

If calling please ask for:
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Reference: SAMFS Communications Department

Date: 18th July 2016

TO The Building Fire Alarm Monitoring Account Holder

SUBJECT National Broadband Network (NBN) Roll-Out & the
Effect on copper IP Fire Alarm Lines



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Dear Sir/Madam,

We are writing to you in relation to the Fire Alarm monitoring connection between your building and the South Australian Metropolitan Fire Service's (MFS) monitoring equipment located at 99 Wakefield St Adelaide.

You may be aware of recent Information releases by the National Broadband Network (NBN) regarding the roll-out of fibre optic cables to provide high speed Broadband that have been appearing regularly in all forms of media.

Those releases state that, as the NBN roll-out occurs, parts of the copper network will be turned off. Unfortunately, this is a condition of the NBN roll-out and directly affects the copper IP Fire Line which provides the primary signal path for your Fire Alarm to connect to the MFS Fire Alarm Monitoring System.

As the National Broadband Network (NBN) rolls out across Australia, Telstra's existing fixed line networks are being progressively disconnected. Monitored fire alarms and lift phones operating over these networks will cease to operate unless they are migrated to the NBN or another platform before the disconnection date for their rollout region. It is important that you register your services and make early arrangements for their migration. Migration does not happen automatically.

Fire alarms and lift phones are safety-critical services and there are serious public safety, personal injury and property damage risks if they fail to operate in an emergency situation. In recognition of this, the Australian Government, NBN Co Limited (nbn), Telstra, and the monitored fire alarm and lift phone industries, have developed a framework to support the migration of these services. Under the framework, the disconnection date for identified and registered monitored fire alarm and lift phone services will be deferred until 30 June 2017, so that their migration can be managed. (NBN Co.)

In 2010, following the withdrawal of the Voice Grade Dedicated Line (VGDL) service for alarm monitoring, Telstra won a competitive tender process to provide connectivity over an IP WAN system, and was awarded a 7½ year contract to install, maintain and supply the infrastructure.

In 2015, when the NBN roll-out's impact on fire alarm monitoring became evident, MFS investigated NBN connectivity and alternative alarm monitoring solutions using alternative technologies.

This alternative solution utilises mobile technology from separate mobile networks to provide diverse pathways to cater for redundancy and comply with Australian Standard AS1670.31.

A new generation Alarm Signalling Equipment (ASE) device incorporating dual SIMs will be utilised to access this new dual path alarm monitoring network.



**Government
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It was decided that where appropriate signal strength is available, this dual mobile solution will be the first choice.

Where suitable signal strength is not available from two separate mobile networks, one mobile network path and an alternate path using NBN or similar technology will be arranged.

Following an application to the ACCC based upon critical Public Safety interest, and negotiation with Telstra (the current contract holder), a Deed of Variation was signed with Telstra to extend the current contract. The variation requires Telstra to establish maintain and operate a Managed Fire Alarm System (MFAS) in conjunction with the Fire Services.

The previous ATU² to ASE³ migration in 2010 involved clients having to arrange installation of the fire line themselves and engage a fire contractor to obtain and install the replacement ASE device.

The new migration (due to the NBN roll-out) will be handled by Telstra as part of the Managed Fire Alarm System (MFAS). Telstra will contact you by letter when the ASE Migration Installation teams will be in your area. This will be determined in accordance with and subject to the NBN roll-out.

Once you have received the letter, which will include an application to transition to the Monitored Fire Alarm System (MFAS), you only need to fill out and sign the application and return it to Telstra within the nominated time period. This will automatically add you to the Transition Program without any additional cost. The installation and cost of the new ASE device will be covered by the ongoing monthly 'Telstra fire monitoring service' which will appear on a dedicated Telstra account (The monthly fee will be unchanged from the existing IP Fire Line charges).

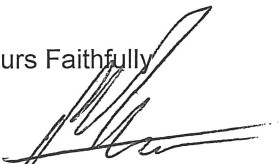
If you do not take part in the Transition Program when the installation teams are in your area, you may be required to apply for a 'new' connection to the MFAS with the associated fee (\$350).

The Fire Services have provided NBN with a list of addresses which have IP Fire Lines installed. However, to ensure your IP Fire Line is placed on the NBN 'Quarantine' list until 30 June 2017, it is recommended that you register your premises and IP Fire Line No. (the PSTN No. 08 8xxx xxxx from your current Telstra Fire Line account) with NBN as follows:-

To register a service, call 1800 687 626 or visit www.nbn.com.au/fireandlift

For more information go to http://www.mfs.sa.gov.au/site/fire_alarms/telstra_alarm_lines.jsp and check the Frequently Asked Questions. For assistance with your PSTN IP Fire Alarm Line No., email enquiry@samfs.sa.gov.au, quoting your Fire Alarm Reference No. from the attached account (eg 010/123)

Yours Faithfully



Paul Fletcher

Assistant Chief Fire Officer, Special Operations SAMFS

Reference

1. Australian Standard AS1670.3 Part 3 "Fire Alarm Fire detection, warning, control and intercom systems - System design, installation and commissioning - Fire alarm monitoring"
2. Alarm Termination Unit
3. Alarm Signalling Equipment