

World Congress News

The 7th TETRA World Congress



Wednesday, November 24, 2004

Happy 10th Birthday to the TETRA MoU Association

As well as a celebration of new contracts, new products and new users, this year's World Congress in Vienna is also the venue for an important birthday party. The TETRA MoU Association is 10 years old. It was founded in 1994 to encourage and promote the uptake of the TETRA standard around the world for a wide variety of users led by Public Safety, Transportation and Utility organisations. With over 550 significant contracts awarded for infrastructure and terminals in 65 countries, the hard work of the members supported by the Association's Board has undoubtedly paid off.

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Growing up fast – some statistics
The Association has grown healthily over its first decade. Membership has risen from 9 to



over 115 members today and they are spread throughout 30 countries. In addition, there are seven regional or country TETRA Forums that concentrate on the specific local issues for their region. The main work of the Association is carried out in five specialist working groups: Technical Forum, Security & Fraud Prevention Group, Operator/User Association, Business Solutions

Group and the Enhancement of Services Group. In addition, the Association manages the vital Interoperability testing process and has its own Communications Group that ensures TETRA and the activities of the membership are well promoted and publicised.

Looking to the future
John Cox, the TETRA MoU's CEO doesn't see any reduction in the future for the work of the Association and its members. He commented, "This year, our marketing programme has included Latin America, the Middle and Far East as well as Europe. There is a strong demand from users and the TETRA industry to continue the education process and development of commercial opportunities. The market will make sure that we are all kept busy in the future."

A Brief reminder for everyone

Don't forget that one of the TWC's new features continues today – the Product Briefings. These 15 minute briefings are the opportunity for TWC exhibitors to let you know more about their products and services. They will take place in one of the two Product Briefing Rooms in the exhibition area. Check for any updates to the programme on the lists that will be posted outside the Briefing Rooms.

Time	Company
11:00	Zenitel
11:15	Decision Focus
11:30	Spescom Datavoice
11:45	Nokia
12:00	Teltronic
12:15	APD
12:45	Motorola

ETSI moves closer to approval of TEDS specifications

At the TWC yesterday, Jørgen Friis, the ETSI Deputy Director General, praised the support from industry that is ensuring that the work on standards for the TETRA Enhanced Data Service (TEDS) is continuing on course. It is on target for a February 2005 approval in the working groups.



Jørgen Friis, ETSI Deputy Director General

Mr. Friis also praised cooperation between the TETRA MoU Association and ETSI during 2004. ETSI has supported two TETRA MoU Association seminars in the Middle East and in South Korea during the year. It has

also committed to continue its support for the TETRA events series, including the TWC, created by the TETRA MoU Association in partnership with IIR conferences.

Congress seems to benefit delegates



Things got off to a good start during the Monday Seminars with a variety of topics presented. The main aim of the World Congress is shown in action here with discussions taking place between users and manufacturers. Feedback from one Greek delegate summed up the first day – "a very good start". Elsewhere in the Austria Center,



delegates were treated to a demonstration from one of the MoU Board members of his new electric 'company car'.



In this issue: MoU celebrates 10th birthday; latest contracts; new IS portable from FWK and TETRA's lifesaving century.

World Congress News

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Looking for quick and easy QoS results? Talk to MAC about their TRAmP

The CatchAll TRAmPs (TETRA measurement and performance system) product from MAC Ltd is their new hardware and software suite for TETRA QoS measurements. According to them, this leading-edge product provides a comprehensive and intuitive capability to monitor, compare and quickly interpret the changing nature of the radio environment in which public safety officers must perform their duties. They believe their solution is ideal for public safety organisations to check the actual coverage achieved against original coverage plans over the months and years following of a network launch.

