

Dear DBA Customer/Accounts,

## DIRECT BRIGADE ALARM (DBA) ANNUAL MONITORING FEE NOTICE

The Department of Fire and Emergency Services (DFES) provides automatic fire alarm monitoring services, and this letter is sent to you because your property is connected to the Direct Brigade Alarm (DBA) network.

In accordance with the DBA End User Agreement, DFES reserves the right to adjust the DBA Annual Monitoring Fee with written notice. The fee will remain unchanged for the financial year 2025-26.

Please consider this letter as formal notification of the pricing for the 2025-26 financial year, as detailed below.

Year	Annual Monitoring Fee	Annual Monitoring Fee
	Exc. GST	Inc. GST
2025-26	\$1,710.00	\$1,881.00
2024-25	\$1,710.00	\$1,881.00

All invoices will be issued in July 2025, in PDF format via email directly from our accounting system to your nominated billing email address. Requests for invoices to be uploaded to a portal system will not be accepted. Existing portal accesses granted will not be utilised.

DFES recommends that you contact the Fire Alarm Monitoring Services (FAMS) Accounts if any of the following apply to your organisation or monitored premises:

- The billing address and/or billing email details have changed in the last 12 months (and you have not already provided updated billing details to FAMS Accounts)
- Your organisation has recently taken occupancy of these premises (and you have not submitted a C2.1 Update DBA Site Details Form)
- The monitored premises have recently changed ownership (and you have not submitted a C2.1 Update DBA Site Details Form)
- The monitored premises have recently changed managing agents (and the annual invoice is payable by the managing agent)
- To provide a Purchase Order to be included on the invoice

For further enquiries, please email the FAMS Accounts team at [au\\_famsaccounts@chubbfs.com](mailto:au_famsaccounts@chubbfs.com) or telephone at 1300 793 722, option 2.

Yours sincerely,

**DENIS OROZOVIC**  
**DIRECT BRIGADE ALARM CONTRACT MANAGER**

11<sup>th</sup> April 2025