



Subscriber Maintenance Policy

California Radio Interoperable System (CRIS)

The CRIS is designed to provide emergency and non-emergency public safety communications to subscriber agencies. The CRIS infrastructure (system core, microwave interconnect, and individual sites) maintenance is performed by Cal OES/PSC. Maintenance of Subscriber equipment Hand Held Radios, Mobile Radios, Control Stations and Consoles is the sole responsibility of the subscriber agency.

- All equipment used on the CRIS must meet the requirements as set forth by FCC Title 47 part 90 Code of Federal Regulations. The California Governor's Office of Emergency Services/Public Safety Communications (Cal OES/PSC) can provide specifications for agencies seeking to purchase compatible equipment.
- State of California agency subscribers are required to have equipment maintenance performed by Cal OES/PSC in accordance with California Government Code 15277 and State Administrative Manual Section 4530.
- Non-State of California agency subscribers shall be responsible for the maintenance and repairs of the subscriber owned radio equipment. If a subscriber does not have resources for installation or maintenance of their equipment, they may enter into a separate agreement for required services through Cal OES/PSC.
- Non-state agencies seeking equipment maintenance by CAL OES/PSC have two options:
 - Participate in the Cal OES/PSC's Annual Maintenance Service Program (AMPS).
 - Pay on a time and materials basis an hourly service rate for Cal OES/PSC maintenance and repair.