



# CATALOGUE

# RADIO COMMUNICATIONS SERVICES

# 'RADIO RATE CARD'

GLASGOW 2014 COMMONWEALTH GAMES

**RIEDEL Communications GmbH & Co. KG**

Uellendahler Str. 353

42109 Wuppertal

Germany



**GLASGOW 2014**  
XX COMMONWEALTH GAMES



**GLASGOW 2014 OFFICIAL  
COMMONWEALTH  
GAMES PROVIDERS**

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## INTRODUCTION

This document – Glasgow 2014 Radio Rate Card – is addressed to any party, which has a temporary requirement for radio communications equipment, accessories and services around and during their Glasgow 2014 Commonwealth Games activities.

The intention is to provide a plain and simplified process for ordering Glasgow 2014 radio equipment which will put you in position to focus on your Games specific activities and deliverables without having to go through extensive processes of evaluating, sourcing and licensing communications equipment on your own.

The Radio Rate Card provides for most professional equipment on a rental and service basis (no purchase) which is licensed and approved by Glasgow 2014 and ready-for-use.

**The Radio Rate Card is provided by**

**The Glasgow 2014 Commonwealth Games  
Official Radio Communications Services Provider  
Riedel Communications GmbH & Co. KG**

**Operational Period of Radio Rate Card Equipment & Services is**

**1<sup>st</sup> of May – 10<sup>th</sup> of August 2014**

**For questions and orders please contact**

**[ratecard.glasgow2014@riedel.net](mailto:ratecard.glasgow2014@riedel.net)**

## ABOUT RIEDEL

Riedel Communications designs, manufactures and distributes the most pioneering real-time networks for video, audio and communications for broadcast, pro-audio, event, sports, theatre and security applications worldwide. The products reflect today's leading-edge technologies that translate tomorrow's demands into today's solutions. The company also provides rental services for radio and intercom systems, event IT solutions as well as fiber-based and wireless audio & video transmission systems for large-scale events.

In the build up to Glasgow 2014, Riedel Communications will design and build a radio communications solution for use across Glasgow and at Games Venues.

Riedel will also provide all radio handsets and radio communication accessories to be used in the lead up to and during the Games.

In addition, Riedel will provide the radio communications solution for the Scottish route of the Queen's Baton Relay, ensuring radio communications run smoothly as the Baton makes its way through Scotland in June and July 2014.

Riedel are delighted to be a part of the Glasgow 2014 Commonwealth Games and look forward to developing a solution, which will satisfy both the technical as well as operational requirements.

## GLASGOW 2014 RADIO USAGE GENERAL INFORMATION

The intention of this section is to introduce you to some basic facts and regulations related to any use of radio equipment during the Glasgow 2014 Commonwealth Games.

**It is important to note that the following facts and regulations apply to any radio equipment used at Glasgow 2014, regardless where it is sourced from or who is using it.**

- **LICENSES AND APPROVAL TAGS**

The Glasgow 2014 Commonwealth Games will dramatically increase demand for radio frequency (RF) spectrum all over Glasgow. Hence, all RF equipment used at or around competition and non-competition venues will have to be authorized and licensed!

Radio frequency (RF) equipment operation at any Glasgow 2014 competition and non-competition venue will be restricted to those devices which are officially approved and licensed and do carry the official Ofcom G2014 approval tag!

- **LICENSE EXEMPT SPECTRUM**

To avoid any disruption and interference, radios that are classified as 'licence free' or 'licence exempt' will be prohibited at all Glasgow 2014 venues<sup>1</sup>, e. g. delivery vehicles carrying such type of radio(s) will be instructed not to use and to switch off their devices as long as they are situated at a venue.

