System Integration and Factory Acceptance Testing
Goosetown offers a professional and flexible acceptance test process to enable the customer to verify the delivered functionality. Test cases can be performed at our staging facility, to ensure system readiness and during system integration. They include either a minimum or enhanced set of standard pre-defined Goosetown test cases or alternatively customer specific test cases. Third party subsystems such as microwave links and telephone subsystems can also be tested in conjunction with the core communications system infrastructure.

Installation Services
Installation Services provide the technical resources to install customer's communication equipment including fixed network equipment sites, control center operator positions, and subscriber equipment. It also encompasses system add-ons and individual unit replacements.

Field System Integration and Test
Goosetown offers experienced field engineering and project management support to commission and test the communications system at the customer's premise. This includes the checking of installation, initial turn–on and configuration of the system. To verify system functionality and performance, a system acceptance test can also be performed. This ensures all committed functions are fully operational.

Project Management
Goosetown offers a complete project management solution. We offer total project ownership including management of third parties and subcontractors from project inception to final customer acceptance.

Post Sales Consultancy
Goosetown also has the expertise to offer a range of additional integration services on a consultancy basis. These include: System Interface Specification and Support; Migration Planning; Post-Sale Technical Support; Data Application Support; RF Consultancy; Drive Tests & Coverage Verification; Customer Fleet Mapping Generation; Technical Support for Change Orders and Subscriber Profile & Accessories Support.

SUPPORT SERVICES

Goosetown offers a comprehensive and flexible portfolio of support services to ensure peak performance, cost effective operations and high availability. Solutions range from standard support services to operations & maintenance, training, optimization, security and network management services. A service package can be customized to meet individual customer requirements including clearly defined service level agreements.

ENHANCED SYSTEM SUPPORT

The following services are provided as a standard package for our managed services offering. They are part of your system price.

Technical Support
Technical consultants in Goosetown's System Support Centers provide remote telephone support to resolve issues and restore the system as quickly and efficiently as possible. This team of highly skilled professionals work with fault diagnostics tools, simulation networks and fault database search engines to swiftly diagnose and restore the customer's network.

Hardware Repair and Return
Simply put, our program is based upon Goosetown providing subscriber and hardware spares. We manage the entire support chain for you so you can focus on your operations, not your radio system.

Advance Exchange
Other vendors and companies rely on this service, field replaceable units (FRU) for system critical items. The customer sends the faulty FRU to their vendor for repair while the vendor simultaneously sends a replacement FRU for immediate installation. Unfortunately, this enables the customer system to be down while spares are shipped and installed and the need to wait for the FRU to be repaired before resuming normal operations. Our programs eliminate this step. We stock FRU's and restore systems same day 99.9% of the time.

Software Subscription Agreement
Any device that requires software support is covered under our managed services program.

Customer Support Manager
Goosetown provides a support team and process to meet customer requirements led by an experienced Customer Support Manager who will be responsible for the delivery of the agreed Service Level Agreement.

SUBSCRIBER SUPPORT SERVICES

Subscribers account for a significant proportion of overall expenditure both in terms of the initial capital outlay and their ongoing maintenance and management. Goosetown offers a full range of supporting services for subscribers to ensure maximum and cost effective performance to meet the needs of our Mission and Operational Critical customers.

Subscriber Repair and Support Packages
To reduce the total cost of ownership, Goosetown maintains a fleet of spare and replacement units for any subscriber covered under our managed services programs. No longer will a unit be out of service while a radio is repaired. Our service vehicles are equipped with all necessary spares so your service requests are handled same day.

Advance Replacement Service
This is included as part of our managed services programs.

Battery Change Out and Management
Any battery that does not achieve 80% rated capacity or better is swapped out free of charge.

Installation Services
Any subscriber quoted includes installation as part of your monthly service fees.

OPERATIONS AND MAINTENANCE SERVICES

Field Support
Goosetown provides an extensive range of field support services including
- On-site maintenance and installation services;
- After hours and emergency services;
- Emergency and short term loaners for higher than anticipated demand during special events or weather related response.

Spares Management
We take the hassle of subscriber and infrastructure spares management out of your operations. Our managed services plans include spares and we manage them for you.

System Health Check
Our state of the art Network Operations Center (NOC) constantly monitors our customer networks and our wide-area TRBOVoice Network. Network monitoring is included on all managed services plans.

TECHNICAL TRAINING SERVICES

Goosetown has an extensive range of flexible learning solutions that are designed, developed and delivered specifically for both the end users and the technicians who operate, manage and maintain the network.

System Based Training
Goosetown offers both generic and customized training solutions for all of systems. These programs are designed around your needs, your users and tailored to your system. These are included as part of all of our managed services offerings.

PLATINUM PLUS, THE EASY CHOICE

For decades customers have been forced to balance budgets against critical communications needs. Often stuck in a vicious cycle of bidding, bonding and upgrading as the process of planned obsolescece keeps you in a never ending battle with your purchasing department. With over 28 years of experience in the mission critical and operations critical markets, we understand your frustrations. Platinum Plus was designed to exceed your needs, keep pace with technological change and allow you to focus on running your department. We take the stress out of network management, system management and subscriber management. Goosetown Communications has the experience of managing over 15,000 subscribers across multiple networks and we are the largest communications management company in the northeast. Customers large and small have come to rely on our proven process of managed services to deliver reliable, cost effective system solutions at a fraction of the upfront costs.

When you compare the total cost of ownership in a traditional purchase/ownership against the Platinum Plus price you will find the advantages of our program benefits overwhelmingly advantageous in both the long and short term. Our programs offer you a planned upgrade route and allow you to systematically upgrade your networks as technology changes. No longer will a customer be stuck with an outdate system due to budge, bid or bonding constraints. The Platinum Plus program offers you a clear budget path for the life of the agreement as well as future agreements. We have been running this program since 1998 and over 95% of our customers are repeat users. Ask your Goosetown representative how Platinum Plus can help you today.

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