# COMMUNICATIONS
# ALLIANCE LTD

## INDUSTRY GUIDANCE NOTE (IGN 004)

## MIGRATION OF BACK-TO-BASE MEDICAL AND SECURITY ALARMS TO FIBRE TO THE PREMISES (FTTP) OPEN ACCESS NETWORKS - CONSIDERATIONS

**Migration of Back-to-Base Medical and Security Alarms to Fibre To The Premises (FTTP) Open Access Networks - Considerations Industry Guidance Note IGN 004**

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## VERSION HISTORY

**This document constitutes: Version 3 of Industry Guidance Note IGN 004**

| Date | Version | Comments/Changes |
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| 4 Dec 2012 | 1 | First release |
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## Table of Contents

# 1. Background

The deployment of the National Broadband Network (NBN) will create significant change within the Australian telecommunications environment. Under the new NBN arrangements the majority of telecommunications services will be progressively transitioned from circuit-switched copper-based network technology to fibre-based networks where voice services will be delivered using Internet Protocol (IP) standards. One of the consequences of these changes is the effect on non-telecommunications 'Over the Top' (OTT) devices that make use of copper-based telephony services for their operation.

These OTT devices include (but are not limited to) the following:

- Personal medical and back to base security alarms (referred in this paper as alarm services);
- EFTPOS / payment systems; and
- Elevator (multi storey building lift) phones.

The information covered in this paper is focused primarily on monitored personal medical alarms. It also assumes that the principles outlined would extend to other types of back-to-base security alarm systems. Communications Alliance is undertaking further work on issues associated with these other types of back-to-base alarm systems and other types of devices listed above.

Where customers have installed alarm devices that are not monitored e.g. devices that allow a customer to pre-set multiple numbers to be dialled in an emergency, then the users of these devices and suppliers of such equipment will be responsible for their operation following migration of telephony services to the NBN.

OTT devices and related systems are not telecommunications services. These alarm devices and related systems are typically supplied by alarm companies who contract directly with end users and make use of the existing in-premises telephone line to connect their devices to remote call centres that monitor these services and where necessary respond to situations requiring their attention. In the majority of circumstances, telecommunications service providers will have no knowledge or record of an alarm device being connected to the customers' telecommunications services or the nature of any associated in-premises wiring arrangements.

As these alarm devices are not provided by telecommunications service providers, it cannot be assumed they will be compatible with the telecommunications networks (including the NBN) and Retail Service Provider (RSP) service offerings over which these alarm services operate.

Providers of medical alarm services and suppliers of alarm equipment will need to take steps to test compatibility of their equipment over the NBN and this document sets out suggested arrangements for suppliers to undertake these checks.

While it is ultimately the customer's responsibility to advise RSPs of any special needs that are associated with their telecommunications services (including OTT services), RSPs will play an important role in making sure their customers have the right level of information to make informed decisions about their telecommunications and OTT service needs.

This guidance note includes information on the roles of the various parties who may be involved in the migration of services and has been developed by the telecommunications industry in collaboration with suppliers of alarm services, regulators and Government agencies.

This Industry Guidance Note, its contents and guidance apply equally to wholesale open access Fibre-To-The-Premises (FTTP) networks, including NBN Co's. In this same context references to NBN Co. should be interpreted as applying equally to all providers of FTTP open access networks.

*It should be noted that this guidance note was prepared in the lead-up to the recent Federal Election. Further work will now be undertaken by the NOST Working Group to assess the implications for OTT device transition arising from the introduction of Fibre To The Node (FTTN) to the range of access technologies to be used during the roll-out of the NBN. A further edition of the guidance note will be issued when this work is completed.*

## 2.    Objective of this Industry Guidance Note

This Industry Guidance Note is designed to achieve the following:

- Assist the various parties who will need to interact with customers migrating their telecommunications and alarm services onto the NBN;

- Provide information to suppliers of alarm services wired into and relying on the existing telecommunications service cabling in a customer's premises to operate effectively; and

- Improve the provision of accurate information and answers to customers' questions where issues arise in regard to their alarm services.

These parties include the following:

- **NBN Co.** who will be installing certain equipment into customers' premises (up to and including the Network Termination Device (NTD)) and supplying the wholesale network on which RSPs build their customer telecommunications provided services. This Industry Guidance Note is designed to be consistent with information being provided to consumers by NBN Co. as part of its Public Information on Migration (PIM) program, which is reaching out to consumers in areas where the NBN is available and a schedule is in place for the decommissioning of the local copper-based access network.

