

Briefing Number: 0750

Issue Number: 11

Date of Issue: 08/07/2025

“Operation Soundwave” Call Protocol and Procedure

NB: Formally known as CHS Invocation “Operation Soundwave” Call Protocol and Procedure

Executive Summary

This document is a supplement to the ‘CHS Invocation Criteria and Procedure’ document and explains the steps to be taken when a Cluster Hot Standby invocation on the Airwave Network is imminent, or when an emergency no-notice invocation has taken place on the Airwave Network.

The process can also be used to warn of a critical issue that may have or could result in the network being at risk.

PLEASE NOTE: All Customers are required to ensure this information, and the impact of any Operation Soundwave invocation, is communicated to all possible recipients of the Soundwave notification call, as advised by the Customer to Airwave*, and each of their operational departments to ensure there is clear understanding of this process and what the code word means.

*The Customer contacts to receive an email, text message or text to speech message are to be provided by the Customer themselves in advance via the CSM. They will be maintained on a database to be use when required.



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DOCUMENT CONTROL

Date	Author	Change History
20/07/2020	Teressa Latimer	Updated Criteria table to include new wording and LUL
04/02/2021	Teressa Latimer	Updated to include appendix on process for incident affecting more than one cluster or a National Incident
30/07/2021	Teressa Latimer	Updated wording in section 4 intro and 5.1
13/03/2023	Teressa Latimer	New bridge numbers for all services and clusters
16/05/2023	Teressa Latimer	New bridge numbers for all services and clusters
08/07/2025	Nathaniel Rogers	Issue 11. Introduction of Google Meet and Everbridge. Removal of Flowdown Bridges.



Glossary of Terms

CHS	Cluster Hot Standby
CSM	Customer Support Manager
FRS	Fire and Rescue Service
NMC	Network Management Centre
MIM	Major Incident Manager
MSI	Motorola Solutions Inc.



TABLE OF CONTENTS

1.	Introduction	5
2.	Background	5
3.	Intended Audience	5
4.	Briefing Details	6
4.1	Google Meet.....	6
4.2	Everbridge Notification Tool	7
	Text to Speech on a Landline or Mobile Number	7
	Text to a Mobile Number	8
	Email to an Individual or a Group Mailbox.....	8
	Notification Confirmation	9
5.	Operation Flowdown	9
6.	Customer Responsibilities.....	9
7.	Call Protocol and Call Structure	10
7.1	Protocol.....	10
8.	Further Information.....	11



1. Introduction

This communication is a supplement to the MSI Internal 'CHS Invocation Criteria and Procedure' document, and is intended to provide Customers with details of the process Airwave will use to notify Customers of an imminent Cluster Hot Standby (CHS) Invocation event, or that an emergency no notice invocation has already taken place on the Airwave Network i.e. cutover to CHS has already occurred.

The process will also be used to warn of a critical issue that may have or could result in the network being at risk.

2. Background

As the number of partners joining the Airwave network increased, there was a need for Airwave to put in place a process which allowed rapid communications to multiple organisations in a timely manner, therefore Operations Soundwave was introduced. The MSI internal CHS Invocation Criteria and Procedure document, section 5, refers to Customer Communications. This document is intended to build upon this section.

For clarity in addition to notification of a CHS pre / post invocation call, the process will also be used to bring Customers together to discuss a critical issue affecting, or with potential to affect, the network e.g. the floods suffered in the West and North Yorkshire regions in December 2015, which resulted in two telephone exchanges being flooded.

In all cases the Airwave Major Incident Manager (MIM) will make the final decision as to whether the Soundwave process is invoked based on the information presented to them in relation to any network risk.

3. Intended Audience

All Police, Fire and Ambulance Emergency Service Customers

Airwave Direct and Airwave Access Customers as required

Major Incident Management Community within Motorola



4. Briefing Details

For ease of reference, Appendix 1 shows the CHS Invocation Criteria for guidance.

