

International Standard Operations Procedures (SOP)

Network: Eastern Caribbean Aeronautical Fixed Services (E/CAR/AFS) Network

Network Operation Centers:

- Trinidad and Tobago Civil Aviation Authority (TTCAA)
- Telecommunications Service of Trinidad and Tobago (TSTT) NMS
- Federal Aviation Administration (FAA) Network Enterprise Management Center (NEMC)
- Miami Systems Operations Center (SOC)
- New York Systems Operations Center (SOC)

Administrator of the E/CAR/AFS Network: Trinidad and Tobago Civil Aviation Authority (TTCAA)

Countries included:

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ Trinidad and Tobago (TTZP)
(Caribbean AFTN Center) ▪ Anguilla (TQPF) ▪ Antigua (TAPA) ▪ Barbados (TBPB) ▪ Dominica (TDPD, TDCF) ▪ Grenada (TGPY) ▪ Guadeloupe (TFFR) | <ul style="list-style-type: none"> ▪ Martinique (TFFF) ▪ Montserrat (TRPM) ▪ Nevis (TKPN) ▪ St. Kitts (TKPK) ▪ St. Lucia (TLPC, TLPL) ▪ St. Vincent (TVSV) ▪ United States of America (KJZS, KTMB, KATL, KZNY) |
|--|---|

Primary Interface Locations

FAA - San Juan Combined center / Radar Approach control (CERAP), San Juan, Puerto Rico

E/CAR - Piarco ACC (TTZP), Port of Spain, Trinidad and Tobago

Secondary Interface Locations

FAA – Atlanta (KTLA), San Juan (KJZS), New York (KZNY) and Tamiami AFSS (KTMB)

E/CAR - E/CAR Network States and Piarco ACC Oceanic

Services Provided:

Number of lines	Type of Service	Locations
1	AMHS	Piarco ACC (TTZP) and Atlanta NEMC (KATL)

1	ATS/DS	Piarco ACC Oceanic and New York (KZNY) Oceanic ARTCC
6	ATS/DS	E/CAR Network States and San Juan (TJZS) CERAP
3	ATS/DS	E/CAR Network States and Tamiami AFSS (KTMB) FS21

Service Configuration:**AMHS – Primary****PIARCO – ATLANTA**

Service	Number of lines	From	To	Circuit ID
AMHS	1	TTZP	KJZS	(E/CAR) SF 134-5660 (IQBJP9YK / PL 339 0003)
		KJZS	KATL	(FAA/BWM)) XXXXXX

Voice – Primary**PIARCO – NEW YORK**

Service	Number of lines	From	To	Circuit ID
VOICE	1	TTZP	KJZS	(E/CAR) SF 134-5660 (IQBJP9YK / PL 339 0003)
		KJZS	KZNY	(FAA/FTI)) FTIH-P-037943

Voice – Primary**PIARCO – SAN JUAN**

Service	Number of lines	From	To	Circuit ID
Voice	6	E/CAR Network States	TTZP	E/CAR MPLS Network
		TTZP	KJZS	(E/CAR) SF 134-566(IQBJP9 / PL 339 0003)
		KJZS	KZNY	FTI USI FTIH-P-037943

