



NBN Ready Alarm System

Frequently Asked Questions

Do I need to upgrade my alarm now?

Only if you are upgrading to NBN as your alarm currently relies on the copper network to connect to the monitoring company. However when you switch to NBN or when the copper network is turned off (scheduled for 2020) you will need to have the new device to be able to communicate with the monitoring service.

Why is the upgrade required?

When the copper network is turned off by Telstra the dialler technology in your alarm monitoring will no longer work. The new PermaConn system is mobile based technology. Additionally, the NBN is not compatible current alarm communicators. Please note that some properties have advised when having NBN connected before installing a PermaConn unit, or before ensuring the Alarm Panel is isolated from the NBN service they have suffered Dialed Failure. This can be a very expensive problem to fix, approaching \$1,000 depending on the panel type & model.

What is the cost involved?

There are two options. The PermaConn PM-24 will cost \$170 fully installed and the PM45 will cost \$350 fully installed, by a qualified technician.

Will my alarm be compatible?

Most alarms will be compatible with the PM-24 however not all alarms will be compatible with the PM-45. If you would prefer a PM-45 we will discuss alarm compatibility when booking your appointment.

Why is there a charge to upgrade the alarm?

The alarm is owned by you. The alarm's technology currently uses dialler technology which needs to be upgraded to new GPRS mobile technology. The cost of maintaining your alarm is payable by the lot owner.

What are the differences between the PM-24 and PM-45?

Both units will provide the ability to be monitored by GPRS technology. The PM45 will give the additional functionality of being able to remotely arm/disarm your alarm or check whether the alarm is active monitored via the smartphone App. Note that the App is via a provider and there is a monthly fee.

Are there any upgrades in the new technology?

The new system will report to the monitoring centre daily for the PM-24 and hourly for the PM-45. This was previously once per week so we will now know sooner if there are any issues with connectivity. The alarm will also operate off the alarm system's back up battery during blackouts so loss of power will not stop you alarm being monitored.

I have never commissioned my alarm as I do not have a home phone. Can I upgrade my alarm now?

Yes, you can upgrade your alarm but there will be an additional charge to have your alarm's initial commissioning performed (currently \$190). This is dependent on your alarm system being compliant with SLRS' minimum standards.



Will I still need my home phone for monitoring?

No, your monitoring will be done via GPRS technology and, if you have your home phone only for monitoring purposes, you will no longer need to pay the monthly rental and call charges.

Will there be an additional charge for the monitoring?

SLRS will cover the monthly cost associated with monitoring, the SIM card(s) in the new PermaConn unit and the data charges involved.

Do I need to be home for the appointment?

No, many residents currently drop off their keys to the Security Hut and arrange for the technician to do the installation while they are at work.

How long will installation take?

Depending on the model of communication chosen and your current alarm system status it can be either between 30 minutes or 2 hours.