



Automatic Fire Alarm System Agreement

Guideline No. 2

Application to Transfer the Monitoring of an Alarm Installation

Issued under Automatic Fire Alarm System Agreement
Terms and Conditions (AFA-C-01), clause 7

Field Operations Division

1. Purpose

- 1.1. The purpose of this document is to provide Automatic Fire Alarm Service Providers (AFASPs) with a guideline for the transfer of the monitoring of an Alarm Installation from one AFASP to another AFASP, in an orderly manner and without any loss of service continuity to Customers of Protected Premises.

2. Scope

- 2.1. The scope of this document is the transfer of an Alarm Installation monitoring service to an acquiring AFASP from a relinquishing AFASP from whom Fire and Rescue NSW (FRNSW) has previously approved an application for monitoring of an Alarm Installation.

3. Responsibility

- 3.1. Both the acquiring AFASP and the relinquishing AFASP must agree to and nominate a mutually acceptable Alarm Installation cut-over date and time. It is not the responsibility of FRNSW to negotiate between AFASPs on this matter.
- 3.2. The AFASP must ensure that consent has been obtained, in accordance with the requirements of the *Environmental Planning and Assessment Act 1979*, to transfer the monitoring of an alarm installation from one AFASP to another AFASP. FRNSW may require evidence of this consent when considering an application for the transfer of an alarm monitoring installation.

4. Retention of Alarm Number at Protected Premises

- 4.1. When a Protected Premises has been allocated an alarm number that has been registered by FRNSW (including in the FRNSW billing system), that alarm number is retained at the Protected Premises for the life of that Protected Premises, irrespective of any subsequent change in AFASP or Customer.

5. Process – AFASP

- 5.1. The acquiring AFASP must enter the Alarm Installation record into its database and submits a *Transfer AFA Request* online via *FARMS* indicating a proposed Alarm Installation cut-over date.
- 5.2. If required, the acquiring AFASP must include any addressing amendments for the Alarm Installation's Protected Premises within the *Transfer AFA Request*.
- 5.3. The relinquishing AFASP will receive the *Transfer AFA Request* online via *FARMS*.
- 5.4. The relinquishing AFASP must either accept or reject the *Transfer AFA Request*, including the acquiring AFASP proposed Alarm Installation date, online via *FARMS*.
- 5.5. If the relinquishing AFASP rejects the *Transfer AFA Request*, the process starts again from the beginning.
- 5.6. If the relinquishing AFASP accepts the *Transfer AFA Request*:
 - the relinquishing AFASP must do so online via *FARMS* at least five business days before the AFASP proposed cut-over date; and
 - the relinquishing AFASP must provide a confirmed cutover date.

- 5.7. The acquiring AFASP receives notification online via *FARMS* that the relinquishing AFASP has accepted the *Transfer AFA Request*.

Note:

- The acquiring AFASP must ensure that the existing alarm number remains with the Protected Premises.
- See paragraph 4: *Retention of Alarm Number at Protected Premises*.

6. Process – FRNSW

- 6.1. The *Transfer AFA Request* is submitted online via *FARMS* to FRNSW indicating the acquiring AFASP proposed Alarm Installation cut-over date.

Note: See paragraph 5: *Process – AFASP*.

- 6.2. FRNSW submits the application to the relinquishing AFASP for approval or rejection.

- 6.3. On approval from relinquishing AFASP, FRNSW updates the application status to Awaiting Equipment Installation Confirmation online via *FARMS*, at least two business days before the confirmed cut-over date. This system update progresses the application to the acquiring AFASP.

Note:

- The *Transfer AFA Request* must be received online via *FARMS* by FRNSW at least five business days before the AFASP proposed Alarm Installation cut-over date.
- The FRNSW AFA/ESCAD System must confirm that the acquiring AFASP has correctly entered the Alarm Installation record into its database.
- If FRNSW rejects a submitted *Transfer AFA Request* for any reason, the process starts again from the beginning.

7. Process – Cut-over

- 7.1. On the confirmed cut-over date, the AFASPs must transfer the Alarm Installation.

Note:

At the time of the Alarm Installation transfer both the acquiring AFASP technician and the relinquishing AFASP technician must be present to ensure a smooth transfer.

- 7.2. FRNSW notifies the acquiring and relinquishing AFASPs online via *FARMS* of confirmation that the transfer of monitoring of the Alarm Installation has been completed.

- 7.3. Within five business days after FRNSW notification of confirmation, the relinquishing AFASP must delete the Alarm Installation record from its database.

8. References

Identifier	Title
	<i>Automatic False Alarm Training Manual V2 – 20.2 Service Provider Access – Transfer AFA Requests</i>