



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.

What is the cost involved?

There are two options. The PermaConn PM-24 will cost \$160 fully installed and the PM45 will cost \$330 fully installed, by a qualified technician. You can fill out the form at this link https://www.sanctuarylakesresort.com.au/images/forms/Security_Form_Nov18a.pdf and the security team will be in contact to schedule an appointment.

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. We will discuss what type of alarm you have 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 arm/disarm your alarm or check whether the alarm is monitored via a smartphone App.

Are there any upgrades in the new technology?

The new system will report to the monitoring centre every 12 hours for the PM-24 and hourly for the PM-45. This was previously once per week so we will 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 your 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).



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.

Can I get my own technician to install the unit?

Yes, as long as the alarm has been previously commissioned you can get your own technician to install the GPRS unit.

Are there out of business hours appointments available for installation?

Yes, evening and weekend appointments are available but are very popular.

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 between 30 minutes and 2 hours.