



This document is designed to provide a quick guide with extracts from the “Migration of monitored fire alarm and lift phone services good practice guide”. It is recommended that the document is read in its entirety if you need to regularly refer to it. Some points from the document have been highlighted for emphasis. This document was originally designed for Schindler employees but our customers were asking for a summary, so here it is!

- Building owners, managers and bodies corporate responsibilities, ref pages 10,48 & 50

Role of building owners, managers and bodies corporate

Building owners, managers and bodies corporate have responsibilities before, during and after migration of their respective buildings’ monitored fire alarms and lift phones, both in the context of their general responsibilities for the building and also as the party purchasing the service(s) and the voice line(s) over which these services operate.

General responsibilities

- Ensuring obligations are met for the operation of monitored fire alarms and lift phones under the relevant building codes and standards.

Specific migration responsibilities

Initiating and taking action to migrate

- Taking action to migrate their building’s monitored fire alarm and lift phone services to an alternative telecommunications network.
- Working with their ASP and their RSP to obtain a suitable alternative telecommunications pathway for monitored fire alarm or lift phone services well in advance of disconnection of the existing network.
- Migrating and promoting the continuity of service for their monitored fire alarm or lift phone during and after the migration window.
- This includes obtaining the assistance of any relevant party (such as a registered cabler, fire alarm monitoring or lift service provider, or an RSP) required to ensure a safe and successful migration of the service.
- Arranging and covering costs associated with any additional upgrade of wiring or equipment that may be required to migrate their monitored fire alarm or lift phone service.

Who is responsible for any additional wiring or equipment that is required to migrate a monitored fire alarm or lift phone service?

Building owners/managers who are responsible for migrating a service are also responsible for arranging for and covering the costs associated with any additional upgrading of wiring or equipment that may be required to migrate the service(s).

Safety Standards and Regulations

There are serious risks to public safety, personal injury and property damage should a safety critical service, such as a lift phone or monitored fire alarm, fail to operate in an emergency situation. Building owners and body corporates are responsible for ensuring that their services are compliant with safety standards and regulations. Failure to migrate and maintain services may mean that a service is in serious breach of obligations under relevant federal, state or territory regulations, building codes, and/or Australian standards. Fire alarm and/or lift service providers should proactively work with their customers to assist them in ensuring that services within their buildings meet the requirements of relevant safety standards and regulations. Parties should also consult with the relevant regulatory bodies within their state or territory.



- When do building owners, managers and body corporates have to convert their phone system due to the NBN roll out. Pages 49 & 50

What is the normal process for migrating to the NBN?

Homes and businesses in the NBN fixed line footprint have a 'migration window' of 18 months to move to the new network. The migration window starts when nbn declares an area to be Ready For Service. The managed disconnection of the existing landline networks (copper and HFC networks) will commence at the end of the migration window. The date at which managed disconnection starts is known as the Disconnection Date.

To reduce the risk of disruption to your services, you should contact your preferred internet or phone service provider to order an NBN service as early as possible in the migration window.

Service Continuity

Industry should plan for a smooth and timely transition to new technologies, with minimal interruption to the operation of services. Most existing local access networks will be disconnected 18 months after an area is declared by nbn to be Ready For Service (RFS).

Monitored fire alarm and lift phone services in areas that will reach the Disconnection Date prior to 30 June 2017, or have already reached the Disconnection Date, may be eligible for a deferred disconnection until 30 June 2017 if they are registered on the Register (including the service phone number) and meet eligibility requirements. Services can be registered at www.nbnco.com.au/fireandlift or by telephoning 1800 687 626. Industry should plan to return to business-as-usual migration

- How does the type of NBN connection that is delivered to the building affect the required technology used for the lift phone conversion? Pages 16, 31 & 32.

