



COMMANDER NBN

CONNECTING FIRE AND LIFT PHONES

Fire Indicator Panels (FIP) and Lift Phones can be connected to the NBN, but YOU must ensure that in-building phone cabling used is compliant with Australian Standards.

CONNECTING FIRE & LIFT PHONES

- Prior to connecting a lift phone or fire indicator panel to the NBN, the building manager should arrange a registered cabler to ensure the in-building wiring between your lift phone or fire indicator panel and phone service complies with industry standards, including ITU K.21 11/2011, AS/CA S008, AS/CA S009 and AS/NZS 3000.
- If you are advised by a registered cabler that the wiring is non-compliant, YOU must ensure compliance prior to connection. Where surge protection is required the registered cabler should install the surge protection device in accordance with AS/CA S009:2013 section 10, as close as possible to the NBN connection box.

Failure to comply with either of these steps could allow electrical interference or voltage surge to damage NBN Co's connection box, stopping its telephony functions from working. Should this occur, a lift phone or fire indicator panel may be unable to dial out in the case of an emergency, resulting in serious risk to life.

NEED FURTHER INFORMATION?

Please contact us via email, nbnsupport@commander.com, or call us on 1300 682 163 if you have any questions or concerns relating to your NBN connection.

Kind regards

Commander NBN Team