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Thales Communications, Inc. Customer Newsletter

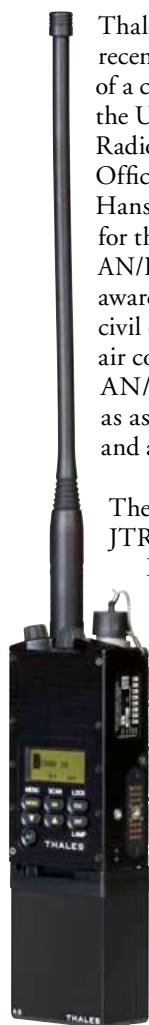
CUSTOMER Commitment

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Clarksburg, Maryland

USAF Fields AN/PRC-148 JEM



Thales Communications recently announced the award of a competitive contract from the US Air Force Joint Tactical Radio System (JTRS) Program Office, Electronic Systems Center, Hanscom AFB, Massachusetts, for the purchase of more than 1,200 AN/PRC-148 JEM radios. This award will equip security forces, civil engineering, and tactical air control personnel with the AN/PRC-148 JEM as well as associated ancillaries and accessories.

The AN/PRC-148 JEM—JTRS Enhanced Multiband Inter/Intra Team Radio (MBITR)—is the first JTRS radio certified for compliance with Software Communications Architecture (SCA).¹ The only JTRS radio to have successfully completed Joint Interoperability Test Command testing, the AN/PRC-148 JEM was deemed to be effective and suitable for deployment to the field. It is the first government-approved JTRS radio in production.

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Message from the Director of Customer Support

We are very pleased to distribute this winter edition of the Customer Commitment Newsletter. I hope you find this information very useful in your daily missions. The last several years have created many challenges for all of us: manning and establishing in-theater support depots in both Iraq and Kuwait, the ongoing war on terrorism and natural disasters such as Katrina, as well as wild fires in the West. We are fully aware that 'lives depend on the products we manufacture' and we are fully committed to provide the necessary support services for effective communications.

Our Customer Support Team consists of four specialized areas to provide you with the latest information and available services:

- Product Support consists of highly trained technicians to perform upgrades and maintenance for all fielded Thales Communications, Inc. products with minimal Turn-Around-Times.
- Technical Support maintains Help Desk services and website content to ensure information is available to our users 24/7.
- Aftermarket Support manages its own 'Quick-Ship' inventory for urgent, small quantity ancillary quotes and orders.
- Field Support provides maintenance and technical services at forward depots and customer sites around the world.

We will continue to seek feedback from our customers and take immediate action. Your feedback is continually evaluated

and actions implemented. Our 24/7 Call Center Support, web services and tools, on-site training, in-theater maintenance



support and this Newsletter have all been a direct result of your feedback. We will continue to provide the world's best products and services available. Our product performance and reliability combined with a World Class support team are paramount in our Customer Commitment to you.

World Class customers need World Class products and they both require World Class support!
From your Customer Support Team! ☐

Leroy Crouell
Director, Customer Support

(USAF Fields AN/PRC-148 JEM Continued...)

“The JEM provides the backbone for a system communication solution that will allow the Air Force to migrate toward, and stay on the forefront of, new technology,” said Ray Bruhn, manager of Air Force programs at Thales Communications. “It positions them to maximize use of their available resources, meet the mounting challenges of size-, weight-, and power-constrained battlespace environments, and maintain their technological edge.”

Based on the combat-proven MBITR and developed under a formal US Government program of record, the JEM provides a seamless, cost-effective path to JTRS. The radio leverages a proven platform and provides a JTRS solution that bridges the gap between legacy equipment and future JTRS technologies. [E]



Showcase: AN/PRC-148 JEM

The AN/PRC-148 Joint Tactical Radio System (JTRS) Enhanced Multiband Inter/Intra Team Radio (MBITR), or JEM, is an evolution of the battle-proven AN/PRC-148 MBITR, the most trusted hand held radio fielded today. (There are over 85,000 MBITRs deployed globally!)

In 2005, the AN/PRC-148 JEM became the first JTRS radio to be certified for compliance with Software Communications Architecture (SCA).¹ It is the only SCA-certified hand held radio developed under a formal US Government program of record and has completed full US Government evaluation and testing: Early Operational Assessment, Formal Qualification Testing, Government Development Testing, Government Operational Testing, Joint Interoperability Test Command (JITC) Interoperability Testing, TEMPEST Testing, and JITC Operational Test and Evaluation. We are in the unique position of being able to provide warfighters with a future-proof, SCA-certified radio that has been developed in partnership with the US Government and successfully tested and qualified in operational field conditions.