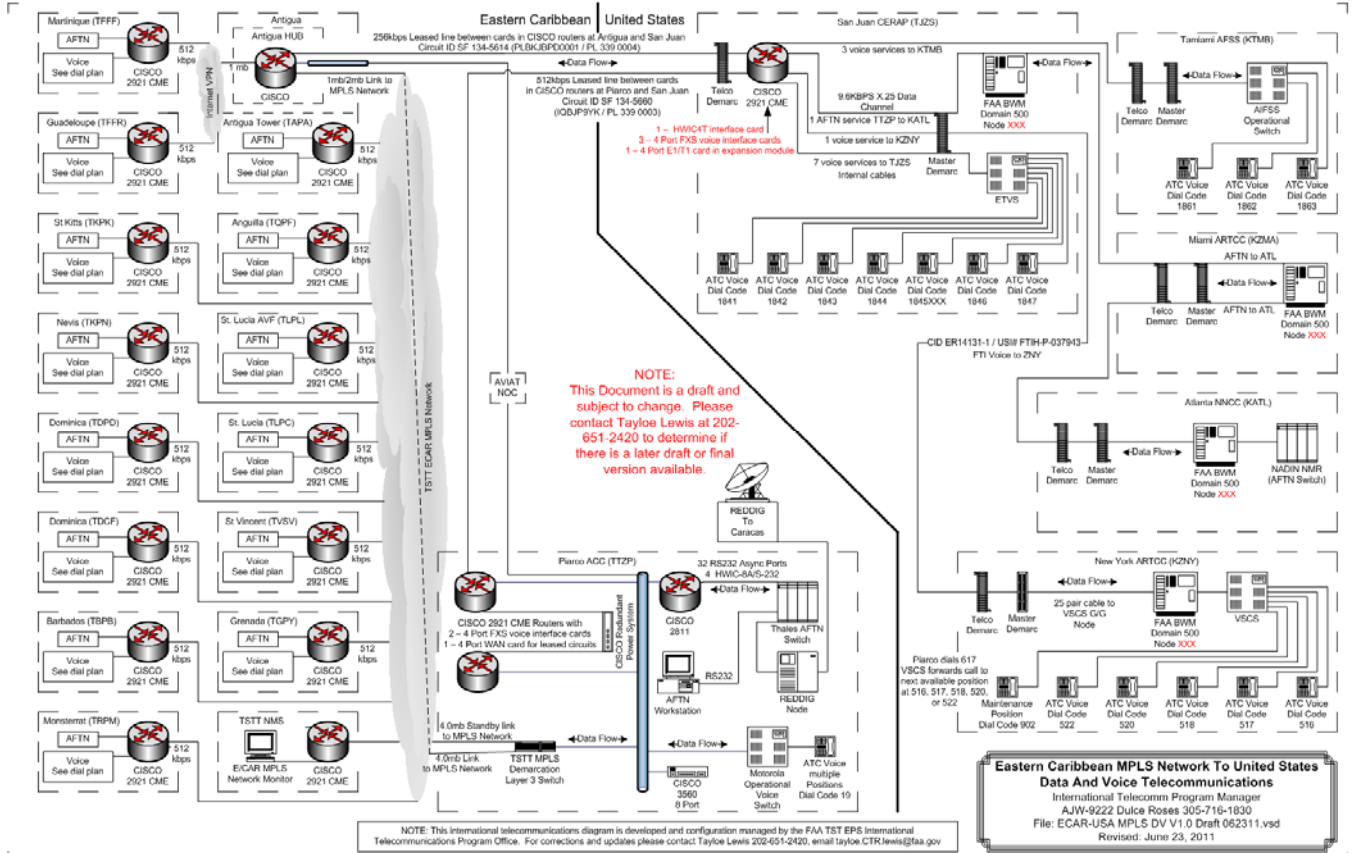
SAN JUAN ACC ATS/DS E/CAR/AFS 1841-1845 1847	Anguilla (Clayton J. Lloyd International)
	Antigua (V. C. Bird APP)
	Guadeloupe (Pointe-a-Pitre APP)
	Saint Kitts (Robert L. Bradshaw TWR)
	Trinidad (Piarco ACC)

Voice – Primary**PIARCO – TAMIAMI AFSS**

Service	Number of lines	From	To	Circuit ID
Voice	3	E/CAR Network States	TTZP	E/CAR MPLS Network
		TTZP	KJZS	(E/CAR) SF 134-5660 (IQBJP9YK / PL 339 0003)
		KJZS	KTMB	FTI USI FTIH-P-XXXXXXX