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<sup>1</sup> 'Glasgow 2014 venue' is defined as any area that requires Glasgow 2014 accreditation to access it

- **EXISTING UK LICENSE**

**Even if you are in possession of a UK licence, you must apply for an official Games licence to operate your equipment at Glasgow 2014 venues!  
Note that this also applies to all Glasgow 2014 Family Members!**

For further details please be referred to the official “Guide to Radio Spectrum for the Glasgow 2014 Commonwealth Games”, Link:

**<http://stakeholders.ofcom.org.uk/binaries/consultations/glasgow2014/summary/main.pdf>**

## YOUR BENEFITS OF CHOOSING RIEDEL

As the Official Provider of the main Glasgow 2014 dedicated digital radio infrastructure, Riedel is delighted to be able to offer reliable radio communication solutions to customers and partners of the Glasgow 2014 Commonwealth Games.

### By choosing Riedel's radio communications solutions, you will benefit from:

- A Games dedicated, fully monitored and serviced trunked Tetra (digital radio) network
- A games dedicated and fully serviced Mototrbo (digital radio) repeater system
- Authorized and licensed RF equipment, fully compliant with Glasgow 2014 RF policies and regulations
- Riedel's cooperation with Ofcom to ensure RF service is free from harmful interferences
- Outdoor / street level coverage at all official Games venues, Glasgow downtown area and the official Cycle Road Race and Marathon Route
- Indoor coverage at Glasgow 2014 competition venues
- Accredited engineering staff for fast on-site support in case of equipment
  - Failures
  - Damages<sup>2</sup> ('non fair wear and tear')
  - Losses<sup>2</sup>
- Free of charge, dedicated Glasgow 2014 radio Service Desk<sup>3</sup>

**Note that all benefits listed above are inclusive for all Radio Rate Card orders and will be provided along with your Radio Rate Card equipment free of charge!**

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<sup>2</sup> Will be subject to a charge

<sup>3</sup> Please refer to section 'service & support' within this document

## TECHNOLOGY – OVERVIEW

To fulfil the Glasgow 2014 Commonwealth Games' requirements and in order to provide the best possible communications solution, two dedicated radio systems will be used in Glasgow:

### 1. TETRA NETWORK

A digital wide area trunked Tetra system, providing

- Street level coverage at all Glasgow 2014 venues
- Street level coverage in Glasgow downtown area
- In-building coverage at Glasgow 2014 competition venues

Direct Mode Operations (DMO):

For applications where operations and coverage requirements are limited to a small geographical area and no communication is required between several different venues/locations, Riedel provides Tetra radios operating in direct-mode without the necessity of a network infrastructure.

DMO works like a conventional analogue radio, but at the same time provides all advantages of digital technology.

The digital wide area trunked Tetra system operates through multiple base stations in and around Glasgow. It allows a highly customizable configuration of channels and call priorities within and among different venues.

#### **Advantages of the Glasgow 2014 Tetra system:**

- Excellent coverage within the designated areas
- Fall-back into direct mode (DMO) in case of network absence
- Venue internal and venue overall communication
- Flexible channel configuration
- Very good audio quality with low noise
- High battery operating time
- Safe from interception
- Digital encoded system prevents eavesdropping with a radio scanner



## TECHNOLOGY – SPECIFICATIONS

Please find as follows detailed specifications of our Radio Rate Card articles and services.

**Please note the 'Article' and 'Order No.' outlined at the bottom of each Specification-sheet. These will be required for the actual ordering process.**

# 1. Portable Radios

## 1.1 Tetra – Trunked Network Mode (TMO)

### Description

This radio handset is to be used on the dedicated Commonwealth Games trunked Tetra radio network.

Radio capabilities include group calls within a venue or among different venues.

This product is inclusive of the following items:

- Radio handset, battery, antenna and belt clip
- 1 x charging slot
- 1 x channel (talkgroup)



### General Information

- Portable Tetra radio handset operating in Trunked Mode (TMO).
- MTP850s series

### Technical Specifications

- Dimensions without antenna  
HxWxD mm: 125 x 59 x 36
- Weight incl. battery: 234 g

#### Battery Life:

- Normal > 20.5 Hours (Duty Cycle 5/5/90)
- Intensive > 15.5 Hours (Duty Cycle 5/35/60)
- Talk Time: 2.5 Hours

### Configuration

- 1 channel (talkgroup) included
- Additional channels can be ordered separately

**Article:** MTP850s\_TMO

**Order Nr.:** 1002150\_TMO

## 1.2 Tetra – Direct Mode (DMO)

### Description

This radio operating in Direct Mode is ideal for users who require short range communication within a Games venue or at other locations in and around Glasgow.

