



**TCcommunications**

*deployable bandwidth by air, land & sea*

**TC AIRTIME  
AND SERVICES**

# TRUST

trust /trʌst/ n. 4. one on whom or that on which one relies

- Macquarie Dictionary

“Trust” is a quality often requested yet rarely earned. TC Communications is the exception to this rule. When we implore you to “trust us to keep the world connected” we do so with the knowledge that our track record substantiates our claim. For over 19 years we have been the Australian company ensuring that the vital communications link for those at the front-line remains strong and secure.

- When Care Australia were rebuilding Rwanda, Bosnia, Somalia and other war-torn countries, **we were there.**
- When the media needed immediate assistance to enable them to cover the aftermath of the Boxing Day Tsunami, **we were there.**
- When Australian Customs Coastwatch needed live operational intelligence to enable them to protect our coastline, **we were there.**
- When the ADF deployed to the Middle East, we **were there.**
- ...the Solomon Islands, East Timor, Iraq, Lebanon, Yemen, Taiwan - saving the rainforest in PNG or the iguanas in Fiji – wherever our clients need to be, **we are there!**

**“Trust us to keep your world connected”**

# About TC

TC Communications is a 100% Australian Owned Company with offices in both NSW and WA. As a local SME with over 19 year's experience, TC have built up an extensive knowledge base which enables us to deliver efficient and effective services.

TC Communications is a specialist satellite communications company that builds primarily mobile / deployable satellite communications systems for military and government customers as well as customers in markets such as media, mining, oil and gas, construction and aid agencies. TC's technical expertise is uncontested.

When one considers some of the clients who rely upon us for their service and support this fact becomes even more apparent.

- The Australian Federal Police
- The National Fire Authority of Taiwan
- The Australian Defence Force
- Australian Customs

The common denominator amongst these clients' requirements is that their satcom requirements are mission critical. When their communications go down it can literally be a life or death situation. That's why they have taken out service arrangements with TC Communications. They know that we have the resources, capacity and know-how to be able to fix things 'on the fly.

Maintaining this reputation for engineering brilliance is very important to TC. Our knowledge base is our Unique Selling Proposition in a marketplace that promises the world and often fails to deliver. Indeed, we are often called in by clients to deliver on failed promises made by other operators.

TC Communications is fully geared to support our commitments to such a blue chip clientele.



# Airtime Services

Being the major player in the industry has rewards for our clients in terms of your monthly airtime bills. Not only do we pass on the volume discounts we are able to attract from the satellite operators, but we also have a dedicated team whose only job is to ensure that your invoices are timely and accurate! Furthermore, we recognise the different requirements of our Air, Land and Sea subscribers and this is reflected in our individualized business units for these.



We believe that via our three-airtime services:

- AeroQuik: Data with Altitude
- RemoteLink: Data from the Edge
- MariTime Data with Depth

TC Communications has the best airtime solutions in the business. TC is able to provide competitive voice; fax and data connections for most satellite terminals and offer full account management features for these services.



**Helen Youssef** is the Marketing Coordinator and Airtime Product Manager. For all your Airtime queries, whether it is activations or usage queries, Helen is your first point of contact. She can be contacted on any of the following:

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## DEALER NETWORK AND DISTRIBUTION

TC Communications has an extensive dealer network - both nationally and within SE Asia - which ensures that we are able to service our clients' requirements, regardless of location. This network enjoys the support of a dealer manager, marketing support, a dedicated web page and a highly developed warehousing and distribution procedure. When coupled with engineering skills, 24/7 Helpdesk, and a customised airtime billing system, our dealers and their customers have the peace of mind of being supported by a 'whole of life' service provider.

## FULL LIFE CYCLE SUPPORT

As a satellite service provider, TC Communications is able to offer you the complete package - from application design through to hardware provision, service/support, training and airtime billing. As satellite and remote communication specialists, TC Communications is the industry leader in the SE Asian region and the only company with proven capability in providing deployable bandwidth by air, land and sea.

**At War, or in Peace,  
You trust us to keep the  
world connected!**

# Credentials you can trust

## Inmarsat Gold Service Provider



TC Communications is an Inmarsat Gold Accredited Service Provider – the only one in the Asia Pacific region. The accreditation process was exhaustive and included competency requirements in customer service, technical support and sales. Inmarsat has this accreditation process as to ultimately enhance end-user customer satisfaction and enable end-users to make a more informed choice in regards to Inmarsat service providers. TC is very proud to be the region's only Gold Service Provider and believe that the extra benefits and access to the Inmarsat network that this accreditation gives us, greatly benefits our clients.

## Quality Assured



TC Communications is committed to providing innovative products and professional services in satellite communications and wireless data solutions. Our quality objectives are to identify customer requirements, exceed their expectations and provide continual improvement of processes and interfaces.