TRAmPs should mean that radio system support personnel will no longer have to rely solely on reports from officers in the field for information about quality of service (QoS) changes. Instead, a pro-active approach can be adopted with coverage and QoS actively, regularly and easily monitored. The informa-

tion gained will enable support personnel to inform operational officers of potential issues and to give them the confidence that

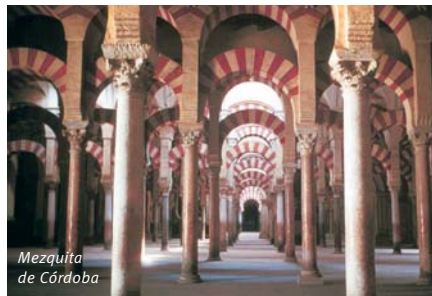
their radio system will be available when and where they need it. Tramp along to stand E3 to hear more.

Teltronic helps Córdoba go from ancient to modern

The Spanish city of Córdoba has awarded Teltronic a contract to supply a TETRA Radio Network for the local Police to replace their old MPT1327 system. Now, it will use TETRA digital technology to contribute to big operational benefits: improved secu-

urity, higher data transmission rates, and better audio quality.

The new system will consist of a Teltronic NEBULA TETRA system with an NMS management system and Teltronic radio units. All police officers, vehicles and motorcycles from the local force will be equipped with digital terminals for the new system. The ancient city of Córdoba, steeped in history, will be at the forefront of innovation and technology with their new network. More information on the company's products is available on stand B6.



Mezquita de Córdoba

Madeira makes it Motorola

Yesterday at the TWC, Motorola announced that the Serviço Regional de Protecção Civil da Madeira, Madeira's civil protection authority, has chosen a TETRA system from them to provide mission critical communications between its police, fire, ambulance, civil protection and defence agencies. The civil protection authority is responsible for the safety of the island's 250,000 inhabitants. This contract marks the first time that TETRA technology will be deployed in Madeira.

The new Dimetra IP network will enable interoperability between Madeira's public safety agencies on a single, secure, two-way radio system. At the same time, each agency can act separately when it needs to. Motorola say their adherence to open standards will also enable the new Madeira network to work with any TETRA networks chosen by other Portuguese regional or national authorities in the future. The network will cover 13 sites including an integrated command and control centre.

SIEMENS

ROHDE & SCHWARZ

Product News

Portable TETRA system for immediate use

Rohde & Schwarz has launched a new, flexible TETRA radio system: the new ACCESSNET®-T Cube. It consists of a portable TETRA base station with power supply and antenna coupling network. The Cube can be deployed as a single-cell mobile radio system within a few minutes. Expansion modules allow the system to be configured as required or connected to other networks. Government authorities, security firms and transport service companies can thus provide optimal communication protection for special operations.

The ACCESSNET®-T Cube is consistent³ and without any compromise:

- consistently mobile
- consistently modular
- consistently multifunctional

R&S BICK Mobilfunk GmbH
Fritz-Hahne-Strasse 7
31848 Bad Muender, Germany

TETRA

www.rohde-schwarz.com

www.siemens.at/tetra

Police join Beijing's shared Nokia TETRA network

The Beijing Public Security Bureau is to join the Beijing Government shared TETRA network following a successful trial. During the trial, the Xuanwu sub-bureau used around 700 Nokia THR880 terminals to show that the TETRA network provided the right coverage, complete with all the necessary functions. The decision also follows the successful use of the TETRA network by the DongCheng sub-bureau on 1 October, during celebrations to mark the 55th anniversary of the foundation of the People's Republic of China.

The landmark announcement signals the switch of the Beijing police radio system to digital. Police forces from the other sub-bureaus will each join the Beijing TETRA system in turn, enabling the current 800MHz

analogue system to be closed in October 2005.

Mr. Liu Shaowu, deputy chief of the Beijing Public Security Bureau, announced the change-over at a Mobilisation Conference in September. Ms. Zou Tong,

deputy director of the Beijing Municipal Office of Information and Mr. Liu Ying, director of the Telecommunication & Information Department of the Beijing Public Security Bureau, also gave speeches.



