

16<sup>th</sup> March 2021

Dear Members,

As you may be aware from previous communications upgrade works by OpenEir are taking place on telecommunication exchanges around the country due to the roll out Multi-Service Access Network (MSAN) to replace the old Pulse Service Telephone Network (PSTN). These upgrades are essential to improving the quality of telecommunications, but they could have an impact on other services reliant on these lines, such as monitored alarms.


OpenEir have engaged with Irish Security Industry Association (ISIA) and other security suppliers to advise of the dates for countrywide roll out of MSAN.

OpenEir have tested any alarm communicators that were given to them by manufacturers in their Electronics laboratory in order ascertain if they would be able communicate with Alarm Receiving Centres after the changeover. Most devices completed the test positively but unfortunately some did not.

The ISIA recommends that anyone with a monitored alarm service contact their alarm provider to ensure continuity of service and a response if an alarm is activated. We would encourage members who provide alarm services to engage with clients whom they believe may be impacted by these upgrades. Monitored alarm services that may be impacted by these upgrades could include intruder alarms, fire alarms, panic buttons and medical alarms.

We will make every effort to communicate this message when possible and will provide further information to you as it becomes available to us.

Sincerely,



Kevin Maguire  
Chairman, Monitoring Division