

GOVERNMENT TELECOMMUNICATIONS AGREEMENT

PART E

E4 - Requirements for Category 4 Mobile, Satellite and Paging Products and Services

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1 Introduction

Mobile Services under Category 4 of the Government Telecommunications Agreement (GTA) cover mobile telecommunications services from Customers, which are provided by an authorised Contractor under the Agreement.

These services are referred hereunder as GTA Category 4 Mobile Services and include cellular mobile telephone, satellite telephone and radio paging services.

For the purpose of this Tender, the GTA Category 4 Mobile Services have been split into three distinct functional categories.

Functional Categories	Definition
Hardware	The physical hardware used by a Customer and the functionality that it can provide (mobile phone, satellite phone, pager).
Network Access	The features the Contractor must provide for each GTA Category 4 Mobile Service.
Carrier Network	Requirements relating to the characteristics and infrastructure of the Contractor’s network.

Table 1 Functional Categories

The Deliverables may be supplied through direct connect or resale.

2 Scope of GTA Category 4 Mobile Services

2.1 General

“GTA Category 4 Mobile Services” means the Deliverables described in this Part E4.

The GTA Category 4 Mobile Services will be provided in accordance with terms of the Agreement, including the requirements set out in this Part E4, which shall form part of the Contract Specifications.

2.2 Inclusions

The Deliverables shall include but shall not be limited to the following items:

Part 1 – Provision of Mobile Services

- Provision of Network Access / SIM
- Carriage of voice and limited data traffic
- Charging system based on the specified Call Types

Part 2 – Provision of Hardware

- Mobile Handsets and Car Kits
- Satellite Handsets (applicable where the Contractor offers satellite services)
- Paging Hardware (applicable where the Contractor offers paging services)

All of the requirements set out in this document are deemed to be included in the Price, and shall not be subject to any additional fees, except where expressly stated otherwise in this document.

The Contract Authority reserves the right to acquire Mobile Services and Hardware on a severable basis, and the Contractor must provide separate unbundled pricing for each element.

2.3 Exclusions

The following services do not form part of the GTA Category 4 Mobile Services:

- Wireless Data Services (this will be addressed by other Categories under the GTA)
- Data communication other than via a terminal device (handset) primarily intended as a voice communication or PDA device (with the exception of Paging Receivers)

3 GTA Category 4 Mobile and Satellite Services

3.1 Number Portability

The Contractor shall provide all appropriate arrangements in accordance with the regulations, codes and guidelines and the requirements set out in the Part E1 to allow the Customer to transfer from one telecommunications service provider to another (with the exception of Satellite services), without changing their number or incurring costs. This requirement shall apply to all GTA services, including mobile numbers.

3.2 Definition of Government Telecommunications Agreement (GTA) Call Types

The Call Type has been split into two distinct categories. (This is the same approach that has been adopted in GTA Category 3 Voice Services.) The following Call Type and Call Definition terminology must be used in the identification of calls in reporting as agreed with the Contract Authority.

Unless specifically stated to the contrary, reference to Mobile is to be read as also applicable to Satellite Services.

CALL TYPE	DEFINITION
GTA to GTA Same Contractor	A call from a service (in this case Mobile or Satellite service) provided under the Government Telecommunications Agreement (GTA) to another service provided under the GTA. This may terminate on either a fixed or mobile / paging service procured from the same Contractor
GTA to Other	A call from a service (in this case Mobile or Satellite service) provided under the GTA to another service that is not registered under the GTA

Table 2 Call Types and Definitions

The following table details Call Destinations and maps them against Call Types.