Beijing city scene

Inside knowledge puts Avitec ahead

Avitec's expertise at supplying coverage solutions inside buildings will be put into practice for the new TETRA network that will be supplied to the Brussels National Airport. In partnership with Motorola who are supplying the system, coverage inside the terminal buildings using specialized repeaters will be courtesy of Avitec. The network is expected to be in use by early 2005.

Partnership with Motorola

David Ritchie, Motorola Benelux, commented that "Working with our partners, Avitec AB of Sweden, Brussels National Airport will receive a full communications system which will bring more flexibility for end-users as well as lower operating and maintenance costs."

Sepura launches new specialist terminals

Sepura today launched the Sepura TETRA Modem and the SRP3000 Covert Terminal at the TETRA World Congress in Vienna, Austria. Both radios have as an option the company's fully-inte-



Sepura's TETRA Modem

grated GPS receiver, which according to them has already been tried and tested by over 20,000 users worldwide.

The TETRA Modem, say Sepura, delivers the technology to provide accurate telemetry and location information over any TETRA network, and it will also be widely used within SCADA (Supervisory Control And Data Acquisition) applications and control systems. Incorporating the latest processor and memory capabilities, it also supports fully featured, advanced data and communications protocols that utilise TETRA Short Data and IP services.

No longer undercover

The SRP3000 Covert Terminal has been created for professional users working in isolation or in covert operations. In such situations, where personal safety is

paramount, knowing where personnel are located when an emergency arises means that back-up can be quickly dispatched. For additional security the SRP3000 Covert Terminal has a configurable soft key that can be used to "zeroise" functions and delete all encryption keys within the terminal.

Roger Dowling, Deputy Managing Director for Sepura said "At Sepura we recognise that as the TETRA market continues to grow, there is an increasing demand for specialist terminals. Covert radios and modems are two such areas where Sepura has seen a growing demand".

Second generation equipment from Chelton prepares for pre-flight checks

Chelton Electrostatics Ltd. is building on the initial success of its first generation airborne TETRA equipment using the Airwave Network to the UK Police Air Support Authority. The company say it is currently the only supplier of airborne TETRA solutions. Its focus is now on employing state-of-the-art technologies in the development of second generation equipment which is scheduled for production at the end of 2005. With the company's

TETRA solution, an airborne operator has the ability to communicate with relevant personnel



Photo courtesy of Airwave

on the ground. For more information, contact them on runway D13 in the exhibition hall.

TETRA – FWK BHR 21 IS – SAFE

Not an encryption code but the new EEx ib IIC T4 certified TETRA handheld radio for working in hazardous areas from Funkwerk Köpenick (FWK) GmbH

For those who have to work in hazardous areas, an Intrinsically Safe terminal will mean that they can enjoy the benefits of TETRA communications without compromising their safety. The BHR 21 IS from FWK is certified



for use in areas where explosive conditions (such as gases or dust) could be expected. Typical operating environments requiring this certification are oil and gas refi-

neries, fuel stations as well as gas and petrochemical industrial complexes. According to the manufacturer, their IS certified portable not only provides a very high degree of safety under explosive hazards, but it also offers the exceptional performance and reliability of its conventional BHR 21 TETRA handheld radio series. Visitors to the TETRA exhibition can see the radio in action on Rohill's stand, C5.

MoU Association positive about TETRA's future contribution

Board members representing users and vendors along with the Association's CEO presented a number of observations on TETRA's success and its enormous potential for the future at its Annual Press Briefing yesterday. Market figures previously announced before the Congress were updated by Vice Chair, Jeppe Jepsen. He felt the published number probably under-reported the market activity and commented, "Such is the fast rate of progress, it is almost certainly true that there are now probably over 600 reported contracts for TETRA. We are seeing tremendous growth, especially thanks to TETRA's scalability and because it offers so much to users in or out of the Public Safety market."

