

Radio Management Programming Box

Acceptable Use & Security Requirements

Reference policy for participating agencies | UCA Administrative Services | Version 1.1

1. Purpose and Scope

This policy consolidates the acceptable use and security requirements that apply to every Motorola RM (Radio Management) programming workstation (a “Box”) deployed under the UCA Remote Programming Box Program. It applies to all participating agencies and to every Authorized User who operates a Box, whether the agency owns the Box under a purchase agreement or holds it under a loan agreement.

This document is a reference summary. It does not replace or amend the underlying agreements. If this policy and a signed agreement differ, the signed agreement controls; where two agreements both address programming control, the provision that more fully protects version control governs.

Source: Programming Control Opt-In Agreement (Related Agreements); Master Equipment Purchase & Perpetual License Agreement § 10.5; RPB Loan Agreement § 11.3.

2. Why These Rules Exist

Each Box connects directly to the UCA Network and the AT&T Control Center environment, runs UCA-controlled software, and interacts with systems that support critical public-safety communications. The requirements below maintain a single source of truth for radio configurations, prevent configuration drift, and protect the interoperability and reliability of public-safety communications statewide.

Source: Opt-In Agreement ¶ 7; Purchase Agreement Recital B; Loan Agreement Recital B.

3. Permitted Use

- **Radio programming and management only.** Use the Box solely to program and manage radios authorized for operation on the UCA Network, in accordance with UCA programming guidelines and version-control standards.
- **Authorized Users only.** Only agency employees designated and trained for the purpose may operate the Box. The agency is responsible for all use of the Box, authorized or not.
- **UCA-provided configuration only.** Operate the Box in the configuration provided by UCA. The Licensed Materials (software, firmware, code plugs, templates, configurations, credentials) remain UCA property.

Source: Purchase Agreement §§ 4.3, 5.1; Loan Agreement §§ 1.3, 5.2, Definitions.

4. Prohibited Uses

The following are prohibited for every Box, purchased or loaned:

- **Local or secondary programming.** Do not program or write changes to any radio by any means other than the Box — for example, a laptop running CPS or other programming software.
- **Writing code plugs directly to radios.** Agencies may develop or edit a code plug but may not write it to a radio. Submit proposed changes to UCA by support ticket.
- **Unauthorized software, peripherals, or networks.** Do not install software, connect peripherals or networks, or use the Box for any purpose other than radio programming and management.
- **Tampering with UCA controls.** Do not disable, circumvent, remove, or interfere with any UCA control, security, monitoring, or connectivity function.
- **Copying or extracting Licensed Materials.** Do not copy, image, extract, modify, reverse engineer, sublicense, or transfer any UCA software, configuration, credential, or key.

- **Opening, modifying, or repairing the Box.** Do not open, alter, service, or repair the Box or its software. (Loaned units; purchased units require UCA coordination for any change.)
- **Unauthorized relocation or transfer.** Do not relocate, sell, lease, lend, sublicense, pledge, or transfer the Box without UCA's prior notice or written consent, as the applicable agreement requires.

Source: Opt-In Agreement ¶¶ 1, 5; Purchase Agreement §§ 4.4, 5.1, 5.4; Loan Agreement §§ 3.3, 5.3–5.5, 4.3.

5. Programming Control Requirements

- **All programming goes through the Box.** Every radio programming change must be made through the Box. UCA's Radio Management (RM) system holds the authoritative version of each radio's configuration.
- **Change requests by ticket.** Submit proposed changes through a UCA support ticket. UCA processes ticketed requests within seven (7) business days and writes the change the next time the radio connects to the Box.
- **New and replacement radios.** Coordinate with UCA to enroll every new or replacement radio through the Box so it is tracked under version control.
- **Local changes are overwritten.** A change made outside the Box breaks synchronization. On the next connection, RM detects the difference, re-reads the radio, and re-applies the managed configuration. Local changes are not preserved, and UCA has no obligation to restore them and bears no liability for any resulting change, loss, or service disruption.

Source: Opt-In Agreement ¶¶ 1–6 and UCA Commitment; RM Programming Lifecycle.

6. Connectivity and Network Security Requirements

Where the agency is responsible for cellular service (all purchased Boxes and agency-provisioned deployments), the agency must obtain and keep active the following, at its own cost, for as long as the Box connects to or interacts with the UCA Network:

Requirement	Details
Data plan	Cellular data plan for each Box. UCA recommends at least 10 GB per month; in addition to radio management traffic, Windows updates and endpoint detection software consume data and can push usage toward that level.
Carrier (Wi-Fi programming)	Wi-Fi programming of Wi-Fi-capable radios requires the Box to be on the same subnet as the RM server, which is possible only with a FirstNet SIM. Agencies that have — or plan to deploy — Wi-Fi-capable radios must procure FirstNet service; Verizon and T-Mobile SIM cards support cable programming only.
SIM card	Nano SIM (4FF), 12.3 mm × 8.8 mm, compatible with the Peplink device.
IMEI	UCA will provide the IMEI of the Peplink device assigned to the agency. Carriers require this IMEI before issuing a SIM card; contact UCA if it has not been received.
Static IP	Obtain a static (public) IP address from your carrier and provide it to UCA before pickup. UCA will not release a Box until the static IP is provided.