Quality  
ISO 9001



In 2003, TC gained the certification of AS/NZS ISO 9001: 2000 Quality Management systems (the 5-tick Standards mark, through SAI Global Limited), which was a better fit with TC Communications' business. Our current quality certification is to ISO 9001:2008. This is the highest global quality assurance standard and a requirement to do business with the Australian Defence Force, government departments and many large corporate entities.

Since initial certification with SAI Global, TC has been externally audited every 9 months and been successful in re-certification each time and indeed this audit schedule has recently been extended to yearly in recognition of TC's ongoing success in the QA certification process. This certification covers the Quality Management System for the design, supply and support of wireless communication solutions providing customers with an integrated communications infrastructure regardless of their location. providing customers with an integrated communications infrastructure regardless of their location.



## ADF Quality Assurance Audit

The ADF Maritime Services Division (MSD) has conducted an audit on TC Communications and awarded a performance score of 89%. This represents an expectation that 'very good' performance would be achieved and equates to a confidence level of "Negligible Risk", this result is defined as "Definitely exceeds the contract requirement" and was described as an unexpectedly excellent result for a first time audit.

## Defence Recognised Supplier and Membership of Defence Industrial Security Program

In recent times security issues have been of paramount importance. TC Communications recognised this and has been endorsed as both a Defence Recognised Supplier and a member of the Defence Industrial Security Program. Many of our staff hold current security clearances which are of great importance in regards to the work we currently undertake for the ADF, Federal Police, and NSW Police etc. We believe that the undertaking of such clearances allows our Defence and Civil Defence clients a peace of mind in terms of contracting our engineering team to build technical solutions for them without the encumbrance of having to run background checks. This is part of the total service package we are committed to providing our clients.

## Cisco Qualifications

TC Communications has met all the criteria and resource requirements to achieve a SMB Specialisation with CISCO. Our team have demonstrated that we have undertaken all the training and testing required to qualify to support customers with SMB specialisation in Australia.

## GVF Accreditation

TC Communications, Australia's specialist satellite communications company, is pleased to announce their accreditation as Australia's first GVF Training Centre and the certification of Satellite Engineer, Peter Wade, as a GVF Certified VSAT Installation Examiner.

"GVF Certification was established by the international satellite broadband industry to uphold service standards while meeting unprecedented growth in demand," said David Hartshorn, Secretary General of the U.K.-based trade association. "This growth is nowhere more in evidence than in Australia, and TC Communications is to be commended for their leadership in this important training endeavour."

TC Communications is at the forefront of technological innovations in the satellite communications industry in the SE Asian region – for both Fixed (FSS) and Mobile Satellite Services (MSS) - and views this accreditation as a natural extension of the qualifications it deems necessary in order to maintain this leadership position.



# Custom Built Facilities

## Sydney HQ

TC Communication's office, complete with Training and Demonstration facilities and an R&D lab - include the necessarily complex test and design equipment required to keep pace with this ever expanding industry. The demonstration area allows us to perform up to date training and hands-on demonstration to our clients. The design of TC's head office in Sydney has a secure lab area for the development and testing of secure communications systems. This facility includes full ESD safe environments for supporting and repairing CMOS based electronics. Through training and our knowledge base, all employees have gained a sound understanding of this policy and of the quality management system. All are empowered to deliver product and service excellence.

**“Our purpose built training and demonstration facilities allows both clients and staff to stay up to date with the very latest in Satellite and remote communication technology”**

## TC Training

TC Training is a division that runs seminars and training courses on efficient satellite communication practices. This service further enhances TC's reputation for excellence and expertise. These courses are delivered at all levels ranging from novice through to technical engineering standards and can also include industry specific "Train the Trainer" courses. We have designed and delivered courses and training material for key clients across all levels of technical know-how.



## In-House Design

TC Communications is very proud of our world-class in-house design facility. We build communications solutions and have been recognised as leaders in innovation and global excellence for our design work. TC's Eye in the Sky system is a case in point. Our team developed a world first solution for the transfer of live video and high-speed data from both fixed and rotary winged aircraft.

