Title:	P25 Subscriber Repair – Shop Service Plan	SOP No:	ITS-RADIO-003B
Revision:	1.2	Effective Date:	August 28, 2018
Owner:	Manager - Wireless Communications	Department:	IT Solutions

P25 Subscriber Repair Plan

1 Purpose

This procedure outlines the Subscriber Repair Service Plan for the public safety radio system that provides communications for first responders across much of North Central Texas. The objective of this policy is to outline shop contact procedures, the method for initiating service calls, the procedure for local troubleshooting and repair, depot service as well as estimated repair times.

2 Scope

All City of Fort Worth subscribers on the Radio System must comply with this policy.

3 References

- ITS-RADIO-001_P25 ID&Naming
- ITS-RADIO-002_Subscriber Asset Management
- ITS-RADIO-004_Encryption Management

4 Conditions for Exemption

External Agencies without Service Agreements.

Exceptions to the policy must be approved by the Senior Manager over Wireless Communications.

5 Justification

Establish a citywide procedure for subscriber repair that promotes user understanding of the method, process and repair procedures for Subscribers.

6 Subscriber Repair

This section defines the specific process for subscriber repair and the shop service plan for subscribers on the Radio System.

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6.1 Contact Method Procedures

Subscribers needing repair may open an ITSM repair ticket by contacting the Help Desk or the Wireless Communications division in person.

6.2 Initiating Service Requests

All radio repair requests will result in an ITSM repair ticket being generated. Additionally a repair ticket will be opened in MCM to facilitate radio performance and reliability tracking.

6.3 Shop Service Plan

Activated subscribers that require reconfiguration or other updates must again follow the policies and procedures defined in Radio-001, Radio-002 and Radio-004. These documents outline the specific steps to update properties and encryption keys on active subscribers and enter updates into MCM correctly.

- **Radio Evaluation and Troubleshooting**
  - The first step in troubleshooting the radio under test will be to attempt to duplicate the reported error.
  - Once an error has been observed, the radio should be checked for proper operational voltage, that all connections are tight and all accessories are functional.
  - If these do not remedy the operation, the radio programming should be checked to verify the requested mode of operation is allowed. The P25 system provisioning manager should also be checked for allowing the requested mode of operation.
  - The radio should be tested on the appropriate test bed to ensure its operations are within specified operational limits.
  - Failure of any step may result in the unit being placed into the Radio Repair process.

- **Radio Repair Process**
  - Radios submitted for repair should be dealt with on a first come – first serve basis.
  - Another radio will be programmed like the original and exchanged with the user. MCM records must be updated per Radio-002:Subscriber Asset Management to reflect the exchange of radios. The P25 system must be updated to reflect the new serial number associated with the P25 Trunking ID as defined in Radio-001: Subscriber Asset Management.
  - Radios showing obvious abuse or damage will not be exchanged. If they are not repairable, the owning division must purchase a replacement.

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- o   Repaired radios will become spares for distribution to the next customer requiring service.
- o   Wireless Communications will conduct in depth evaluation and repair of the Subscriber. If the radio cannot be repaired by Wireless Communications, the steps in 6.4 will be followed.

6.4   Depot Service

Radios requiring repairs beyond the level available at the Wireless Communications facility will be submitted to Inventory to return to the manufacturer for repair. Accompanying the radio will be a copy of the MCM work ticket describing the operational issue and a screen print of the radio feature page. The MCM work ticket will be updated with appropriate shipping dates per Radio-002.

Radios being sent to the manufacturer for repair that have encryption must have dummy keys loaded if the radio is capable. Radios that will not turn on may be sent as is.

Radios sent to the Depot for repair, must have a Depot repair quote approved by the Communications Manager.

6.5   Warranty

Subscribers under Warranty will still follow the Radio Evaluation and Troubleshooting process. Equipment requiring warranty repair will be delivered to the manufacturer service representative with a copy of the MCM work ticket describing the operational issue. The MCM work ticket file will be updated with the date the equipment was delivered.

7   Supporting Documentation

None

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Version Control

Version	Date	Description	Author
1.0	8/1/2014	Original version	Abinta Khan
1.1	12/5/2016	Update CFW P25 Radio System to Fort Worth Regional Radio System, update Radio Services to Wireless Communications	Douglas O'Neal
1.2	8/28/2018	Changed all references of Fort Worth Regional Radio System to public safety radio system; other minor edits	Larry Crockett