

## SPECIFICATION FOR TELECOMMUNICATIONS BASED PERSONAL EMERGENCY RESPONSE SYSTEMS. PART 2 – ALARM SERVICE PROVIDER REQUIREMENTS

These notes have been prepared to provide commentary and clarity in respect to:

### Clause 4.3 MAINTAINING AND SUPPORTING AN ALARM SERVICE

Prepared - 29 November 2016.

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TSANZ members acknowledge that all equipment and services must be fit for purpose and that the internal procedures provide surety that critical and non-critical issues are dealt with appropriately.

For audit, it is the intent of that the Accredited Supplier has procedures in place that outline how a physical test of equipment can be conducted and to specify who, when and how testing can be performed by clients or their agents.

It is the Accredited Suppliers responsibility to ensure that an appropriate test has been performed. If a client is unable to perform a satisfactory test, the Accredited Supplier or their authorised representative will need to physically visit to perform the test.

If it is determined that a product requires repair or replacement, the installation must be treated as equipment that that will need to be installed in accordance with:

- MSD Code of Professional Conduct for Accredited Suppliers of Monitored Medical Alarms;
- Specification for Telecommunications Based Personal Emergency Response Systems. Part 1 – Alarm Equipment Provider Technical and Operational Requirements
- Specification for Telecommunications Based Personal Emergency Response Systems. Part 2 – Alarm Service Provider Requirements

Telecare Services Association

Secretariat

[contact@butlerpelvin.com](mailto:contact@butlerpelvin.com)