

Monday 31st January,2022

Dear Customer,

Fire Safety Notification: - Telecommunication Legacy Copper Network Disconnection for the Fire and Lift Services

It has come to our attention that nbn™ has set a mass Disconnection date of 18th March, 2022 for the remaining fire and lift services connected to the legacy telecommunication copper network. It is crucial that any lift phones or monitored fire alarms that are still connected to the legacy copper network are migrated to an alternative technology (such as a mobile network or the nbn™ network with a mobile network fall-back) before 18th March, 2022.

As you have an automatic fire alarm connected to your site, you are at risk of having no fire protection, if you have not made suitable arrangements for automatic fire monitoring when the disconnection occurs.

What you need to do:

- Read the attached letter from nbn™.
- If you have not migrated your legacy copper service or registered with nbn™, you can do so at nbn.com.au/fireandlift by 25th Feb 2022.
- To change anything with your connection, you must contact your Automatic Fire Alarm Monitoring Provider.

ADT Phone: 1300 0 575
Romtech Phone: 1300 658 158
Chubb Phone: 13 15 98

Please note Fire Rescue Victoria cannot make changes to your connection or panel, and this is an advisory notice only.

**Alarm Assessment Unit
Community Safety**