The fundamental use of TETRA to provide critical communications at times of crisis had already been graphically described during the opening

day's conference. A representative of the Madrid Municipality Medical Services talked about the invaluable role of their TETRA system in the aftermath of the terrorist bombing earlier this year. Six nations in Europe and the Nordic region have installed national TETRA systems for their public safety agencies. Another two countries including Austria, the host nation for this year's TWC, have announced their intention to use TETRA for their new national networks. John Cox, the TETRA MoU Association's CEO reflected on the 'Research for a Secure Europe' report published by the EC earlier this year, where it noted that 'effective coordination and cooperation of [security] services from different Member States would be vital in the event of a major terrorist attack or a disaster'. He said, "TETRA is on the ground with a proven ability to support the co-

ordination this report highlights as vital."

Interoperability from a multi-vendor marketplace

There was more good news from the other MoU Vice Chair, Risto Toikkanen. Commenting on the IOP (Interoperability) certification achievements during 2004, he praised the independent test body, ISCTI and the MoU's Technical Forum who had risen to the challenge of the high demand for IOP testing.

Risto said, "IOP turns the promise of an open standard into a multi-vendor reality. As testing is independently certificated, it gives a high level of confidence to users. And by the end of the year, with a record number of IOP test certificates issued, the principle of an open standard will be clearly demonstrated working in practice. This level of certified multi-vendor functionality is unique in the PMR world."

More and more interest in TETRA

As the MoU continues its marketing programmes around the world to educate users and promote the TETRA standard, interest from local manufacturers is extremely high. Countries with significant populations and highly geared local development programmes such as Russia and China and others in Asia and the Far East continue to offer major potential markets for TETRA. With a very strong manufacturing base of 17 companies already, some of TETRA's IPR holders are already exploring ways of establishing commercial partnerships with specialist companies in certain regions. John Cox believes the solutions will definitely be found to enable the market growth to continue and probably exceed its current levels. John said, "Meeting this demand for access to the TETRA technology is a challenge. However, I am certain that innovative commercial solutions will be developed by our members to match the innovation that they have already demonstrated in their products."

sepura First in TETRA



Sepura Specialist Terminals

SRP3000 Covert Terminal

Sepura TETRA Modem

- Based on the world's most advanced TETRA handportable
- Created for specialised roles in target sectors



See them on stand A6

for more information visit www.sepura.com

Sepura's 300MHz Russian Radios launched in Moscow

The recent 2004 TETRA Russian Congress in Moscow was the launch pad for Sepura 300-344 MHz terminals for Russia. The company believes its radios for this territory have a number of firsts, including the ability to support Cyrillic text. It was equally upbeat about the market position proposing that more than 90% of all TETRA terminals used in Russia are currently from Sepura. The company's support of Russian applications demonstrates the importance of this market for them. As well as its handportables and mobiles, the new mobile gateway, the SRG2000, will also be available in this frequency band for Russia.

Local partnership is the key to success

Compass+R, Sepura's longstanding partner, along with newer but equally valued partners Informcom and Svyaz, have helped close prestigious deals

with the Russian Railways and the Kazakhstan Ministry of Defence. Informcom is soon to become the official Sepura Service Centre offering technical

support for all Russian and CIS countries. Sepura is also involved in TETRARUS programme and projects for the Gas and Oil industry in Ukraine.

Busy Brussels airport chooses Motorola's TETRA solution

Motorola has been chosen by the Board of Directors of Belgocontrol, the Belgian air navigation service provider, to supply a state of the art € 2 million



TETRA system. Belgocontrol is an autonomous public company established in 1998 with more

than 1,000 employees and is in charge of the Belgian civil airspace including Brussels National Airport and four regional airports air traffic control.

The Motorola Dimetra IP system will consist of three sites covering Brussels National Airport. It will be used by approximately 1,000 users for both voice and data aiding communication between different organizations and departments in the airport. The network is expected to be in use by early 2005. Over 15 million passengers passed through the airport in 2003.

