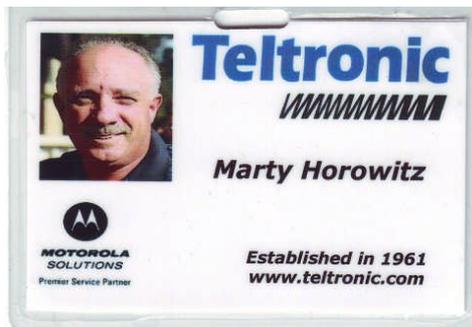


## MSAT Satellite Phone Preventive Maintenance Visits

The OP&R-sponsored project to inspect and perform Preventive Maintenance (PM) on all DHMH-deployed MSAT satellite telephone units will begin in July.

Scheduling: OP&R has developed a draft timeline for the project in collaboration with the vendor (Teltronic, Inc.). The weekly schedules were derived based on proximity/estimated travel time from three Teltronic shops in Maryland and Virginia. [The schedule is included in a separate attachment.] Facilities will be able to select exact dates for their PM visit within their allotted weekly time frame. HPP Regional Coordinators will facilitate the scheduling process. Please coordinate closely and promptly with your respective Coordinator so that a finalized schedule can be provided to the vendor.

Technician Information: Teltronic, Inc. are the authorized technicians for MSAT equipment in Maryland. Please see below for a picture of the ID that will be displayed by the Teltronic technicians upon arrival at your facility. They will be arriving in vans marked with the same logo and lettering. Use this information to brief your security staff, so that they may provide expedited access to the MSAT technicians.



Requirements of Facilities: To expedite the visits and minimize the need for return trips, we ask that each facility comply with the following:

- Share information about the scheduled date for the PM visit with your security and facility maintenance or engineering staff, as well as any other divisions or staff that may need to know.
- Ensure that the vendor is provided with any ID or other security identification devices required of visitors or contractors according to your facility protocols. The escort should have the ability to allow the technician into all areas they need to visit to perform the PM check as described below.
- Provide the vendor with an escort upon their arrival and throughout their visit. If this is not possible, please ensure that the vendor is provided the name and number for a member of your staff who can facilitate their movement through your facility.
- Ensure that the vendor is able to park their van close to your facility so that they can readily access their tools and equipment as needed.

### PM Process and Time Frames:

1. The PM will include both the KRNida unit (the grey box attached to the wall) and the antenna (installed on a rooftop somewhere at your facility). If you are unsure of the antenna location, consult with your facility maintenance or engineering staff.
2. The entire PM process will take approximately four hours. This may vary somewhat depending on the condition of the unit and the speed with which the vendor can move about the facility.
3. Teltronic and OP&R have agreed to purchase a number of spare parts that are known to fail and that can be replaced by technicians while on site. Therefore, the MSAT unit should be in proper working condition when the technicians leave. However, in rare cases some problem or fault may be discovered that necessitates ordering a part not immediately available, resulting in a return trip for additional maintenance. In these cases, Teltronic, OP&R, and the facility will coordinate to ensure that the return visit is scheduled for a mutually agreeable date and time.

### **MSAT PM Check Standard Operating Procedures**

Take to each site: an 8-foot ladder, a new battery, wire ties, tape, etc.

While on site :

- Update/verify all information on spreadsheet –
  - ESN is on the MSAT Phone's data plate
  - Phone numbers and DN(Direct Number) can be verified during a Com Check
- Verify /Record physical location of antenna and KRNida Box
- Is there a remote extension unit from the KRNida Box and location?
- Record replacement of battery on every system. Even if the battery appears to be OK.
- Inspect/PM antenna and antenna cable
  - Repair any minor problems – such as taping/waterproofing any connections
  - Tighten any loose hardware
- Make notes of anything done or if we need to return. A return trip will need a quote to submit to the customer for approval.
- Inspect/PM connections to the KRNida box
- DHMH Tag - Record property sticker number or attach/record new property sticker
- Test MSAT Phone – Comm Check
- Check signal strength – Max on Phone Handset is 99- S99
- It is possible that the phone may need to be recommissioned
  - Call Network Innovations Tech Support - 866-708-1880
- Tech Support can be called to help resolve any issues
- After discussing with Tech Support, we will pull any defective device and replace with available spares.

We (Teltronic, Inc.) will make every effort to ensure that the system is functional before we leave. Make sure we have reviewed the Power Point Presentation and have a good understanding of the customer's operating procedure. All site users should have a copy the Power Point.