



**The leading innovators in
Integrated Water Management**

“ We would like to thank our customers for their support over the past twelve months as we look forward to maintaining strong relationships in the future. ”



From the General Manager

The last two years have seen significant changes within Rad-tel as we diversify and grow; from a traditional telemetry hardware company has emerged an engineering company focused on providing Electrical, Plant Automation and Telemetry Integration Services to Shire Councils and Water Authorities. As our growth continues we are committed to maintaining our strong reputation for Customer Support and we welcome comments on current and proposed Service Agreements. We would like to thank our customers for their support over the past twelve months as we look forward to maintaining strong relationships in the future.

Kind regards,
Adrian Nisbet
General Manager
Rad-tel Systems Pty Ltd

Rad-tel has compiled the following report for information to our customer base, we feel this is a necessary process to ensure all existing customers are kept up to date on our products and services as Rad-tel continues to grow and diversify. This document also includes information on significant changes that have been made to System Support Agreements from July 1, 2007.

Annual User Workshop

After the success of the recent User Workshop in Albury it has been decided that the User Workshop should be made an annual event. We will be planning this financial year to hold the Workshop in Queensland towards the end of the financial year. Please email diane@radtel.com.au to be placed on the Workshop information group. Additional copies of the manuals released at Albury are available in electronic or hard copy.

Staff

Rad-tel has employed the following staff in the last 12 months:

1. **Kieran Walker** - Apprentice working on factory construction
2. **Nick Fisher** - Engineer (originally part time)
3. **Evan Scott** - Field Technician
4. **Diane Seigel** - Office Administrator
5. **Lorraine Said** - Receptionist

The main office number (02) 9479 3900 now has an after-hours call out function which can be accessed by pressing 2 during the recorded message.

Workshop Repairs

From July 1, the cost of repairs will be increasing due to the increased cost of parts from suppliers. The increase in cost can be attributed largely to RoHS Compliance (Restriction of Hazardous Substances). Please do not hesitate to contact us to discuss.

SAP Implementation

Rad-tel is in the process of implementing a new database and business management system by SAP. We expect this implementation to be of huge benefit to our customers in both service and delivery times. The implementation is due for completion by the end of the calendar year 2007.

New Rad-tel Water Industry Clients

Rad-tel would like to welcome the following new customers to the ever growing list of Rad-tel users:

1. Blayney Shire Council (Complete)
2. Walgett Shire Council (In progress)
3. Kolan Shire Council (In progress)
4. Winton Shire Council (In progress)
5. Dalrymple Shire Council (Complete)
6. Tara Shire Council (In progress)
7. Balranald Shire Council (Complete)
8. Darling Anabranh (In progress)



Please do not hesitate to contact us to discuss any aspect of Rad-tel products and services on (02) 9479 3900.

Additional Products and Services

As we work to better serve our existing Water Customers and focus our attention on providing Integration services across many different hardware and software platforms, we have introduced some key Products and Services over the past twelve months.

Citect Integration

Rad-tel is now able to provide integration services for Citect SCADA systems. This will allow our customers to bundle support services for Citect and Rad-tel SCADA, enabling more cost-effective support.



Integrated RTU Products

Increasing in popularity over the last 12 months have been our integrated RTU products, designed for fast installation, minimum down time and complete with standard templates. One of the most significant features of these 'off the shelf' products is the in-built terminal strip located at the base of the RTU which allows fast installation.

These units are available with 'Ready to Go' PLC Programs, RTU Programs and SCADA templates so on-site engineering is minimised, or even avoided.



Integrated Switchboards

Rad-tel has recently added integrated switchboards to the product line. The switchboards have been introduced to enable cost-effective replacement of, primarily, old sewerage pumping station infrastructure.

Switchboards are available with standard PLC programs and SCADA Templates.



Size 3 switchboards are complete with PLC, program, auto/off/manuals, contactors, power supply, battery backup, 8000 RTU and radio housed in a 600mm(H) x 600mm(W) x 300mm(D) stainless steel enclosure with vents. Switchboards are available with Digital or Analog radio and standard protocols such as DNP3, Modbus and RDCMP.