4.1 Google Meet

The Home Office Airwave Security Team (HOAST) have given MSI permission to use the Google Meet Video Conferencing application to host Operation Soundwave Calls and Major Incident bridges. **Therefore from 00:01 on 09 July 2025 MSI will be using the following Google Meet conference bridge details to host Operation Soundwave calls.**

Video Conferencing: <https://meet.google.com/gwp-wudq-wph>

Dial In: +44 20 3956 2670 Pin: 973 723 791#

A back up Conference Bridge is available should there be an issue with the primary conference bridge. The details for the backup Conference Bridge, if required, will be communicated to customers at the time, so as not to cause confusion over the details to be used.

Requirements / Guidance for the Bridge:

1. If joining the bridge by video please enter your name and your customer organisation on joining so it is easy for the Chairperson to identify which customers have joined;
2. If joining the bridge by phone please ensure you identify yourself when asked by the Chairperson – failure to do so after three attempts will result in you being removed from the bridge for security reasons;
3. Please mute yourself on the bridge unless talking. If joining by phone pressing *6 will mute / unmute your call;
4. Please use the hand up functionality if you have any feedback or questions and have joined via the URL.



4.2 Everbridge Notification Tool

Everbridge is an electronic notification tool.

Using the Everbridge notification tool enables Motorola to instantly disseminate a 'call to bridge' to all the customers affected so that an Operation Soundwave conference bridge can be initiated quickly. By providing Motorola with their contact details, customers and authorities consent to their data being stored on the Everbridge notification tool.

After being successfully tested with the customer base on the 30 June and 1 July 2025, Everbridge will be used by MSI moving forward to notify individual customer contacts of a 'call to bridge', simultaneously using all of the following contact methods depending on the contact details provided for each individual customer contact:

- Text to Speech on a landline number
- Text to Speech on a mobile number
- Text to a mobile number
- Email to an individual or a group mailbox

Text to Speech on a Landline or Mobile Number

Upon receipt of a Text to Speech message, the contacts phone will ring displaying a call from 0800 048 8368. Customers should save this number in their phone directory using a suitable title.

On answering there will be a female automated voice (following a short pause) which for Operation Soundwave will state *'This is a message from Motorola. We have an ongoing Airwave Soundwave major incident. You are required to join the Soundwave customer bridge. Press 1 to confirm receipt, press 2 to replay this message'*.

Please Note:

1. No landline numbers can be a Virtual Receptionist / VR landline, as the Everbridge notification tool will only pause for 2 seconds when the call is answered before relaying the voice message;
2. The number 0800 048 8368 is the same number displayed when customers receive an incoming call from the MSI Service Centre;
3. If a Text to Speech message is sent to a mobile phone that is switched off, it may be stored by the mobile network and delivered when the mobile is next switched on;
4. The Everbridge application can wait in the region of 11 seconds before hanging up if it doesn't hear a verbal greeting such as "hello" when the call is answered. If

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the Everbridge application doesn't believe the call has been answered, it will hang up.

Once you have listened to the message please press 1 to confirm receipt if you have not confirmed receipt via another method. The Everbridge tool will then record the notification has been acknowledged.

Text to a Mobile Number

Texts to a mobile number will be received from either 07860 022148 or 07480 635603. These numbers can again be saved accordingly in your phone directory.

The text message for Operation Soundwave will state; *'This is a message from Motorola. We have an ongoing Airwave Soundwave major incident. You are required to join the Soundwave customer bridge. Reply with 'YES' to confirm receipt.'*

Once you have read the message please press 1 to confirm receipt, if you have not confirmed receipt via another method. The Everbridge tool will then record the notification has been acknowledged.

Please note if a Text message is sent to a mobile phone that is switched off, it may be stored by the mobile network and delivered when the mobile is next switched on.

Email to an Individual or a Group Mailbox

The Email notification function within the Everbridge notification tool enables Motorola to provide more information than in the Text and Text to Speech messages.

The Email notification for an Operation Soundwave will contain a slide explaining what Operation Soundwave is to assist the recipient, and will contain the URL and the dial in for the Operation Soundwave bridge.

The Email notification will be sent by the mailbox noreply@everbridge.net and will include a message at the top of the Email asking customers to click on a hyperlink to acknowledge receipt of the Email.

Please note that depending on local IT settings, there may be a delay in the email being received. During testing one user reported they didn't receive the email until one hour after it was sent. Customers are asked to ensure their IT Department is aware that noreply@everbridge.net is a trusted source to reduce any delivery delays.