TAMIAMI AIFSS Ext 1861-1863 (E/CAR/AFS)	Montserrat	One way
	Barbados	One way
	Saint Lucia - Hewanorra	One way
	Martinique	One way
	Dominica – Douglas Charles	One way
	Saint Vincent	One way
	Antigua	Two way
	Saint Kitts	Two way
	Piarco	Two way

Network Topology: File ECAR-US MPLS DV V1.0 Draft 062311.vsd



Facilities involved with these services:

1. Piarco ACC and Piarco NOTAM Office (TTZP)
2. Anguilla – Clayton J. Lloyd International Airport (TQPF)
3. Antigua – V.C. Bird International Airport (TAPA)
4. Barbados – Grantley Adams International Airport (TBPB)
5. Dominica – Canefield Airport(TDCF)
6. Dominica – Douglas Charles International Airport (TDPD)
7. Grenada – Maurice Bishop International Airport (TGPY)
8. Guadeloupe – Pointe a Pitre International Airport (TFFR)
9. Martinique – Aime Cesaire International Airport (TFFF)
10. Montserrat – John A. Osborne International Airport (TRPG)

11. Nevis – Vance W. Amory International Airport (TKPN)
12. St. Kitts – Robert L. Bradshaw International Airport (TKPK)
13. St. Lucia – George F. L. Charles Airport (TLPC)
14. St. Lucia – Hewanorra International Airport (TLPL)
15. St. Vincent – Argyle International Airport (TVSA)
16. USA – San Juan CERAP (TJZS)
17. USA – Miami ARTCC (KZMA)
18. USA – Atlanta NEMC – USA AFTN (KATL)
19. USA – New York ARTCC (KZNY)
20. USA – Tamiami AIFSS (KTMB)

Trouble Reporting and Tracking

- Trouble Report from TTCAA
- Circuit identifier (may require alias cross reference)
- Trouble description

1. Failure notification:

TTCAA:

- Primary (7:00 am -11:00 pm) – **868-724-6856**
- Secondary (7:00 am – 11:00 pm) – **868-669-4706 ext 2524**
- Email:
 - ttcns@caa.gov.tt
 - aramkissoon@caa.gov.tt
 - rhalliday@caa.gov.tt
 - rbrumant@caa.gov.tt
 - vramdath@caa.gov.tt

FAA:

- Primary NEMC – KATL – {24X7 Position} **770-210-7861**
- Secondary NEMC – KSLC - {24X7 Position} **801-320-2172**
- AOCC - {24X7 Position} **770-210-7800**
- Miami ARTCC SOC - {24X7 Position} **305-716-1203**
 - For troubles at San Juan CERAP (ZSU) or Tamiami AFSS (TMB) contact Miami SOC, the SOC will contact technicians during duty hours for troubleshooting and restoral.
- New York ARTCC SOC – {24X7 Position} **631-468-1293**

2. Escalation Procedures:

- **TTCAA Escalation:**
 - CNS Engineer
 - Andrew Ramkissoon, Tel: 868- 774-4234, Email: aramkissoon@caa.gov.tt
 - Richard Halliday, Tel: 754-9373, email: rhalliday@caa.gov.tt
 - Richard Brumant, Tel: 472-4725, email: rbrumant@caa.gov.tt
 - CNS Manager
 - Veronica Ramdath, Tel: 868-681-4407/774-4180, email: vramdath@caa.gov.tt

- **FAA Escalation:**
 - Internal NEMC escalation:
 - Shift manager (at X Hours)
 - Facility manager (at X Hours)
- **External NEMC escalation:**
 - ARTCC SOC
 - Contact when outage reported
 - Follow SOC escalation procedures (at X Hours)
 - Telecomm Vendor
 - Contact when outage reported
 - Follow Vendor escalation procedures (at X Hours)

3. Restoration Of Service

On restoration of services all facility points of contact and personnel contacted for escalation shall be contacted by phone and /or e-mail providing the following information:

- Date
- Time
- Elapsed hours of outage
- Fix Action

4. Post Outage Assessment Report

Post Outage Assessment Reports may be requested by the TTCAA and/or FAA to detail a specific outage cause and restoration actions. They are requested for significant outages or when human error caused an outage. The report includes an action plan to prevent the event from recurring. This section would describe the process that the foreign CAA would use to make the request for the Post Outage Assessment Report.

