



Automatic Fire Alarm System Agreement

Instruction No. 2

AFASP Manual Reporting of Alarm Calls and Communication System Failures

Issued under Automatic Fire Alarm System Services Agreement

Field Operations Division

1 Purpose

- 1.1 The purpose of this document is to describe the manual reporting by Automatic Fire Alarm Service Providers (AFASPs) of alarm calls from Alarm Installations and of communication system failures detected between AFASP facilities and Fire and Rescue NSW (FRNSW) Communication Centres (ComCens).

2 Introduction

- 2.1 AFASPs must promptly report all alarm calls from AFASP-connected Alarm Installations to FRNSW. Alarm call reporting (i.e. automated electronic transmission of AFA calls) may be unavailable due to:
- Communication system failure between an AFASP facility and the FRNSW Communication Centre computer aided dispatch system (ESCAD); or
 - Testing by an AFASP of its production (live) AFA/ESCAD IP communication system interface.

Note: See Instruction No. 3: *AFASP IP Communication System Interface Testing (AFA-I-03)*.

- 2.2 On any occasion that automatic reporting is unavailable, the AFASP must immediately commence reporting to FRNSW manually by telephone.

3 Process for Manual Reporting of Alarm Calls

- 3.1 On any occasion that a required AFA call cannot be automatically reported to the FRNSW Communication Centre emergency services computer aided dispatch system (**ESCAD**), the AFASP must perform the following steps to immediately manually report the alarm call by telephone:

3.1.2 Immediately Contact a FRNSW Communication Centre

- (a) the AFASP must contact a FRNSW Communication Centre by telephone using the emergency call service as indicated in the table below:

Telephone Number (See Note below)
Triple Zero (000)

Note: Telephone calls to the number listed in the table above may be answered at either Sydney or Newcastle FRNSW Communication Centres.

3.1.3 Report the Alarm Call to the FRNSW Communication Centre

- (a) the AFASP must manually report the AFA call to the FRNSW Communication Centre, using the following reporting format:

Step	Item	Example	
		Speaker	Phrase
1	The AFASP caller identifies themselves and confirms that they have contacted a FRNSW Communication Centre.	FRNSW: AFASP: FRNSW:	<i>Fire and Rescue New South Wales. What is your emergency?</i> <i>This is John Smith from AFASP name. Is that the Fire and Rescue New South Wales Communication Centre?</i> <i>This is the Fire and Rescue New South Wales Communication Centre.</i>
2	The AFASP provides an explanation for the call.	AFASP:	<i>There has been a communication failure between us and Fire and Rescue New South Wales and I have an AFA call for you.</i> Or: <i>Testing the line.</i>
3	The AFASP states the AFA Number.	AFASP:	<i>The AFA Number is 0081034.</i>
4	The AFASP waits on the telephone line until the FRNSW Communication Centre Operator confirms the address as shown in the ESCAD system.	FRNSW AFASP:	<i>Is that the Imperial Hotel, 189 Wyndham Street, Alexandria?</i> <i>That is the address we have.</i>
5	The AFASP confirms the type of AFA if possible.	AFASP:	<i>The installation is a sprinkler/smoke/thermal system.</i>
6	The AFASP confirms the current Alarm State.	AFASP:	<i>The system is indicating Alarm.</i>
7	FRNSW Communications will confirm AFASP, caller details and contact phone number.	FRNSW: AFASP:	<i>May I have your name, telephone contact number and AFASP ID?</i> <i>My name is John Smith from AFASP Name and my number is 02 9xxx xxxx</i>
8	The AFASP may request the ESCAD Incident Number, and record it for their own reference.	AFASP: FRNSW:	<i>What is the Incident Number for that call?</i> <i>The Incident Number is 167254 and enters this as "Verbally Notified".</i>

3.1.4 Alarm Status Updating

- (a) the AFASP must provide verbal alarm status updates on the AFA Number during and at the conclusion of the manually reported incident, if contacted by the FRNSW Communication Centre Operator for this purpose.

4 Process for Manual reporting of Communication System Failures

Note: In accordance with the System Specification *AFA/ESCAD IP Communication System Interface Specification* (AFA-S-01, AFA-S-03), the AFASP must regularly poll the FRNSW AFA/ESCAD IP communication system, to ensure that any system failure affecting automatic alarm call reporting from the AFASP facility to FRNSW Communication Centres is promptly detected.

4.1 On any occasion that an AFASP detects a communication system failure that could prevent a required AFA alarm call being automatically reported to a FRNSW Communication Centre, the AFASP must perform the following steps to immediately manually report the failure:

4.1.2 Immediately Contact a FRNSW Communication Centre

(a) the AFASP must contact *both* FRNSW Communication Centres by telephone as indicated in the table below:

FRNSW Communication Centres	Telephone Number (See Note below)
Sydney	(02) 9469 3231
Newcastle	(02) 4902 3232

Note:

- Telephone calls to either of the numbers listed above may under certain conditions be answered at the other FRNSW Communication Centre.
- The above dedicated telephone numbers are also used for AFASP-FRNSW verbal communication of routine business matters.

4.1.3 Report the Communication System Failure

(a) the AFASP must manually report the communication system failure, including:

- the expected duration;
- the apparent cause; and
- the work being performed to fix it.

5 References

Identifier	Title
AFA-I-03	Instruction No. 3: <i>AFASP IP Communication System Interface Testing</i>
AFA-S-01	<i>System Specification AFA/ESCAD IP Communication System Interface Specification</i>
AFA-S-03	<i>System Specification AFA/ESCAD IP Communication System Interface Specification: Appendix B: NSW</i>