# Security alarm provider call centre NBN migration Q&A examples

***IMPORTANT NOTE:*** *NBN Co has drafted the following template as examples only for your business' adaptation.* *It is not technical or legal advice. You must carefully review and modify the text to reflect your business' product and services and check that all statements are factual, accurate and not misleading in relation to your business, your products and services and your customers' circumstances. We strongly recommend that you seek independent marketing and legal advice to ensure that everything included in the Q&A is accurate and compliant with respect to your individual business circumstances, your products and services and all relevant legislation.*

## Will my alarm work over the NBN?

***Vendor:*** What alarm model do you have?

***User:*** <<XYZ123>>

***Vendor:*** Yes, we have tested your alarm model <<XYZ123>> for compatibility with a range of phone [or if alarm is IP-connected mention "and internet"] services over the NBN and it should work with some services.

We have seen <<XYZ123>> working successfully on “UNI-V” voice services [or if the alarm is IP-connected, “UNI-D data services"] from <<Telco1>>, <<Telco2>> or <<Telco3>>.

We recommend you call one of these service providers when you switch your phone service to the NBN. When you call your preferred service provider, make sure you order a phone [or if the alarm is IP connected, "internet"] service over the NBN that has battery backup as this is designed to allow your alarm to continue to be capable of calling out for a limited period during a power outage.

Also ask for the phone service to be connected through the UNI-V [or if the alarm is IP connected, "UNI-D"] port on the NBN connection box which is the one we tested.

Be sure to let your phone service provider know you have the alarm before ordering, so they connect you to a suitable phone service.It's very important that you order the right phone service type from these suppliers, as different phone service types – even from the same phone company -- will work differently with your security alarm.

**So, to summarise:**

* **Tell your phone company:**
	+ - you have a security alarm
		- you need a phone service with battery backup
		- you need a phone service connected over the UNI-V port
		- you need a phone service type that is one of our recommended ones that has been tested with your model of security alarm
* **Wiring:** Some wiring changes in your home or business will be required to connect your [existing phone wall sockets to the new phone service over the NBN and connect the] security alarm to the new equipment. Ask your phone provider if it can arrange this [call centre may wish to reference mode 3 switch or offer to send a wiring fact sheet to end user to pass on to RSP cabler] and what the cost would be. [Or we can arrange it for you for a <<$X>> fee].
* **Call us back:** After installation of the phone service over the NBN please call me back because we want to talk you through connecting the alarm to your new phone service, and test it to make sure it is still working. I'll also discuss with you how the NBN battery backup service works.

## If my alarm won't work with my current phone company’s service over the NBN, can I swap to a model that will?

***Vendor:*** Yes, we have several alarm models that are designed to be compatible with services provided over the NBN that we could switch you over to.

One option is an alarm that uses the mobile network rather than connecting over the NBN. The cost to upgrade is a once off <<$X>> cost or an additional <<$X>> on your monthly bill.

Alternatively we can come out and install a newer model of alarm that is designed to be compatible with services provided over the NBN for an <<$X>> total fee.

There’s also the option of updating your existing alarm with an add-on part that should make it work with services provided over the NBN. That costs <<$X>> including installation.

Would you like us to arrange any of these three options?

## What phone service provider and plan do you recommend for my alarm?

***Vendor:*** What phone company would you like to use?

***User:* <<**Telco1>>

***Vendor:*** Great, we have tested that alarm with <<Telco1>> and the alarm should work on their <<Telco1-PlanName>>.

When you call them to switch to a service over the NBN just make sure you order a phone service that has battery backup as this is designed to allow your alarm to continue to be capable of calling out for a limited period during a power outage.

Also ask for the phone service to be connected through the UNI-V port on the connection box which is the one we tested.

Be sure to let your phone service provider know you have the alarm before ordering so they connect you to a suitable phone service for your alarm.

**OR**

***Vendor:*** Unfortunately your alarm doesn’t work on <<Telco1>> according to our testing. We recommend <<Telco2>>, <<Telco3>> or <<Telco4>>*.
[offer advice on recommended services]*

**So, to summarise:**

* **Tell your phone company:**
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		- you need a phone service type that is one of our recommended ones that has been tested with your model of security alarm
* **Wiring:** Some wiring changes in your home or business will be required to connect your [existing phone wall sockets to the new phone service over the NBN and your] security alarm to the new equipment. Ask your phone company if it can arrange this [call centre may wish to reference mode 3 switch or offer to send a wiring fact sheet to end user to pass on to RSP cabler] and what the cost would be. [Or we can arrange it for you for a <<$X>> fee].
* **Call us back:** After installation of the phone service over the NBN please call me back because we want to talk you through connecting the alarm to your new phone service, and test it to make sure it is still working. I'll also discuss with you how the NBN battery backup service works.

## I'm on the NBN and my security alarm isn't working … what should I do?

* [Check with the end user that the security alarm has actually been connected to the new equipment for the phone service over the NBN. If not, talk them through the process of unplugging the alarm from the existing phone line and into the new equipment, or suggest they may need a visit from a registered cabler to check in-premises wiring.
* Check with the end user if their phone service provider and service type is one of the ones that this model of alarm has been successfully tested with.]

	+ **If yes**, run through standard diagnostic steps for testing alarm function. If still unsuccessful, refer the end user to their phone company for further troubleshooting of the line.
	+ **If no**, suggest to the end user that they may need to change phone company to one that you have successfully tested the alarm against, or offer them an alternative alarm model if available such as one that uses 3G connectivity rather than dialup.]