5. Scheduling Maintenance Release (planned outage)

Scheduling a Maintenance Release (MR) with TTCAA should be done by email and as far in advance as possible. The information provided to TTCAA should include:

- Proposed Date and Time
- Reason for MR
- FAA POC

Points of Contact:

TTCAA:

- Email Contact List – “E/CAR/FAA MR Contacts”

FAA:

- Email Contact List – “E/CAR/FAA MR Contacts”

E/CAR/FAA MR Contacts:

TTCAA:

CNS Engineers:-

- Andrew Ramkissoon, Tel: 868- 774-4234, Email: aramkissoon@caa.gov.tt
- Richard Halliday, Tel: 754-9373, email: rhalliday@caa.gov.tt
- Richard Brumant, Tel: 472-4725, email: rbrumant@caa.gov.tt
- ttcns@caa.gov.tt

CNS Manager:

- Veronica Ramdath, Tel: 868-681-4407/774-4180, email: vramdath@caa.gov.tt

FAA:

PROCEDURE FOR REPORTING A TROUBLE CALL ON THE MEVA-E/CAR/AFS INTERCONNECTION

The following ATS/DS Voice circuits are facilitated over the interconnection of the MEVA and E/CAR AFS Networks in San Juan, Puerto Rico effective from 08 December 2015:

- Sint Maarten – Anguilla
- Anguilla – Sint Maarten

- Sint Maarten – St. Kitts
- St. Kitts – Sint Maarten

- Sint Maarten – Antigua
- Antigua – Sint Maarten

SINT MARTEN JULIANA APP	Anguilla (Clayton J. Lloyd International)	Voice port 0/3/2 (FXO): DN 1872 Ring down to Anguilla (dial plan internal – transparent) Anguilla returns call by dialling 1808
		Voice port 0/3/3(FXO): DN 1873 Ring down to Anguilla (dial plan internal – transparent) Anguilla returns call by dialling 1809
	Antigua (V. C. Bird APP)	Voice port 0/3/0 (FXO): DN 1870 Ring down to Antigua (dial plan internal –transparent) Antigua returns call by dialing 1810
	Saint Kitts (Robert L. Bradshaw TWR)	Voice port 0/3/1 (FXO): DN 1871 Ring down to St. Kitts (dial plan internal – transparent) St. Kitts returns call by dialling 1811

Reports by Sint Maarten regarding voice service to Anguilla, Antigua and St. Kitts are to be made simultaneously to:

- MEVA vendor [name, phone number, email]

- **TTCAA:**
CNS Engineers:-
 - Andrew Ramkissoon, Tel: 868- 774-4234, Email: aramkissoon@caa.gov.tt
 - Richard Halliday, Tel: 754-9373, email: rhalliday@caa.gov.tt
 - Richard Brumant, Tel: 472-4725, email: rbrumant@caa.gov.tt
 - ttcns@caa.gov.tt