Call Destination	Call Type	
	GTA to GTA Same Carrier	GTA to Any Carrier
Mobile to Mobile	✓	✓
Mobile to Fixed (excluding International)	✓	✓
International	N/A	✓
International Roaming	N/A	✓
Mobile to Satellite Phone	✓	✓
Mobile Diversion to Voice Mail or Personal Message Service	✓	N/A
Retrieval of Voice Mail Messages	✓	N/A
SMS (initiated from either mobile handset or email / web portal)	✓	✓
Push to Talk (PTT) Calls	✓	N/A
Calls to Emergency Numbers	N/A	✓
Video Streaming	✓	✓
Supervisory Control and Data Acquisition (SCADA)	✓	X
MMS	✓	✓
Premium Services (190xx)	X	X
Other (Operator Assisted and Directory) ¹	X	X
PDA type packet data send/ receive	✓	✓
Mobile Hand set used as a Data Modem (or PCMCIA)	✓	N/A

Table 3 Call Destinations and Call Type Mapping

Legend

✓ This call type is allowed

X This call type is not permitted and must be restricted at the Carrier Network Access level where technically possible

N/A The call type is not applicable to the Call Destination

¹ Calls to uncharged Directory Assistance are allowed.

3.3 Network Access and Mobile Services

Network access and GTA Category 4 Mobile Services are defined in terms of the following Product Codes. The relevant network access Product Codes must be used in the identification of Services listed in the Inventory Management System and be used for reporting as agreed with the Contract Authority.

GTA Product Code	Function
M1	Used in the office environment to provide greater mobility for staff, equivalent to office cordless technology.
M2	Provided for most users with associated call restrictions applied
M3	Open access handset with voice and data facilities
M4	Services with agency specific features with limited access allowed
M5	Open access handset with voice, data and special agency facilities
M6	Third Generation service used for Voice, Video and Data.
M7	SCADA and polling type, limited volume data only applications
M8	Satellite phone service

Table 4 Mobile Services Product Codes

Where the Contractor has agreed to provide all or any of the Deliverables listed below, it must only do so in accordance with the functionality and network access capabilities defined in the table below for each Product Code, where technically possible. From time to time, the Customer may request a change to the functionality (set out in the table below) on a permanent or short-term basis.

	Functionality and Network Access Capability							
	M1	M2	M3	M4	M5	M6	M7	M8
Access to Emergency Service I Numbers	✓	✓	✓	✓	✓	✓	x	✓
Calls to Mobiles (and Satellite)	✓	✓	✓	✓	✓	✓	✓	✓
Local calls to Fixed lines	✓	✓	✓	✓	✓	✓	✓	✓
Intra State calls to Fixed lines	✓	✓	✓	✓	✓	✓	✓	✓
International Calls	x	x	✓	x	✓	x	x	✓
Calls to Toll-Free and inbound services (ie 1800, 1300, 13)	✓	✓	✓	✓	✓	✓	✓	✓
Calls to Directory Assistance	x	x	✓	x	✓	x	x	✓
Access to Premium Services (19xx)	x	x	x	x	x	x	x	x
Roaming International	x	x	✓	x	✓	x	x	N/A
Video Capability	x	x	✓	x	✓	✓	x	x
Push to talk (PTT)	x	x	✓	✓	✓	✓	x	x
Calling line identification incoming/outgoing	✓	✓	✓	✓	✓	✓	x	✓
MMS	x	x	x	x	✓	x	x	x
SMS (min 160 char)	✓	✓	✓	✓	✓	✓	✓	✓
Personal Message Service	x	✓	✓	✓	✓	✓	x	✓
3G with streaming video	x	x	x	x	x	✓	x	x
Limited data (GPRS 1XRTT, 3G)	x	x	✓	x	✓	✓	✓	✓
Laptop Interface Modem	x	x	✓	x	x	✓	✓	x
SCADA Interface	x	✓	✓	x	x	x	✓	x
Picture Messaging	x	x	✓	x	x	✓	x	x
WAP Wireless Application Protocol	x	x	✓	x	x	✓	x	x
Email	x	x	✓	x	x	✓	x	x
Distinctive Ringing with a minimum of two (2) SMS classes	x	x	x	x	✓	x	x	x
Voicemail Box	✓	✓	✓	✓	✓	✓	x	✓

Table 5 Service Capability and Network Access Functionality

Legend

- ✓ denotes the feature is allowed for the particular Deliverable
- x denotes the feature is not allowed for the particular Deliverable and is to be barred
- N/A Not Applicable

4 Paging

Where the Contractor has agreed to provide Paging Services, they must be provided in accordance with this Part 4.