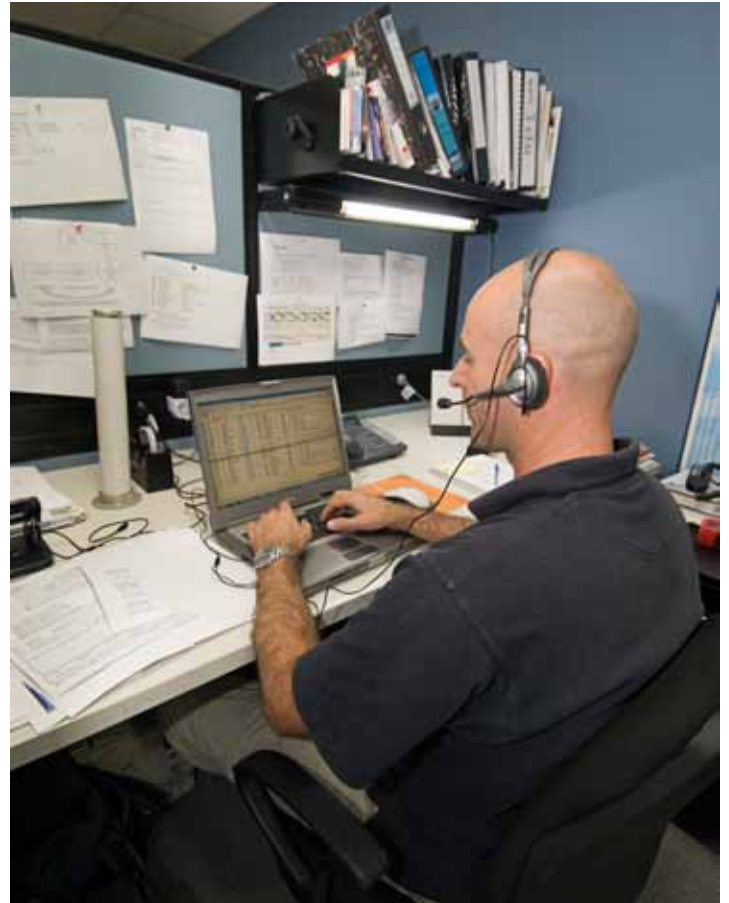


## 24/7 Help Desk

Support you can depend on TC currently provides a 24 hour a day, 7 day a week engineering level helpdesk for many of our key customers.

This helpdesk is not simply a call centre - rather, it is a dedicated, rostered service staffed by field and in-house engineers with appropriate experience in satellite terminal hardware, PC and IT equipment (e.g. CISCO routers) and mobile satellite networks. TC has a fully documented process for providing this high-level help desk and provides monthly reports to all helpdesk clients showing a one page summary of all cases for the month and full reports for each individual case.

TC has been operating this service for over five years with an ever-expanding subscription base. Current client feedback is that this dedicated, high-level service provides support for those in the field who need an answer at the time of the call. They express gratitude that they are not talking to someone far away for referral to another party in the future.



## Purchase or rent

There are certain circumstances - such as one off situations or equipment evaluations - where you may prefer to rent the latest communications technology from TC Communications. TC Communications have a range of satellite communication rental equipment to keep you connected no matter where you are. TC can dispatch from our NSW office to anywhere you need it.

Your capital is thus freed up and credit preserved whilst you are still provided access to professional maintenance and support by TC technicians 24 hours a day, 7 days a week.



# GOING TO THE ENDS OF THE EARTH FOR A CLIENT IN NEED



TC has built up a unique combination of leading edge satcom engineering skills delivered by a fast acting, highly experienced team straight to the heart of our customer's problem wherever they may be.

We have carried out projects for various aid agencies and government customers in places as far a field as Somalia, Rwanda, Cambodia, Iraq and Bosnia. The photos below show some examples of the satcom systems we have provided to agencies such as Care Australia – from early precursors to data terminals through to hand-held satphones.

