



Connecting fire and lift phones.

Fire Indicator Panels (FIP) and Lift Phones can be connected to the NBN, but YOU must ensure that in-building phone cabling used is compliant with Australian Standards.

The nbn™ network will soon replace most existing fixed phone and Internet networks – this switch will affect the operation of important services such as your monitored fire alarm and lift emergency phone.

Registering your monitored fire alarm or lift emergency phone service with the correct Full National Number (known as an FNN) helps identify premises that might be eligible for a deferred disconnection (to 1 July 2017).

You can find your monitored fire alarm and/or lift emergency phone's FNNs either on your bill or from your telecommunications service provider.

Registration on the Fire and Lift Register will only provide a temporary deferral of the disconnection date if eligible and you should ensure you talk to your monitored fire alarm and/or lift emergency phone service provider and organise for the monitored fire alarm and lift emergency phone services to be migrated to a working solution well before the respective disconnection dates.

It is important to note that registration should not replace the need for regular testing as it is still the owner/operator's responsibility at all times to ensure that their monitored fire alarm and/or lift emergency phone services are working properly.

For more about registering your lift and fire line, visit <https://www.vocus.com.au/support/commander/dedicated-voice-access> and you'll find a raft of helpful links and resources.

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- Prior to connecting a lift phone or fire indicator panel to the NBN, the building manager should arrange a registered cabler to ensure the in-building wiring between your lift phone or fire indicator panel and phone service complies with industry standards, including ITU K.21 11/2011, AS/CA S008, AS/CA S009 and AS/NZS 3000.
- If you are advised by a registered cabler that the wiring is non-compliant, YOU must ensure compliance prior to connection. Where surge protection is required the registered cabler should install the surge protection device in accordance with AS/CA S009:2013 section 10, as close as possible to the NBN connection box.

Failure to comply with either of these steps could allow electrical interference or voltage surge to damage NBN Co's connection box, stopping its telephony functions from working. Should this occur, a lift phone or fire indicator panel may be unable to dial out in the case of an emergency, resulting in serious risk to life.

Need further information?

Please contact us on 1300 948 555 if you have any questions or concerns relating to your NBN connection.