

## MOVE SATELLITE

Agencies planning to move need to complete the following steps to have their TLETS satellite equipment moved and network connectivity re-established at the new location.

**Step 1:** Submit request to TxDPS CJIS Security at [Security.committee@dps.texas.gov](mailto:Security.committee@dps.texas.gov) or by telephone at (512) 424-5686. We strongly recommend making contact no later than two months prior to your anticipated move date. Requirements include detailed and comprehensive documentation of your agency's network configuration including a network diagram, so it will be to your agency's benefit to begin the process as soon as possible. TLETS network connectivity will not be re-established until request has been reviewed and approved by TxDPS CJIS Security.

**Step 2:** After receiving TxDPS CJIS Security approval, submit answers to following questions via email to [TLETS\\_order\\_center@dps.texas.gov](mailto:TLETS_order_center@dps.texas.gov) **30 days** in advance of the anticipated move date. TxDPS is required to initiate an order to the appropriate satellite equipment provider. This includes complete satellite system relocations, internal moves such as relocating the indoor unit to another room, and moving the antenna for re-roofing. Under certain circumstances the HN7700 (indoor unit) may be moved by the agency, but it is necessary to contact TxDPS prior to any attempt to move the equipment to prevent possible damage or excessive downtime. In your request, please answer the following:

1. Existing physical address (location you are moving from).
2. New physical address ("911" address).
3. New mailing address.
4. Room number and name where the TLETS equipment will be located (Example: Communications Rm #1).
5. Floor number where the TLETS equipment will be located.
6. Number of floors in building.
7. New telephone number closest to TLETS workstation.
8. New telephone number for Auto Dial Backup Modem (Agency is responsible for having the line moved).
9. List your current agency head and TAC. For each, provide their office, fax, mobile/cell telephone numbers and their e-mail address.
10. Will your TAC and agency head be the contacts for the satellite move? Personnel should be on premise from 8am to 5pm on the confirmed move date. If the TAC and agency head are not move contacts, provide names of two contact personnel and indicate which is primary and which is alternate. Also include their office, fax, mobile/cell telephone numbers and their e-mail addresses.
11. What type of mount will be needed at new facility, non-penetrating roof mount or 6 ft ground mount? Please provide description of roof at the new building (flat, pitched, metal, shingles, etc.) and if it is structurally sound.
  - If you have a flat or gently sloped roof, a non-penetrating mount will be installed. A non-penetrating mount rests on a rubber pad and will be secured by concrete block ballasts. Antenna size is 1.2 meters; total weight: 450# to 720#.
  - If your roof will not accommodate a non-penetrating mount, pole mount installation is also available. A pole mount is a steel mast extending up to 6 feet from the ground and anchored by a concrete pier. Visual clearance to the sky will be necessary (no obstructions such as trees, other buildings, service trucks that may park in front of the antenna, etc.). Check with your city/county for possible underground utilities (gas, electric) and easements that may be jeopardized by ground mount installation. Also, consider any security issues you may have at your location.
12. Additional building questions:
  - Do you OWN or RENT the new building? If your building is rented, will the landlord permit a satellite antenna on the roof?

- Is the building a HISTORICAL building?
- Any special permits required for installing the antenna at the new building?

13. Anticipated date for move. **You must notify us ASAP if the date changes.**

Questions regarding the move request (step 2) should be directed to the TLETS Order Center at [TLETS\\_Order\\_Center@dps.texas.gov](mailto:TLETS_Order_Center@dps.texas.gov) or (512) 424-2256.

Additional agency responsibilities:

- Notify TxDPS as soon as possible; plan ahead to avoid last minute requests.
- If your move date needs to be changed, notify TxDPS as soon as possible. We can be reached at (512) 424-2256 or by email at [TLETS\\_order\\_center@dps.texas.gov](mailto:TLETS_order_center@dps.texas.gov). Delaying notice to TxDPS could result in cancellation of the move order and an additional charge to the State. Due dates can be changed, but expedites cannot be requested without special approval from TxDPS.
- Issue an order to your local telephone company to move the Auto Dial Backup telephone line. TxDPS is not responsible for this telephone line.
- Moving workstations and associated equipment is the agency's responsibility. It is your agency's responsibility to contact your equipment vendor for necessary site preparation instructions. TxDPS is not responsible for moving workstations or printers.
- Provide an area for the HN7700 (5" W x 11" H x 11" D) to be within the general location of the TLETS equipment.
- Provide a dedicated 110v AC outlet for the HN7700 unit. No outside equipment such as coffeepots, TVs, radios, etc., should use any electrical outlets that are assigned for TLETS use since it could cause interference on the connection or equipment.
- Primary and alternate contact person should be on site the day of move. The contacts should also have authority to make decisions regarding this process.
- Provide installer with access to telephone communications.
- If any questions arise during or after the move, call TxDPS OIC at 1-800-63-TLETS (1-800-638-5387).