



Migration of lift phone services

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Most lift phone services will be affected by the rollout of the NBN.

The National Broadband Network (NBN) is a major upgrade to Australia's national telecommunications infrastructure. In NBN fixed line¹ areas, lift phone services that run over-the-top of Telstra's legacy copper network need to be migrated to an alternative telecommunications network (such as mobile or the NBN) or they will be disconnected.

It is the responsibility of building owners, managers and bodies corporate to ensure lift phone services are operational and comply with relevant regulations. Lift phone services are safety critical whose non-operation in an emergency situation would pose a serious risk to public safety.

What to do if you have a lift phone service

1. Talk to your lift service provider about migrating your lift phone service.
2. Identify the phone number of each service.
3. Register each service on NBN Co's [Fire and Lift Register](#).
4. Your lift service provider should be able to advise you about the possible ways to migrate your lift phone service. You will need to decide which migration solution you want to install.
5. If additional cabling is required to migrate your service, organise a registered cabler.
6. Once the migration solution is installed, work with your providers to make sure everything is working properly.
7. Once the lift phone has been migrated successfully, ask your lift service provider to notify NBN Co that the service has been migrated.

Where can I get more information?

All lift phone services may have different technology/cabling depending on the provider. For this reason, people seeking further information regarding the migration of their lift phone service are encouraged to contact the provider of their service in the first instance. General information about migrating these services can be found on NBN Co's website at [device compatibility](#).

The Department of Infrastructure, Transport, Regional Deployment and Communications, working with industry, has also developed the '[Migration of monitored fire alarm and lift phone services good practice guide](#)'.

The Guide sets out the roles and responsibilities of each party involved in the migration process, the actions required to identify and successfully migrate services, and associated migration solutions to support these migration processes. The Guide is intended as a handbook for use by the fire protection and lift industries, building owners, building managers, and bodies corporate, application service providers, telecommunications retail service providers, equipment providers, and regulators and government agencies, to assist them in carrying out their roles and responsibilities in the process.

¹ 'Fixed line' technology types include: Fibre to the Node (FTTN), Fibre to the Building (FTTB), Fibre to the Curb (FTTC), Fibre to the Premises (FTTP) and Hybrid Fibre Coaxial (HFC)