



Circular 021:17

Date: 25 January 2017

Subject: Radio Network Fault Reporting

Attention: Club Captains, Patrol Captains and Operational Lifeguards

Description: This circular outlines the process and roles/responsibilities of lifesaving services and service providers in resolving radio network issues.

Circulars are available at: <http://lifesaving.org.nz/lifesaving/lifesaving-operations-circulars/>

Radio Network Fault Reporting

1.1.1 Procedure

A fully operational and effective radio network is essential to the provision of lifesaving services across the region. The resolution of radio problems must be undertaken in a coordinated manner, to achieve the most time efficient and effective outcome. For any faults discovered, the Radio network fault matrix (1.1.2) should be followed to achieve resolution of the fault.

Responsibilities

The following parts of the radio network are managed by the following parties:

- Base sets, handheld radios - Clubs (note that Genesis Communications will manage annual preventative maintenance of these items)
- SurfCom phone and internet lines - SLSNR
- Radio Frequencies - SLSNR
- Radio Network Repeaters - SLSNR/Genesis Communications
- Radio Network Policy and SOP's - SLSNR

Radio Transmission/Checks

Radio checks are often called for throughout the process of identifying a network or radio fault. The ['Radio checks'](#) Circular located online should be followed in these situations.

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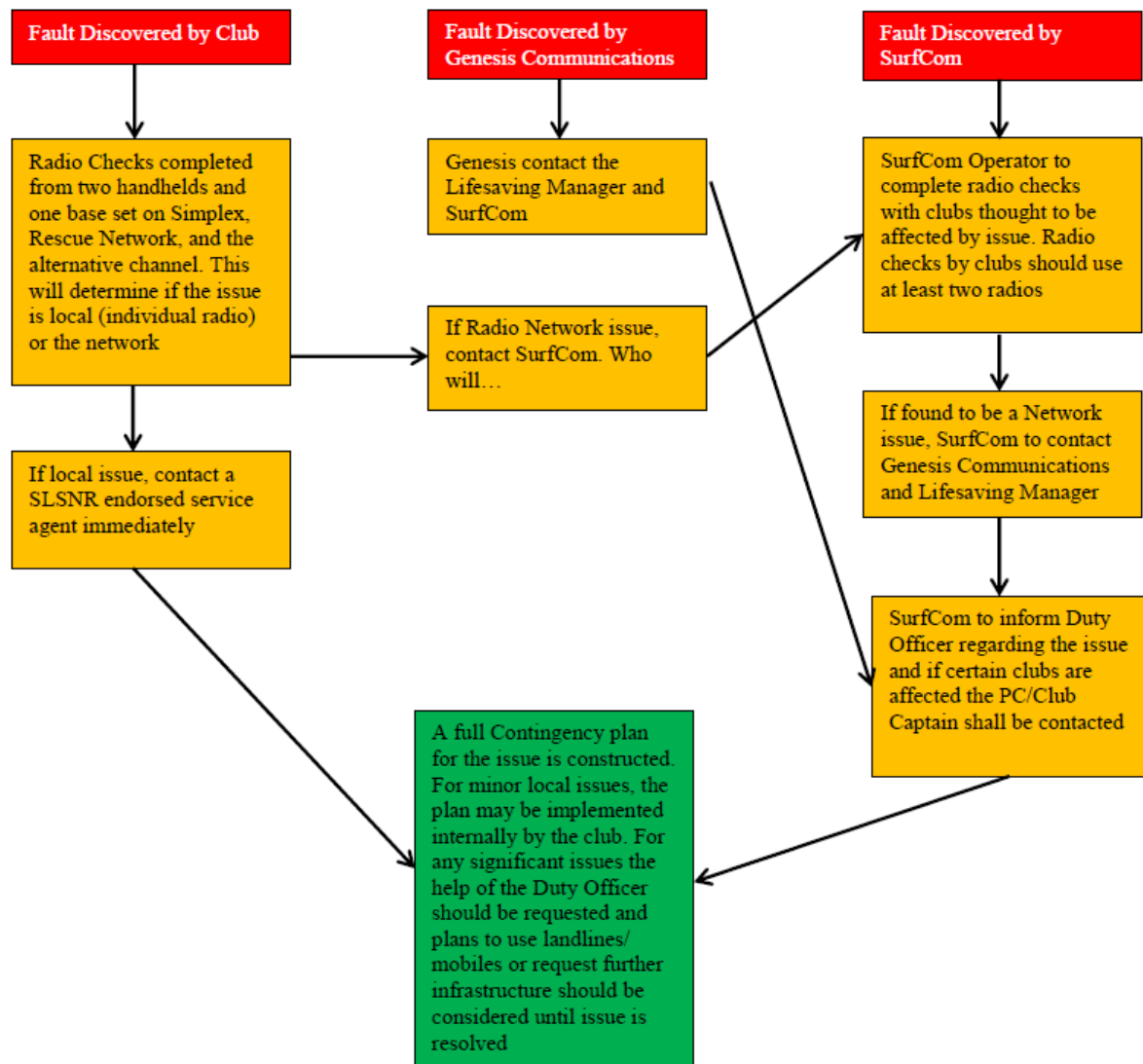
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1.1.2 Radio network fault matrix



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6.3.3 Network Fault Response Times

The table below defines the minimum service response times for Priority 1 (disruption back to SurfCom) network faults for each of the network sites and clubs that may be affected by each site disruption.

Repeater Site	Lifesaving Service that may be affected	Fault Diagnosis	Service Team Onsite	Fault Resolved
Whangarei	Whangarei Heads, Waipu Cove, Ruakaka	2 hours	8 hours	10-12 hours
Cape Rodney	Mangawhai Heads, Pakiri, Omaha	2 hours	6 hours	8-10 hours
Whangaparoa	Orewa, Red Beach, Mairangi Bay, East Coast Bays, Mangawhai Heads, Pakiri, Omaha	2 hours	6 hours	8-10 hours
Muriwai	Muriwai	2 hours	5 hours	6-10 hours
Bethells	Bethells	2 hours	5 hours	6-10 hours
Te Ahu Ahu	UNP, Piha, Karekare, Bethells	2 hours	5 hours	6-10 hours
Karekare	Karekare	2 hours	5 hours	6-10 hours
Quinns Road	ALL SERVICES	2 hours	4 hours	6-8 hours
Sunset	Sunset, Kariaotahi	2 hours	6 hours	8-10 hours
Raglan	Raglan	2 hours	8 hours	10-12 hours

For additional details on this Circular please contact:

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