The Text and Text to Speech messages will just declare that operation soundwave has been declared. They will not contain the URL or dial in for the Operation Soundwave bridge.



Notification Confirmation

Whilst Everbridge will provide a record of all the notification method/s an individual contact has been notified via, Everbridge will only record confirmation of acknowledgement of the notification against the first communication method that a user confirms receipt against.

5. Operation Flowdown

MSI has retired Operation Flowdown.

Should there be a major incident that affects multiple switches, MSI will open up additional Google Meet conference bridges as required and use Everbridge and the Customer Support Managers (CSMs) to publicise the relevant conference bridge details to the relevant customers.

During such a scenario The Operational Soundwave bridge may be reserved for Stakeholders from all Authorities.

6. Customer Responsibilities

All Customers are required to ensure this information, and the impact of any Operation Soundwave invocation, is communicated to all possible recipients of the Operation Soundwave notification call (recipients as advised by the Customer to Motorola) and each of their operational departments to ensure there is clear understanding of this process and what the code word means i.e. CHS invocation imminent, or has occurred, or a Critical Incident has occurred that may put the network at risk.

The attendee should be in a position to understand what the impact of moving to CHS will have/has had on their organisation.

It is the Customer's responsibility to notify Airwave, via their CSM, of any changes to the contacts loaded in the Everbridge Notification tool.

Customer attendance on a Soundwave bridge is advised, though discretionary. Updates will be available on the SMT fault logs in due course for those customers that have access. It may take time to input manual updates whilst the incident team is dealing with the Major Incident in real time.

If circumstances allow, a roll call will be taken at the beginning of the call by the MIM. The MIM will address the bridge and ask for feedback from each customer in turn, by organisation type.



7. Call Protocol and Call Structure

The Airwave Network Clusters that individual organisations are built against, is held within the Everbridge Notification Tool. A customer can review with their CSM which Clusters they are built against (a customer can be built against more than one cluster). The general rule is customers are built against any cluster that hosts 20% or more of the sites a customer uses, and customers are built against their Donor DCS Cluster if they have one.

Customers should review their contact list with their CSM on a regular basis to ensure it is up to date, especially when any change to personnel occurs in the customer's Airwave support Team.

7.1 Protocol

Airwave respectfully requests that the following key points are re-briefed and understood by nominated attendees:

1. If joining the bridge by video please enter your name and your customer organisation on joining so it is easy for the Chairperson to identify which customers have joined;
2. If joining the bridge by phone please ensure you identify yourself when asked by the Chairperson – failure to do so after three attempts will result in you being removed from the bridge for security reasons;
3. Please mute yourself on the bridge unless talking. If joining by phone pressing *6 will mute / unmute your call;
4. Please use the hand up functionality if you have any feedback or questions and have joined via the URL;
5. If you have joined by phone and have a need to speak, a request to speak should be made to the Chair accompanied by name and specific organisation;
6. Questions to other participants should be directed through the Airwave chairperson, who will re-direct as appropriate to avoid concurrent responses from participants;
7. All participants must refrain from using a call hold facility whilst on the bridge as all other participants can get either the call holding beep, or hold music, which can be disruptive to the call. Participants may be removed from the Operation Soundwave bridge if they remain on a call hold facility which is disrupting the bridge;
8. Discussions/feedback from customers should be factual and deal with the matter at hand;
9. All discussions should be conducted in a professional manner by all parties at all times;



10. The MIM has been directed to be assertive, when required, with any participants who are not following the correct protocol;
11. In general the following steps outline how the call may be structured. These steps will vary depending on the particular incident being dealt with:

Example

- Bridge opened
- Regular announcements given to those on the bridge to advise when the main body of call will be starting.
- Introduction from Chair (normally the MIM, but may vary) e.g.
- I am 'name and role', also on the call from Airwave is 'names and role' given. We have an incident on **## Cluster and are considering invoking CHS (or have invoked in the event of a post incident call).
- Purpose of the call.... why considering invoking CHS
- Situation - More detail given, timeline etc.
- Next steps re fix/ diagnostics
- Any remedial steps/further fallback options
- Customer feedback on impact/issues
- Questions
- Next update/call If required – time and date given
- Call closed

8. Further Information

For further information please contact your Customer Support Manager.

End of Document

