

Eastern Communications

Product and Service Offering



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Competent | Dependable

Ask our *customers*, or even our *competitors*, and they will give testimony that since 1976, Eastern Communications has been known for competence and dependability designing, installing and maintaining wireless communications systems in the New York City Metropolitan Area. Our 20,000 ft² facility in Long Island City is conveniently located in Queens, just minutes away from midtown Manhattan. Our technical personnel are factory trained in all areas required to provide the highest level of installation and maintenance service for the following markets:

- Local, County and State Public Safety and Public Service agencies
- Communications for commercial and health care facilities
- Transportation and Utility organizations
- Federal Government

CUSTOMER REFERENCES

Eastern is proud to provide customer references from such prestigious organizations as Nassau County, MTA, West Orange (NJ), New York State Police, West Point Military Academy, and a host of other public safety, transit, DOD, and commercial organizations.

CUSTOMERS MATTER

We recognize that the very fabric of Eastern's success is the trust and loyalty earned from our customers. This type of relationship can only be earned over time by experiencing our company culture that says "Customers Matter". We aim to provide the best in quality products and services to satisfy our customers. Our goal is to earn the right to add your organization or agency to our list of customer references. That is our promise.



PRESIDENT
Michael Wolf

A native of Queens and founder of Eastern, Michael Wolf provides the company leadership and vision. Mike's career spans more than 30 years and includes experience with all levels of government as well as Fortune 500 companies. He has held leadership positions on advisory boards serving General Electric, Ericsson, M/A-COM, and Harris Corporation. Mike holds a Bachelor of Science Degree from CCNY.



CHIEF FINANCIAL OFFICER
Yigal Tropp

A founder of Eastern, Yigal (Gil) Tropp provides prudent financial leadership to Eastern. Gil's more than 40 year career includes positions as a financial executive for large corporations prior to helping found Eastern 28 years ago. He is active in various civic organizations including serving as Vice President of the Old Westbury Horseman's Foundation. Gil holds a degree in Business Administration from Baruch College.



FACILITIES AT YOUR DISPOSAL

Installation Bays, Test and Repair, Staging Area

While Eastern provides most services on-site at customer locations, the Eastern home office is the hub of several critical capabilities:

- **Mobile Installation Bays**

Our 75' by 100' mobile installation area is not only functional for installing communications equipment in cars, vans and light trucks, our 13.6' bay door allows us to provide custom installations for oversized vehicles such as fire trucks, buses or command vehicles.

- **Electro-Static-Discharge (ESD) - resistant Test and Repair Laboratory**

We don't send damaged radios out of state (or out of the country), we test and repair them in our own ESD-resistant repair laboratory.

- **System Staging**

We have over 5,000 ft² available for staging a variety of system equipment/configurations: from single base stations to entire systems.



SOLVING COVERAGE PROBLEMS

Radio Coverage Modeling, Radio Coverage Testing

RF design engineers invest significant time selecting antenna systems and locations, the proper number of frequencies to provide adequate capacity, and reliable methods of backhaul to ensure communication connectivity and reliability. But Eastern understands that to most users *the goal of your communication system is reliable coverage where you need it*. To this end, Eastern has invested all the necessary resources to become a trained and certified user of the Harris Corporation RAPTR RF propagation modeling software system. RAPTR uses terrain databases from the US Geological Survey, land use data from the US Department of Commerce as well as empirical data gathered from drive testing of hundreds of radio systems across the world to be able to accurately predict radio coverage: which leads to optimized design. We offer our customers **coverage modeling** services both for existing as well as proposed radio systems. For systems already on the air, Eastern personnel are also qualified to offer field **coverage testing** to quantify the signal strength across the geographic boundaries of your intended coverage – including in-building and above/below ground. Call an Eastern professional today to discuss your needs.



VICE PRESIDENT
Sales & Engineering Services
Scott Tschetter

The newest member of Eastern's leadership team, Scott recently moved to New York from Virginia. Scott brings 17 years of engineering, business development and sales expertise. Ten of those years were invested at Harris Corporation: five years solving problems with suppliers from North America, Europe and Asia and five years supporting Harris dealers across the United States with both engineering and sales. Scott has a BS Degree in Engineering from Virginia Tech.



VICE PRESIDENT
Business Development
Brian Hughes

A native of New Jersey, Brian has had a very diverse and distinguished career in land mobile radio. While with Motorola, Brian sold the first trunking radio system to the New Jersey State Police in 1984. In the 1990s Brian held key leadership positions at Ericsson Corporation as Northern Sales Area Manager (ME to KS) and then as Director of the Private Radio Business for the Asia Pacific Region. Brian has served as a VP of Eastern since 2002. Brian has a BA Degree in History from the William Paterson College of NJ.

SAFETY | RISK MANAGEMENT

Maintenance Services

We at Eastern Communications believe the adage “an ounce of prevention is worth a pound of cure” – especially as it applies to wireless communication systems. To keep a complex system operating at 100% of capability, a proactive and disciplined approach to system maintenance must be applied. This is why Eastern offers Maintenance and Extended Warranty service options. And because lightning can strike and electronic components eventually will fail, our service options include **stocking of critical spares** and **customized technician support**. If you already have your own radio shop or service technicians, consider using Eastern personnel as a supplement. As budgets tighten, an Eastern support contract can help you to **manage overtime** or provide **surge support** for project implementations to minimize downtime. Being proactive with support plans will translate into technicians available when you need them; and technicians that will already be familiar with your system.



