

Frequently Asked Questions

Q. Why do I have to change my Fire Alarm Monitoring Line?

A. 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Telstra has previously advised you that the VGDL service your fire alarm is currently connected to is scheduled to be withdrawn from the market.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.

As a result, Telstra is migrating your VGDL service to a newer network with both a primary and a back up service.

Q. What am I required to do in order to have my monitored premises changed to the new alarm monitoring system?

A. You will need to have a new Telstra IP Fire Line service (site service) connected to your premises.

You will need to have your current Romteck Alarm Transponder (ATU) device upgraded to a Romteck Alarm Signalling Equipment (ASE) device.

Q. How do I arrange to have a Telstra Fire Line service connected to my premises?

A. Telstra will provide you with an application form, which you will need to complete and return to Telstra promptly. Telstra will then ensure that the Fire Line service is connected at your premises ready for change over.

It is imperative that you notify your selected Fire Alarm Service Provider once the Fire Line Service has been connected to your premises. Your Fire Alarm Service Provider will require this information in order to progress the migration of your monitored fire alarm to the new Fire Alarm Monitoring Network.

Q. What happens after the application forms are submitted?

A. For each replacement fire line service Telstra has two components that need to be implemented – the network service and site service described above. You will be contacted by Telstra to arrange a time for the site service to be implemented at your premises. The connection of the network service occurs within Telstra's network infrastructure and does not require any attendance at your premises.

When both components have been implemented you will be sent a notification by Telstra that advises of this work being completed and that you can arrange for your Alarm Service Provider to install the new Alarm Signalling Equipment.

Q. Why do I have to upgrade my ATU?

A. Due to the change in technology, the ATU will not be compatible with the new services.

Q. How do I arrange for the upgrade of my ATU to an ASE?

A. You will need to engage a Fire Alarm Services Provider of your choice to arrange for the purchase and installation of a new Romteck Alarm Signalling Equipment device (ASE)

Your Fire Alarm Service Provider will then submit an application for ASE changeover to the MFS. Once the application is processed your Alarm Service Provider will wait for you to inform him/her that the Telstra Fire Line Service has been connected to your premises. Your Fire Alarm Service Provider will then liaise with MFS to ensure the ASE is programmed installed and commissioned after which time you will be connected to the new network.

Q. Can I arrange to have my ASE installed now?

A. The ASE can only be installed at the time of cutover to the new system. In order to cut over to the new system, the Fire Line Service must be available and working at your premises. In addition your Fire Alarm Services Provider must have submitted an Application for ASE changeover to the MFS in order for the ASE to be configured specific to your premises.

Q. When can my Fire Alarm Services Provider submit my Application for ASE changeover?

A. As soon as you have selected a Fire Alarm Services Provider to manage your fire alarm migration. Once the Fire Alarm Services Provider has submitted your application to the MFS, the application will be processed. MFS will forward an application acceptance docket to your Fire Alarm Services Provider. The application number attached to that docket will be required in order to purchase the ASE from the SA Distributor. Having the ASE application process completed will greatly reduce the timeframe required to effect the migration of your monitored fire alarm to the new Fire Alarm Monitoring Network.

Q. How do I arrange a change over date for my premises?

A. Once the Fire Line Service is available and working at your premises (you will be notified of this by Telstra), you will need to contact the Alarm Service Provider you have contracted to purchase and install the ASE at your premises. The Fire Alarm Service Provider will then liaise with MFS to arrange a time to do the ASE installation and commissioning. At the completion of the installation and commissioning your premises monitored fire alarm will be connected to the MFS Fire Alarm Monitoring Centre via the new Fire Alarm Monitoring solution which includes the Telstra Fire Line and Next G services.