

## Migration of monitored fire alarm and lift phone services to NBN

With the roll-out of the National Broadband Network (NBN), services are being progressively disconnected from the copper wire telephone system, including monitored fire alarms and lift emergency phones.

Fire Protection Association Australia has been working with the Commonwealth Department of Communications and the Arts to manage this process and have released a best practice guide on the

subject which outlines the steps which should be taken by property owners in each state.

It should be noted that an alternative monitoring path is required for reliability of monitoring as the NBN does not work during a power failure.

### How to migrate a monitored fire alarm or lift phone service

#### What do building owners, managers, and bodies corporate need to do?

- Step 1** Talk to your lift service and/or fire alarm monitoring provider about migrating your monitored fire alarm and/or lift phone service.
- Step 2** Identify the phone number of each service.
- Step 3** Register each service on NBN's Fire and Lift Register

- Step 4** Your lift service and/or fire alarm monitoring provider will give you information about the possible ways to migrate your monitored fire alarm and/or lift phone service. You will need to decide which migration solution you want to install.
- Step 5** If additional cabling is required to migrate your service, organise a registered cabler.

- Step 6** Once the migration solution is installed, work with your providers to make sure everything is working properly.
- Step 7** Once the lift phone has been migrated successfully, ask your lift service and/or fire alarm monitoring provider to notify NBN that the service has been migrated.

#### Who else is involved?

- ▼ Lift service and/or fire alarm monitoring provider.
- ▼ NBN
- ▼ Lift service and/or fire alarm monitoring provider.
- ▼ Registered cabler (if required).
- ▼ Lift service and/or fire alarm monitoring provider.
- ▼ Telecommunications retail service provider
- ▼ NBN

For further information refer to **Migration of monitored fire alarm and lift phone services good practice guide Feb. 2017** from the Department of Communications and the Arts website: <https://www.communications.gov.au/documents/migration-monitored-fire-alarm-and-lift-phone-services-good-practice-guide>

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