Austria and Scotland get closer with Frequentis

Control Centres with TETRA connections

An integrated communications control system by Frequentis is helping Scottish Police get the most out of TETRA. The Lothian and Borders Police is using a



Frequentis state-of-the-art communications solution based on the tried and tested VCS3020 MCC for the new police headquarters in Edinburgh. With over 130 working positions, the new control centre will be ideally equipped to handle all existing demands. It will also enable connection with the O2 Airwave TETRA network. Link up with them on stand A8 here in Vienna.

30 years
1974-2004

teltronic
beyond the TETRA technology

NEBULA

Is a real second generation infrastructure.
System based 100% on Ethernet/IP Technology.
Can use Ethernet corporate networks as Backbone.
Distributed switching, distributed intelligence.
Does not need any GPS synchronization for full TETRA operation.

A new world of flexibility and scalability
see us at TWC, stand B6

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E-mail: cial@teltronic.es

Gala Reception is music to delegates' ears

Tonight's Gala Reception and TETRA Awards ceremony will take place at the beautiful Palais Ferstel in Vienna.

The Palais was the former Stock Exchange and Austro-Hungarian Central Bank and should provide a very impressive venue for the evening which will also include the presentation of the TWC awards by the TETRA MoU Association. Three awards will be given this year: the Outstanding Contribution to TETRA, Chairman's Award and the Best Exhibition Stand.

The evening will be free to attend, but you will need a ticket. Call at the IIR desk to collect yours. Delegates will be welcomed at the Palais with sparkling wine. Drinks and hot and cold canapés will be served from 18.30 until about 21.00. As a further delight, the Viennese Ladies Orchestra

will be playing a selection of music that Vienna is famous for. The location is easy to find and maps will be available from IIR.

Coach trip to Gumpoldskirchen

The excursion to this historic wine-growing village is tomorrow night. Places are limited so don't forget to put your name down today if you would like to go.



The Palais Ferstel located in the heart of Vienna

Viennese Ladies Orchestra



DAMM's Flexible ideas provide the missing link for distributors

The introduction last year of TetraFlex®, DAMM's tower mounted IP based single carrier system, is creating a growth opportunity for the company towards 'super distributors' who are seeking a small, single carrier system to serve local or rural customers. According to DAMM,

their established PMR reputation and unique TetraFlex system provides a successful foundation to resellers for their customers who demand the flexibility and superiority of a digital TETRA system and improved price/performance. DAMM believes their TetraFlex could be the cost

effective 'missing link' resellers are looking for. It is easy to customize for closed systems, it offers virtual 'plug & play' simplicity and it offers an opportunity to generate new revenue streams. More importantly: it meets the critical needs of analogue users seeking a digital technology that can handle speech and data. The company will be pleased to tell you more if you pay them a visit on stand C9.

Coverage problems? Talk to Aerial Facilities about their latest product

Aerial Facilities Limited, the specialist supplier of TETRA coverage enhancement solutions, has announced the launch of its new TETRA Micro repeater here at the World Congress. The repeater can be supplied in three formats: In Line Amplifier, FO Remote Amplifier or Off Air repeater and incorporates the company's latest range of high

linearity amplifiers. The new repeater is available in all existing TETRA frequency bands and should provide enhancement to small areas of poor coverage, whilst not degrading the performance on the BTS. The company have supplied in ex-



cess of 1,000 TETRA repeaters already for use in a wide range of TETRA networks for Public Safety and Transportation around the world. For more information on coverage enhancements, pop along to their stand, C3, and they'll fill you in.

Nokia's position update on new terminal

Warwickshire Police in the UK were amongst the first customers to receive the new THR880i handportable from Nokia. The company say that this is a market first for a radio with integrated GPS. Their terminals were launched in September and first deliveries made in November through the UK Added Value Reseller, Magdalene Telecom.

