

# Emergency Communications Service via Satellite for Critical Communications

Cost Effective 'Pay-as-You-Use' Satellite Service with Guaranteed Availability When You Need It



Public safety professionals understand that emergency communications can literally be a matter of life or death. However, paying for an emergency communications network that you hope you never use is difficult to justify, and certainly not cost efficient.

Spacenet is here to help organizations like yours with our new Emergency Communications Service (ECS). With this service, your organization has access to an affordable and flexible emergency communications solution that provides readily available communications via satellite to virtually any U.S. location. It provides guaranteed communications when you need it – no matter what. And best of all, you only pay for the service when you use it\*!

ECS is powered by the field-proven SkyEdge II VSAT technology.

Features include:

- Range of packages with multi-megabit inbound and outbound speeds
- Guaranteed dedicated bandwidth during deployment
- Daily or weekly usage service plans
- Full support for converged data, voice and video applications
- Deployed on mobile command vehicles, trailers and other fixed and transportable configurations
- 24 x 7 US based premium customer support

Satellite is a proven critical component of emergency management planning and provides a quick-deploy, flexible and re-useable network solution to enable both short and long-term communications support. ECS is based on dedicated satellite bandwidth and service level agreements to ensure a high-quality and reliable solution no matter what. It differs from other solutions that are based on highly oversubscribed and shared bandwidth services, which can result in poor service quality, especially during the emergency situations when multiple users urgently require access.

Spacenet offers a comprehensive range of emergency communications solutions with the ability to go virtually anywhere and deploy in a matter of minutes. We support a wide range of application environments, delivering high-reliability services with just the push of a button. Our emergency communications satellite services include:

Integrated land mobile radio and satellite communications solutions



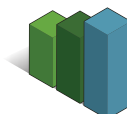
Emergency communications vehicles with integrated satellite service



Spacenet ION mobile communications kit for rapidly deployable satellite service



Pay-as-you-use emergency communications via satellite



## ECS is ideal for:

Police/Fire Departments  
Park/Forestry Services  
Federal Agencies (FEMA, DHS)  
Emergency Management  
Industrial Organizations

ECS is ideal for any organization that needs a reliable and fast deployable communications service anywhere in the U.S. It allows customers to pay only for the usage they require without compromising any of the reliability or performance required by federal, state & local government agencies and first responders.

  
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*\*low monthly standby fee applies*

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## Overview

ECS includes a 'Standby' service mode where low-bandwidth/low-throughput service is delivered to allow the terminal to reside on the network in a dormant or 'sleep-mode' of operation. In this mode the terminal is 'ready for action'.

If/when an emergency situation does arrive and upon customer request, the ECS is switched to the high-bandwidth/high-throughput 'Daily Usage' mode. This mode provides speeds up to 1.5 Mbps inbound and 3.0 Mbps outbound with dedicated bandwidth sufficient to deal with the emergency situation.

The ECS can be switched from the 'Standby' to 'Daily Usage' mode with very short notice (within 60 minutes). Once switched to the 'Daily Usage' mode the usage-based billing commences and is billed by each day of service. ECS can then be switched back to the 'Standby' mode with very short notice (within 60 minutes).

ECS 'Daily Usage' service supports fully converged data, voice and video applications, including 12 voice calls or more per site.

## Standard Services

### Services

ECS Standby: 512 kbps down x 128 kbps up (monthly rate)  
ECS 1500: 1 Mbps down x 512 kbps up (daily rate)  
ECS 2000: 1 Mbps down x 1 Mbps up (daily rate)  
ECS 3000: 1.5 Mbps down x 1.5 Mbps up (daily rate)

### Upgrade Options

ECS UG-500:  
Downstream upgrade of 1.5 Mbps to 2 Mbps (daily rate)  
ECS UG-1500:  
Downstream upgrade of 1.5 Mbps to 3 Mbps (daily rate)

## Equipment & Antenna Options

### Auto-deploy VSAT

1.2m antenna or above - mobile (vehicle mount or fly away)  
4 watt or 10 watt BUC  
Available with Spacenet's ION mobile communications kit  
VoIP equipment and services optional  
Backhaul services optional  
VPN services optional

### Fixed VSAT

1.2m antenna or above - fixed install  
4 watt or 10 watt BUC  
VoIP equipment and services optional  
Backhaul services optional  
VPN services optional

## Support/Customer Service

Premium Customer Support - 24x7 X 365, US based

## Additional Services

Standard Internet access included. Optional IPSEC/VPN and dedicated backhails to central HQ, VoIP Services and other custom services are available.