- **RSPs** who supply telecommunications services to a customer and will arrange for these services to be migrated onto the NBN. This Industry Guidance Note will assist RSPs in identifying and meeting their customers' needs. The Industry Guidance Note is designed to explain what factors and key communications messages RSPs should be mindful of when migrating customers with alarm services to the NBN.

- **Alarm service, device suppliers** (including installers) who contract with customers to supply and manage such services where these services rely on the customer's telephone service including the in-premises cabling. Given the contractual arrangements applying between these service providers and their customers, it is recommended that such suppliers ensure their equipment will continue to operate in an NBN environment by accessing the testing capabilities that are being made available (see additional information on testing arrangements below). This includes arranging for that equipment to be tested against RSP telecommunications service

offerings provided over the NBN. There is also a need for these alarm service suppliers to identify those geographic areas where NBN fibre is being deployed, and to advise customers in those areas about the compatibility (test results) of their equipment with their NBN retail based offering and, where necessary, any changes that will need to be made.

- **Consumers who are migrating** their telecommunications services onto the NBN and who also have contracts with alarm service companies or arrangements in place with government agencies (e.g. the Department of Veterans Affairs) for alarm devices in their premises. The information in this Industry Guidance Note outlines the steps a consumer who has OTT services needs to take, including contacting the alarm service provider (or government agency) if they have questions, and the need to advise their telecommunications service provider that they have OTT services prior to migrating to the NBN.

- **Registered Cablers** who are carrying out cabling work in a customer's premises. Some parts of this document make reference to registered cablers. The *Cabling existing telecommunications services in the customer's premises for the NBN via FTTP* Guideline (G649) provides information for registered cablers attending the customer premises when disconnecting the existing customer cabling from the existing lead-in cabling at the Network Boundary Point and connecting it to the NBN being provided via Fibre to the Premises (FTTP).

This Industry Guidance Note can be read in conjunction with related legislative requirements and industry documentation including the *Telecommunications Consumer Protections Code* (C628).

This Industry Guidance Note may be updated over time to incorporate relevant learning gained from the practical experience of migrating alarms to the NBN.

## 3. What are security and medical alarms?

Security and medical alarms are commonly installed in a customer's premises and are usually monitored 'back-to-base' by an alarm company. There are also other types that are not monitored e.g. pre-programmable and direct dial devices where the customer is responsible for those arrangements.

Monitored alarm devices e.g. personal medical response (pendant) units are usually supplied under contract with the end user by a medical alarm service provider who may also be responsible for the maintenance of such services. These types of alarm devices are installed by the medical alarm supplier to operate 'over-the-top' (OTT) of the copper telephone line to the customer's premises. In most instances the telecommunications service provider supplying the underlying telephone services to that premises plays no part in the installation of the alarm service, is not aware of its existence and has no record of such services being connected to the telephone service.

When a security system is 'monitored', this is done through the customer's telephone service which connects the alarm device to a copper telephone line in the premises. When a monitored 'back-to-base' alarm is activated, the alarm dials 'back–to-base" (in many cases to a monitoring centre) to inform the alarm company that the alarm has been activated and to initiate appropriate alarm response procedures. Currently, the bulk of back-to-base security and medical alarms operating over the telephone network are analogue devices that send a sequence of telephone tones (also known as DTMF tones) down the line, using one of several alarm communication protocols. For clarity these monitored services do not include some types of installations in retirement or assisted care facilities where a resident's room is hard wired back to a central point within that facility and where local staff respond to calls for assistance. These types of arrangements should not be impacted by migration of services onto the NBN and will remain the responsibility of the management of such facilities.

Most centrally monitored medical alarms operate in a similar way to monitored security alarms and are usually triggered by a trigger event at the customer's premises e.g. an end user pressing an emergency button. When the alarm is activated, a call is automatically placed to a monitoring centre where an operator or computerised system will respond to the end user.

Newer generation security alarms and some medical alarms are able to implement their back-to-base capabilities by using IP-based connections over broadband networks - including optical fibre, ADSL, HFC and cellular mobile (3G or 4G) networks. The development of newer alarms includes products capable of both IP (fixed wire) and mobile signal paths, so that there is an alternative communication path in the event that one is not functioning for any reason.

The large majority of the devices currently in operation are older-generation analogue devices.

## 4.    Can these services work on the NBN?

While many medical and security alarms may work on NBN-based telecommunications services, this is not the case for all types of equipment. A range of factors are relevant, including the age and type of device, the technology platform used by the alarm supplier and whether the alarm device is compatible with the voice service being provided to the customer by their RSP over the NBN.