4.1 Paging Services

This Service includes but is not necessarily limited to Paging Services delivered through a Public Paging Network.

Paging Services supplied under the GTA must support both “tone only” and “alphanumeric” receivers / hardware.

Paging messages must be able to be activated by DTMF and by Secure Internet access.

The Contractor must also be able to provide a personalised answering service whereby a human answers the call and the subsequent message is then sent to the paging device.

Alphanumeric messages should support messages of up to 160 characters.

Paging Service messages may be delivered to and displayed on the screen of a mobile phone, PDA, Paging device or laptop personal computer.

The Contractor must retain all alphanumeric messages sent to Customers for audit retrieval for a period of seven days.

4.2 Paging Receiver (Hardware)

The Contractor must supply an approved range of paging receivers as requested from time to time by the Contract Authority.

The Contractor must be able to supply both “tone only” and “alphanumeric” receivers/hardware under the Agreement.

4.3 Paging Coverage

Paging coverage must be provided to at least the Sydney metropolitan area and to other cities/towns as shown in the Contractor’s coverage maps.

The Contractor must provide coverage maps as required in Part 5.1 Coverage Maps showing the 90-percentile coverage for reliable reception.

Black spots shall be treated in accordance with the provisions in Part 5.3, Coverage Failure.

5 Mobile Service Coverage

5.1 Coverage Maps

Coverage Maps are to be made available to the Contract Authority and Customer upon request.

Should the coverage area be decreased, this shall be deemed to be a Substantial Breach under the Agreement and the Contract Authority reserves the right to terminate the Agreement in whole or in part as a result of such Substantial Breach.

5.2 Specific Coverage Areas

Unless otherwise approved by the Contract Authority, the Contractor must provide Mobile Service Coverage in the locations specified below and additionally the Customer Sites specified in Part 5.2.

1. The Sydney Metropolitan rail network (including the Sydney Underground Rail Stations and Platforms)
2. Major Sporting, entertainment and other venues within NSW having seating capacity of greater than 5,000
3. Coverage of major arterial road routes within NSW, including tunnels on those routes.

5.2.1 Customer Sites

Notwithstanding the requirement of Part 5.1 the Contractor must provide ninety-percentile coverage at the sites described in Table 6 Customer Sites, below (unless otherwise approved by the Contract Authority). The Contractor warrants and undertakes that the Contractor's Service Coverage encompasses all of the Customer Sites specified in Table 6. Customer Site locations and quantity will vary from time to time.

Location Name	Address	City
Legislative Council	Macquarie Street	Sydney
Legislative Assembly	Macquarie Street	Sydney
Governor Macquarie Tower	1 Farrer Place	Sydney
Roads and Traffic Authority	260 Elizabeth Street	Surry Hills
McKell Building	2 – 24 Rawson Place	Sydney
Henry Dean Building	Lee Street	Haymarket
Health Department	73 Miller Street	North Sydney
Police Service	95 Marsden Street	Parramatta
Attorney General's Department	Goodsell Building 8 Chifley Square	Sydney
Office of State Revenue	Lang Centre Corner Hunter & Marsden Streets	Parramatta
DET	35 Bridge Street	Sydney
RailCorp	Central Station Precinct	Haymarket
RailCorp	477 Pitt Street	Sydney
RailCorp	55 Market Street (L14-L17)	Sydney

Table 6 Customer Sites

5.3 Coverage Failure

The Contract Authority may identify a location within the Contractor's coverage area shown on a Coverage Map or otherwise required to be included in the coverage area in accordance with Part 5.2, where Mobile Services do not function adequately (Black Spot).

If the Contract Authority specifies a Black Spot, the Contractor must conduct a site audit or other appropriate form of investigation, discuss possible solutions with the Contract Authority, and if required by the Contract Authority take action in an agreed and timely manner to rectify the service failure or deficiency.

