Inner Range - NBN Compatibility Information

Inner Range is a locally owned Australian manufacturer of security and access control equipment, which can communicate to monitoring centres utilising audible tones (DTMF) or modem signals in addition to other means.

With the increasing rollout on National Broadband Network (NBN) infrastructure in Australia, some integrators and end-customers have asked "what this will mean for Inner Range security controllers (Concept and Integriti) and their ability to deliver alarms to monitoring centres."

Inner Range products are designed, built and tested within Australia to comply with the relevant Australian telecommunications standards and regulations for analogue telephony equipment. This means that they are compatible with a correctly configured analogue voice ("Uni-V") port on the NBN Network Termination Device (NTD) installed in the customer premises. (See links below)

Neither Inner Range or NBN Co configure the NTD's this is done by the retail service provider (RSP) and as such correct operation on any alarm panel (Including those produced by Inner Range) is largely in the hands of the RSP.

It's the responsibility of the security integrator, installer or end customer to check with their Retail Service Provider (RSP) that they provide service to the Uni-V port, and that the port has sufficient battery backup in the case of a mains power failure. NBN also makes a number of recommendations to RSP's about the configuration of the Uni-V ports for alarm transmission, which Inner Range asks that users ensure their RSP will implement.

While NBN Co also indicates that a suitably configured VOIP solution can deliver alarms via the data ("Uni-D") connection to the NTD, Inner Range cautions that, as the Uni_D ports of the NTD do not* currently have a battery backup option, therefore this solution should not be used as alarms will not be delivered in the event of a mains power failure (e.g. the main switch to a building is turned off before a burglary).

Inner Range is closely monitoring development of the NBN and liaising with NBN Co to ensure our products are compatible with the largest possible range of Retail Service Providers.

Inner Range has tested Concept and Integriti products over the NBN using a number of different RSP's and had success with Primus, Internode, iiNet, Telstra, Nextgen and Skymesh, however we cannot guarantee success at a particular site to a particular monitoring centre. If customers have difficulty reporting alarms after installation of NBN equipment we recommend the installation of a Multipath-IP STU to overcome these difficulties by using IP reporting.

An external source is required to power the NTD, while a battery will supply power for a limited time during power outages. NBN Co will supply a battery during the rollout; however, the end users or their RSP will be responsible for maintenance and replacement of the battery. Source: http://en.wikipedia.org/wiki/National_Broadband_Network

Please refer to the following links for further information for Integrators and RSPs:

NBN Co Publication - Security & Medical Alarms on the NBN:

http://mirror.innerrange.com/mirror/downloads/Open/Forms/security-and-medical-alarms-on-the-nbn.pdf

NBN Co Webpage – Will my Device Work on the NBN?:

http://nbnco.com.au/get-an-nbn-connection/home-and-business/nbn-services/compatibility.html

NBN Co Webpage – When will I get the NBN?:

http://nbnco.com.au/when-do-i-get-it.html