


<p style="text-align: center;">REGIONAL WIRELESS COOPERATIVE POLICIES AND PROCEDURES</p>	
	<p>No. O-14.25</p>
<p>Subject: SmartConnect© Policy</p>	<p>Created: 05/2025 Prior Rev:</p>

1.0 Purpose

- 1.1. The purpose of this policy is to define the roles and responsibilities for the Motorola Solutions Inc. (MSI) product called SmartConnect©. This is a technology offering that enables RWC subscribers to utilize broadband LTE (e.g. cellular data - commonly referred to as “4G” or “5G”) when LMR (i.e. radio system) coverage is insufficient.

2.0 Owner

- 2.1. RWC Operations Working Group (OWG).

3.0 Applies To

- 3.1. All RWC Members, Participants, and entities having subscribers on the RWC Network with a SmartConnect subscription.

4.0 Background

- 4.1. SmartConnect is not considered a one-to-one alternative to a public safety grade radio network. However, some Members may wish to utilize these services to bolster communications in areas of poor coverage, for nationwide connectivity, and/or redundancy.
- 4.2. SmartConnect outages are outside of the control of the RWC.
- 4.3. SmartConnect is not included within the RWC subscription program.

5.0 Policy Statement

- 5.1. Members may utilize SmartConnect on the RWC Network.
- 5.2. The RWC neither promotes nor discourages the use of SmartConnect by the Membership, but merely encourages entities to understand the limitations and the potential for reduced performance vs traditional LMR.

6.0 Supporting Rules

- 6.1. SmartConnect may only be added to Operational Subscriber units as defined in the Subscriber Classification Policy.
- 6.2. SmartConnect may also be added to Interoperability Participant subscriber units as approved by the Operations Working Group.
- 6.3. SmartConnect integration shall adhere to the RWC Network Security Policy.

7.0 Responsibilities

- 7.1. Members wishing to utilize SmartConnect shall be responsible for the procurement and payment of any SmartConnect related fees, including but not limited to subscriber equipment.
- 7.2. SmartConnect is integrated into the RWC Network via an LMR Multicast Proxy Server (LMP).
 - 7.2.1. The LMP is located in Zone 3 and the required firewall and internet connection is provided by the City of Scottsdale as an RWC Maintenance Managing Member.
- 7.3. The Network Operations Center (NOC) is responsible for adding the RWC Radio ID and serial number into the SmartConnect gateway via Cirrus Central.
 - 7.3.1. Entities will utilize an RWC Subscriber Workbook when communicating these requests to the NOC.
- 7.4. Outages should be reported to the NOC, although the NOC is not responsible for, nor able to resolve an outage.

8.0 Conditions for Exemption or Waiver

- 8.1. As provided in the Waiver or Exception Policy.

9.0 Applicable Policies and/or Procedures

- 9.1. As listed at www.rwc az.org