This product is inclusive of the following items:

- Radio handset, battery, antenna and belt clip
- 1 x charging slot
- 1 x channel (talkgroup)



### General Information

- Portable Tetra radio handset operating in Direct Mode (DMO)
- MTP850s series

### Technical Specifications

- Dimensions without antenna  
HxWxD mm: 125 x 59 x 36
- Weight with battery: 234 g

### Battery Life:

- Normal > 20.5 Hours (Duty Cycle 5/5/90)
- Intensive > 15.5 Hours (Duty Cycle 5/35/60)
- Talk Time: 2.5 Hours

### Configuration

- 1 channel (talkgroup) included
- Additional channels can be ordered separately

**Article:** MTP850s\_DMO

**Order Nr.:** 1002150\_DMO

## 2. Radio Accessories

### 2.1 Spare Battery – Tetra MTP850s Series

#### Description

This spare Li-Ion battery for Tetra radios - MTP850s TMO and DMO series – provide users with up to 15 hours of intensive operation.



#### General Information

n/a

#### Technical Specifications

- Li-Ion battery
- Capacity: 1850 mAh

#### Battery Life:

- Normal > 20.5 Hours (Duty Cycle 5/5/90)
- Intensive > 15.5 Hours (Duty Cycle 5/35/60)
- Talk Time: 2.5 Hours

#### Configuration

n/a

**Article:** Spare Battery MTP850s

**Order Nr.:** 1000930

## 2.2 Single Charger – Tetra MTP850s Series

### Description

Radio single-charger for Tetra MTP850s series.  
This single charger has an additional slot to charge a spare battery at the same time.

This product is inclusive of the following items:

- Power supply



### General Information

n/a

### Technical Specifications

- Dimensions HxWxD mm: 40 x 80 x 115
- Weight: 110 g

### Configuration

n/a

<b>Article:</b>	<b>Single Charger MTP850s</b>
<b>Order Nr.:</b>	<b>1000935</b>

## 2.3 6-Slot Charger – Tetra MTP850s Series

### Description

Radio multi-slot charger for Tetra MTP850s series enables 6 radios to be charged at any time. Running of a single power supply.

Equiped with 3 charging slots/cradles for radios and 3 charging slots/cradles for (spare) batteries.

Comes with power cord.



### General Information

n/a

### Technical Specifications

- Dimensions HxWxD mm: 70 x 44 x 180
- Weight: 1,5 kg

Power consumption: 100 W

### Configuration

- Equiped with 3 charging slots/cradles for radios and 3 charging slots/cradles for (spare) batteries

<b>Article:</b>	<b>6-Slot Charger MTP850s</b>
<b>Order Nr.:</b>	<b>1004072</b>

## 2.4 C-Shell earpiece – Tetra MTP850s

### Description

Non-intrusive on-ear earpiece allows listening without others hearing.

Earpice are equipped with a Push To Talk button on a cable so it's not necessary to touch the radio to talk.



### General Information

Areas of use (examples):

- Any public areas on venues excluding high noise level environments
- Hospitality areas
- Offices

### Technical Specifications

- Colour: black
- Weight: 50 g

### Configuration

n/a

<b>Article:</b>	<b>C-Shell earpiece</b>
<b>Order Nr.:</b>	<b>1004811</b>

## 2.5 TS2 in-ear earpiece with acoustic kit – Tetra MTP850s

### Description

Intrusive in-ear earpiece allows listening without others hearing. Designed for greater comfort than the standard C-Shell.

Earpiece with Push To Talk button on a cable so it's not necessary to touch the radio to talk.