Lift phones—technical information

Telecommunications pathway options for migrating

The Lift Phone Migration Working Group has identified a number of telecommunications pathways available to migrate from the traditional PSTN copper network. These pathways are based on the types of NBN service that may be provided to individual buildings and the extent to which these options retain existing copper connections to an NBN node. Telecommunications pathway options for migrating lift phones include:

- Lift phone to a single or dual path 3G or 4G cellular connection directly via an RSP cellular network.
- Lift phone to copper connected to NBN FTTN/B—analogue/internet protocol (IP)
 - this pathway will not work during a power outage so a secondary telecommunications pathway will be necessary.
- Lift phone to NBN HFC
 - this pathway will not work during a power outage so a secondary telecommunications pathway will be necessary.
- Lift phone to NBN FTTP
 - this pathway will require a secondary telecommunications pathway if a battery backup unit is not supplied.

The telecommunications pathways available at an individual site are subject to the NBN rollout technology and availability of RSP networks.

As outlined above, it is likely that more than one telecommunications pathway will be required to support the operation of a lift phone during a power outage for the required period of time (two hours). It is recommended that building owners and managers consult with their lift service provider to determine the available and most efficient options for achieving this.



Operation of NBN technologies in a power outage

Network type	Will it work during a power outage?
FTTP—with optional battery backup unit	Limited
FTTP—without optional battery backup unit	No
FTTN	No
FTTB	No
HFC	No

• Lift Phone

- Phone requirements during power outages. Page 31

Emergency Electrical Power Supply

The communication device and the communication medium shall not be impeded or lost even in cases of electrical power supply switching or power supply failure. Where rechargeable emergency electrical power supply(s) is used, they shall be capable of maintaining the communication device and the communication medium for a minimum of two hours. Means shall be provided to automatically inform the permanently manned location and/or remove the lift from service when the capacity of the rechargeable emergency electrical power supply is lower than is needed to provide one hour of functionality of the communication facility.

Secondary communication path(s)

Should the primary communication system path be unable to reliably operate during a power outage for the required period, then a secondary communication path is to be provided which is capable of operating during a power outage for the required period of time. In essence—for communication paths that do not work in a power outage, a secondary path should be adopted that will operate during a power failure for the required period of time. Examples of possible primary and secondary communication paths can be found below under [Lift Phones—Technical Information](#).

- Who can carry the installation of a lift telephone? Page 43

Lift phones

There are individual state and territory regulatory requirements related to lift phones, as outlined above. Where a lift phone is installed:

- The customer cabling and telecommunications customer equipment used must comply with the ACMA's compliance and labelling requirements.
- The installation must be undertaken by a registered cabling provider in accordance with AS/CA S009:2013.
- Only a lift registered cabling provider can undertake cabling work in the lift itself and between the lift and the lift motor room.
- Only an open registered cabling provider can undertake cabling work between the lift motor room and the buildings MDF.
- Where specialised cabling (i.e. optical fibre, data or coaxial) is involved in the lift installation, the registered cabler must hold the applicable endorsements/competencies.



Further changes since the original publishing to the Good Practice Guide are now being finalised by NBN and the Department of Communications and the Arts.

[NBN fibre to the premises \(FTTP\) \(Figures 15\)](#)

Connect to an NBN FTTP UNI-V port via an RSP. This provides an analogue 2-wire (POTS) interface intended to emulate the functionality of the original PSTN line.

Notes

- A secondary telecommunications pathway is required to maintain services during power outages regardless of the installation of a battery backup unit (battery backup units cannot be monitored by the lift service provider, and therefore the connection will not meet the minimum monitoring requirements).

[Mobile network or similar \(Figures 10, 11 and 12\)](#)

Connect a mobile network or equivalent to a device that provides an analogue 2-Wire Plain Old Telephone Service (POTS) interface intended to emulate the functionality of the original PSTN line.

Notes

- A monitored battery backup power supply is required.
- The mobile network device selected needs to have an output distance capability to operate the existing Loud Speaking Autodialling Telephone if required.
- The call 'progress tones' must comply to the existing PSTN lines otherwise the existing lift phone will not hang up.