**IP-based devices** are able to operate on fibre-based networks and will normally do so if the specifications of the device are compatible with the design of the fibre network and the services that operate over that network.

**Mobile 3G/4G based devices** are designed to operate over mobile networks and do not rely on fixed networks such as the NBN. These devices operate independently of the NBN.

**Analogue alarm devices** are able to operate effectively on fibre-based networks, such as the NBN, subject to a number of variables, including but not limited to:
- the age and specifications of the alarm device itself and whether the device is compatible with:
  - o   the fibre-based network; and
  - o   the retail telecommunications service offerings.
- the way the device is connected - where the industry standard 'Mode 3' wiring is in place then it will need to be maintained.

# 5. Roles and Responsibilities for the transition of Alarm Services to NBN-based networks

A number of alarm devices have already been successfully transitioned onto the NBN.

Customers (and their representatives) using alarm equipment are able to contact their alarm providers and seek information on how their alarm services will be impacted on migration to the NBN.

The following table identifies at a high level the responsible party for each of the main activities that are likely to be involved when migrating legacy alarm services to the NBN.

### Table 1
### Responsibilities

| Responsibility | Responsible Party | Further detail |
|---|---|---|
| Installation / upgrade of alarm services equipment and Testing of alarm service to ensure compatibility with NBN-based telecommunications service offerings | ***Alarm service provider (OTT provider)*** Note where customers have installed their own alarm devices that are not monitored e.g. devices that allow a customer to pre-set multiple numbers to be dialled in an emergency, then the users of these devices will be responsible for their operation following migration of telephony services to the NBN. (see Note 1) | Appendix A |
| Installation of RSP equipment (where required) to enable the operation of retail NBN-based telecommunications services at a premises. Ensuring that the end-to-end telecommunications service is working for the customer. | ***RSP*** The installation model will vary for each RSP: some may send their own staff to undertake installation of the service; some may request the customer engage their own registered cabler should additional wiring be required which is outside the scope of the RSP installation service; while others may send the equipment to the customer to self-install in which case the physical connection will be the customer's responsibility. (see Note 2) | Appendix B |
| Installation of NBN equipment into a customer's premises | ***NBN Co.*** or in case of an ***NBN-equivalent network***, the relevant FTTP wholesale provider. | Appendix C |

| Connection and/or installation of in-premises wiring to NBN Co. or RSP equipment | **Customer** If wiring upgrades are needed, the customer will need to have this work carried out by a registered cabler to ensure work is completed to the required cabling standard. (This work may be arranged by an RSP or by the customer through a third party registered cabler). | See in-premises wiring section below |
|---|---|---|

Note 1: There are several key variations in the supply of alarm systems. Some are self-installed by the customer, or are supplied, professionally installed and monitored by a single alarm company. In other situations alarm equipment may be installed by a third party and the customer separately contracts with a monitoring company to provide a monitoring service only (i.e. without equipment maintenance). For these reasons the principles in this Industry Guidance Note are provided as a guideline only and not intended to cover all installation scenarios in detail. Where an alarm device is not under a maintenance or monitoring contract, the customer will have responsibility for ensuring the alarm operates over NBN-based telecommunications services. In the case of retirement and assisted care facilities operating in-house monitoring arrangements, this responsibility will remain with the management of those facilities.

Note 2: If the RSP services to be migrated to the NBN are 'voice-only' (as defined by the Telecommunications Universal Service Management Agency (TUSMA)) and the RSP has entered into an agreement with TUSMA, TUSMA will provide financial assistance to reimburse participating RSPs for costs incurred in undertaking basic in-premises cabling to connect a standard telephone service for each eligible customer. There will be no cost for this cabling to the eligible customer.

## 6. Testing of Alarm Equipment to Determine compatibility with NBN-based retail service provider services

NBN Co. has established a facility where alarm service providers and alarm equipment suppliers can test their equipment against a variety of RSPs' NBN-based retail telecommunications services. This test facility enables alarm service providers to perform a basic compatibility test against telecommunications RSP service offerings to determine whether the alarm equipment is compatible with these offerings. This service compatibility testing may not identify all potential issues, for example, potential operational problems arising from specific in-premises wiring configurations (see Section 7 below). If alarm service providers want to conduct more detailed tests, these would need to be subject to arrangements with individual RSPs. Further information regarding NBN Co's test facility can be requested from NBN Co. via the following email address: plugbench@nbnco.com.au

It is recommended that alarm providers test their equipment (existing and previously installed equipment) against individual RSP's NBN-based telecommunications service offerings and advise their customers about the compatibility of their alarm services with these offerings. This information will also need to include advice on the need to make any changes to existing alarm equipment.