Comes with in-ear acoustic kit/coil



### General Information

Areas of use (examples):

- Any public areas on venues excluding high noise level environments
- Hospitality areas
- Offices

Application:

- Low noise level environments
- Discrete applications
- Secret listening

### Technical Specifications

- Color: black
- Weight: 80g

**Article:** TS2 in-ear earpiece

**Order Nr.:** 1000322



## 3. Additional Services

### 3.1 Channel reprogramming

#### Description

Re-programming of channels / talkgroup configuration at customer's facilities (post delivery).

Required if customer requests additional channels or amendments in channel configuration after delivery / during operations period.

Programming specialist charged per hour, minimum booking of 1 (one) hour. Total hours according to expenditure.

Service only available in Glasgow city area!

	Name	Status	Folder
770	SPT 1:1498812	Programmed	STA
771	SPT 2:1498813	Programmed	STA
772	SPT 3:1498814	Programmed	STA
773	PRESS:1498815	Programmed	STA
774	MED:1498816	Programmed	STA
775	MED 2:1498817	Programmed	STA

#### General Information

Initial/first programming of radios is included in the rent. Every additional change/programming after delivery requires a dispatch of a technician to the customer's facilities and reprogramming on site.

All reprogramming requests depend on spectrum availability and are subject to approval by Glasgow 2014 and Ofcom officials!

#### Configuration

- Programming specialist charged per hour, minimum booking of 1 (one) hour (incl. travel costs)
- Total hours according to expenditure
- Service only available in Glasgow city area
- Reprogramming dependent on spectrum/capacity availability

**Article:** Channel Reprogramming

**Order Nr.:** 9000102

## PRICES

Please note that the minimum rental period is 7 days (1 week).

1 x charging slot per rented radio is included in the unit price.

Also, a flat rate is available, valid for any rental period > 21 days (3 weeks) within the operations period of 1<sup>st</sup> May – 10<sup>th</sup> August 2014.

### Radio Rate Card Price List (Rental; GBP net)

Order No.	Article	Unit price per week	Unit price flat rate
1002150_TMO	MTP850S_TMO Qty.: 1 – 10 units	£61,50	£184,50
“	Qty.: 11 – 20 units	£60,00	£180,00
“	Qty.: 21 – 40 units	£56,50	£169,50
“	Qty.: 41 + units	£53,00	£159,00
1002150_DMO	MTP850S_DMO Qty.: 1 – 10 units	£61,50	£184,50
“	Qty.: 11 – 20 units	£60,00	£180,00
“	Qty.: 21 – 40 units	£56,50	£169,50
“	Qty.: 41 + units	£53,00	£159,00
1000930	Spare Battery MTP850s (TMO/DMO)	£7,00	£20,00
1000935	Spare Single Charger MTP850s (TMO/DMO) <sup>4</sup>	£7,00	£20,00
1004072	Spare 6-Slot Charger MTP850S (TMO/DMO)	£35,00	£100,00
1004811	C-Shell earpiece	£15,00	
1000322	TS2 in-ear earpiece	£50,00	
9000100	Delivery within Glasgow <sup>5</sup>	£50,00	
9000101	Return shipment within Glasgow <sup>5</sup>	£50,00	
9000102	Radio (channel) re-programming post delivery (unit price per hour, invoicing at cost)	£150,00	

<sup>4</sup> Incl. power supply

<sup>5</sup> National and international shipping costs upon request. Shipment costs only apply in the event Rate Card radios cannot be delivered along with a general Riedel venue shipment.

Loss & Damage Price List (GBP net)		
Order No.	Article	Unit price
1002150_TMO	MTP850S_TMO	£354,70
1002150_DMO	MTP850S_DMO	£354,70
--	Antenna MTP850S	£6,10
1000930	Spare Battery MTP850s (TMO/DMO)	£17,46
--	Spring Belt Clip	£4,04
1000935	Single Charger MTP850s (TMO/DMO)	£35,79
--	Single Charger power supply	£11,11
1004072	6-Slot Charger MTP850S (TMO/DMO)	£325,01
1004811	C-Shell earpiece	£19,00
1000322	TS2 in-ear earpiece	£80,00

## SERVICE & SUPPORT

The following services are included in all Radio Rate Card orders and do not require to be ordered separately.

