BearCom Advanced Technology Solutions

NETWORK OPERATIONS CENTER

Questions • Answers • Information

1. **Is the NOC technology completely secure?**
   Yes! For each of your two-way radio sites, we leverage a secure and dedicated VPN on your site that provides no access points or gateways to your IT data center network. BearCom uses the most advanced, up-to-date security protocols and certifications including: SSAE 16, AICPA, SOC, DOD, SEC, Verizon Cybertrust, Cisco Certification CCIE, HIPAA Compliance, and others. With multiple layers of protection in place and no access to your organization's IT network, NOC customers can be confident that security concerns have been fully addressed.

2. **How much additional bandwidth will go on my network?**
   Less than 500 kB/s per site. Our system captures existing data and creates metrics and alarms, which is evaluated by our team at the BearCom Network Operations Center. Since the activity is already present on your system, the NOC technology adds very little bandwidth requirements.

3. **How does my system connect to the BearCom Network Operations Center?**
   We install a simple hardware component at each site you wish to monitor, and using VPN technology, we interface it to the BearCom NOC through an Internet connection.

4. **What if our organization wants your service, but we don't have an internet connection to our site or system?**
   BearCom can provide a separate device that connects to the NOC via a high-speed cellular connection. We can monitor your system as long as we can get to the internet, by either your current internet connection or via a cellular modem.

5. **How long will it take before you can start to provision my system for monitoring?**
   Typically 7-10 business days. This ensures we capture all the pertinent details related to your system so we can document and pass that information to our technical support staff for exact system configuration, testing, provisioning and start-up.

6. **Once provisioning is complete, how long does it take to start monitoring my system(s)?**
   The exact timeframe can depend on multiple factors, including the number of sites being set up. For single site systems, it may take a matter of hours, once the BearCom technician is on site. For multiple sites, it may take several days. Factors that could affect timing would be elements such as scheduling, distance between sites, site access, etc.

7. **Do I need a BearCom Service Level Agreement (SLA) to use the NOC?**
   No. While BearCom can dispatch technicians to your site on a time and materials basis without a Service Level Agreement in-place, there are multiple benefits to having an SLA. Not only does the agreement ease your budgeting process with a fixed price, it adds peace of mind by delivering pre-defined response times based on the severity of the problem. Best of all, with an SLA in-place, when maintenance or

repairs are needed based on NOC monitoring or at any other time, they are included as part of your agreement. When you already have a service agreement established, you can always count on BearCom to dispatch technicians to your site as specified by the level of service you selected.

8. **How do BearCom Network Operations Center services differ from providers who monitor IT data centers?**
   The concept and approach are basically the same, however the BearCom NOC exclusively monitors two-way radio communication technologies, not computer network operations. Utilizing BearCom NOC resources helps your IT team stay focused on more strategic computer and data initiatives with no need to recruit additional manpower.

9. **Does the NOC monitor individual radios?**
   The BearCom NOC is intended to optimize overall two-way radio network performance. To meet that goal, the NOC reports the number of calls/transmissions, repeater and network activity, and any alarm (trouble) alerts with each system at each site. It monitors the operation and performance of repeater equipment, and can also be used for Bi-Directional Amplifiers that are dedicated to two-way radio networks.

10. **Does the BearCom NOC monitor cellular phone or telecom networks?**
    No. The NOC is designed solely to monitor Motorola Solutions MOTOTRBO two-way radio infrastructure.

11. **What type of MOTOTRBO systems are covered?**
    - Conventional digital systems
    - IP Site Connect
    - Capacity Plus
    - Linked Capacity Plus
    - Connect Plus

12. **Are two-way radio conversations recorded or listened to at the NOC?**
    No. There are no call recording capabilities or technologies present that can overhear conversations.

If you have any additional questions, please contact BearCom at:
844.700.BEAR (2327) or BearComNOC@BearCom.com

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