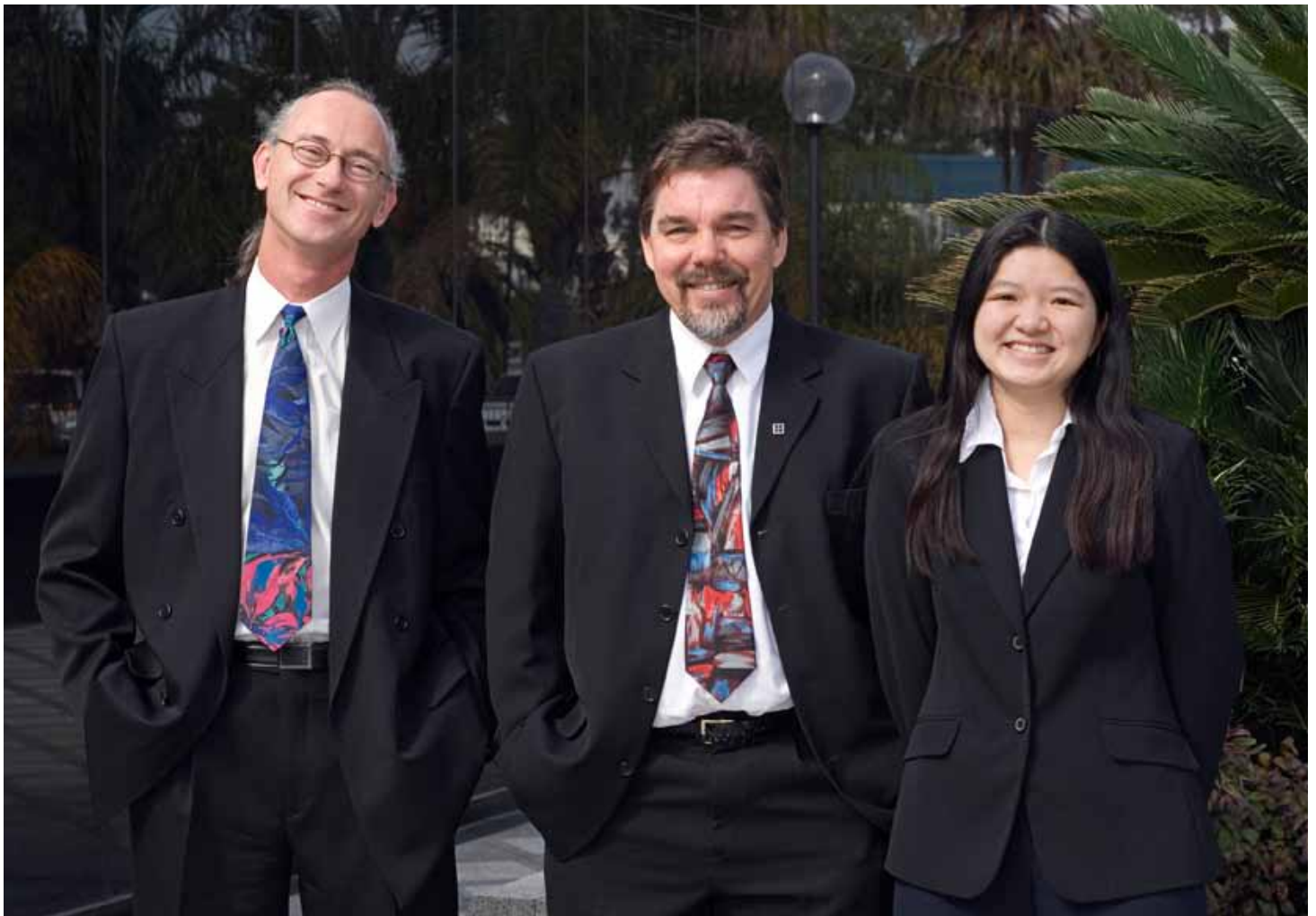
These projects also involved the design, installation and support of VHF and HF radio systems across many of the agencies sites in various African countries. This design work was particularly challenging as both the terrain and user community requirements meant that more advanced design methods and higher level technology were required to ensure the equipment provided the required coverage and clarity.

Our ability to go to the heart of the problem is perhaps best exemplified by the fact that we are the specialists the Defence Force turns to whenever they need expert advice. When the ADF needed support during the Solomon Islands crisis and other places such as Bougainville, East Timor, the Gulf (during the war) and even at sea during the Tampa incident, TC was there. Often on these occasions the ADF called on TC for two reasons:

1. They needed an answer to a problem very quickly, and
2. They wanted that answer delivered wherever the ADF was operating.

## Dedicated Field Engineers

Field engineers also supplement the help desk team and are on standby to travel where required. In the last 12 months TC's field engineers have travelled to the gulf, France, various Pacific ports and all Australian states. The Field team are equipped with all the required tools and parts to ensure the task is completed in a timely manner.



# EXPERT OPINION THE INDUSTRY SEEKS

TC's reputation as the satcom specialist is acknowledged through a myriad of invitations to address international conferences on the subject - such as:

- ISAS Aeromedical Conference, Tasmania 2009
- Satcom Conference, Sydney 2009
- Maritime Domain Awareness Conference, Canberra 2008
- APCO Conference, Queensland 2008
- CIS Conference, New Zealand 2007
- Land Warfare Conference, Adelaide 2007
- Aero-Medical Conference, Queensland 2006
- Coastal Surveillance Conference, Singapore 2006
- Reconstruction of Aceh Conference, Jakarta 2005

Furthermore, TC Communications has been appointed as a member of the Department of Finance and Administration "COMSEC" panel. This advisory panel consists of specialists in the industry and its role is to pre-qualify potential suppliers of consultancy, equipment and services for upgrades to the ministerial communications network. Membership of such a panel reinforces the trust placed in our satellite communications expertise by the highest echelons of government in Australia.

## AWARDS

TC has been recognised for excellence in many aspects of business practice as demonstrated by the following list of awards and nominations:

- Finalist: 2009 SAI Global Business Excellence Awards - SME
- Winner: 2008 ATUG National Broadband Award - Government
- Finalist: 2007 Telstra Business Awards – SME
- Highly Commended: 2007 WSIA Best Business Practice – People Management
- Winner: 2005 WSIA Platinum Award for Global Excellence
- Finalist: Australian Business Limited Annual Award 2005 for Business Innovation





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