



Anything **wireless**. Everything that **matters**.



P&R Communications Service, Inc.



Wireless solutions for every business

P&R Communications Service, Inc. provides comprehensive wireless solutions to public safety and commercial customers throughout Ohio. We are also a national provider of wireless broadband products, services and support.



Services on demand

A longtime Premier Service Partner of Motorola, P&R offers an ever-expanding array of solutions such as:

- Radios and radio systems
- Wireless broadband networks
- Video surveillance
- Consoles and computer-aided dispatching
- Fixed and mobile data systems
- Digital audio and video recording
- Emergency/warning lights and sirens
- Fleet management and vehicle tracking/monitoring
- Space leasing on P&R-owned-and-maintained tower sites

P&R designs and installs new systems and upgrades existing systems for better coverage or more capacity. We also offer maintenance contracts, which give peace of mind and eliminate the worry of unplanned expenses.

Our services include:

- Analysis, engineering and design
- Systems, products and accessories
- Construction and installation
- FCC coordination and licensing
- Implementation and optimization
- System management
- Ongoing maintenance
- Service and repair on site or at your facility

P&R also provides radios and radio systems by Vertex Standard and additional wireless broadband products by Alcatel-Lucent.

Customers for life

Customers turn to P&R for more than just the best solutions in the industry. They want to put their trust in an ethical, professional, responsive team that adheres to the highest standards of excellence for service and support. As a result, P&R customers tend to be customers for life.

When our customers need assistance, they never call a faraway Help Desk. Our longtime customers often have a direct line of contact with our local P&R technicians, who stand ready to answer questions or respond to any repair or maintenance concern.

All in the family

Founded in 1961 by Paul Reeves and Robert Pahren as an Authorized Sales and Service Shop for Motorola radios and radio systems, P&R remains a family-owned company. In 1990 Steve and David Reeves purchased P&R from their father and grew the organization. Today the expanding staff at P&R includes administrators, sales and customer service staff, engineers, certified project managers, installers and service technicians.

Members of our technical staff – continuously trained on new technologies, new products and our customers' systems – maintain the highest levels of certification in the industry. Our status as a Motorola Premier Service Partner – the highest level of Motorola/Service agreement and interdependence – means we have demonstrated consistent capabilities in performance, personnel and commitment to Motorola products and services.



Contact us today!

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For anything wireless, trust P&R.

We know what matters.

Public safety

“Radios are the life or death link between an officer and a dispatcher. I could go to a cheaper system, but at what expense if things quit working, or I have no one to call when I need help?”

— Mike Simpson, Preble County sheriff, P&R customer since the early 1980s

In an emergency, seconds matter. The right communications partner can keep your officers – and the public – safe.

Timing is everything in public safety. Calls must be answered in seconds so dispatchers can relay critical information and rush responders and equipment to the scene. Officers must be able to give minute-by-minute reports back to their dispatcher, or request backup the moment it's needed.

If voices are garbled or interrupted, miscommunication and delays are inevitable, and decisions made could be dead wrong. What if a dropout occurs the second someone on the scene screams for help? No one would ever know.

If you're charged with ensuring public safety, you can't afford not to have the best systems, and a supportive partner like P&R, in your corner.

“Public safety and interoperable communications would not have flourished as far in this region without P&R. They have been good stewards of our public safety systems.”

— William Hill, operations lieutenant/communications supervisor, Department of Public Safety, Sinclair Community College, P&R customer since the 1980s

Plant operations and security

Manufacturing plants are rife with obstacles that can disrupt your ability to communicate.

Interfering with radio waves are obstacles such as:

- Noise at high decibels
- Explosive vapors, which require “intrinsically safe” radios and other equipment
- Challenge areas: concrete and steel, tunnels and tanks, and electrical equipment and dead spots

Although receiving teams, process operators and maintenance staff may be dispersed widely across your campus – stationed way above ground or way underground – they still need to rely on constant, back-and-forth communication.

If you need to find and direct people and teams, and want equipment that's rugged enough to take a beating in your plant environment, let P&R design, install, test and deploy systems that dodge all the obstacles.

Plant managers constantly on the lookout for unauthorized vehicles and visitors are now installing video surveillance at their facilities. Wireless cameras and control systems from P&R let managers see remote areas, monitor and move gates, direct drivers – even pan and zoom to check on operations.

Large and better coverage areas

“We switched to P&R's wide area network, so now we can expand our private ambulance service into different areas, even different states. One central dispatch center allows for total control of our operations. And our drivers don't have to change channels to talk in different areas, so our system is easier and faster to operate. That's important, since we're logging 250,000 radio transmissions annually.”

— Brad Feldner, vice president and chief operations officer, Integrity Ambulance, P&R customer since 2008

When it's time to grow your business, it's time to upgrade your communications system. And you don't have time to wait.

Our large coverage areas let customers go where they need to go. Customers tell us they don't know of any other company that can cover such large areas as P&R.

Whether you need to have repeaters, be on our wide area network or lease tower space throughout the region, you're covered with P&R.

“P&R helped us upgrade from a one-site, one-antenna radio system to a five-site multicast system. Now deputies can transmit and receive in and out of their cars from all corners of the county, even in the hills and valleys. P&R even agreed to take ownership of two critical towers in our service area, which saved us money.”