A view towards the future

The terminal impressed Warwickshire users during extensive evaluation trials. According to Nokia, users considered the terminal to be technically innovative and to incorporate important future-proofing elements.



Airwave scores 100 'not out' for life saving

Ambulance staff in the UK's Hereford and Worcester Ambulance Service NHS Trust are celebrating saving their 100th heart attack patient using O2 Airwave technology. The Airwave Service uses TETRA and allows the paramedics to transmit patient vital signs from an ambulance to a hospital, enabling hospital staff to be involved in making the decision to give life-saving clot busting drugs which dramatically improve the chances of survival and recovery.



Previously the patient had to be transferred to hospital before being assessed and then given treatment – adding vital minutes to treatment time. Every minute saved in treatment of heart attack patients adds about 11 days to life expectancy. Russell Hamilton, Chief Executive for Hereford and Worcester Ambulance

Service sees this achievement as “a major advance in the care of victims of heart attacks.”

TETRA data in action

Paramedics connect the patient to an Ortivus MobiMed 12-lead Electro Cardiogram (ECG) monitor and vital signs monitor and transmit this and other information to hospital over Airwave. The consultant at hospital analyses the data, diagnoses a heart attack and sends a message back via

Airwave to the unit in the ambulance to confirm that life-saving drugs can be administered by the paramedic, all the time developing an electronic patient record. Airwave also provides an Automatic Vehicle Location System to the Trust, enabling the command and control

team to monitor the whereabouts and availability of the ambulance fleet. This system, too, is designed to provide the fastest and most efficient response to a patient in need. Hear more today from O2 Airwave's Richard Bobbett about running the 'World's largest TETRA network' when he presents in Stream F at 14:35.

Spescom gets a new recording contract in South Africa

Spescom DataVoice was recently awarded a substantial sub-contract with Alcom Mato-mo to provide an integrated voice recording solution for police services in South Africa's Gauteng Province. For use with the new South African Police Service (SAPS) TETRA system, the company's voice recording technology will be deployed for the SAPS radio communications network throughout the province. All communications are recorded, from the initial telephone call to the many ra-

dio messages generated when responding to a situation.

Andrew Condon, Commercial Director at Spescom DataVoice said that “Gauteng is the busiest SAPS network with about 26,000 users and a message volume that can reach 500,000 per day.” Recordings for Gauteng will be made from six remote sites that handle telephony and a large number of base stations that are part of the radio network. Call by on stand F2 for a live explanation of their innovative products.

Showing the way



NOKIA
THR880i

The new Nokia THR880i radio. Integrated GPS receiver, active high-resolution color display and a user experience that is second to none.

Available right now, ready to meet the toughest communication challenges.

Visit the Nokia booth A7 at TETRA World Congress and let it show you the way to the improved level of public safety.

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CONNECTING PEOPLE

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Wednesday's World Congress programme at a glance

Morning plenary session – main conference room

09:15 Introduction from the Chair, *Duncan Swan, Associate Director, Mason Communications*

Growth, Development and Innovation

09:20 European Union Expansion and Cross Border Communication Requirements
Marc De Buyser, CEO, ASTRID

09:50 Operational Experiences from The Regional TETRA Network for Slovenia
Igor Bogataj, Head of Radio Division, Police, Slovenian Mol

10:20 C2000: Meeting Schengen Communication Requirements with TETRA
Neil Elroy, Director Implementation C2000, Netherlands Mol

10:50 Coffee and opportunity to visit the exhibition

11:30 TETRA as the Communications Solution for Russian Railways, *Vladimir Voronin, Russian Transport Ministry and Timur Latypov, Deputy Gen'l Manager, Microtest*

Security

12:00 Who Cares About Security?
Dave Chater-Lea, Senior Member of Technical Staff, Motorola and SFPG Member

