

Security alarms over the NBN

For buildings situated inside an
NBN fibre-to-the-premises coverage area



Security alarms can work over the National Broadband Network.

However you need to make sure you order the right type of internet or phone service over the NBN to work with your security alarm. Ask your security alarm provider for advice before moving to the NBN.

What you need to do

When you've been advised that the NBN is available in your street, follow these three easy steps to ensure your security alarm continues to work over the NBN.

1. Call your alarm provider

- Ask what internet or phone services over the NBN will support your security alarm
- Ask what, if any, in-premises wiring changes are required

2. Call your preferred phone company or internet service provider

- Let them know that you have a security alarm.
- Tell them your alarm requirements and place your order for a landline phone service over the NBN.
- Arrange to have any required wiring changes done to connect your medical alarm to the NBN.

3. Test your alarm

- After the installation of NBN equipment at your premises, confirm that your alarm is working correctly with your alarm provider

Your security alarm and phone line

Many security alarms use a landline phone line to call a central monitoring centre when an alarm is triggered.

In streets where the fibre-to-the-premises network is being installed, most existing phone lines will be replaced by the NBN.¹

So, to continue using a landline phone and security alarm which operates using a landline phone connection, occupants and building owners in these areas must move their landline phone services over to the NBN.

Occupants and businesses in areas covered by the NBN fixed wireless or NBN satellite networks will be able to keep using their existing landline phone lines. They will not be switched off until further notice.

More information from security alarm providers

Some security alarm providers have published information on their websites about security alarm compatibility with services provided over the NBN. Visit nbnco.com.au/compatibility

For more information:

Phone: **1800 OUR NBN** (1800 687 626)

Visit our website at: www.nbnco.com.au

Email us at: info@nbnco.com.au

¹ Services not replaced by the NBN include some TransACT, OptiComm, some Telstra Velocity services and others. For a full list please visit www.nbnco.com.au/switchoff or call us on 1800 687 626. Optus cable internet services may also be switched off on a different date and existing customers will be advised separately.