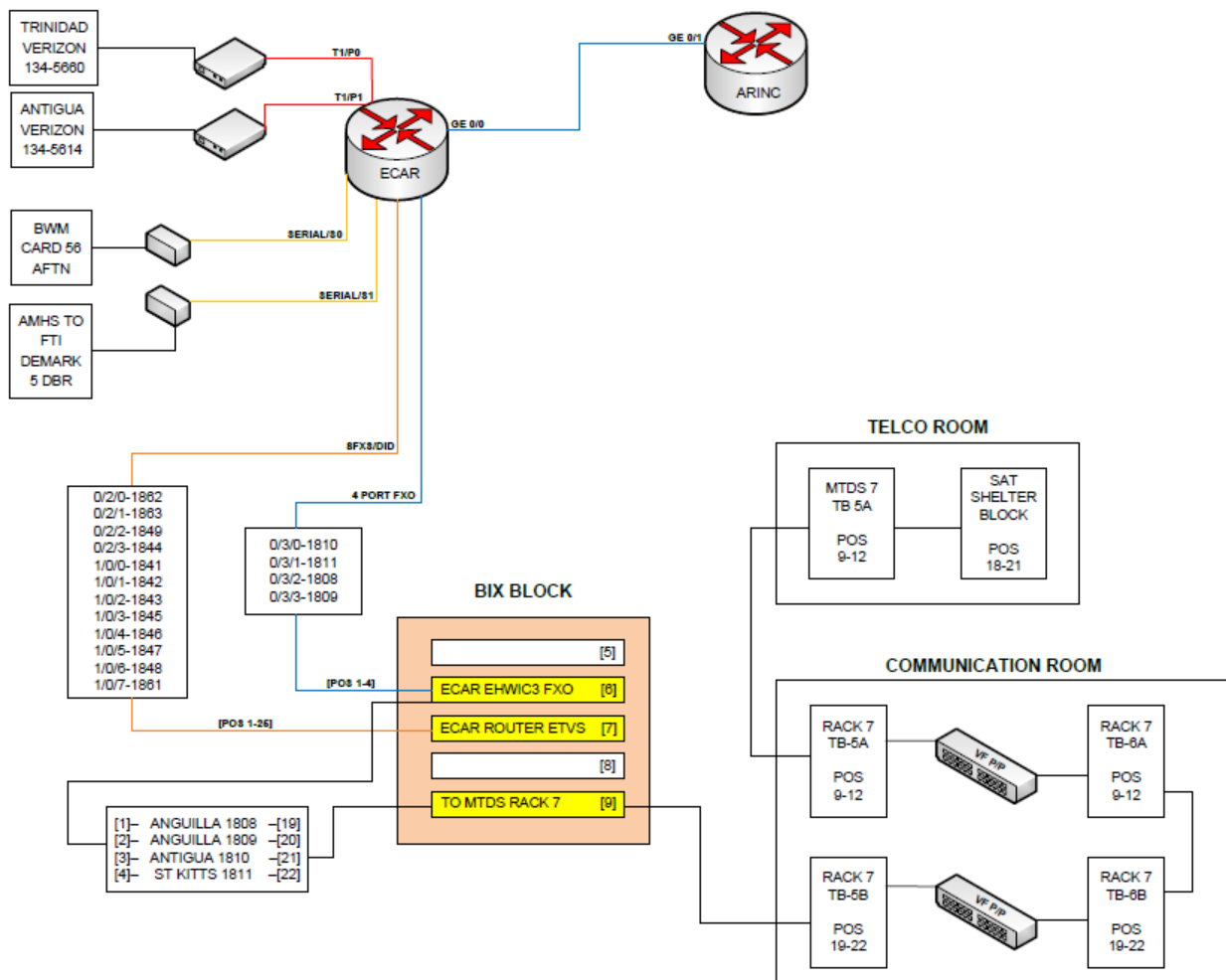
CNS Manager:

- Veronica Ramdath, Tel: 868-681-4407/774-4180, email: vramdath@caa.gov.tt

Follow up and resolution action will be communicated between MEVA and TTCAA via the communication means above.

