

If calling please ask for:
Mr Colin Ryles

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Reference:
Communications

5 March 2010

Dear Sir/Madam,

I refer to a previous letter which was sent to you by the SA Metropolitan Fire Service (MFS) in August 2009.

In that letter, MFS informed you of the decommissioning of the current Fire Alarm Monitoring System (System), which connects your building's fire alarm device to the MFS Communications Centre, allowing MFS to monitor your building.

As you would be aware, Telstra has previously advised you that the VGDL service your fire alarm is currently connected to is scheduled to be withdrawn from the market. The VGDL service runs on an old legacy Telstra network that was first launched in 1969 which it is no longer viable to support.

MFS also advised that it had undertaken a competitive tender process seeking proposals from telecommunications providers to provide replacement connectivity services for fire alarm monitoring and that negotiations were continuing with a preferred supplier as a result of that tender process.

As a result of that competitive tender process, MFS can now advise that Telstra was the successful tenderer. Telstra will be contacting you directly to arrange connection to the new network.

MFS has selected a solution offered by Telstra which uses a New IP Fire Line Service (IPWAN) as a primary means of connection and a Telstra NEXT G IP service as a Secondary (redundant) means of connection.

A further redundancy will enable an alarm to be monitored via a dial up service in the event that the New IP Fire Line Service (Primary) or NEXT G IP service (Backup) is unavailable.

This solution will provide a reliable, robust and cost effective System which fully complies with Australian Standard 1670.3 2004, to entities (such as your company) which own buildings that, under the Development Act 1993 (SA), Development Regulations (2008) and Building Code of Australia, are required to have their fire alarms monitored by MFS (Monitored Building).



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As part of this process a new Alarm Signaling Device (ASE) needs to be installed to replace each Alarm Transponder Unit (ATU) currently installed in a Monitored Building's Fire Indicator Panel (FIP).

MFS previously recommended that you contact a Fire Alarm Service Provider of your choice to obtain details regarding this equipment and the associated costs relating to purchase and installation to allow you to plan for the purchase of the ASE when required.

If you have not already done so you should contact a Fire Alarm Service Provider of your choice as soon as possible to obtain the information mentioned above. This will allow your Fire Alarm Service Provider to submit an application for ASE changeover to the MFS on your behalf.

As the MFS has selected Telstra to provide the solution, you will need to subscribe to a new Telstra IP Fire Line service. This service is required in order to ensure that the connection between the Monitored Building and the MFS Communications Centre meets the Service Level and safety requirements of AS 1670.3 2004.

You should shortly receive correspondence from Telstra confirming these changes and instructions on how to arrange for connection of the new IP Fire Line service. If you have not received your application form by the end of March, you can obtain an application form and Questions and Answers document from your Fire Alarm Contractor.

The NEXT G IP component will be managed by the MFS.

The MFS will be working closely with Telstra and fire alarm contractors to ensure that all premises are migrated to the new System with as little disruption as possible and without compromising fire safety. However this work cannot be commenced unless you have arranged for the purchase and installation of the new equipment and applied for the new IP Fire Line service.

It is therefore imperative that you arrange to purchase and install the new equipment and connect to the new IP Fire Line service as soon as possible.

Any delay in doing so could result in your Monitored Building not being monitored by MFS. This would amount to a breach of the Development Act and could result in:

- you being found guilty of an offence and a fine being issued; and/or
- a notice being issued which would prohibit the occupation and use of your Monitored Building until such time as monitoring by MFS was restored.

If you have any queries in relation to these changes please contact your fire alarm service provider as soon as possible or alternatively the MFS at enquiry@samfs.sa.gov.au or by phoning (08) 8204 3606.

Yours faithfully,



D.J. Kemp
COMMANDER COMMUNITY SAFETY