### Network Monitoring

The Glasgow 2014 radio network will be monitored and maintained during the official operational period in order to quickly identify and resolve any issues and faults.<sup>6</sup>

### Mobile Response / Field Engineers

A team of fully accredited engineers and mobile response teams will support the network monitoring team and customers in case of issues with their equipment.

### Service Desk

Riedel provides a Service Desk dedicated to Glasgow 2014 radio network and installations. The Service Desk will be accessible through a free of charge telephone support as well as a dedicated email address. Fault analysis as well as brief equipment usage refresher courses will be available through the hotline.

#### Service Desk - Hotline Operation Hours:

**01.05. - 22.07.2014: 0900 – 1700 hrs.**

**23.07. – 06.08.2014: 0700 – 2300 hrs.**

#### Service Desk - Hotline telephone number:

**From outside UK: +44 800 368 9363**

**Within UK: 800 368 9363**

#### Service Desk Email Address:

**[servicedesk.glasgow2014@riedel.net](mailto:servicedesk.glasgow2014@riedel.net)**

<sup>6</sup> Network monitoring does not apply to DMO radios.

## HOW TO CHOOSE

This section intends to provide you with a basic set of criteria in order for to decide which equipment might be best fit for your purpose and operations.

- You have a requirement to communicate at various competition venues and from one competition venue to another ('venue spanning calls'), **Tetra\_TMO** will be your equipment of choice (please note that this option does not apply to 'Satellite Venues' outside Glasgow 2014 city area)
- You have a requirement to communicate at various competition venues but your radio communication will be limited to the boundaries of each venue (no 'venue spanning calls'), **Tetra\_DMO** will be your equipment of choice
- You have a requirement to communicate at Glasgow 2014 'Satellite Venues' (e.g. football venues outside Glasgow city area), **Tetra\_DMO** will be your equipment of choice
- You have a requirement of radio communication, which is not reflected above?  
You have any questions or need of clarification?

**Please contact**

[ratecard.glasgow2014@riedel.net](mailto:ratecard.glasgow2014@riedel.net)

**at any time – we will be happy to help and assist you!**

## SHIPMENT

- **DELIVERY**

All deliveries within UK will be shipped from Riedel's Glasgow Logistics Hub. International shipments will be shipped from Riedel's headquarter in Germany. All shipping costs and handling fees have to be covered by the customer.

The "Requested Delivery Date" in the Order Form is the day of arrival at the customer facility. The official charged operating period starts the day after the successful delivery.

- **RETURN**

All equipment has to be returned until the **11<sup>th</sup> of August 2014** to Riedel's logistics hub<sup>7</sup> in Glasgow. The customer is responsible for the punctual return shipment of the equipment at his own cost if not otherwise booked/confirmed in the order form.

All delayed returns after the 11<sup>th</sup> of August have to be shipped to Riedel's Headquarter in Germany.

The "Return Date" is the day of arrival of the shipment at Riedel's facility. The official charged operating period ends one day before the return shipment arrival.

- **SHIPPING COST**

As per the price list, shipping cost do only apply in the event that your radio delivery cannot take place along with one of Riedel's general radio venue deliveries.

We'll be happy to check your delivery requirements with our general venue delivery dates and coordinate with you accordingly.

