



Our Ref: 201910OUT-01

Dear Direct Brigade Alarm Customer,

**Direct Brigade Alarm Monitoring Service Outage Notice**

As a result of planned maintenance by the telecommunications provider, the Direct Brigade Alarm fire alarm monitoring system in Western Australia is subject to a brief outage on the 17<sup>th</sup> of October 2019 between 01:00 AM to 06:00 AM. The outage is likely to be for a 10-minute period within this time window.

This outage will delay the Department of Fire and Emergency Services from receiving Direct Brigade Alarm activations or faults.

All persons responsible for a building or premises with a Direct Brigade Alarm (Code Red) Alarm Signalling Equipment (ASE):

1. should be aware of this outage;
2. form their own risk management strategy to deal with the outage;
3. not rely on the Direct Brigade Alarm to transmit an Alarm during the planned outage period;

All emergency and fire events will require a "000" call for assistance during the planned outage.

When the Network is restored, queued signals will be transmitted to DFES.

Direct Brigade Alarm clients should refer to section 13 of the End User Agreement which outlines the risks and responsibilities in the event of a network failure or interruption.

Any updates and or changes to this Direct Brigade Alarm Network outage beyond this notification will be provided at the below webpage

<http://firealarmmonitoringservices.com.au/category/dba-alerts/>

Yours sincerely

Brendan O'Regan

**Manager Direct Brigade Alarms (DBA)**