If the Black Spot is not rectified to the satisfaction of the Contract Authority within the agreed timeframe, the Customer has the right to cancel any and all affected services without penalty where the Black Spot has an impact on business.

5.4 Roaming International

Where roaming is permitted under the Agreement, the Customer must be able to use any network authorised by the Contractor without having to modify any settings on the Mobile Phone or changing a SIM, where technically possible.

6 Mobile Hardware

The Contract Authority reserves the right to establish agreements to supply similar products to the Deliverables covered under this Part 6 under another Category of the GTA.

Where a Customer has agreed to acquire Mobile Handsets, they must be provided in accordance with this Part 6. Mobile Handsets may be purchased independently from the Deliverables described in Part 3.

There are ten different levels of Mobile Handsets required as specified below.

The Contractor must offer Mobile Handsets which offer the functionality specified in this Part 6, except where otherwise agreed by the Contract Authority.

- The Contractor must offer Mobile Handsets on a purchase only basis.

Prices associated with Mobile Handsets will be displayed in the Price Book.

Every hardware item offered and any replacement from time to time is subject to the prior written approval of the Contract Authority.

Where a personal handsfree kit is available for a Mobile Handset that is offered, then the personal handsfree kit must be offered with the Mobile Handset and included in the Price. The Contractor must offer a range of accessories and pricing (including car kits) associated with each Mobile Handset item offered for approval.

No carrier specific or network locked hardware will be accepted.

The following Mobile Handset Product Codes must be used in the identification of the Mobile Handsets listed in the Inventory Management System and be used for reporting and billing.

Mobile Hardware Product Code	Description
H1	Basic Handset with standard call functionality (as required to meet the lowest Product (M1) service functionality)
H2	Midrange Handset with a broad range of service functionality (as required to meet the needs of most users and to meet Product M2 service functionality)
H3	Handset with full functionality including data facilities (as required to meet Product M3 service functionality)
H4	Handset capable of supporting PDA Functionality
H5	H3 with MMS facilities (camera phone)
H6	H3 full functionality 3G Handset
H7	H3 with distinctive SMS alert tones / ring tones capability
H8	Special, H1 Functionality with large buttons and large screen
H9	Satellite Handset
H10	Satellite / Terrestrial mobile dual-mode Handset
H11	Device to facilitate mobile data services (eg PCMCIA Card)

Table 6 Mobile Handset Product Codes

7 Dictionary

Abbreviation or Term	Definition
1X Data	One x Radio Transmission Technology
3 G	Third Generation Mobile Technology
56 kbps	56 kilo bits per second
ACCC	Australian Competition and Consumer Commission
Access to Premium Services (e.g.1900 numbers)	<p>Premium services are services that supply various types of content or provide for payment of services via mobile or fixed telephone accounts, at a price that is higher than would be typical of a normal telephone call.</p> <p>Premium services may be accessed via Australian telephone numbers starting with 19.</p> <p>Premium services may involve making voice calls, sending an SMS, or accessing a mobile carrier “portal”.</p>
ACMA	Australian Communications & Media Authority
BRA	Basic Rate Access
Business Day	7.00 AM to 7.00 PM Monday to Friday but excluding New South Wales Government gazetted Public Holidays
Call Detail Records	Machine readable electronic record detailing for each Product and voice channel and for each outgoing call, as a minimum, the date time duration and called number
Calls to Directory Assistance Style Services	Calls made to assistance services to provide either the actual number or a direct connection to the number required.
Categories	Category 3, fixed voice telephony services Category 4, mobile telephony services
CBD	Central Business District
CDMA	Code Division Multiple Access
CLI	Calling Line Identification
Cost Centre	Second level of hierarchy in Customer accounting structure. Each individual service is to be assigned to a Cost Centre.
CPE	Customer Premises Equipment
Direct Connect Services	Where both the physical line and the call are provided and billed by the same Contractor using the Contractor's own network infrastructure
Distinctive Ringing with a minimum of two (2) SMS classes	Calls from individual SMS sources to notify the user with a distinctive tone.
DTMF	Dual-Tone Multi-Frequency
Email	Send and receive email messages from an enabled mobile phone.
ETSI	European Telecommunications Standards Institute
GEO	Geostationary Earth Orbit
GPRS	General Packet Radio Services (GPRS) is a packet-based wireless communication service that promises fast data rates and continuous connection to the Internet for GPRS capable devices.
GSM	Global System for Mobiles
GTA	Government Telecommunications Agreement
IDF	Intermediate Distribution Frame
IMAC	Installations, Moves, Additions and Changes
Indirect Connect Services	Where the physical line and the call are provided and billed by different Contractors or where the Service is delivered in part using a third party's network infrastructure
International Calls	Calls made from Australia to fixed line or mobile international services.
ISDN	Integrated Services Digital Network
ITIL	Information Technology Infrastructure Library
IVR	Interactive Voice Response
Laptop Interface Modem	The Personal Computer Memory Card International Association (PCMCIA) refers to the cable, including modem card, used to connect a mobile phone