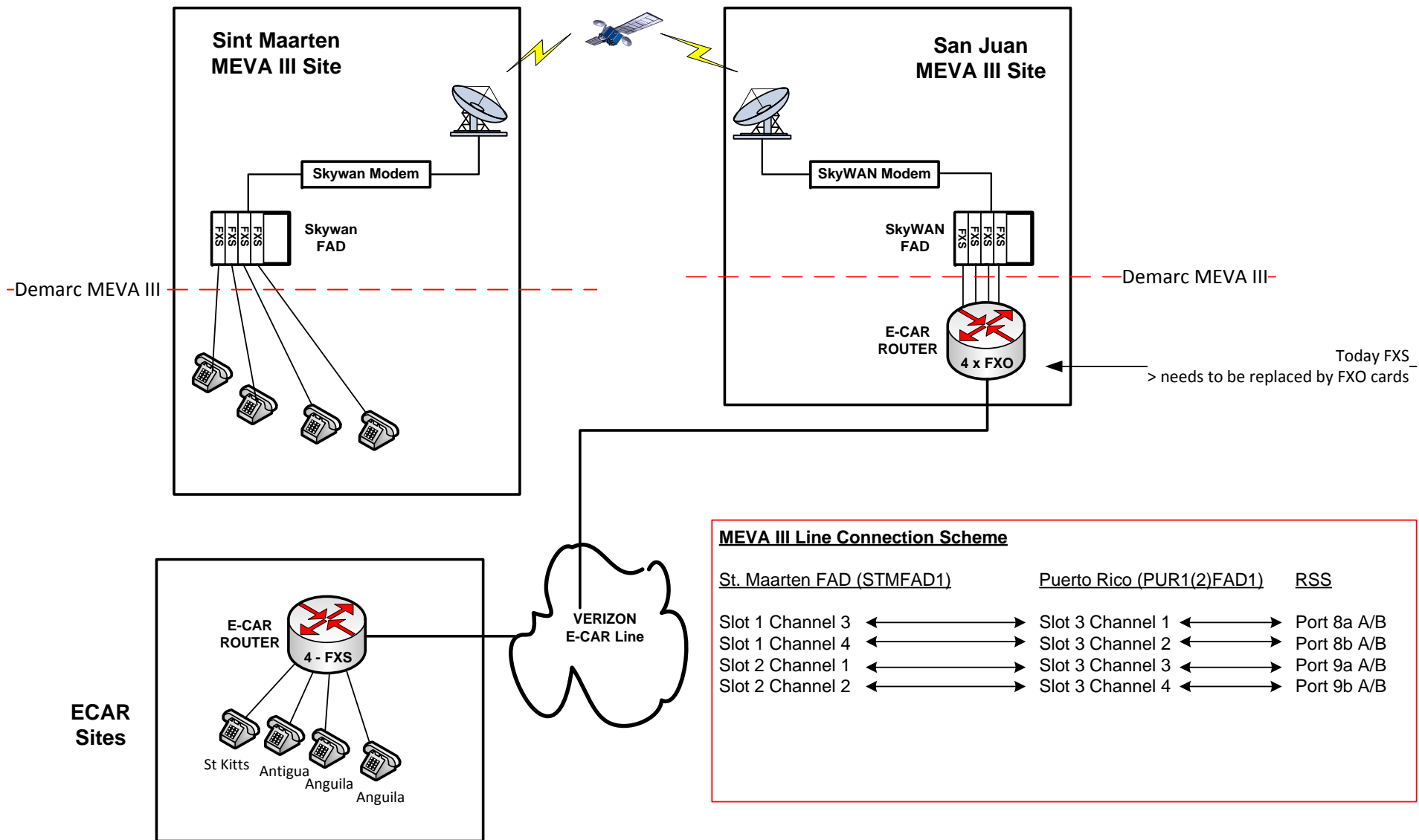
PROCEDURE FOR INITIATING MAINTENANCE CHECKS ON A MEVA-E/CAR/AFS INTERCONNECTION TROUBLE CALL

Communication may be initiated by either MEVA or TTCAA. The checks to be performed will be clearly articulated by both parties. TTCAA will engage the E/CAR/AFS vendor (TSTT) as necessary.



MEVA-E/CAR/AFS Interconnection in San Juan

DRAFT





Sint Maarten



MEVA Sint Maarten
FXS



MEVA San Juan
FXO



ECAR San Juan
FXS



ECAR Net
FXS



ECAR Net