Providers of other 'non-NBN' FTTP networks are also encouraged to make available similar test arrangements when these networks are being implemented.

There may be situations where an RSP has not made their NBN-based telecommunications services available for testing on the NBN Co. test facility. In these circumstances an alarm

provider would need to make representations to the RSP directly to test their equipment/services.

Refer to NBN Co. information at www.nbnco.com.au/compatibility.

## 7.    In-Premises Wiring

Monitored medical and security alarms that operate over the copper network are typically wired into the existing copper telecommunications wiring. Alarm companies recommend and/or use prescribed wiring standards commonly referred to as 'Mode 3: wiring configurations'. When installed correctly, and if the alarm device is compatible with the NBN-based retail offering, this wiring configuration allows the alarm device to communicate with the monitoring centre and effectively takes priority over all other devices sharing the same line.

Mode 3 sockets and wiring configurations can also be applied to an alarm device on the NBN. However there is still a need to check if the alarm device is compatible with new services being provided for that alarm equipment to operate correctly.

The NBN Co. installation of equipment into a premises does not include the provision of additional home network wiring or connection of existing wiring to the NBN beyond the installation of the Network Termination Device (NTD).

Depending on the contractual arrangements with customers, RSPs may either send a field staff member to the customer's premises to connect the telecommunications services that will operate on the NBN or alternatively dispatch equipment (e.g. a pre-configured or self-configuring gateway/router) to the customer with instructions on how to plug that device into the NTD supplied by NBN Co.

RSPs are not responsible for reconnecting the existing in-premises wiring that the alarm device is connected to into the NBN equipment (although they may provide this service to end users, with or without charge). This is because in-premises wiring is a customer's responsibility.

If the existing in-premises wiring is not connected to the new NBN-based service, then any fixed devices connected elsewhere in the premises reliant on existing telecommunications cabling will no longer function. RSPs may offer to assist customers with such in-premises wiring arrangements and, where that applies, may apply charges to the customer for this work to be completed.

Where a contracted alarm service provider is aware that their customer is migrating onto the NBN, the alarm service provider is best placed to organise any change of in-premises wiring on behalf of the customer, where such a change is necessary. Charges may be applied where the alarm provider takes steps to reinstate or update wiring arrangements following a customer migrating their telecommunications services to the NBN.

For voice-only customers who are covered by the TUSMA Required Cabling arrangements, this cabling may be carried out by a participating RSP at no cost to the end user. However this cabling activity alone will not ensure that the alarm device will always successfully operate on the NBN. (See Table 1 for more details)

## 8.    UNI-V or UNI-D Port

NBN Co. offers multiple ways for an RSP to deliver voice and broadband services over the equipment NBN Co. installs into the customer's premises. An RSP is able to use either the UNI-V

or UNI-D ports on the NBN Co. provided NTD to deliver a telephone service. These services may be used by alarm companies to support alarm devices or services as long as that equipment is compatible with the customer's RSP NBN-based retail telecommunications service.

## 9.    Battery Back-Up

The NBN Co. installed NTD is now provided with the option for battery back-up to both the UNI-V and UNI-D ports. This will allow telecommunications services to operate for approximately 5 hours in the case of a mains power outage, irrespective of the port being used.  For NTDs that have already been deployed, a software upgrade will provide this functionality.

The majority of back-to-base medical and security alarms are designed with an internal battery to support their operation in a power outage. Recognising that customers may rely on alarm services during a blackout, it is important that customers understand whether the service configuration they choose will enable this to occur.

> Note:   An alarm connected to the UNI-D port via an intermediary device such as an RSP's residential gateway will also only work if that gateway device also has its own battery back-up arrangement.

Where the standard battery back-up capability is not sufficient for the needs of the customer, alarm service and equipment suppliers should give consideration to making available to the customer products that offer a dual IP and mobile signal path with an appropriate battery back-up run time.

NBN Co. has also announced that it is developing technical specifications for industry to enable third parties to supply larger battery back-up units that will provide battery back-up capability for extended periods. Customers may also elect to install an uninterruptible power supply (UPS) in the AC mains connection to the NTD as an alternative to connecting a battery direct to the NTD.

While it is possible to operate back-to-base medical and security alarms over a UNI-D based telephone service, the security and medical alarm industry has communicated a preference at this time for security and medical alarm services to be provided over NBN Co's UNI-V port.

