

What does Bell mean by the term “transition date”?

The “transition date” is the date when a PSE expected to transition from FleetNet service to PSCS. All PSEs will be scheduled to transition from FleetNet to PSCS between April 2020 and May 2021. Following the transition period, PSEs may no longer have access to FleetNet service.

What is the transition plan for Fire Departments?

The Office of the Fire Commissioner (OFC) and Bell have developed a schedule to transition fire departments between August and November 2020, based on the mutual aid district in which they operate. This is being done to ensure interoperability with both E911 and your mutual aid district. The goal is to mitigate the risk of radio communication issues during emergency events. Any fire department that does not transition prior to November 2020 may not be able to communicate with their neighboring fire departments and Brandon 911.

When will Brandon 911 transition to PSCS?

The transition of Brandon 911 fire dispatch is scheduled to align with the transition plan for fire departments.

When will we stop receiving a FleetNet service bill from Bell MTS?

Once you have transitioned to the PSCS, you will no longer receive a monthly FleetNet bill, and you will begin to receive a new monthly Bell Mobility bill in the amount of your previous FleetNet monthly radio subscription fees. Following the completion of the transition phase for all public safety and public service users (May 2021), your Bell Mobility monthly radio subscription fees will be reduced to \$0 in accordance with the Government of Manitoba announcement to fully fund the PSCS annual operating costs on behalf of municipalities. PSEs will continue to be responsible for the costs of maintaining or upgrading their equipment, including any future software upgrades and programming changes.

Which radio manufacturer equipment will work on the PSCS?

Currently only Motorola Solutions Project 25 (P25) radios are approved for use on the PSCS, and must meet minimum software specifications. At the request of a PSE or a third party, Bell is prepared to certify P25 compliant radios from other manufacturers for use on the PSCS. The requesting party will be responsible for all costs related to Bell’s certification testing process.

Are Motorola XTS® 1500 and ASTRO® XTL™ 1500 Radio models available for software upgrades?

No. These radio models are no longer manufactured and upgrade kits are no longer available from Motorola. Unless radios were previously upgraded to meet the minimum software requirements (P25 capability, Link Layer Authentication and AES Encryption) they will not operate on the PSCS. The minimum software requirements can only be confirmed by reading the existing radio configuration through the CPS software which has been made available to your service partner.

Why do Fire Department radios require the Request-to-talk feature (RTT)?

To standardize radio operation across all provincial fire departments, the OFC requires all provincial fire departments to utilize radios that support the Motorola One-touch RTT feature. The One-touch RTT feature is included with the APX2000, APX2500, APX8000, and APX8500 models. Fire departments that want to use other radio models will need to purchase RTT as an additional feature with their radio. The current price to purchase the RTT feature is \$68 when it is purchased with the radio.

Are members of volunteer Fire Departments required to have encrypted radios?

The Government of Manitoba requires all police, fire and emergency medical agencies to use encrypted radios for protection of information transmitted via radio communications. For reference, please visit the Government of Manitoba's website at: <https://www.vema.gov.mb.ca/public-safety-communications-service-pscs/pscs-faq-for-non-manitoba-government-departments/>

We currently use our FleetNet radio to make telephone calls (Telephone Interconnect); will we still have access to this feature on the PSCS?

Yes. Telephone Interconnect will be enabled for all fire departments. The telephone Interconnect service is intended to be only used for urgent phone calls.

Will Fire Departments have a 'home' channel on the PSCS to communicate with its own members as we do on FleetNet service today?

Yes. The OFC has developed a standardized fleetmap for all fire departments that will reserve the first three channels for mutual aid, and a separate channel for each fire departments to use for its own members. In addition, the fleetmap has been designed to allow fire departments to communicate with neighboring fire departments. Further operational information regarding the provincial fire fleetmap will be provided during training sessions.

Will the PSCS provide better coverage than FleetNet service?

The PSCS will provide similar, and in some cases, improved coverage when compared to the existing FleetNet service.

How will our radios be configured on PSCS?

The OFC has developed a Fleetmap and radio programming strategy for all fire service organizations that will be similar to how the fire service operates today, including some additional enhancements.

Our Fire Department plans to use a base station radio(s) on the PSCS. Are there any special licensing requirements that we should be aware of?

Innovation, Science and Economic Development Canada (ISED) requires all base stations to be licensed prior to radio programming. The PSCS public safety spectrum (700 MHz) is licensed to the Government of Manitoba, and authorized base station operators that use this spectrum are not required to secure their own license.

