



# Palmetto 800 Radio Network

Date: March 7, 2017  
To: All Palmetto 800 System Users  
From: George Crouch  
Subject: Palmetto 800 P25 Upgrades “**Immediate Action Required**”

Palmetto 800 **radios that have not been upgraded to P25**, reprogramed with new P25 radio templates and the P25 system key at the time your area is cutover **will cease to function!** You should immediately contact Palmetto 800 or your local radio shop (see commonly asked questions page for contacts). The Palmetto 800 system will begin installing new P25 infrastructure April 1, 2017 into the existing Palmetto 800 sites in preparation for the P25 cutover

## **Key P25 Cutover Dates:**

- Highway Patrol Troop 6 + Holly Hill – June 19-23, 2017.  
(Jasper, Beaufort, Colleton, Dorchester, Charleston, Berkeley)
- Highway Patrol Troop 5 + Chesterfield – June 26-30, 2017.  
(Williamsburg, Georgetown, Horry, Marion, Florence Dillon, Marlboro, Darlington, Chesterfield)
- Master-Site Reconfiguration – July 2-21, 2017
- Highway Patrol Troop 7 + Augusta, GA – July 31-August 4, 2017  
(Orangeburg, Calhoun, Bamberg, Allendale, Hampton, Barnwell, Aiken)
- Highway Patrol Troop 1 + Sandy Run – August 14-18, 2017.  
(Lexington, Richland, Kershaw, Lee, Sumter, Clarendon)
- Highway Patrol Troop 2 – August 28-September 1, 2017.  
(Newberry, Laurens, Saluda, Edgefield, McCormick, Greenwood, Abbeville)
- Highway Patrol Troop 4 – September 11-15, 2017.  
(Lancaster, York, Chester, Chesterfield, Fairfield)
- Highway Patrol Troop 3 + Cherokee – September 25-29, 2017.  
(Spartanburg, Greenville, Anderson, Pickens, Oconee, Cherokee)

***\*\*\* Actual cut over dates may occur within a window of two (2) weeks prior to or after the listed dates \****

Please do not hesitate to contact me if you have any questions. Additional information is on page 2.

Respectfully,

*George Crouch*

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## Commonly Asked P25 Upgrade Questions:

- What happens if my radio is NOT P25 ready when my area cuts over to P25?
  - **Permanent Service Interruption** until radio is upgraded & reprogramed.
- Are State or Federal grants available through the S.C. Division of Technology Operations (DTO) to help cover radio upgrades, replacement and/or programing?
  - No.
- I thought Rebanding updates included P25?
  - NO – Rebanding was an FCC mandated frequency change only.
  - P25 is a radio technology change from analog to digital.
- Will user fees change?
  - Palmetto 800 P25 rates have been included in the State Contract since 2008.
  - Current 4.1 users will see a 15% increase in rates when they switch to P25.
  - No encryption fee is charged in the P25 fees.
  - Current P25 users will not see any changes in rates.
- When will my rates change to the P25 rate?
  - The next billing period after you switch over to P25.
- What will change in my radio?
  - New system ID and talkgroup ID's
- When do I need to update my radios?
  - **“Now”** there may not be enough time to get your radio templates configured and radios reprogramed if you do not begin the proves now. Remember we have over 30,000 radios that have to be updated.
- What happens if I missed the December 31, 2016 date to start.
  - As of December 31, 2016 some P25 flashes for XTS5000 and XTL5000 are no longer manufactured. When the available supply runs out you only option for upgrade is to purchase new radio replacements.
- Who can I contact for assistance?
  - Radio Service Shop, Motorola Sales Representative or Manufacturer Representative
  - Campbell O’Keeffe (P25 Project Manager)  
(770) 755-1712  
[jcokeeffe.pm@gmail.com](mailto:jcokeeffe.pm@gmail.com)
  - Dennis Coomer (Motorola Customer Service)  
(803) 518-1689  
[Dennis.Coomer@motorolasolutions.com](mailto:Dennis.Coomer@motorolasolutions.com)