



Medical alarms, autodiallers and emergency buttons

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Register your details on NBN Co's Medical Alarm Register

Medical alarms, autodiallers and emergency buttons that use a fixed line connection need to be migrated to the National Broadband Network (NBN), or an alternative operating platform, before your existing service is disconnected.

If you have a medical alarm, autodialler or emergency button at your premises, you can register your details on NBN Co Limited's (NBN Co) Medical Alarm Register.

Registration is free and allows NBN Co to identify households where support may be needed to switch to the NBN.

Further information is available by visiting www.nbnco.com.au/medicalregister or by telephoning 1800 227 300.

Unmonitored medical alarms, autodiallers and emergency buttons

There are a range of unmonitored medical alarms, autodiallers and emergency buttons available in the market. Some devices may not operate over the NBN in all circumstances, such as during a power outage. It's important to talk to your device provider for advice and to find out if your device or service will work over the NBN, and what alternatives may be available (such as mobile network enabled devices).

On 5 September 2018 NBN Co launched the Unmonitored Medical Alarm Upgrade Offer to support the upgrade of eligible unmonitored medical alarms as part of the migration to the NBN. Further information is available at: www.nbnco.com.au/corporate-information/media-centre/media-statements/nbnco-unmonitored-medical-alarm-upgrade.html.

Monitored medical alarms

In most cases, alarm service providers should be able to fit a mobile network module to an existing alarm unit. These modules are typically powered by the alarm's internal battery and, in the event of a power outage, can remain online for the duration required by the relevant Australian Standard.

To ensure a streamlined transition to the NBN, you should contact your alarm service provider who will be able to provide advice on how to safely migrate your monitored medical alarm. Alternatively, you can contact your internet service provider for further information.

Further information about medical alarms, autodiallers and emergency buttons over the NBN is available at www.nbnco.com.au/learn-about-the-nbn/device-compatibility/medical-alarms.html.

Power outages

Equipment connected over the NBN, and without an independent battery source, will not work during a power outage. This applies to medical alarms, autodiallers and emergency buttons. It is therefore very important to have an alternative form of communication, such as a charged mobile phone. Contact your equipment provider to discuss options best suited to your circumstances.

You can read about how your devices may be affected during a power outage here: [Power outages and the NBN fact sheet](#).

This factsheet presents information for consumers from the Government's *Migration Assurance Framework; Telecommunications Industry Guide*. More information about the migration process and the agreed roles and responsibilities of all telecommunications industry parties for a seamless transition to an NBN fixed line service for consumers and businesses is available here: www.communications.gov.au/publications/migration-assurance-policy-statement-framework.

More information

- [Getting ready to connect to the NBN](#)
- [Connecting to the NBN](#)
- [Getting assistance with your NBN service](#)