Freestanding switchboards with touch screens, soft starters or VSD's are also available.

Electrical and Telemetry Maintenance

From July 1, we have introduced more maintenance options for Councils and Water Authorities. Traditionally, Rad-tel has only been involved in the maintenance of RTU and radio systems. We now have staff capable of preventative Electrical maintenance that can be carried out during the same visit, thus significantly reducing on-site costs.

These services (also available as part of a Platinum Support package) include:

- Full commissioning of inputs/outputs back to SCADA software
- Radio, battery and RTU maintenance
- Thermal imaging of electrical switchboards including reporting
- Asset reporting and storage on databases

High-Speed VPN Access

Rad-tel has recently been installing Datalayer software on many existing systems and connecting the SCADA systems to Council VPNs (Virtual Private Network) for faster remote access.

We are recommending that all Councils and Water Authorities consider changing their remote access method to VPN as more and more appear to be having trouble with phone line access.

VPN access allows much higher speed operation and allows operators to access the SCADA networks from Next-G mobile phone equipment.



Please do not hesitate to contact us to discuss our additional products and services on (02) 9479 3900.

System Support Agreements

Rad-tel continues to offer the most cost-effective System Support Agreements available in the industry. This annual payment covers telephone support, remote dial-in support and is responsible for keeping any equipment repair costs to a minimum. System Support Agreements are calculated based on the number of remote sites and master station computers.

Bronze

All customers are currently on the Bronze level of system support for software and hardware. Bronze level of support is the minimum support level available from July 1, 2007:

1. Dial in and telephone support available during office hours
2. Call out fee for after hours support applies
3. Copy of SCADA software maintained on the server from last Rad-tel technician visit



Silver

Silver Support is available from July 1 at an additional cost (Please contact Diane in the office on (02) 9479 3900):

1. Dial in and telephone support available during office hours
2. **No call-out fee** for after hours support (hourly charges after hours still payable)
3. Copy of SCADA software maintained on the server from last Rad-tel technician visit
4. Quarterly Pump and Flow Report emailed to nominated staff by Rad-tel with historical report. This report includes starts and run hours information, available flow information along with suggestions of any areas of abnormality. Report is provided in Excel with appropriate graphs (Master Station must have operational dial-in or VPN access for Rad-tel Staff)
5. Quarterly Communications Report emailed to nominated staff by Rad-tel with information on suspected communications problems along with calculated network location of problems. This report also includes information on channel loading (Master Station must have operational dial-in or VPN access for Rad-tel Staff)
6. One staff member attends Rad-tel Annual User Workshop at no cost



Gold

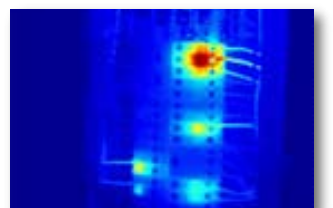
Gold Support is available from July 1 at an additional cost. The cost of Gold Support is available upon application (Please contact Diane in the office on (02) 9479 3900):

1. All features of Silver Support agreement
2. No hourly charges payable for after hours support
3. **On-going upgrades for SCADA software including Historian, Datalayer and SCADA provided at no cost.** (Must have purchased SCADA within 12 months at time of upgrading to Gold Support, or extra charges may apply)
4. Guaranteed one day visit by technical staff every 12 months to install software updates and provide basic 'health' report on system
5. Up to five staff members attend Rad-tel Annual User Workshop at no cost
6. **12 monthly Radio Maintenance included**
7. 10% reduction in hourly rates for all work performed by Rad-tel
8. 10% reduction in all 3000, 5000 and 8000 Series Standard RTU equipment (not including switchboards)

Platinum (Service Level Agreements)

Platinum Support includes regular preventative maintenance of all electrical and telemetry assets and can also include the following services (Please contact Adrian in the office on (02) 9479 3900):

- Thermal imaging of electrical assets (including full report services and recommendations)
- Maintaining an accurate database of electrical and telemetry parts
- Maintaining an accurate asset database including replacement costs
- Compilation of electrical replacement strategies
- Management and support of Citect assets under the same contract



Please contact Adrian Nisbet on (02) 9479 3900 for more information on Platinum Support Services.



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