

## WYOLINK SUBSCRIBER AND SYSTEM SUPPORT

When a problem is detected on the WyoLink system, the WyoLink Member will first make every reasonable effort to determine that the problem is not due to malfunction of the Member's equipment. Once the problem has been determined to be with WyoLink equipment, the Member will call the **WyoLink Support Center (WSC) at 307-777-4885** and report the problem.

Subscriber shall be responsible for the maintenance and repairs of the subscriber owned radio equipment including dispatch consoles, base stations, repeaters, mobile radios, portable radios and recording equipment.

The following chart outlines the responsibilities of WyoLink Support and the owning agency for the listed tasks or equipment.

	WyoLink Zone & Master Site Equipment	Core WyoLink Sites	Portable Coverage Enhancement Sites	Sites Not Built by WyoLink	Console Equipment (At Console Location)	Subscriber Equipment (Mobile & portable radios)
System Administration & Monitoring	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink
Connectivity Maintenance (T-1 Lines)	WyoLink	WyoLink	WyoLink	WyoLink**	WyoLink**	Not Applicable
WyoLink Software Upgrades	WyoLink	WyoLink	WyoLink	WyoLink	WyoLink	Owning Agency
Equipment Maintenance	WyoLink	WyoLink	WyoLink	Negotiated	Owning Agency	Owning Agency
Radio Hardware Upgrades	WyoLink	WyoLink	WyoLink	Owning Agency	Owning Agency	Owning Agency
Site and Facility Maintenance	WyoLink	WyoLink	Owning Agency	Owning Agency	Owning Agency	Not Applicable
Console Programming Changes	WyoLink	Not Applicable	Not Applicable	Not Applicable	Owning Agency	Not Applicable
Console Hardware Upgrades to Support WyoLink Software Upgrades	WyoLink	Not Applicable	Not Applicable	Not Applicable	Owning Agency	Not Applicable

\*\* Note: Leased telephone circuits are generally WyoLink responsibility, but redundant microwave, if desired by a locality, is the responsibility of the owning agency

**WyoLink Support Center (WSC) at 307-777-4885**

## Severity Levels

With the 24/7 mission critical requirements for WyoLink, it is absolutely necessary to strive for maximum system availability with minimum down time, service impairment or disruption.

Depending on the location and type of failure or outage, the impact to the system and users can range from no impact to the total loss of service. The following severity levels and definitions have been established. Specific failure and outage are listed in Table XI-A.

**Critical (Level 1)** – A system failure or outage that creates total system unavailability to one or more sites, one or more coverage areas, or one or more groups of users.

**Severe (Level 2)** – A system failure or outage that impacts or reduces the coverage, the capacity, or the operational capability of the system, site, coverage area or group of users. (Approximately 1/3 or more of the available resources have failed)

**Impaired Service Affecting (Level 3)** - A system failure or outage that reduces the coverage, capacity, operational capability of the system, sites, coverage area or group of users. (Approximately less than 1/3 of the available resources have failed.)

**Impaired Non Service Affecting (Level 4)** - A system failure or outage that has little or no reduction in coverage, capacity, operational capability of the system, sites, coverage area or group of users

Table XI-A

WyoLink Severity Classifications			Reporting Requirements			
Classification Type	Classification Level	Failure or outage type	Initial Mobilization Plan	Initial Follow up after mobilization	Subsequent follow up notifications	Maximum Restoring time upon arrival
Critical	1	Entire zone down	1 hour	2 hours	4 hours	4 hours
Critical	1	Multiple Sites Down	1 hour	2 hours	4 hours	4 hours
Critical	1	Single site down with no overlapping coverage	1 hour	2 hours	4 hours	4 hours
Critical	1	Dispatch center down (all consoles)	1 hour	2 hours	4 hours	4 hours
Critical	1	Microwave backbone down effecting 2 or more sites	1 hour	2 hours	4 hours	4 hours
Critical	1	More than 66% of site channels down	1 hour	2 hours	4 hours	4 hours
Critical	1	No interzone traffic	1 hour	2 hours	4 hours	4 hours
Severe	2	Single site down with overlapping coverage	2 hours	2 hours	4 hours	8 hours
Severe	2	More than 33% of site channels down	2 hours	2 hours	4 hours	8 hours
Severe	2	microwave system down at a single site	2 hours	2 hours	4 hours	8 hours
Severe	2	Primary power outage, no generator	2 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Single channel down at a high traffic site	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Single site reduced coverage	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Interference at 1 or more sites	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	HVAC alarm	4 hours	2 hours	4 hours	8 hours
Impaired - Service Effecting	3	Single dispatch console down	4 hours	2 hours	4 hours	8 hours
Impaired - Non Service Effecting	4	Single channel down	4 hours	NA	24 hours	72 hours
Impaired - Non Service Effecting	4	Primary power outage, generator running	4 hours	NA	24 hours	72 hours
Impaired - Non Service Effecting	4	Primary power up, generator out of service	4 hours	NA	24 hours	72 hours