12:30 TETRA Interception and Vulnerability: Security In Action
Kasra Haghighi, Technical Consultant, Communications Industries Company, Iran

13:00 Lunch and opportunity to view the exhibition

Afternoon Stream D – Public Safety, Government & Military

14:30 Opening remarks from the Chair,
Hans Borganjen, Head of Public Safety Communications, ITO, The Netherlands

14:35 Benefits of TETRA in Fire and Rescue
ACFO Steve Worral, & Gerard Edwards, Shropshire Fire and Rescue

15:00 Examining the Suitability of TETRA for Military Users
Emanuela Iunca, Project Manager, Marconi Selenia Communications

15:25 Obtaining the Business Benefit of TETRA: The UK Police Approach
Inspector Tony Toynton, Airwave End-to-End Programme Board

15:50 Afternoon refreshments and opportunity to view the exhibition

16:30 Mobile Data: Improving Police Visibility and Effectiveness
Jan Booth, Mobile Data PM & Inspector Philip Cawley, Lancashire Constabulary

16:55 Examining the Requirements and Opportunities for TETRA in India
Nishan Kohli, Managing Partner, Thunderbird LCC

17:20 Functionality and Features of Hong Kong Fire Service TETRA Solution
Lam Chun Man, Director of Fire Services, Hong Kong Fire Services Department

17:55 Closing remarks from the Chair – End of Day Two

18:30 Gala Reception & Awards – Palais Ferstel, Vienna

Afternoon Stream E – Transport & Utilities

14:30 Opening remarks from the Chair
Charly Hengevoss, Director R&S BICK

14:35 TETRA In Use at the Aéroports DeParis (ADP)
Bernard Nahoum, ADP Telecom

15:00 VEÖ Case Study: Austrian Power Utilities Experiences with TETRA
Gerhard Bartak, Management Board, VEÖ Austrian Association of Electricity Companies

15:25 NingQi Railway: TETRA Network Building and Applications
Liu Jianyu, Senior Engineer, 4th Survey & Design Institute, Min of Railway, China

15:50 Afternoon refreshments and opportunity to view the exhibition

16:30 Examining the Benefits of TETRA for the Oil and Gas Industry
Ahmed Al-Omar, Communications Engineer III Saudi Aramco

16:55 IP TETRA Networks for Real Time AVL System for Barcelona Buses
Lourdes Perez, Telecommunications Service Metropolitan Transports of Barcelona (TMB)

17:20 TETRA Radio System for Singapore North East Line (NEL)
Kazuhiro Nishikawa, Project Manager, NEC System Integration & Construction

17:55 Closing remarks from the Chair – End of Day Two

18:30 Gala Reception & Awards – Palais Ferstel, Vienna

Afternoon Stream F – Operating TETRA Networks

14:30 Opening remarks from the Chair
Jeppe Jepsen, Director, International Business Relations, Motorola

14:35 Running the Largest TETRA Network in the World
Richard Bobbett, Director of Network Operations, O2 Airwave

15:00 Dealing with Concerns About Health – Lessons from the UK
Brenda McAll, PR Consultant, TETRA Industry Group

15:25 Crisis Management Operator Network (CMO)
Jorma Hämäläinen, Vice President, Teliasonera

15:50 Afternoon refreshments and opportunity to view the exhibition

16:30 Maximising the Benefits of TETRA through Efficient User Training
Sergeant Jari Juvonen, Police School of Finland

16:55 Configuring TETRA to Provide a Fallback Service
Insp. Keith Beechener, Essex Police & Dr Brian Williams, Director, Syntech Systems

17:20 3 Country Project – Managing the ISI Requirements for Cross Border Communications
Inge Elfrink-Thelosen, C2000; Willy Steenbakkens, Netherlands Mol and Wim Liekens, Belgian Federal Police.

17:55 Closing remarks from the Chair – End of Day Two

18:30 Gala Reception & Awards – Palais Ferstel, Vienna



MOTO READY

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