Key Features of the AN/PRC-148 JEM



- 30-512 MHz Frequency Range
- JTRS SCA 2.2 Compliant
- Less Than 30.6 ounces
- 2 Meter and 20 Meter Immersible Variants
- AM and FM
- Voice and Data
- CTCSS Tones
- Selectable RF Output Power (0.1 to 5.0 watts)
- 256 Programmable Presets
- USB Interface

The AN/PRC-148 JEM provides multimode, full coalition interoperability. It is capable of hosting a wide range of

(Continued on page 4, column 2)

¹SCA compliant with waivers

NEW RELEASES

Thales Communications recognizes that end-users of our equipment require the latest technical information to ensure mission readiness. With the appropriate credentials, users are able to log-in to the Customer Support Center and quickly download the latest technical information and operational software at any time and at any location worldwide. If you have not already taken advantage of these useful resources, please log into our Customer Support Center at www.thalescomminc.com

NAVAL/MARITIME Technical Information on the Website

The Naval/Maritime Technical Resource area for our HF radio products for the US Coast Guard and the US Navy has been enhanced with additional technical information, as well as configuration utility software.

MBITR SINGGARS Keyfill Using the Simple Key Loader [SKL]

The Simple Key Loader [SKL] is now being issued to the military to replace the CYZ-10, KYK-13 and ANCD Key Loaders. We are collaborating with the manufacturer of the SKL to develop a customized, simplified method for loading keys into the MBITR. The information provided in the Tactical Communications Technical Resource area on our website was prepared by the SKL manufacturer. More information will be provided on the website as it becomes available.

DES for the MBITR

Type 3 analog DES can now be purchased for the MBITR: this brings the number of

OPT ENABLED	
BASIC	ANDUT
RETRANS	HQII
SINGGARS	DES

optional features to five: Retransmission, SINGGARS, HAVEQUICK, ANDVT and now DES. These are represented on the radio's data plate by the letters R S H A D to the right of the letters 'SW'. If the feature is enabled, the letter is struck through with a diagonal line.

FAQs on the Website

New Frequently Asked Questions [FAQs] are being added in the appropriate areas of the website:

- Website home page www.thalescomminc.com
- Technical Resources for Tactical Communications for the AN/PRC-148 MBITR hand held radio family
- Technical Resources for Public Safety/Homeland Security for the Thales 25 hand held radio
- Technical Resources for Naval/Maritime family of HF radio products

With input from our users, other FAQs will be added to the website. Please check back from time to time to see if your question has been answered. If you have a technical question that you would like answered, please send an e-mail message to technical.support@thalescomminc.com. [E]

CONTACT INFORMATION

Customer Support: 800-914-0303

Technical Support

technical.support@thalescomminc.com

Aftermarket Sales and Support

aftermarket.support@thalescomminc.com

Product Support

product.support@thalescomminc.com

Business Development

Marketing, Public Relations & Web Content

sheila.gindes@thalescomminc.com

Q&As


What Range Can Be Expected From A Hand Held Radio?

1km/W is the rule of thumb often used for the approximate communication range of a hand held radio, with a 5W transmitter output, 5km = 3.1 miles. This assumes line of sight, point to point on the ground and assumes the use of the correct antenna for the chosen transmitter frequency. Our AN/PRC-148 hand held radio has a wide frequency range, 30 to 512 MHz. Lower frequencies will provide better communication in open terrain, whereas higher frequencies will work better in built-up areas amongst buildings.

What Are The Arrangements For Operator Training?

The next training class for AN/PRC-148 MBITR operators held at our Clarksburg, Maryland, facility will be February 20-22. This class mainly addresses the needs of instructors who will return to their units to pass on their knowledge. Hands-on training is provided using an MBITR for each student. Accessories and other parts of the MBITR family, such as the 20W RF power Vehicle Adapter, are also explained and demonstrated. To book seats please register for pricing access via the Customer Support Center on our website and, to discuss availability of seats, please contact Customer Support on 800-914-0303. *Note that if serious weather conditions exist, we will reschedule the class for March. Please check back with the website (www.thalescomminc.com) for the latest information.*

For Thales 25 training at user locations, please contact Bob DiDonato, office 240-864-7922, mobile 410-908-7678.


