

Frequently asked questions - Lifts and nbn migration

Definitions

- nbn is the new National Broadband Network (**nbn**™ network)
- Lift emergency telephone is the device which is operated by holding down the lift car's alarm button for 5 seconds. It connects passengers inside the lift to a permanently staffed call centre which will organise a technician to respond to a lift breakdown
- FTTP is Fibre To The Premise
- FTTN is Fibre To The Node
- FTTB is Fibre to the Building
- HFC is Hybrid-Fibre Coaxial (e.g. Telstra/Foxtel cable network)
- UNI-V is an NBN User Network Interface – Voice
- Wireless network is a 3G or 4G network also used for mobile phone connections
- Emergency telephone gateway is a device which simulates the operation of your existing telephone PSTN connection.
- PSTN is a Public Switched Telephone Network – the landline telephone connection in most buildings.
- Battery Backup – capable of standby operation in the event of power outage for a minimum of 4 hours, including 1 hour of talk-time.
- Power outage refers to the loss of power not only in your building but anywhere along the RSP's network
- RSP is a retail service provider who supplies your building the phone and internet service

Why do I need to upgrade my emergency telephone?

The telephone is an integral part of your lift's safety system which allows trapped passengers to call for help. The emergency telephone must be operational at all times, even in a power outage.

While the existing PSTN line usually works during a power outage due to telephone exchanges having their own backup power, the **nbn**™ network uses fibre optic technology in parts of the network, which cannot carry power. Therefore, many buildings will no longer have a landline that works during a power outage.

FTTB, FTTN or HFC type connections, will not work in the event of power failure anywhere along the line. To ensure the lift's passengers can call for help to our 24/7 call centre, it is imperative buildings which receive these connection types upgrade their lift's emergency telephone system. Not doing so could be a breach of your obligations under workplace health and safety legislation.

What is the solution?

The industry standard is to install equipment that provides a 3G or 4G wireless connection for the lift emergency phone. For buildings that require an alternate pathway, KONE has two main solutions available to ensure your lift's emergency telephone lines continue to work under all conditions.

The first solution is to replace your existing PSTN line with a 3G or 4G dual-path gateway. This unit which has battery backup, simulates the existing PSTN line but has no requirement to connect to the **nbn**™, meaning it can be a standalone system. It uses cellular networks, like that of your mobile phone. By utilizing dual-path technology with sim cards from separate providers, the

system allows for unforeseen circumstances such as one of the mobile networks not being available when you need it most.

The second option is to install just a single path wireless gateway. This solution may be suitable where there is only one lift connected to the phone line and in areas of reliable network coverage.

It is recommended each lift have a dedicated wireless gateway installed or a dual pathway if multiple lifts are connected to the same line.

Who organises the SIM card?

KONE is able to provide a Tri-path Global Sim card, included in the install of your GSM unit. This sim card is capable of connecting to 3 separate providers depending on the signal strength at any given time.

During installation, our technicians will test the signal strength at potential installation sites for the GSM unit. This ensures the best possible coverage for your emergency lift phones.

Are there any costs involved for my Tri-path Global sim?

The only cost for customers is the sim card plan of \$35.00 per month.

Will my existing lift emergency phone work on the new nbn™ network?

Generally no, the phone cannot be relied upon to work at all times on a new phone service provided over the **nbn™** network, because the **nbn™** network is not guaranteed to work in the event of a power failure or blackout.

If you are provided with a Fibre to the Premise (FTTP) connection, please ask your service provider if they will supply a UNI-V port with battery backup. This is the only service type which will not require an upgraded lift emergency telephone. It is only available for a small amount of connections. You can find more information about battery backup here:

<http://www.nbnco.com.au/connect-home-or-business/information-for-home/what-happens-in-a-power-blackout.html>

How do I know when the nbn™ network is available in my area?

Rollout plans and times differ depending on your area. You can find out when your area will be ready for the **nbn™** network by inputting the building's address on the nbn's website at the following link: <http://www.nbnco.com.au/>

We are getting the nbn™ network connected to our building, do I need to do anything?

Yes, you may need to upgrade your lift's emergency phone to make sure passengers can contact the call centre at any time about a breakdown, even in a power failure. This will depend on the type of service you are being supplied; see the above point: *"Will my existing lift emergency phone work on the new nbn™ network?"*

Why can't I just connect a battery backup to the equipment in my building?