## 10.   Medical alarm register

NBN Co. established a medical alarm register in March 2014 (located on the NBN Co. website at www.nbnco.com.au/medicalregister) that enables the registration of premises with medical alarms (both monitored or unmonitored).  This has been established initially as a 12 month trial. Two registration methods are available, the first as a public website where end users with medical alarms can register a premises where a medical alarm is present (including contact details of the person registering) and secondly, as an industry bulk registration method, where medical alarm service providers can register the premises where they are aware of the presence of a medical alarm.  Medical alarm service providers that have not already engaged with NBN Co. for bulk registrations, should contact legacyservices@nbnco.com.au.

The register is an important government initiative to help support users of medical alarms when the existing phone network is replaced by the NBN. The information on the medical alarm register is being collected to help identify households with medical alarms and where support may be needed to assist in the move to the NBN.

In order for the register to work most effectively, it requires information from the members of the Personal Emergency Response Services Association (PERSA) and other medical alarm service providers. Many medical alarm service providers have already engaged with NBN Co. to provide data. Both the medical alarm service providers and NBN Co. have undertaken to work constructively in providing timely, accurate and complete data.

## 11.   Where to get further information?

Alarm service providers should provide their customers with information about the compatibility of their alarm device with services being offered by RSPs over the NBN and what a customer needs to do before migrating their telecommunications services onto the NBN. It is expected alarm providers will also provide information proactively to customers in areas where NBN Co. is deploying its network.

Telecommunications service providers can contact their NBN Co. account team for further information or to discuss strategies to support legacy services.

NBN Co. has more detail at www.nbnco.com.au/compatibility.

Further information regarding NBN Co's test facility can be requested from NBN Co. via the following email address: plugbench@nbnco.com.au

A dedicated email address has also been established for legacy service migration enquiries: service-transition@nbnco.com.au

## Appendix A

## Alarm Service Provider responsibilities and recommended key messages

**Responsibilities**

- Test alarm offerings over NBN-based telecommunications services at test facilities with RSPs and/or provided by NBN Co. to satisfy themselves of device operation.

- Proactively contact customers as the NBN rolls out and advise customers about potential impacts on their alarm service, and if their alarm is expected to work with their chosen RSP. If an incompatibility is expected, discuss options with the customer.

- Publish alarm compatibility information which has been determined both by testing over RSP's NBN-based telecommunications services and from field experience.

- Produce and promote alarm specific telecommunications wiring requirements and manuals for alarm device installers, and alarm test procedures, for use during new alarm installation and NBN migration.

- Advise customers that wiring modifications need to be undertaken by a registered cabler in accordance with the cabling standards.

- Contribute data to NBN Co's medical alarm register about the premises where medical alarms are present

**Recommended Key Messages [for use in communicating to end users]**

- The NBN is capable of supporting the operation of many existing back-to-base medical and security alarms, as well as a wide range of internet-connected alarms.

- There may be cases where existing alarm devices may not be compatible with an NBN-based telecommunications service and, if that is the case, the alarm service provider will need to work with their contracted customers to provide an alternative solution (where possible).

- Alarm customers that currently have a back-to-base monitored alarm in their home or business, and are switching to the NBN, should speak to:
  - their telecommunications service provider
  - their alarm service provider

  about the issues to consider when migrating to an NBN service.

- Customer premises wiring may need to be reconfigured in order to work correctly on a chosen RSP's NBN-based telecommunications service. Alarm Service Providers are not responsible for in-premises wiring, but where Alarm Service Providers do provide such a service, then additional charges may apply for the completion of in-premises wiring.

## Appendix B

## Retail Service Provider (RSP) responsibilities and recommended key messages

**Responsibilities**

- Make information available to customers about migration arrangements and what services may be impacted.

- Make reasonable efforts to identify and verify the customer's needs and advise whether the RSP's offer can meet that need.

**a) Sales process**

- As part of the sales conversation with the customer

  o identify that some OTT devices may be impacted by a migration/connection to an NBN-based service. Ask the customer about the presence of any alarms.

  o Advise the customer to speak to their alarm service provider about the compatibility of their alarm service (noting again that the compatibility of alarm services is not something RSPs are responsible for or have knowledge about).

  o Identify to the customer what, if any, in-premises wiring is provided as part of the RSP's telecommunications service. If this is not the case, explain the steps that the customer can take to have the wiring completed by a registered cabler.

  o If a customer discloses they have an alarm, then advise the customer what options are available for battery back-up and any potential limitations of those options.

  Note:    It is the customer's responsibility to advise their Supplier of their telecommunications needs.

**b) Professional Installation**

If an installation technician visits a customer premises to install the RSP equipment, as part of the telecommunications service offered to a customer:

- Ask the customer about the presence of any alarms.

