



## AWIN Application Instructions and Responsibilities

### General Information

**IMPORTANT: It is the responsibility of the requesting entity to secure adequate funding for any and all expenses related to joining the AWIN system. You may be asked to provide additional capacity or infrastructure to ensure the public safety grade of service is maintained.**

This process typically takes about a month to complete. The first step is to obtain the AWIN New Project Application. It can be found on [WWW.AWIN.Arkansas.gov](http://WWW.AWIN.Arkansas.gov). Complete the questionnaire and return it to one of the contacts below. **The authorized signatory is the person with the authority to sign legally binding documents. The County Judge is the authorized signatory for county agencies, the Mayor for city agencies and the Agency Director for state and federal agencies. No applications will be processed without the proper signatures.**

Rachel Wilson, AWIN Support  
[rachel.wilson@arkansas.gov](mailto:rachel.wilson@arkansas.gov)  
Office: 501.683.1798  
Fax: 501.537.9817  
One Capitol Mall  
Little Rock, AR 72204

Penny Rubow, AWIN Program Director  
[penny.rubow@arkansas.gov](mailto:penny.rubow@arkansas.gov)  
Office: 501.682.5358  
Fax: 501.537.9817  
One Capitol Mall  
Little Rock, AR 72204

AWIN Support may ask for additional information after the application is received. If your request includes portable radios, you will be asked to test those radios in the areas where they'll be used and confirm that coverage is adequate for your needs.

You may be asked for a proposed plan to come onto the AWIN System

- This should be accomplished in conjunction with the vendor and/or consultant that you are using
- The plan will consider any changes the AWIN Program Management required during the review process
- Regulatory pre-planning should be considered at this time
  - FAA
  - Environmental Studies
  - Zoning and permitting
- The plan will be developed to the level of detail required in the AWIN Proposed Plan Template, found on the AWIN website

Upon receipt of all pertinent information, you will be notified when the application will be reviewed by the AICC Executive Committee. The AICC Executive Committee will review and approve or disapprove the request. You will be notified of the Executive Committee's decision in a timely manner. If disapproved, no further action is necessary. However, disapprovals may be appealed via the appeals process, located on the AWIN website. For approved requests, AWIN Program Management and AWIN Operations will assist in the development and execution of an implementation plan and maintenance agreements.

Upon approval you will be required to submit a list of serial numbers and proposed aliases. The responsible agency contact information must also be provided. In the event an emergency alarm is set off or a radio is causing problems on the system, AWIN must be able to identify the radio back to the responsible agency and contact

---

## Glossary of Terms

Command and Control: *Radio template that contains a standardized set of talkgroups for local users*

Talkgroup: *A uniquely named group of radios that can share calls and messages; typically they do not interface with other talkgroups*

Dispatch Console: *The hardware and software used by the MCC 7500 and Gold Elite Dispatch Console User*

MAC: *Mutual Aid Channel; these channels are monitored by ADEM and use must be approved by ADEM*

ADEM: *Arkansas Department of Emergency Management*

Channel: *A path for transmitting and/or receiving electromagnetic signals. This Radio Frequency (RF) resource is capable of supporting two-way traffic*

P25 Capable: *Adheres to APCO Project 25 standards*

APCO Project 25: *Standards for digital radio communications for use by federal, state/province and local public safety agencies in North America to enable them to communicate with other agencies and mutual aid response teams in emergencies*

Daily Operations: *Full time user of system passing traffic on a daily basis*

Interoperability Only: *Part time use to communicate with other entities on common or shared talkgroups*

TAC: *Tactical Operations Channel, one of the interoperable channels*

---

## Responsibilities Section

### AWIN Responsibilities:

1. Provide continuous (24 hour, 7 days a week) system access from the tower and infrastructure. Exceptions may apply.
2. Provide technical assistance with application procedures, creation of talkgroups, operational problems and other follow up procedures as required.
3. Provide technical assistance and support during project kick-off meetings and acceptance testing upon installation.
4. Provide for maintenance of infrastructure equipment that is integrated into the AWIN system.
5. Provide Memorandum of Understanding (MOU) if identified.

### Users Responsibilities:

1. To be familiar with and comply with all applicable rules and regulations of the Federal Communications Commission.
2. To comply with all rules, regulations, and directives of the Arkansas Wireless Information Network (AWIN) and the State of Arkansas, who operate and manage the Statewide Digital Trunked Radio System (DTRS).
3. To provide security for the radio equipment, to prevent operation by unauthorized personnel, and to properly train authorized personnel in proper radio procedure.
4. To comply with all technical standards, and to purchase and operate only that equipment that has been designated and approved by AWIN and the State of Arkansas for use on the system.
5. Maintenance and repair of actual radios and dispatch equipment is the sole responsibility of the User.
6. All FCC rules and regulations shall be adhered to by User at all times, including breaks during long term transmissions.
8. User shall not sublet their service to any individual, agency or organization.
9. No use of profanity is permitted by User or its designated assigns.
10. User shall submit to AWIN their contact information, a list of the serial numbers and aliases for all radios utilizing the services.
11. User shall notify AWIN if there is any change in their radio inventory, including but not limited to lost/stolen devices or additional devices activated utilizing the service.
12. User shall work with AWIN Operations staff to identify or develop the proper talk group template in order to forward the mission of the User, without negatively impacting the AWIN system.
13. User understands these talk group templates will include the AWIN interoperability talk groups, as detailed in the AWIN Command and Control Template and/or Arkansas State User Group template found on [WWW.AWIN.Arkansas.gov](http://WWW.AWIN.Arkansas.gov).
14. User shall be responsible for the proper use of each radio subscribed to AWIN. Proper FCC and AWIN radio protocol shall be followed at all times (e.g., utilization of plain language, transmission breaks during

lengthy traffic, deferral to emergency traffic, etc. Frequencies and bandwidth that support AWIN is at a premium, use of the system is for approved AWIN users only. Telephone should be utilized for other traffic). Procedures and policies may be found on the AWIN Website [WWW.AWIN.Arkansas.gov](http://WWW.AWIN.Arkansas.gov).

15. User agrees that AWIN maintains the right to audit its list of radio users at any time.
16. Approval of additional radio units above the projected expansion will require a New Project Application. The Grade of Service assures that the additional devices will not adversely affect current communications on the AWIN system.
17. If it is determined by AWIN that the addition of channels and/or frequencies is necessary in order to accommodate the additional radio units, AWIN may require additional infrastructure equipment. User shall be responsible for all equipment and installation costs associated with the system infrastructure upgrade. User agrees that upon installation of any equipment on the system infrastructure, the equipment becomes the permanent property of AWIN and AWIN shall be responsible for maintenance of the equipment
18. If the project includes the use of portable radios, you certify that AWIN coverage is adequate for your needs.
19. If the request is for a first time user of AWIN, AWIN Training staff will coordinate training upon approval of the project. Training must be completed within 3 months of approval date. Exceptions must be approved by AWIN Management.
20. In the event of a Public Safety Emergency, talkgroups that are not directly involved with the incident may be geographically restricted from sites supporting voice traffic of the incident. Every effort will be utilized by AWIN Operations to notify those users if this becomes necessary.
21. Provide an Alias that conforms to the AWIN Alias Naming Standard for each radio. The Alias naming standard can be found on the AWIN website [WWW.AWIN.Arkansas.gov](http://WWW.AWIN.Arkansas.gov).