EASTERN RESPONSE TO 9/11

Eastern is the primary service provider for two major public safety communication systems that had key equipment at the World Trade Center towers (our technician completed a service call at the South Tower at 0730 on 9/11). Within 24 hours of the attack, Eastern had a complete replacement site operational on the Chrysler Building for the State system and over the next 60 days, performed a complete reconfiguration of both key networks (LMR and microwave) including installation of fixed equipment at the Chrysler Building site as well as the spires of the George Washington Bridge, Todt Hill, JFK Airport, Boylan Ave., Wards Island, Isabella Nursing Home, Co-op City, and Creedmoor Hospital.



NASSAU COUNTY, NY

The Public Works, Emergency Management, Fire Communications and other key Nassau County personnel rely on the county-wide trunked radio system as they serve and protect their 1.4M residents. For over 15 years, Eastern has provided the maintenance and support for this vital communications system. Support of this 16-channel, 5-site network includes the microwave backbone, communications shelters, base station alignments, simulcast timing, radio configurations, etc.





MIGRATE TO NEW TECHNOLOGY

Narrow-banding, Project 25 and Interoperability Solutions

There are several key drivers creating the need for migration to new technologies in wireless communications. Whether driven by regulatory mandates from the FCC, end of life announcements from manufacturers, or new technology, communication system stakeholders are faced with the challenges of implementing change and securing the funding to make it happen. Here are just a few key drivers along with Eastern solutions:

- Narrow-banding mandate from the FCC for the VHF / UHF frequencies which will require the majority of radio transmitters in North America to be upgraded or replaced by 2013.
 - ✓ Eastern offers complete system assessments and narrowband-compliance services as well as narrowband-capable products
- End of Life for Motorola proprietary SmartNet / SmartZone trunking technology (VHF, UHF, 800 MHz).
 - ✓ Eastern offers system migration planning and Harris VIDA-based systems which allow for integration of legacy systems during the transition to newer technologies – be it Project 25 or other TDMA based solutions.



WEST ORANGE, NJ

West Orange, NJ selected Eastern to perform the rebanding of their 800 MHz EDACS trunked radio system in 2009. As a follow-on, West Orange signed a contract for the Eastern designed simulcast expansion to improve coverage performance throughout the Township. Part of this new system upgrade will include an IP-based Network Switching Center and new dispatch consoles which will be the heart of the future P25^{IP} radio network.



WEST POINT AND NCR

Eastern provided the installation services for the new P25^{IP} Trunked radio systems at both the West Point Military Academy and also a DOD facility that is part of the National Capital Region. The DOD National Capital Region radio network was created after 9/11 and includes military facilities in VA, MD and NY. These P25 systems are IP-based systems with a mix of mobile and portable users as well as digital dispatch.



IN-BUILDING SOLUTIONS

When the Long Island City Citibank building was under construction, Eastern was trusted with the design and implementation of the in-building radio system. Whether your needs include a high rise, heavy industrial, commercial or residential location, you can trust Eastern to provide the right solution to meet your needs.



NEW YORK CITY MEDICAL CENTERS

Eastern Communications has been instrumental in providing in-building campus radio systems for major hospitals in the New York City Metropolitan Area. The unique construction of hospitals requires a customized antenna system design to maximize signal penetration and coverage. Allow Eastern to help you evaluate *your* technology options so you can select the right solution for your unique needs.

PLAN FOR THE FUTURE

Digital? Broadband? Next-Generation E911?

We understand that the leadership of our customer organizations has a need to be planning for their communication needs five and ten years in advance. Eastern is ready to assist you in this long range planning process: keeping you informed of technological advances, standards on the horizon and future funding opportunities.

- **Broadband (LTE):** New spectrum in the 700 MHz band has been set aside by the FCC for public safety broadband. Even though there are not as of yet public safety user devices available, agencies across the country are moving forward with 4th Generation technology termed Long Term Evolution (LTE).
- **CyberSecurity:** As voice, data and 911 systems migrate to IP-based technology, the need for CyberSecurity will become increasingly vital to maintain system integrity and availability.
- **P25 Phase 2:** Users of narrowband technology will begin to move to P25 Phase 2 technology to capitalize on the doubling of capacity and improved performance in simulcast. For users of 700 MHz, an FCC mandate already exists to migrate to this type of technology.

We've helped others..., now allow us to help you.



HARRIS®

Network Solution Provider

Network Solution Provider

As a Harris Corporation certified Network Solution Provider, Eastern Communications is factory certified to both design and implement radio communication systems. We are proud to have achieved this level of proficiency: a distinction less than 10% of land mobile radio distributors in the United States have achieved and the only New York-based company to do so.

READY TO SERVE

- Mobile Installations and Radio Programming
- Command Vehicle Configuration/Integration
- Test and Repair
- Site Auditing Pre/Post Construction
- System Staging and Site Management
- Customized Maintenance Support
- Extended Warranty Plans
- Microwave System Testing, Path Design, Installation and System Maintenance
- Narrow-banding Assessments / Implementation Services
- RF Coverage Modeling, Optimization, Field Testing
- PSAP CyberSecurity Assessments
- Broadband LTE System Planning
- Analog and Digital Product Solutions

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