- Communicate the presence of any alarms to technicians or subcontractors who visit the premises.

- After installing the equipment, make test calls from any telephone outlets that have been identified as being associated with alarms, and provide guidance on how to fix any of these outlets that are found to be faulty.

- Recommend that the customer test any alarms with their alarm provider/s – either on the spot while the technician is still present (preferred) or as soon as possible.

- Check that the customer is comfortable with the status of their alarm/s before completing the migration. The installation is to be deferred if the customer is not comfortable, after taking into account other relevant factors such as mandatory disconnection dates.

**c) Self-Installation**

Where the RSP provides the end user with a self-installation kit, the RSP should make the end user aware that existing phone sockets in the premises are unlikely to work unless a registered cabler is contracted to upgrade the in-premises wiring to connect to the NBN based service.

**Recommended Key Messages [for use in communicating to end users]**

- Ask the customer about the presence of any alarms.

- Some medical alarm and security equipment/services may not continue working on the NBN.

- Customers with medical or back-to-base alarms installed in their home or business, and who are switching to the NBN, should speak to their alarm service provider to determine whether their alarm service is compatible with the NBN.

- Customers who disclose they have medical or back-to-base alarms will need to arrange for their in-premises wiring to be reconnected to their new NBN service. Explain the RSP options available to the customer to have that in-premises wiring work completed by a registered cabler.

- RSP's are not responsible for in-premises wiring, but where RSP's do provide such a service, then additional charges may apply for the completion of in-premises wiring.

- Before completing the migration, ask the customer to test the alarm with their alarm service provider and confirm that they are comfortable with the status of the alarm.
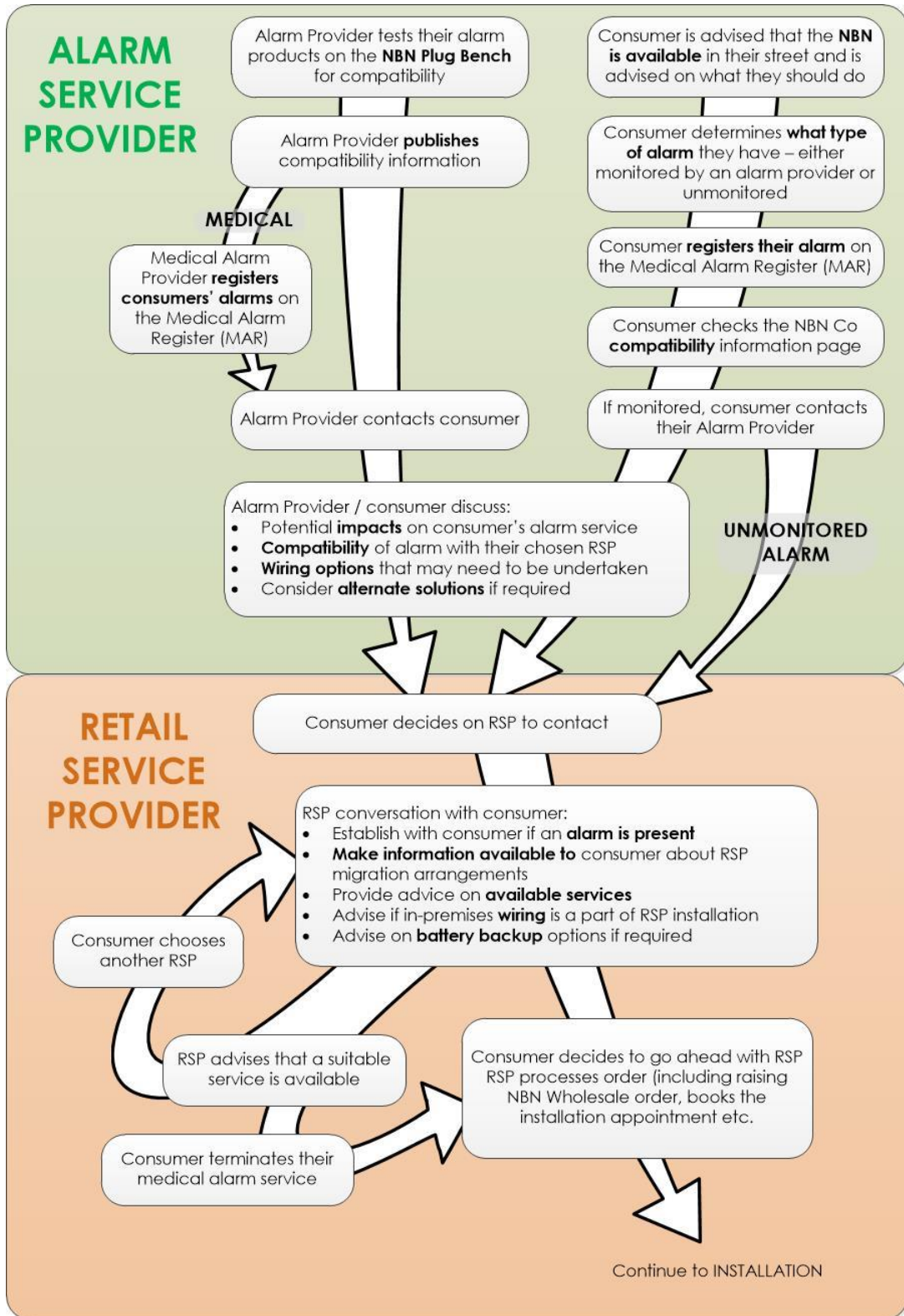
## Appendix C