Connecting a battery backup to the equipment inside your building will only protect the line from a power outage related to the building. If there is a power outage anywhere along the supply route for the telephone line (e.g. in the **nbn™** network in the street and beyond) the telephone may not work and you may not know about it.

Mobiles work poorly in lifts – how does your 3G lift phone solution get around this?

KONE's 3G lift phone solution uses a much larger antenna than is found in a typical mobile phone, so it achieves better reception and transmission. Also, in most cases, the wireless gateway will be installed in the machine room or the top of the lift shaft where the signal may be stronger.

There are additional options for lifts where there is a weak wireless signal such as signal boosters, antenna extensions and, if necessary, external antennas available for installation. The standard installation does not include these options; however, KONE will work with you to find the right solution for your building.

Can I use any other systems such as VoIP?

Using VoIP doesn't address the key issue which is that devices and services connected over the **nbn**™ network not working during a power outage

Can I use one device to connect multiple lifts or other pieces of equipment like my alarm?

The lift industry standard is for all lifts to have their own dedicated gateway. Therefore, it is not recommended to install one gateway for multiple lifts or to connect other equipment to the same gateway. The gateway must be dedicated for the lift only.

How do I know what type of connection or service I am receiving?

The best way of determining your connection type (FTTB/FTTN/FTTP etc) is to contact the retail service provider (RSP) for your phone and internet service, e.g Telstra, Optus, TPG, etc. Please note only a small amount of connections are receiving FTTP connections with a battery backup and all other connections will need to be upgraded.

How long is 3G technology going to be supported?

There is currently no concrete plan for the decommissioning of the 3G networks. Telstra has recently commented at a recent CommsDay Summit conference, "As we go beyond 2020 there's [also] a time when we'll need to shut down our 3G network, save some of those costs and reuse some of those network assets."

Can I migrate to the 3G solution early?

Yes, you can migrate to a 3G solution at any time, talk to the relevant KONE representative (listed below) in your area for more information.

What information do I need to order my solution online?

If you wish to order your solution online through KONE's website please have the following information handy:

- Address of the building to be connected
- Site contact person, their role, email address and phone number
- Existing lift maintenance provider's details (if not KONE)
- Billing details including company name, ABN, contact person and mailing address
- Lift's existing telephone number (if you do not have this, you can hold down the alarm button in the lift car for 5 seconds and ask our KONE Customer Care Centre.
- Purchase order number (if applicable)

- Strata plan number (if applicable)
- KONE Equipment number (if possible) – you may be able to find this in the display of your lift car's control panel

What happens if I don't upgrade my emergency telephone?

In most cases, if the emergency telephone is not upgraded, the lift telephone will continue to work under normal conditions (though it won't automatically be moved over to the **nbn**TM network, and will be disconnected 18 months after the **nbn**TM network becomes available to your building).

However, in the event of a power failure in your building or anywhere along the supply route for the telephone line, the lift emergency telephone may not work and any passengers trapped inside the lift may not be able to call for help.

Who pays for the cost of the new equipment?

The upgrade to the **nbn**TM network was initiated by the Australian Government. As with all of the hardware on your elevator system, the customer owns the lift telephone, therefore the cost of upgrading the system must be covered by the customer. During many meetings with **nbn**, KONE has been informed that cost is the lift owner's responsibility. KONE has a number of solutions available with varying costs. We would be happy to have one of our business consultants talk to you about these solutions.

Why do I need to engage a lift company for these works?

Due to the importance of the emergency telephone to the lift's safety system, it must be installed correctly and its operation regularly tested. It must meet the Australian Standard for lift telephones and be provided with battery backup. As the emergency telephone is connected to the alarm buttons in the car and to ensure the installation enables ongoing testing and maintenance the gateway should be installed by a lift company.

When do I need to upgrade my lift's emergency telephone?

You can upgrade your lift's emergency telephone system at any time prior to migrating to the **nbn**TM network.

Further questions?

If you have any further questions regarding KONE lifts and the **nbn**TM network migration, please register your details [here](#) and someone will be in contact with you as soon as possible.