For training on our HF radio family of Naval/Maritime products, please contact Aaron Brosnan, office 240-864-7906, mobile 240-422-2630. 

IN-THEATER SUPPORT

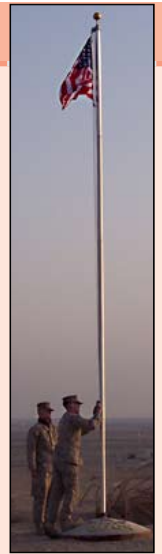


Thales Communications, Inc. has two established maintenance depots in-theater: Iraq and Kuwait. Both depots are manned by Thales technicians assigned to provide maintenance and technical support at forward locations.

The Kuwait depot is located at Camp Arifjan, 30 miles south of Kuwait city. This depot was established in June 2004 and provides support for both Iraq and Afghanistan U.S. forces. Units that require support for the AN/PRC-148 hand held radio or the AN/VRC-111 Vehicle Adapter Amplifier can contact Thales to coordinate support activities or receive detailed information

regarding transportation, maintenance capabilities and technical assistance. The Iraq depot is located at Camp Al Taqaddum, 35 miles west of Baghdad. This depot was established in January 2005 to support the USMC's I and II MEF. 


We would like to send a well deserved Happy and Safe New Year to our Thales technicians in-theater; Alan Kase, Daniel Tivey, Mike Rehg and Damon Riney. Thank you for your support and a job well done!



Meeting Size, Weight, and Power Challenges for the US Coast Guard

Thales Communications recently completed the installation of the Thales Series 5000 HF system aboard the US Coast Guard Cutter (USCGC) Boutwell (WHEC-719). The USCGC Boutwell, which is homeported in Alameda, California, is the first of twelve 378-foot US Coast Guard High Endurance Cutters to receive the system. The Thales Series 5000 HF system provides size and weight reductions over legacy equipment and enables the US Coast Guard to remotely control the system from multiple locations. This maximizes operational flexibility and reduces the workload for our client.

As explained by Dan Bilow, Naval Programs Business Development Manager,

"It was critical to install a new HF system aboard Boutwell because she was embarking on a 3-month Alaska patrol, which represents one of the most demanding communications environments a USCG Cutter can operate in." With this installation complete, we have 11 more pending in the 378-foot cutter fleet. Previous to the USCGC Boutwell, we completed our installations of the same system aboard the entire 270-foot Medium Endurance Cutter Fleet (13 ships). One of the Coast Guard representatives had this to say about Thales: *"Thales Communications, Inc. managers and engineers have set themselves apart from others by providing superior customer support and have employed a customer oriented business model that other companies should follow."* 

PRODUCT LAUNCH

Coming soon . . .Interactive Web-based training for the AN/PRC-148 JEM!



Want to get an early look at the new features of the AN/PRC-148 JTRS Enhanced MBITR (JEM)? We are completing development and testing of a SCORM-compliant web-based training program that covers the capabilities and operation of the JEM, as well as the Vehicle Adapter and the SINCGARS VRC-88 replacement Vehicle Adapter Amplifier. The training includes a radio simulator that lets you operate the radio controls in real-time. This training will be available January 2007 in the Technical Resources area of the website.

You can now order the Remote Control Unit with GPS [RCU] for the AN/PRC-148



The MA6795 RCU, with its 4ft long cable, is connected to the radio side connector. The RCU is delivered with a holster which has various retention arrangements. The RCU can now be ordered via the Customer Support Department, 800-914-0303 and select option 3.

(Showcase: AN/PRC-148 JEM Continued...)

encryption and JTRS waveforms, such as high-capacity data, networking, and new encryption algorithms, to address the challenges of size-, weight-, and power-constrained environments.

How does all this help the warfighter?

- The AN/PRC-148 JEM supports multiple air interfaces, or waveforms, on a single hardware platform.
- All programmable elements in the radio are field-upgradeable: Transceiver Control Microcontrollers, FPGAs, DSP, COMSEC Engine (AIM) and GPPs.
- Reconfigurability allows already fielded units to take advantage of improvements

to existing waveforms and accept new waveforms and new radio services.

- Speeds adoption of new waveforms by lowering the cost and risk associated with deploying new capabilities to the warfighter.