## NBN Co. (and other FTTP providers) responsibilities and recommended key messages

**Responsibilities**

- Provide information on alarm services via the NBN Co. website and through the Public Information on Migration (PIM) process that will include the following:
  - o The NBN is being rolled out.
  - o That end users are responsible for the costs of replacing/upgrading Customer Equipment and premises wiring to the NBN.
- Conduct a local awareness campaign which will inform affected residents that:
  - o The NBN is being rolled out in their area.
  - o The effect on telecommunications services currently available.
  - o The extent to which individuals will need to make preparations for the NBN including new Customer Equipment or physical wiring.
- Publish information regarding planned deployment of NBN Co. fibre network and periodically issue updates to that information.
- Provide assistance to alarm providers and RSPs to facilitate their testing of alarm equipment against RSP NBN-based service offerings.
- Maintain a register of premises with medical alarms that allows members of the public to self-nominate (initially for a 12 month trial period).
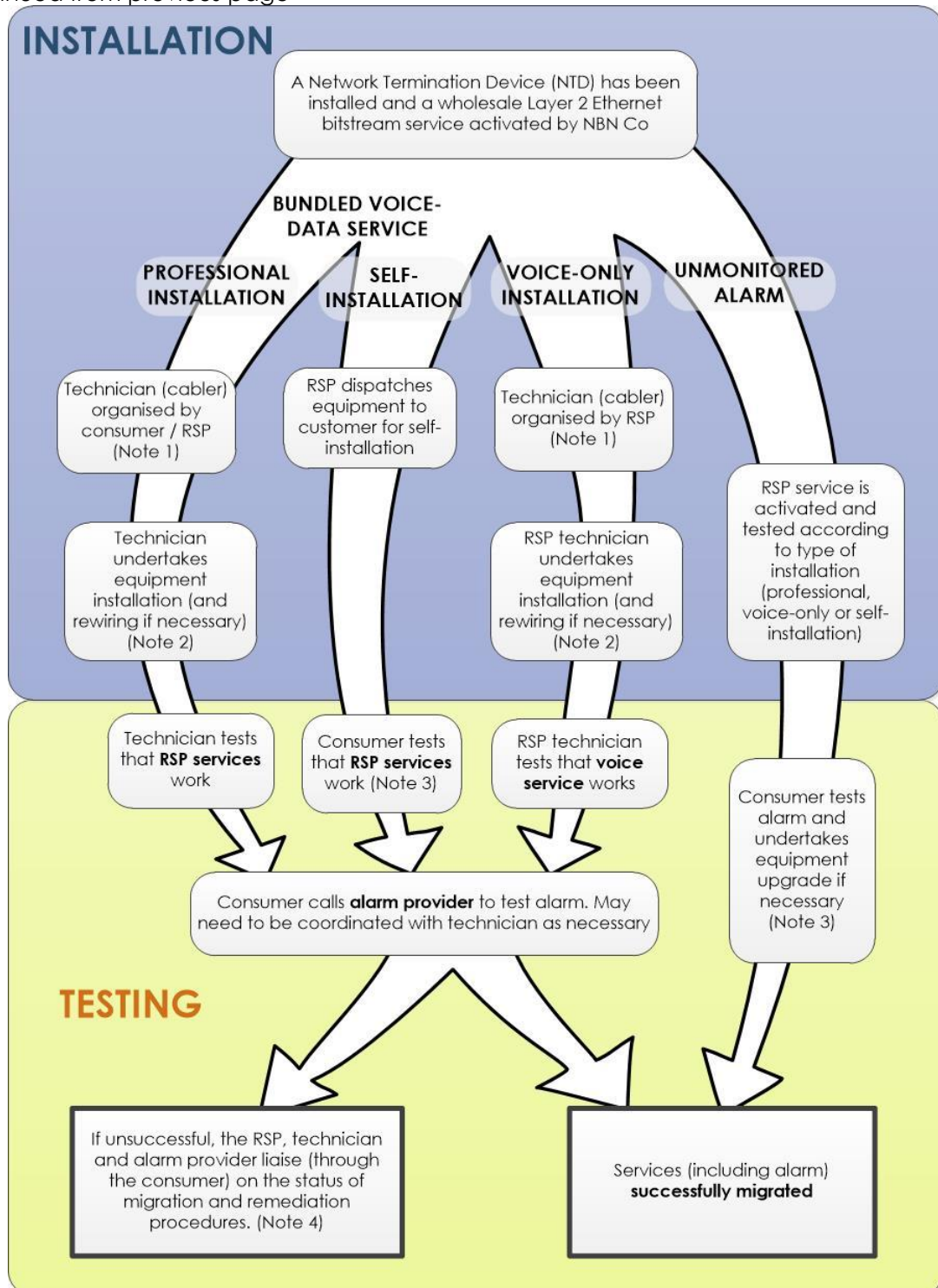
**Recommended Key Messages [for use in communicating to end users]**