## My current phone service provider says it won't support security alarms?

We have successfully tested our alarms with <<Telco 1>>, <<Telco 2>>, and <<Telco 3>>, so we recommend them as service providers that can support our alarms.

You can also find other service providers in your area by calling NBN Co on 1800 687 626 or by going to the NBN Co website service provider lookup page at nbnco.com.au/serviceproviders). However, we have only tested your security alarm with the providers and plans I mentioned so we recommend you choose one of them if you would like to continue using your security alarm when you switch to the NBN.

**Please remember, when you order your phone service over the NBN:**

* **Tell your phone company:**
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		- you need a phone service connected over the UNI-V port
		- you need a phone service type that is one of our recommended ones that has been tested with your model of security alarm
* **Wiring:** Some wiring changes in your home or business will be required to connect your [existing phone wall sockets to the new phone service over the NBN and your] security alarm to the NBN. Ask your phone service provider if it can arrange this [call centre may wish to reference mode 3 switch or offer to send a wiring fact sheet to end user to pass on to RSP cabler] and what the cost would be. [Or we can arrange it for you for a <<$X>> fee].
* **Call us back:** After installation of the phone service over the NBN please call me back because we want to talk you through connecting the alarm to your new phone service, and test it to make sure it is still working. I'll also discuss with you how the NBN battery backup service works.

## Are any wiring changes required?

***Vendor:*** Yes, your alarm uses some special wiring called a "mode 3 switch" that lets it cut off calls in progress to dial out in case of an emergency. This will need to be connected to the NBN by a registered cabler.

When requesting the connection of your landline phone service to the NBN, ask your phone service provider if they can do these wiring changes including connecting the mode 3 switch to the new phone service over the NBN as part of their service fees. Alternatively they might be able to arrange a registered cabler to come out to you for an additional fee.

Without these wiring changes, the alarm will not call the security monitoring centre at all times when the alarm is triggered.

If your phone company is unable to arrange these wiring changes for you, we can also arrange someone to come out to do the wiring changes once you’re connected to the NBN – we charge <<$X>> for this service.

It’s important that these wiring changes are done on the same day you get your phone [or internet] service over the NBN connected, so it continues to operate normally.

## How do I test the alarm?

***Vendor:*** Testing the alarm is easy. Press the <<XYZ>> button on the alarm panel and that will make the alarm try to contact our monitoring centre to report the nature of the alarm.

If the alarm is working normally, we will *[… describe alarm response procedure]*.

If you don’t get this response from us you should ring us on <<13 XX XX>> for further advice.

We can also send a technician out to check that your alarm is functioning normally. This *[is covered under your normal service fees, or…] [will cost <<$X>> call out fee.]*

# General questions about the NBN that might come up

## I'm not happy with how my NBN equipment was installed in relation to my security alarm… who should I call?

As your security alarm provider we don't have any control over the NBN equipment. You should contact your phone service provider if you're not happy with the location or quality of your NBN equipment installation.

## How does the NBN backup battery work?

If a power outage occurs, and you have maintained the NBN battery backup according to the instructions (including keeping the Power Supply Box plugged into a power point and switched on) the NBN battery backup is designed to automatically activate and power your NBN connection box for up to 3 – 3.5 hours You should get up to 1.5 – 2 hours of battery life after you have pressed the button labelled "battery emergency use" on the NBN Power Supply box installed on the wall. [Once you have pressed the "battery emergency use" button you can't turn the battery off again until it runs out.]

The reason it is like this is so that if there's a power outage in the middle of the night and the battery uses up the 3 – 3.5 hours during the night, you should still have 1.5 – 2 hours left in the morning just by pressing the "Battery Emergency Use button".

The NBN Battery Backup only keeps your NBN connection box powered up during a power outage – it doesn't power any other devices that need to be plugged into a power point such as cordless phones or your security alarm. However your security alarm should have its own battery built in which is designed to last for around <<XX>> hours.

You should consult the Fibre User Guide that is inside the cover that sits over your NBN connection box on the wall for more information about how the battery works.

## How will I know when the battery needs replacing?

If the battery needs to be replaced, the NBN Power Supply with Battery Backup is designed to beep every 15 minutes. This alarm can be silenced for 24 hours by pressing the "alarm silence" button.

NBN Co also remotely tests the battery capacity every 55 days and alerts your phone or internet service provider if it detects that the battery is only charging to less than 70% of its original capacity. This should occur well before the battery is close to failing. Once your service provider receives this alert it should contact you to let you know the battery needs replacement.

If the battery is not replaced after you have received the alert, NBN Co should continue contacting your phone or internet service provider every two weeks for 18 weeks.

The fibre user guide provided by NBN Co contains more details about how the Power Supply with Battery Backup works, including the audible alarm tones that will sound and warning lights that will illuminate when the battery is wearing out. The fibre user guide is found inside the NBN connection box cover, or online at nbnco.com.au/fibreuserguide.

## Where can I get a replacement battery for the NBN battery backup?

NBN Co currently supplies the first battery free of charge when the Power Supply with Battery Backup is first installed into a premises. After the initial battery wears out, you should consult with your service provider on whether the service provider will supply replacement batteries (and if there is any charge involved) or whether you should purchase it yourself from an independent retailer. NBN Co has a web page with a list of battery retailers - nbnco.com.au/battery.

## What kind of battery is needed?

The NBN website has a page listing the specifications of the battery –nbnco.com.au/battery. There's also a PDF linked from that page that can be printed and taken to a battery retailer. Alternatively the specifications are found in the Fibre User Guide which is included inside the cover that sits over the NBN equipment inside your house.