Send the carrier and plan details, IMEI, and assigned static IP to UCA at dswitzer@uca911.org, and promptly provide UCA any updated SIM or static IP information.

Source: Purchase Agreement §§ 2.4, 5.6; Agency SIM Card Requirements; RM Box Onboarding Agency Guide.

7. Physical and Personnel Security

- **Safeguard the Box.** Keep the Box physically secure, restrict access to Authorized Users, and protect it from loss, theft, damage, and unauthorized access.

- **Keep it where it belongs.** Keep each Box at the location identified in the applicable agreement or equipment schedule. Loaned Boxes may not be relocated without UCA's prior written consent; purchased Boxes require advance notice to UCA of any relocation, re-purposing, network change, or disposal.
- **Cooperate with UCA.** Provide UCA reasonable remote and physical access, maintain the connectivity UCA needs to manage the Box, and cooperate with administration, maintenance, security, and audit activities.

Source: Purchase Agreement §§ 4.2, 5.2–5.3; Loan Agreement §§ 5.1–5.3, 5.6.

8. Incident Reporting

Report promptly. Notify UCA immediately of any loss, theft, damage, malfunction, suspected compromise, or unauthorized access involving a Box. Early notice lets UCA isolate the device, protect the UCA Network, and coordinate repair or replacement.

Source: Purchase Agreement § 5.3; Loan Agreement § 5.6.

9. UCA Rights — Notice of Monitoring and Management

Users should operate every Box with the understanding that UCA retains full administrative, security, and operational control. UCA may, at any time:

- remotely access, monitor, log, inventory, and collect telemetry from the Box for security, compliance, asset-management, and support purposes;
- apply and manage operating-system updates, security patches, antivirus and malware definitions, firmware, and application updates;
- provision and manage all network connectivity, VPN profiles, certificates, credentials, and keys, including management through the AT&T Control Center;
- enforce standardized configurations, prevent unauthorized software installation, and restrict the Box to radio programming and management functions;
- rebuild, re-image, reconfigure, suspend, disconnect, isolate, or remotely lock or wipe a Box in response to a security incident, suspected compromise, or non-compliance; and
- conduct remote and on-site inspections and audits to verify configuration, security, and compliance.

There is no expectation of privacy in activity performed on a Box.

Source: Purchase Agreement §§ 4.1–4.2; Loan Agreement § 4.1.

10. Enforcement and Cost Recovery

- **Out-of-Box programming.** UCA may re-apply the managed configuration (overwriting local changes) and, for repeated or unresolved violations, suspend the agency's Box connectivity or recall a loaned Box.
- **Loaned Boxes — recall and replacement value.** UCA may recall a loaned Box on seven (7) days' written notice, or immediately for suspected compromise, misuse, or breach. If a loaned Box is lost, stolen, or damaged beyond ordinary wear, the agency pays a stipulated replacement value of \$2,085 per unit; UCA's costs to restore Licensed Materials and reconfigure a replacement are separately recoverable.
- **Purchased Boxes — remediation costs.** If a purchased Box requires rebuild, repair, re-imaging, replacement, or other remediation because of misuse, negligence, unauthorized software or modification, or other violation, UCA may recover its reasonable remediation costs from the agency.
- **Default remedies (loaned Boxes).** On default, UCA may recall and repossess the Box, suspend connectivity, remotely disable or wipe the Box, recover the stipulated replacement value, and pursue any other available remedy.

Source: Opt-In Agreement (Enforcement); Purchase Agreement § 5.5; Loan Agreement §§ 2.3, 6.1–6.3, 10.1–10.3.

11. Related Agreements

This policy summarizes requirements found in the following program documents. Consult the signed agreements for complete terms:

- **Programming Control Opt-In Agreement** — one-time opt-in; applies whether the Box is purchased or loaned.
- **Master Equipment Purchase and Perpetual License Agreement** — governs purchased Boxes; agency owns the hardware, UCA retains a perpetual license and control of the Licensed Materials.
- **Radio Programming Box Loan Agreement** — governs loaned Boxes; no-charge, revocable loan with UCA retaining title.
- **Agency SIM Card Requirements** and **RM Box Onboarding Agency Guide** — companion connectivity and onboarding references.

12. Questions

Direct questions about this policy to Chris Hughes at chughes@uca911.org.