

SERVICE DESCRIPTION – VITAL DIGITAL RADIOCOMBO

Description of Service:

Vital Digital Radio is our Tait Tier III digital radio network that is located right across New Zealand.

RadioCombo is our combination radio terminal lease and radio service product.

Connect and **Safety** are our products available on Vital Digital Radio for digitally capable radios including selected Tait Tier III TX93XX terminals.

The table below sets out the features available on the **Connect** and **Safety** products. You may activate or deactivate such features to meet your business needs.

Service Terms and Conditions:

All RadioCombo terminals remain the property of Vital and are considered Vital Equipment for the purpose of the General Terms and Conditions.

Any terminal programming or changes you require after the initial terminal set up programming on the Vital Digital Network may incur our standard service fee.

You may request to move a unit from Connect to Safety at any time and we will confirm when the change has been actioned. The charges will adjust once the change has been actioned.

A reduction in the number of units during the Initial Term, or the shifting of units to a lower value plan may result in a disconnection charge in accordance with clause 14.2 of the General Terms and Conditions of Service.

We retain ownership of the radio numbers and radio frequencies allocated to you and reserves the right to change them.

In accordance with regulation 13(2) of the Radiocommunications Regulations 2001, you agree to comply with all terms, conditions and restrictions that apply to our radio licence as though you were the licensee.

PRODUCT FEATURES ON **CONNECT AND SAFETY**

	Connect	Safety	Feature Description
Individual Calls	yes	yes	A voice call is made from one radio to another and other radios in the fleet do not hear it.
Group Calls	yes	yes	A voice call is made to a group of radios. These calls can be conference calls (the caller and any member of the group can speak) or broadcast calls (only the caller speaks).
Late Entry for Group Calls	yes	yes	Enables radios to join a group call after it has started. Radios that are busy in another call, out of range, or turned off will miss the group call. Late entry makes it possible for them to join in later.
PSTN Calls	yes	yes	Allows for communications between radio units and external telephones through the PSTN (Public Switched Telephone Network).
Status Messages	yes	yes	A status call is a coded message sent as a number (from 1 to 125). Status messages are sent only as a numeric value on the control channel and are matched to a pre-programmed look-up table label on the receiving radio unit.
Text Messages	yes	yes	A type of short data message which can contain free-format text characters.
Divert Own Calls	yes	yes	Permits the radio to make a diversion request to divert its incoming calls to another destination.
Self Test	yes	yes	Enables the radio terminal to make a voice call to itself to test coverage/clarity. The transmission that the radio terminal made is played back to itself.
Call Time Limits	180 seconds	180 seconds	The Call Time Limits are configured timers that limit the length of different types of call. When a timer expires, the system clears down the call.
Inter-fleet Calls	yes	yes	A radio in one fleet can make a call to a radio in another fleet.
PTT ID	yes	yes	The radios will display the incoming ID from radios transmitting (Calling party ID)
Radio Stun/Revive	yes	yes	The Network Administrator can stun a radio. A radio that is stunned cannot make or receive calls. The administrator can revive a stunned radio, returning it to normal functioning provided that it is turned on and registered on the network.
Alphanumeric Alias	yes	yes	A unique Alias name for the radio that will be sent with voice transmissions and visible to call recipients. Allows the user the option of configuring the Alias on their radio.
OTAP	yes	yes	Over the air programming (OTAP) is a feature of the EnableFleet system, that allows radio configurations to be deployed remotely, without the need to physically handle the terminal.
Lone Worker	no	yes	Lone worker is a time-based welfare check triggered when the radio has been inactive for a pre-defined period. The radio will beep, and the worker must press any button within a set period to indicate they are alive and well. If the worker does not acknowledge the lone worker check, an automated emergency is triggered.
Man Down	no	yes	Man Down is a specific type of Lone Worker alarm that is activated based upon tilt detection. If the radio is tilted more than 60 degrees for a programmable predetermined period, then it will activate the Man Down timer
Emergency Alarm	no	yes	An application feature that provides a visual and audible alert notification in response to an Emergency Call.
Emergency Call	no	yes	A high-priority call initiated using the *9 call modifier. In addition, you can assign emergency mode (also known as SOS mode) to a function key, which makes an emergency call and then cycles between transmit and receive