The base station operator must provide the following information to Bell or its Service Partner so the licensing requests can be submitted and approved by ISED:

- Legal address of the base station radio, including GPS coordinates
- Base station manufacturer and model number
- Antenna manufacturer and model number

Bell recently published radio provisioning rates – why were these rates not included with the purchase of the radios?

Bell radio provisioning rates were determined in Q1 2020, and were published to PSEs on April 1, 2020.

Why do we have to pay an additional \$125 per radio for activation and programming and why is this not included with the radio?

Each radio must be manually programmed with a serialized codeplug (radio configuration information that includes specific radio features). Radio programming services are available from Bell's service partners at a rate of \$125 per hour, however, if you purchased your new radios from Bell, the programming fee is waived, and you will only be charged an activation fee of \$125 per radio.

Is the activation fee new for Bell MTS FleetNet radio subscribers?

No. Bell MTS has always charged a fee of \$100 per radio for activating radios on FleetNet service.

Is there an activation fee if we are purchasing our radios elsewhere, or if I have upgraded an existing radio for use on the PSCS?

The \$125 per radio activation fee applies to all radios activated for use on the PSCS.

Are there any other fees we should be aware of?

Yes. The cost to consult, design, engineer and test radio programming templates (known as Master Codeplug Templates) is not included with your radio purchase *unless* you have purchased the radio from Bell, in which case Bell will provide one codeplug per radio model purchased. If your radios have not been purchased from Bell, you will be charged \$200 per hour to build each unique Master Codeplug Template.

When will we receive a bill from Bell for the purchase, activation and programming of our radio equipment?

You can expect to receive a bill for the equipment and any additional codeplug charges immediately following your transition. If you are supplying your own equipment, you will also receive a bill for any applicable programming and codeplug services.

In order to provide PSEs with additional time to budget for the activation fees, Bell is offering to defer payment of the activation fee for a period of up to three months following the completion of the transition phase of the project (May 2021). This means for PSEs that are transitioning in Q3 2020, they will not be required to pay their activation fees until Q3 2021.

How do we get our mobile radios and base station radios installed?

PSEs should contact their preferred Bell service partner for installation information and quotations.

What is a codeplug?

A codeplug is a radio configuration file that includes user specific talkgroups and radio features.

What is a talkgroup?

A talkgroup is a communication channel assigned to a radio user group.

What is a fleetmap?

A fleetmap is a view of assigned talkgroups and features programmed in a radio (codeplug)

How will we know if we need additional codeplugs, and what will it cost?

Your Bell service partner will work with you to collect requirements for codeplug development. Based on these requirements, Bell will provide a quote if additional codeplugs are required.

Bell will provide one codeplug per radio model purchased from Bell. For additional clarity, see the examples below:

Scenario 1 - Purchase one APX2000 portable, one APX2500 Mobile and one APX2500 Base Station

Radio	Model	Codeplug
Portable	APX2000	Codeplug included with radio purchase at no charge
Mobile	APX2500	Codeplug included with radio purchase at no charge
Base Station	APX2500	Codeplug not included, an additional charge of \$200 per hour x 3 hours typically applies. For base stations that use the same mobile model, Bell is waiving the \$600 codeplug fee (Provincial fire agencies only).

Scenario 2 - Purchase two APX2000 portables, programmed exactly the same

Radio	Model	Codeplug
Portable	APX2000	Codeplug included with radio purchase at no charge

Scenario 3 - Purchase two APX2000 portables, programmed differently

Radio	Model	Codeplug
Portable	APX2000	Codeplug included with radio purchase at no charge
Portable	APX2000	Codeplug not included, there will be an additional charge of \$200 per hour

The cost of transitioning from FleetNet to PSCS may be challenging for some municipalities – what has Bell done to help reduce these costs?

Bell has made every attempt to assist PSEs with the costs of transition, by:

- Providing radios at well below market pricing (25% off of list price)
- Providing one free codeplug with each radio model purchased from Bell
- Providing an additional base station codeplug (for fire departments only) at no extra charge – an additional \$600 savings.
- Eliminating the \$125 per hour programming charge if the radios are purchased from Bell.

If we have questions about the Municipal Fire fleetmap (e.g. who can we speak to on the network, how we will use the new network vs. the VHF paging radios, dispatching arrangements), who can assist us?

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