For current AN/PRC-148 MBITR users, the AN/PRC-148 JEM offers a cost-effective, low-risk approach to JTRS. Upgradeability is seamless for the hand held radio as well as for all components of the AN/PRC-148 System Solution².

²Vehicle Adapter, AN/VRG-111 Vehicle Adapter Amplifier, Man Portable System, Base Station, and Tactical Repeater



Item	MBITR AN/PRC-148[V]1[C] Maritime AN/PRC-148[V]2[C] Urban MBITR configurations comprise the underlisted items	JEM AN/PRC-148[V]3[C] Maritime AN/PRC-148[V]4[C] Urban Current JEM configurations comprise the underlisted items in the standard price
Transceiver 'brick'	Standard	Standard
Re-transmission	Extra price option	Standard
SINCGARS	Extra price option	Standard
HAVEQUICK	Extra price option	Standard
ANDVT	Extra price option	Standard
Rechargeable Battery	One	Two
Non-rechargeable Battery Holder	Extra price option	Two
30 to 90MHz antenna	Standard	Standard
136 to 174MHz antenna	Extra price option	Standard
90 to 512MHz antenna	Standard	Standard
Audio/Keyfill Adapter, MARITIME ONLY	Standard	Standard
Holster	Standard	Standard
Accessory Bag	Standard	Standard
Operator's Manual, Quick Reference Card and Interactive CD	Standard	Standard

TRADESHOWS


DATE	EVENT	LOCATION
January 31-February 2, 2007	AFCEA West	San Diego, CA
February 18-22, 2007	AUSA International Defense Exhibition & Conference (IDEX)	Abu Dhabi, UAE
February 21- 22, 2007	IDGA Software Radio Summit	Vienna, VA
March 7-9, 2007	AUSA Winter	Fort Lauderdale, FL
March 13-14, 2007	AFCEA TechNet Tampa	Tampa, FL
March 28-30, 2007	International Wireless Communications Expo (IWCE)	Las Vegas, NV
April 3-5, 2007	Navy League Sea-Air-Space	Washington, DC
April 17-20, 2007	Latin America Aero & Defense Conference & Exhibition (LAAD)	Rio de Janeiro, Brazil
May 9-10, 2007	GovSec/US Law	Washington, DC

Going Beyond the Radio



Thales Communications continues to invest in products and solutions for our customers across a myriad

of operational environments. We recently partnered with other Thales companies in Europe to strengthen the growth of the Thales optronics portfolio in the US (Optronics, or electro-optics, is the electronic enhancement of optical imaging devices.) Thales provides a complete optronics product and services portfolio for air, land, and sea-based platforms applicable to reconnaissance, surveillance, targeting, and acquisition. Designed and manufactured for durability, reliability, maintainability, and sustainability, Thales' optronics offerings include thermal, laser, low-light, high performance optic, and image-intensified solutions.

For more information on our optronics offerings, contact optronics@thalescomminc.com. 



CONTACTING CUSTOMER SUPPORT

The Customer Support Department has fully implemented a 24/7 Call Support Center. Customers who call the Customer Support 1-800 number are now given three (3) options to properly route their requests: **Technical Assistance**, **Product Support** and **Aftermarket Support**. Incoming calls are routed to the appropriate Customer Support Specialist to ensure all inquiries are addressed as quickly as possible.

To contact **Customer Support**, please call us at:
1-800-914-0303

Option 1.

TECHNICAL assistance and general inquiries
technical.support@thalescomminc.com

Option 2.

REPAIRS Return Material Authorizations (RMAs), and other product support assistance
product.support@thalescomminc.com

Option 3.

SALES for spares and ancillary items, to request quotes and make purchases, website/shopping cart assistance
aftermarket.support@thalescomminc.com



ABOUT

THALES COMMUNICATIONS

Thales Communications is a global leader in the development of battle-proven, software-defined, radio equipment and solutions. We provide critical communication capabilities in the Tactical, Naval/ Maritime, and Homeland Security/Public Safety domains throughout the globe where size, weight, and power (SWAP) are key factors. Serving the US Department of Defense, US civilian agencies, and defense, allied, and coalition forces globally, Thales plays a direct role in the Global War on Terror.

Thales Communications' headquarters campus in Clarksburg, Maryland, and second location in Germantown, Maryland, house two state-of-the-art manufacturing plants as well as our 24/7 Customer Support Department. We also provide in-theater support to US and Coalition Forces in Kuwait, Iraq, and Afghanistan.

THALES

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