



harbour isp

HARBOUR ISP

Personal Emergency Response Device

The following is to help you make an informed decision when deciding on connecting your Personal Medical Emergency Alarm Equipment such as “VitaCall” to an NBN Internet Phone system. Harbour ISP operates its NBN internet service using the UNI-D port. This is a data port and if you are connecting a Medical alarm device to this you will need to use an ATA.

HOW THEY CONNECT

NBN NTD

This comes into your home at the wall socket and is how the NBN supplies you with the Internet service.

Some of these, but not all, have a battery backup for 3 hours. NBN will be introducing a 3 hour battery backup for all UNI-D port NTD’s over the coming year. Until then you will need to purchase and install a back-up power supply called an “Uninterruptible Power Supply” or UPS to provide power to the NTD during a power outage.

ATA

This connects to the UNI-D port on the NBN NTD and converts the internet to a voice service for your phone and medical device. This device is required to be plugged into a power point and as such will not work during a power blackout unless you have a UPS as a back-up power supply.

PERSONAL EMERGENCY RESPONSE DEVICE

This connects to the ATA to allow it to make calls over the internet rather than through your Telstra Wall socket (copper line). This may have a battery backup and so may have power to it during a blackout but it will still need to call via the ATA.

TELEPHONE (ANALOGUE)

This connects to the Medical Alarm Device so that during a medical emergency your Alarm will take precedence over a normal phone call, at other times you can make normal phone calls over the internet.

WHAT HAPPENS DURING A POWER BLACKOUT?

During a Power blackout your ATA will not have power unless you purchase and install an Uninterruptible Power Supply (UPS) to the ATA. During a power blackout your Medical Alarm Device will not function as it will not be able to make a phone call through the ATA unless the ATA also has power.

WHAT HAPPENS DURING AN INTERNET SERVICE INTERRUPTION?

In the event of an Internet Service Interruption your Medical Alarm Device will not function as it will not be able to place a phone call over the internet. This can happen with or without warning.