



FOR A SAFER STATE

# FIRE ALARM MONITORING SERVICES Update to DBA Nominated Site Contacts

Please return this form to Fire Alarm Monitoring Services by post to PO Box 3238, Success, WA, 6964 or email to [au\\_wacsc@chubbfs.com](mailto:au_wacsc@chubbfs.com).

Please refer to the notes on the next page for information regarding Business Hours and After Hours Nominated Site Contacts.

Date Form Completed			
<b>Details of Premises</b>			
DBA Number			
Name of Building			
<b>Business Hours Nominated Contact (0900 – 1700) (Required)</b>			
Name			
Position			
Phone		Mobile	
Email			
<b>After Hours Nominated Contact 1 (24/7) (Required)</b>			
Name			
Position			
Phone		Mobile	
Email			
<b>After Hours Nominated Contact 2 (24/7) (Required)</b>			
Name			
Position			
Phone		Mobile	
Email			
<b>After Hours Nominated Contact 3 (24/7) (Optional)</b>			
Name			
Position			
Phone		Mobile	
Email			

All nominated site contacts must be available 24/7, except for the business hours contact which is between 9:00am and 5:00pm.

I wish to be nominated for Primary Fire Alarm Activations – If left unchecked, contacts will only be notified for Faults and Secondary Signals.

Please note the following regarding Nominated Site Contacts:

- Clients are required to provide at least three (3) nominated site contacts for communication from DFES and Fire Alarm Monitoring Services (FAMS).
- The Client must provide details of at least one (1) business hours nominated site contact and two (2) different nominated site contacts which can provide 24/7 coverage.
- Failure to provide the required contacts for new alarm applications may result in the alarm not being connected or prevent the alarm from being placed ONLINE and allow for alarm monitoring to proceed.
- Failure to provide required contacts for existing DBA alarms may result in the alarm being placed offline.
- Fire Service Agents may not be listed as nominated contacts without the express permission of DFES.
- Nominated site contacts must have the authority to place service calls requesting Fire Service Agent attendance (24/7), where required. Where the nominated contact is a third-party call centre, internal authority measures should be in place.
- Nominated site contacts will be notified via telephone call of a loss of communications with the Fire Indicator Panel (FIP), secondary alarm events and faults as they occur at any time of day or night. Faults and secondary alarms, where applicable, will only be notified once per 24-hour period.
- In the event of primary alarms, where the site has requested to be advised, communications failures and pump runs, all nominated contacts will be called.
- DFES COMCEN, at its discretion, will call nominated contacts when required.