- The NBN is capable of supporting the operation of many existing back-to-base medical and security alarms, as well as a wide range of internet-connected alarms.
- If you currently have a back-to-base alarm installed in your home or business and you are switching to the NBN, you should speak to your alarm service provider about the issues to consider when moving to an NBN-based phone service.
- Alarm service providers are able to undertake basic testing of the compatibility of their alarm devices on telecommunications services supplied over the NBN by accessing the NBN Co. test facility. Further details available through NBN Co.
- The most certain way to find out if your alarm will work on the NBN is to ask your alarm service provider. They are best placed to know the alarm's technical requirements and may have already undertaken compatibility testing with various RSPs' telecommunications services provided over the NBN.

**FIGURE 1**
**Overview of service migration steps**

Continued from previous page

## INSTALLATION

A Network Termination Device (NTD) has been installed and a wholesale Layer 2 Ethernet bitstream service activated by NBN Co

**BUNDLED VOICE-DATA SERVICE**

**PROFESSIONAL INSTALLATION**  **SELF-INSTALLATION**  **VOICE-ONLY INSTALLATION**  **UNMONITORED ALARM**

Technician (cabler) organised by consumer / RSP (Note 1)

RSP dispatches equipment to customer for self-installation

Technician (cabler) organised by RSP (Note 1)

Technician undertakes equipment installation (and rewiring if necessary) (Note 2)

RSP technician undertakes equipment installation (and rewiring if necessary) (Note 2)

RSP service is activated and tested according to type of installation (professional, voice-only or self-installation)

Technician tests that **RSP services** work

Consumer tests that **RSP services** work (Note 3)

RSP technician tests that **voice service** works

Consumer calls **alarm provider** to test alarm. May need to be coordinated with technician as necessary

Consumer tests alarm and undertakes equipment upgrade if necessary (Note 3)

## TESTING

If unsuccessful, the RSP, technician and alarm provider liaise (through the consumer) on the status of migration and remediation procedures. (Note 4)

Services (including alarm) **successfully migrated**

Note 1:  If the installation requires cabling work in addition to equipment installation (new fixed cabling or changes to existing fixed cabling), then the technician needs to be a registered cabler.

Note 2:  Guidance for cabling work is provided in G649 'Cabling existing telecommunications services in the customer's premises for the NBN via FFTP'

Note 3:  If additional cabling work is required, then the consumer should discuss with their RSP or a registered cabler.

Note 4:  The testing of the alarm needs to be completed in conjunction with the installation of the RSP service, and before the final cutover of the customer to the NBN. Once the PSTN number has been transitioned from copper to fibre, it will not be possible to reconnect the alarm to the copper.

NOTES

Communications Alliance was formed in 1997 to provide a unified voice for the Australian communications industry and to lead it into the next generation of converging networks, technologies and services.

In pursuing its goals, Communications Alliance offers a forum for the industry to make coherent and constructive contributions to policy development and debate.

Communications Alliance seeks to facilitate open, effective and ethical competition between service providers while ensuring efficient, safe operation of networks, the provision of innovative services and the enhancement of consumer outcomes.

It is committed to the achievement of the policy objective of the *Telecommunications Act 1997* - the greatest practicable use of industry self-regulation without imposing undue financial and administrative burdens on industry.