

Invitation from OPTUS to all interested ASIAL members

Compatibility between user owned back to base alarms and personal medical response devices and the Optus Telephony Network

The quality of services supplied to customers is of the utmost importance to Optus.

Optus recently engaged with ASIAL to investigate reports of alleged device incompatibility between the Customer Premise Equipment (CPE) your members supply and the CPE we supply to mutual customers to access the Optus HFC (Cable) Telephony Network. Initial reports suggest the cause of the problem may be that some monitored alarms and personal medical response devices are incompatible with the Optus HFC Network.

Optus has, where these issues could not be rectified, supplied the customer with a telephone service that utilises older technology. Obviously this is not a long term solution and Optus is keen to assist with the resolution of faults which will inevitably only increase with the advent of the NBN or any other network that utilises VoIP as its underlying technology.

Over the last few months Optus has conducted lab and field testing with members of ASIAL and replicated faults have been identified.

Optus is committed to try and resolve these difficulties and as such has engaged its device vendors and internal technical specialists to work together with a view to analyse further and rectify these issues.

Since firmware revision incorporating extremely detailed testing is required, Optus anticipates a time-frame of 9-12 months before final resolution can be provided for the technical issues.

In the interim, and to safeguard our mutual customers' best interests, Optus intends to introduce a "Preferred Service Provider" list to our Sales process. This step is clearly an unavoidable and appropriate measure given the compatibility issues identified with certain devices.

This list will consist of suppliers, manufacturers and device models of monitored alarm services that have been thoroughly tested on and are known to be compatible with the Optus HFC Telephony Network.

In order to facilitate this, Optus extends an invitation to all parties to conduct testing in one of its 3 labs (2 in NSW, 1 in Victoria).

The testing involved will be straightforward, and ASIAL members are requested to bring samples of any Customer Premise Equipment, current or legacy, that they wish to have tested.

This equipment will be connected to the Optus telephone network, and several test calls will be made via the aforementioned test devices; we will also ask that the call be checked at the response centre level to ensure all alarm call/personal response call details have been correctly passed to your service providers.

If the call is successful, the device details will be placed on a white list denoting that it has been tested and passed on Optus networks; if the call is not successful, Optus will endeavour to capture as much information as possible regarding the fault for further analysis. This information will be passed onto Optus' telephony device vendors for further analysis.

If you wish to participate in this testing program, please forward all expressions of interest to:

telephony@optus.com.au