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<sup>7</sup> Address will be detailed on the order confirmation

## TERMS AND CONDITIONS

The following terms & conditions apply to all Radio Rate Card orders:

- **FIRST COME, FIRST SERVED**

All Radio Rate Card orders are handled on a “first come, first served” basis

- **NETWORKS CAPACITY**

All Radio rate Card orders are subject to a network capacity check and approval by Glasgow 2014 officials

- **NO ‘SPECTRUM ONLY’**

Riedel does not provide for frequency licensing and labelling services only. These services are included within the Rate Card Radio equipment orders and cannot be ordered separately

- **PRICING**

All prices stated within this catalogue are quoted in GBP (£) and do not include any taxes. Offered prices are solely valid in regard to the project Glasgow 2014 Commonwealth Games

- **PAYMENT TERMS**

The following payment terms apply to all Radio Rate Card orders:

30% on order – payable on receipt of Riedel’s order confirmation

70% on delivery – payable on receipt of equipment

- **PAYMENT METHODS**

Payments can be made by bank-transfer. Full bank details will be stated on Riedel’s Order Confirmation and on the Riedel invoices.

- **ORDER FORM**

Kindly use the order form at the bottom of this catalogue for any Radio Rate Card related orders.

- **LEAD TIME**

Minimum lead-time for all orders is **15 working days**

- **DEADLINE / RATE CARD CLOSURE**

Order deadline for all Radio Rate Card orders is **1st of July 2014**

- **MINIMUM RENTAL PERIOD**

Minimum rental period is one calendar week (**7 days**)

- **CUSTOMER OBLIGATION**

Transfer of risk (equipment) to the customer will take place upon delivery of equipment and approval of receipt by customer (by signing corresponding delivery documents). Once delivered by Riedel, it is the customer's obligation to ensure that Riedel's equipment will be appropriately secured and guarded at all times during the entire rental period.

- **LOSSES & DAMAGES**

Any equipment losses and "non fair wear and tear" damages must be immediately reported to Riedel's Service Desk and will be charged to the customer as per the loss price list within the 'PRICES' section of this catalogue

- **ADDITIONAL INFORMATION**

Any equipment and additional services not being clearly defined within and covered by this proposal need to be agreed upon and ordered separately. This equipment and services will be invoiced separately.



- **RIEDEL'S TERMS & CONDITIONS**

The Terms and Conditions (“AGB/T&C’s”) of business, rental and sale of Riedel Communications GmbH & Co. KG apply to this proposal as well as any future version of it.

See <http://www.riedel.net/en-us/company/riedelcommunications/terms.aspx>

## RADIO RATE CARD ORDER FORM

Riedel Radio Communications Services

### Contact Details & Invoice Address



Company Name	
VAT Nr. (if applicable):	
Your Reference Nr.	
Contact Name / Surname	
Street	
City	
Post Code	
Country	
Phone Nr.	
Mobile Nr.	
E-Mail	

### Delivery Address (if different from above)

Company Name	
Contact Name / Surname:	
Street	
City	
Post Code	
Phone Nr.	
Mobile Nr.	
E-Mail	

## Rental Period

Start date = requested delivery date

End date = return shipment date (arrival at Riedel's facilities)

Start Date	End Date	Total Days

## Order List

Pos.	Order Nr.	Article	Quantity
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14	9000100	Delivery within Scotland per 20 radios	
15	9000101	Return shipment from within Scotland per 20 radios	

## Channel Naming

Channel No.	Channel Description	Channel Name (max. 12 characters)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
<b>Further details &amp; questions regarding channel naming:</b>		

## Operational Area

Venue (if applicable):	
Detailed address:	
Planned operational radius / distance:	
In-building coverage outside competition venues required? If yes, where?	

## Riedel Communications GmbH & Co. KG - Terms and Conditions

The Terms and Conditions (“AGB/T&C’s”) of business, rental and sale of Riedel Communications GmbH & Co. KG apply to this proposal as well as any future version of it.

See <http://www.riedel.net/en-us/company/riedelcommunications/terms.aspx>

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With reference to the proposal “Glasgow 2014 Commonwealth Games | Rate Card – Radio Communications Services” I assign Riedel Communications with the order of the before listed items and services and agree to the cost and payment terms.

Date: -----

Company: -----

Print Name: -----

Job Title: -----

Signature: -----

**Please send the order form to**

[ratecard.glasgow2014@riedel.net](mailto:ratecard.glasgow2014@riedel.net)