— Mike Simpson, Preble County sheriff, P&R customer since the early 1980s

Systems that play well with others

“Systems don't talk to each other automatically. P&R integrates incompatible voice and data systems, and end users are totally unaware of the complexity required to make it all work. They just know that it does.”

— William Hill, operations lieutenant/communications supervisor, Department of Public Safety, Sinclair Community College, P&R customer since the 1980s

Most solutions aren't out-of-the-box ready. They must be programmed, tested, integrated and coordinated with other solutions.

P&R has designed and installed wireless communications solutions for 50 years. So we understand all the newest technologies, plus older technologies that are still in use and viable. We know how systems have evolved over time, so we can plan and implement a solution that works best with your infrastructure.

Customers are impressed by our clean, well-integrated, neatly lined installations of complex systems and wiring, even in back-room environments. Our attention to the finest details will confirm your confidence in our system design and operation, and make your installation easier to maintain.

“P&R has been here from the get-go of our Regional Dispatch Center – handling all our radio equipment and infrastructure – and helped us install our system in the new location without disrupting service. Since we rely on many different technologies that have to work together, we couldn't call just anybody. No one else understands our system like P&R.”

— Montgomery County Sheriff's Office, P&R customer since the early 1990s

Remote possibilities

More capacity? More speed? More security? For wireless broadband, turn to P&R.

Longtime customers who have trusted P&R to supply wireless communications for their mission-critical, often life-critical applications now rely on P&R to provide wireless broadband for voice, video and data.

More customers are choosing wireless broadband when they need to increase their data capacity, transfer speed and data security. They may need to deploy a whole new network, or scale up an existing network to accommodate new users. Or they may have multiple, discrete networks within the enterprise that need to talk to each other, or a new facility that needs remote access to a primary network.

“The city of Miamisburg has several remote facilities and needed a secure, reliable, cost-effective solution to replace the current fiber for linking these facilities together. The solution: a high-performance, wireless data network with centralized security and sufficient bandwidth to support access to all necessary files and applications. This included interoperability with the city's new VoIP phone system.

Even though we had a time crunch and a project area with challenges – issues of alignment, equipment, speed, interference, connectivity and power – we were confident in P&R's capabilities. They worked very hard to make sure every site was functioning correctly. The wireless infrastructure is solid and stable.”

— Doug Ellis, president and owner, Unison Technology Inc., working with the city of Miamisburg and P&R on the project

Reliable networks

“P&R is helping us test a broadband solution that allows our dispatcher to feed a video stream from a camera on campus directly to the cruiser car on its way to the scene. By getting a preview of exactly what's happening, the officer can be better prepared to respond upon arrival.”

— William Hill, operations lieutenant/communications supervisor, Department of Public Safety, Sinclair Community College, P&R customer since the 1980s

Customers trust P&R to design and implement point-to-point, point-to-multipoint, indoor, mesh and video surveillance networks.

P&R also plans and installs wireless LAN systems to satisfy customers' needs for accessible and secure data throughout the enterprise.

P&R provides some of the industry's most reliable, high-capacity broadband products that have a longer life and fewer components than other systems. Our extensive training, certification and support in wireless broadband technologies set us apart.

Uptime – all the time

Downtime, system failures, outages: words you never want to hear.

If your communications system goes down, your operation goes down. Suddenly you're dealing with logistical nightmares: relying on battery-powered personal cell phones, rerouting or relaying calls, or manning fire stations all over town in case of an emergency.

At the very least, you can't function at capacity. At the very worst, you may not be able to function at all. And that means you could lose customers, property – or maybe even a life.

If you worry about uptime, put your trust in P&R. Our robust equipment is the best in the business because it's rugged and reliable. It's passed grueling tests under worst-case conditions in the field. And it lasts a long time.

Even in the off chance a glitch pops up down the line, rest assured: With P&R, you won't be down for long.

“When our radio network controller failed a couple years ago, we lost the data side of our communication, which really slowed us down. P&R understood what we were dealing with and willingly drove straight to Illinois, picked up our new unit and installed it immediately.”

— Montgomery County Sheriff's Office, P&R customer since the early 1990s

Deeds, not words

P&R responds fast when you need help.

“Many years ago at the city of Dayton, our main radio site crashed around 2 a.m. There was no way to communicate with police and firefighters; the system was absolutely dead. Back then we didn't have a maintenance contract with P&R, but we called anyway. David Reeves jumped out of bed and was down at our center in minutes with an entourage of P&R people – it almost looked like you'd called in the National Guard! They had us back up and running in about 20 minutes. Needless to say, we got a maintenance contract after that.”

— William Hill, operations lieutenant/communications supervisor, Department of Public Safety, Sinclair Community College, P&R customer since the 1980s

Need a backup? Call us.

“We used P&R's mobile command post temporarily while upgrading our dispatching equipment a few years ago. That allowed us to run our operations like we normally do instead of crowding our people into another dispatching center somewhere. It was easy and seamless.”

— Mike Simpson, Preble County sheriff, P&R customer since the early 1980s