Airservices Australia provides Aviation Rescue and Fire Fighting (ARFF) services to your facility on the airport. Our professional fire fighters monitor your automatic fire alarm(s) at the airport fire station and respond as required when a fire alarm is received.

Airservices Aviation Rescue Fire Fighting Services use state-of-the-art equipment to provide an extended and robust fire alarm monitoring service.

Standards outline the minimum requirements for connection to these types of systems. Customers will need to meet these standards so that their alarm signalling equipment will be able to connect to the Airservices Fire Alarm Monitoring System.

The system is available at all airports and uses the Telstra Mobile Broadband service as the primary connection path with a required public switched telephone network (PSTN) service as the secondary connection or backup path. In some cases where PSTN cannot be used, the use of GSM or VOIP as a secondary connection path may be acceptable – refer Step 4.

The steps required to connect to the Airservices system are listed below.

What you need to do:

**Step 1: - Complete Part A of the Application**

Complete Part A of the ‘Application for Automatic Fire Alarm Monitoring Service’. You will need to complete the form whether changing an existing service or installing a new service.

Refer link:


Please submit any queries about the application process to:

fire.alarms@airservicesaustralia.com

For additional support or questions, call ARFF Business Support on (02) 6268 5418

**Step 2: - Acquire Alarm Signalling Equipment**

Once your application has been approved, the following equipment must be ordered directly from Romteck.

**Hardware:**

- Romteck RM2118-HSDPA-PSTN-ASE-F-S Alarm Signalling Equipment (ASE) unit
- NextG antenna; Benelec All Band Antenna, or external antenna where necessary. In some cases this will be determined during installation.
- Required cable
- End of line resistor control block for installation into the fire indication panel.

Note: Additional equipment may apply depending on the facility infrastructure.

The ASE will be the primary service used to deliver automatic fire alarm to the fire station. The ASE is supplied
Romteck Pty Ltd
Tel: (08) 9244 3011
FAX: (08) 9244 2649
Email: romteck@romteck.com
Web: www.romteck.com

Romteck will send this equipment to you on creation of an account and payment is made. Please refer to Romteck directly for current pricing.

Step 3: - Purchase Mobile Broadband Service

Purchase a data enabled, post paid SIM card for 3G 850 service from your local Telstra Shop. This will be installed into your ASE.

To purchase a SIM card from Telstra for connection to the mobile broadband service, the purchasing details are:

- (X1) SIM 3G 850 with IP WAN access into the Telstra Shared APN with the implementation code GPCORPB3, which is free. Note that the SIM Card must have the GPCORPB3 code applied to work.
- 1Gb Data Plan for Telstra Mobile Broadband (Refer Telstra for current charges)
- (X1) SIM PIN code
- (X1) SIM PUK code

The Telstra Data Pack 10 or similar would be sufficient, offering 150Mbytes of traffic a month, counted as the sum of both upload and download traffic.

Please make sure that a Telstra Mobile Broadband Plan is ordered. DO NOT order BigPond Wireless Mobile as the connections are unable to support the APN code GPCORPB3. This could cause unnecessary delays if incorrect.

Please advise Telstra staff if there are any codes which conflict with the GPCORPB3 code as they need to be removed. (Telstra staff will know how to remove the additional codes).

This plan is only available to companies that have a Telstra Business, Enterprise or Government Account. It is not available for non-company or domestic customers. Make arrangements with Telstra for a business account before applying for this service and SIM card.

Telstra Business representatives can be contacted by phone:
132 000 from 8.30am–4.30pm AEST, Mon–Fri.

Step 4: - Establish Secondary Service

Contact Telstra and order the required PSTN (Public Switched Telephone Network) service which is the secondary or backup connection path. This is a hard-wired telephone line.

Airservices Australia complies with the reliability requirements set out in the Australian Standard for Fire Alarm Monitoring AS-1670.3 (Standard).