Abbreviation or Term	Definition
	to a laptop computer for data transfer.
LEO	Low Earth Orbit
Long distance Interstate calls	Calls made from NSW and terminating on a fixed line service located outside NSW (as defined in Categories 3 and 4)
MDF	Main Distribution Frame or Building Distributor or Campus Distributor as applicable
MEO	Medium Earth Orbit
Mobile Service Coverage	Coverage areas where outgoing and incoming calls can be made and received and Mobile Access Features and Enhanced Features or Services can be utilised without undue service interruption or failure.
MMS	Mobile Message Service
Multimedia Message Service (MMS)	Mobile telecommunications data transmission service format for messages with a combination of text, sound, image and video for MMS capable handsets.
NSW	New South Wales
PBX	Private Branch Exchange
PCMICA	Personal Computer Memory Card International Association
PDA	Personnel Data Assistant
Personalised Message Service (PMS)	A call to an individual Mobile Service that is un-contactable or busy will be diverted to a human operator.
PRI	Primary Rate Interface
PSTN	Public Switched Telephone Network
PTT	Push to Talk
RFT	Request for Tender
Roaming Interstate or International	The term roaming is used to describe the ability of the mobile phone to use any Contractors mobile phone network without physically changing any settings on the mobile phone.
SCADA Interface	Supervisory Control And Data Acquisition Interface, Alternative to fixed wire implementation of this interface.
Service Delivery Point	Physical location at which the Contractor delivers and the Customer accepts the Service. Generally a Distributor (MDF) nominated by the Customer but for exchange lines terminating directly on a handset, the Customer may nominate the Handset socket as the Service Delivery Point.
Service Desk	Supplier's processes and infrastructure that delivers the customer interface and incident management functionality specified.
Service Hours	i) As determined in Schedule 2.
Short Message Service (SMS)	Mobile telecommunications data transmission that allows users to send short text messages (minimum of 160 characters) to each other using the mobile phone keypad or web interface.
SIM	Subscriber Identity Module
SLA	Service Level Agreement
Video Capability	A mobile handset that can record, store and transmit video images.
WAP	Wireless Application Protocol - Access to specially written Internet page on the screen of a mobile phone.
WPD	Working Deliverable Description

Appendix A – Service Coverage

Albury
Armidale
Ballina
Bathurst
Bega
Broken Hill
Cessnock
Cobar
Coffs Harbour
Cowra
Deniliquin
Dubbo
Forbes
Glen Innes
Gosford
Goulburn
Grafton
Griffith
Kempsey
Lismore
Lithgow
Maitland
Moree
Murwillumbah
Muswellbrook
Newcastle
Nowra
Orange
Parkes
Port Macquarie
Queanbeyan
Singleton
Sydney Metropolitan
Tamworth
Taree
Wagga Wagga
Wellington
Wollongong
Wyong