

Dear Sir/Madam

## **BT offer IAS as an Interim Mobitex Solution to the Vehicle Recovery Industry.**

BT is offering IAS to the Vehicle Recovery Industry as an alternative solution to the BT Transcomm Radio Network (Mobitex) which is currently being decommissioned. Withdrawal of the Mobitex service will impact communication between the Recovery 'Club', the 'garage/depot' and the 'driver'.

For organisations that do not have an alternative solution ready for implementation, IAS offers an interim solution (until Oct 2011) by providing 'fixed line' communication and allowing garages to receive jobs from the breakdown provider into a fixed dispatch point ('Club to Depot'). IAS does not however allow communication between the 'Depot' and the 'Driver'. This will need to be done by the garage directly via phone or SMS.

Previously priced at £50 per calendar month plus a one off connection charge of £300, IAS is now available to garages for just £65 per month. There are no additional connection or usage charges, offering the customer "price certainty", and for most garages, at a lower cost than at present.

### **IAS**

#### 1. What is IAS?

BT's IAS (IP Access Service), provides access to the Mobitex Network without the need for a radio link and will provide this service until October 2011.

#### 2. Why do you need IAS?

The BT Transcomm Radio Network is being decommissioned. Unless the "Club" has an alternative solution that is ready for implementation, it will not be able to automatically share job information with some of its depots from 1<sup>st</sup> July 2010. Depots in phase 2.1 will be the first to be affected.

#### 3. How much does IAS Cost?

The Offer:

No connection fee, no airtime charges, just £65 monthly rental, with a contract commitment to Sept 2011

OR

For customers not committing to Sept 2011, the current £300 connection charge and £50pcm rental option will still be available.

#### 4. What technology pre-requisites do you need to run IAS?

To run IAS the garage will need:

- ❖ A broadband connection with a static (fixed) IP address. (This can be provided by your service provider or can be ordered via the BT website at:  
<http://www.productsandservices.bt.com/consumerProducts/displayCategory.do?categoryId=C0N-TOTAL-BB-R1>
- ❖ MTS's Turbo Despatch 8 software or equivalent.
- ❖ PC with compatible software

5. How do you order IAS?

You will be able to continue to obtain IAS via your existing service provider.

Alternatively, IAS can be ordered through the Transcomm help desk.

Tel: 08702 403237 (08.30-17.30 Monday –Friday)

Email: [trans.customer.services@bt.com](mailto:trans.customer.services@bt.com)

The lead time for ordering IAS from BT is 20 working days.

6. Decommissioning phases

- ❖ Phase 2.1: Commences 1st July 2010 - Base stations, in the north of England and Scotland
- ❖ Phase 2.2: Commences 1st August 2010 – Base stations, in Wales & Central England
- ❖ Phase 2.3: Commences 1st October 2010 –Base stations in the south of England
- ❖ Phase 3: 1st October 2011 – All remaining Base stations, plus all remaining Mobitex infrastructure and gateways.

**Turbo Dispatch 8 (TD8)**

Turbo Dispatch 8 is supplied by MTS (not BT). TD8 or an equivalent software package is a prerequisite for running IAS for this interim solution.

1. Why do you need TD8 or an equivalent software solution?

The software acts as an interface to the garage management system.

2. How much does TD8 cost?

Turbo Dispatch 8 is priced at £100. This is a 'one off' charge and there are no additional charges to connect IAS to TD8 by MTS.

3. How to Order TD8

TD8 is supplied and supported by MTS (Motor Trade Technologies Ltd). It is not available from BT. Orders can only be made by calling: 01489 571600.

4. Installing TD8.

- I. Once purchased TD8 can be either downloaded by the garage, or sent on a CD in the post.
- II. To install the software, a garage can choose to install it themselves or permit MTS remote access.
- III. Configuration of the software is then either carried out remotely by MTS, or a member of the MTS support team will talk the garage through the process over the phone.

Should you have any questions, please contact the Transcomm Customer Services Team:

Email: [trans.customer.services@bt.com](mailto:trans.customer.services@bt.com)

Tel: 0870 240 3237 (8.30-5.50 Monday to Friday)

Yours faithfully,

Katherine Bradley