Airservices has determined that the following communications path is sufficient to meet the reliability
Automatic Fire Alarm Monitoring – Connection Guidelines

requirements set out in the Standard:

- Telstra Next G, configured in IP mode, as the primary communications path; and
- Public Switched Telephone Network (PSTN) as the secondary communications path.

This is the preferred method for connection to Airservices’ Fire Alarm Monitoring System.

Please note:

- the Alarm Signalling Equipment (ASE) installed at your facility must have two connection paths to the monitoring centre; and
- Telstra Next G (configured in IP mode) must always be the primary communications path.

Alternative Secondary Communications Path

A customer may be able to use an alternative to PSTN as the secondary communications path in the following circumstances:

- the customer can demonstrate to Airservices that use of PSTN is impractical or not possible;
- the customer must meet any specific requirements for the alternative secondary path; and
- the secondary communications path must either be:
  - GSM Dial-Up, in which case the customer must ensure the ASE and/or an external antenna is positioned so as to provide adequate GSM signal strength; or
  - Voice Over Internet Protocol (VOIP). The VOIP system:
    - must be compatible with transmission of data via the V.22bis protocol;
    - must not use common equipment/infrastructure with the primary communications path; and
    - connection via the VOIP system must be thoroughly tested by the customer.

While these secondary communications paths for ASEs are compatible with Airservices’ Fire Alarm Monitoring System, Airservices takes no responsibility in ensuring they meet or exceed the requirements set out in the Standard.

In addition, please note the following:

- The customer must assume all responsibility for meeting the communications reliability requirements detailed in the Standard. This includes the possibility of alarms not being received and responded to due to communications network unavailability or faults with customer owned equipment.
- In the event that Airservices notifies the customer that the communications connections to the customer’s ASE do not meet the reliability requirements detailed in the Standard, the customer will take appropriate action to promptly rectify this.
- Lead time to install a Telstra PSTN line can be from 2 to 6 weeks. Your service will not be commissioned without a working backup connection.
- Please note as the owner of the Telstra services (Mobile Broadband and PSTN), it is your responsibility to pay for and maintain these services. Lack of doing so may result in your facility being unmonitored.
Step 5: Send Equipment to Airservices

Your SIM card, Romteck ASE, Antenna with cable, the End of Resistor Block and a copy of the fully completed application form (Parts A & B) must be sent to Airservices at the following address along with a self addressed pre-paid return satchel;

ARFF Business Support
Airservices Australia - Alan Woods Building
25 Constitution Avenue,
Canberra. ACT 2601
Ph. (02) 6268 5418

Action will not be taken until your equipment, SIM card, completed application form along with a self addressed pre-paid return satchel is received by Airservices. Please mark this package as URGENT.

Step 6: Configuration of equipment

Upon receipt of your equipment and completed application form, Airservices will configure, fully test and return your equipment to you in readiness for installation.

At this stage, Airservices technical staff will make contact you regarding a proposed installation and commissioning date. Whilst these activities do not necessarily have to occur on the same day it is important to note that commissioning activities occur on a weekly basis every Wednesday during normal business hours, therefore noting the importance to coordinate these efforts.

Step 7: Arrange Installation

Installation must be performed by a Romteck Accredited Installers. Once your programmed equipment has been received, please contact your chosen technician as detailed in the following link:

http://www.airservicesaustralia.com/services/automatic-fire-alarm-monitoring-service/

Alternatively, you may contact Romteck directly on (08) 9244 3011 for details pertaining to an alternative technician.

In readiness for installation, please download the Fire Alarm Signalling Equipment Installation Checklist and the Romteck Operations and Installation Manual at the following link:

http://www.airservicesaustralia.com/services/automatic-fire-alarm-monitoring-service/

The Installation Checklist must be completed by the technician prior to commissioning. Once completed, please ensure the checklist is returned to Airservices via email at:

ASE.installations@airservicesaustralia.com and fire.alarms@airservicesaustralia.com

Step 8: Service Confirmation

Upon successful completion, formal advice will be provided by ARFF Business Support via email confirming your service is active.