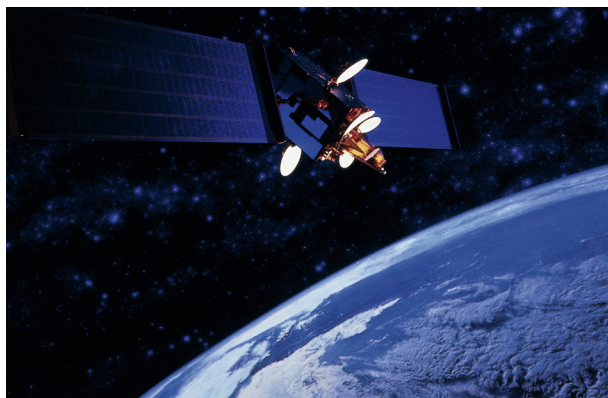


# Multi national network service MEVAIII

## Safe air traffic support through the Caribbean



The MEVA (Mejoras al Enlace de Voz del ATS) network provides interactive voice and data telecommunication services for air traffic control (ATC) in the central part of the Caribbean, in Central America, and for some FAA facilities in the United States.

When launching the third generation of the network, the North American, Central American, and Caribbean (NACC) Regional Office of the ICAO selected Frequentis as the prime contractor for deployment and ongoing support.

Today, Frequentis continues to provide expert support for this complex satellite-based telecommunication network, helping regional ATC organisations to keep air passengers and cargo moving safely and efficiently through the skies.

### Customer profile

The North American, Central American, and Caribbean (NACC) Regional Office of the International Civil Aviation Organization (ICAO) runs the MEVA voice and data network serving multiple states and air traffic control (ATC) organisations in the Caribbean, the United States and Central America.

### Business situation

Aiming to address patchy radar and voice coverage, and to facilitate better sharing of larger quantities of data between ATC organisations, NACC needed a specialist to help deploy and then support the third generation of its MEVA network.

### Solution

The MEVA Technical Management Group (TMG) awarded prime contractor status to Frequentis, making the organisation responsible for rolling out and supporting the MEVA III network.

### Impact

- Helped ensure a rapid, efficient, low-cost, non-disruptive migration to the new network
- Ensures high performance and availability for data and voice communication
- Enables NACC to focus on ATC, secure in the knowledge that Frequentis experts are monitoring the network
- Provides exceptional depth in technical knowledge, backed by responsive and proactive support services.

“The transition to MEVA III was seamless – Frequentis ensured that safety-critical operations were not disrupted, and that everything was in place in all locations before the cut-over.”

Derrick Grant of the Jamaica Civil Aviation Authority

# Improvements to ATS voice link

## Moving with the times

To meet the growing needs of members, NACC planned to upgrade its MEVA network. In the past, they had issues with voice and radar coverage. At times, they even could not see aircrafts on the radar, and voice communication was so patchy that they had to ask other pilots to relay messages. The JCAA and other members wanted to share radar data and radio coverage data more easily, and to improve network reliability and performance. They also wanted to adopt an IP-based network to enable new initiatives such as SWIM and space-based ADS-B.

## Especialist skills

ACC chose to work with Frequentis as the prime contractor for the deployment and ongoing 24/7 support of the new MEVA III network. We showed a clear plan for how they would achieve the transition in a seamless way that would minimise downtime and convinced MEVA.

ICAO set up “Go Teams” with subject matter experts to visit each member organisation before the switchover. Our teams provided intensive training, backed by deep technical expertise, helping to ensure a smooth transition. As Satellite communications require a niche skill set, the MEVA team is absolutely satisfied with the knowledge of our specialists who can response fast and specific to what they need.

Today, the MEVA III network comprises a C-band MF-TDMA VSAT satellite network providing integrated voice, data, and X.25 packet-switched communications. To help coordinate civilian air traffic, the network disseminates data messages including flight plans, weather reports and NOTAMs.

## Smooth support

Frequentis provides 24x7 network supervision for MEVA III, with helpdesk management, trouble diagnosis, equipment maintenance, training, and space-segment capacity. Over time, Frequentis has



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added lines for radar sharing, migrated X.25 to 64k services, voice lines and increased bandwidth.

Our support ensures fast, reliable communication of voice and data across the MEVA III network, regional ATC centres enjoy a clearer view of air traffic that promotes safe and efficient operations. Safety has significantly improved with MEVA III. The major challenge of bringing together multiple countries, working in different languages onto a consistent platform is a great success story for a reliable multi national network.

“MEVA III is running very well for both voice and data. The end-to-end support from Frequentis is excellent.”

Daniel De Ávila Hernández, Panama CAA

“Frequentis is the best provider that we have worked with. We are very happy with the reliability and performance of the network. The technical SMEs from Frequentis are exceptionally good at solving challenges, and the support is very responsive.”

Roger Perez, COCESNA Honduras

**FREQUENTIS**

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