

# We have solved the **nbn lift phone** problem.



Pickle's nbn ready solutions powered by Pixel provides a standalone solution to replacing existing duress and emergency service PSTN phone lines that are being decommissioned due to the NBN roll out.

We know you have enough headaches with the running of your building's day-to-day, that's why we offer fuss-free products and maintenance solutions. With a dedicated nbn Ready account management team, we are working with Australia's leading Strata companies to provide fast and reliable solutions for the nbn rollout. If you have a traditional copper line, and you're a business that requires lift phones or duress systems 24/7, then the nbn Ready Solutions from Pickle are for you.

We offer a range of solutions including Smart Business Numbers, NBN Lift Phones, Alarm & Duress Lines with constant monitoring and support. We also provide around-the-clock support and will maintain the equipment for life.

**Put pickle to work in your buildings and let us remove those Strata & building pain points.**



## Monitoring

Device health of the gateway unit is monitored 24 x 7 to provide you with peace of mind. The following items are monitored:

- Power outage
- Low Battery
- Loss of primary or backup SIM
- Extended warranty included
- Identify nuisance calls\*

- Identify ghost lifts\*

\* When integrated to lift control line

The system can alert you via SMS of power status, battery status and alarm calls.

Additional reporting capability is provided through the online web as shown on the right.

A Lift Monitoring System is also optionally available, designed to aid in the monitoring and analysis of various operational parameters of elevators and escalators.

The Lift Monitoring System is linked to every lift/escalator, providing real time monitoring and reporting. Specialised hardware collects data from elevators/escalators and transmits it over an Ethernet based network to a Lift Monitoring System computer.

A suite of software running on this computer allows a user to see the status of all monitored devices, and to generate various reports that present subsets of the collected data.

## Key Features

**Visit 1 - Site Survey - Test & Tag**

**Visit 2 - CPE Installation of the wireless GSM Unit and Dual Sim Cards**

**Quality Assurance Assessment**

**Disconnect existing PSTN's with Telstra (if managed by Pickle)**

**Commissioning of lift services**

## Provisions by Pickle

**Determine installation using a signal strength analyser for each site to establish location and suitability.**

**Provide updated contact information to relevant 3rd parties of the lift emergency number**

**Install all equipment as per relevant Australian Standards and requirements by competent and qualified persons.**

**Two-way test the phone unit at the completion of the installation.**

**Install all necessary hardware for operation (power cabling and equipment, telecommunications cabling and equipment, connections, security enclosure, signage).**

## Provisions by Owners Corporation

**Provide access to site/equipment as requested.**

**Provide access to switchboards and MDF.**

**Allow for electrical and telecommunications wiring to be run in adjacent areas of MDF and connections to MDF frame.**

**Allow for the antenna to be installed in a suitable location inside or outside the premises.**

**Report any issues immediately to Pickle.**

## Services offered

### Managed Service inclusions:

- NBN - FTTP
- Pixel EM-4GE2 Wireless Gateway
- Warranty for extent of the contract period
- Device monitoring service
- Dual carrier SI connectivity
- Installation of Emergency Lift Phone
- PSTN Replacement by licensed electrician
- Standard maintenance call outs (includes - battery replacement and repair under warranty)
- Project management and support services

### Additional ad-hoc services

- Full PSTN audit
- Non warranty EM-4GE2 device replacement
- Non - Standard customer call outs
- Building management solutions
- Phone lines
- Internet
- Local and national numbers
- Smart numbers

### Ad hoc professional services

- Labour hourly rate - for out of scope work
- Labour hourly rate overtime - for out of scope work
- Hourly labour rate for travel if charged - regional
- Vehicle cost per kilometre if charged - regional
- Additional power cabling up to 30M (from main distribution board)

# The benefits of Pickle's nbn Ready Solutions.



## **We are completely wireless**

Our simplistic standalone wireless solution is easy to install, and it's all you need to replace existing PSTN phone lines that are being decommissioned in the nbn™ network migration. With premium mobile networks from Telstra and back-up networks Optus & Vodafone, your lift lines will operate 24/7.



## **We're not just a lift-line provider**

Pickle is not a lift-line provider. We are an innovative telecommunications company. We are up to date with technology trends to ensure our solutions meet our customer's modern needs. We're impatient for the better. It's why we go above and beyond so you will get the best of both worlds.



## **You can rely on us**

Pickle is a Strata Solutions Specialist. With a dedicated account management team, we are working with Australia's leading Strata companies. Pickle's nbn™ Ready Solution is entirely future-proof, meaning the device can be upgraded and continue to operate as mobile networks update their services in the future. We are saving you the hassle and cost of replacing your Wireless Communication Gateway.



## **One point of contact**

Our customer service team is right here in oz, from the first meet and greet right through to installing your personalised Solution/s. We have a dedicated team handling nbn™ Ready Solutions for lift-lines for Strata Buildings & 24/7 Emergency duress line in businesses and giving you peace of mind for your roll-out.



## **We monitor for you 24/7**

Your emergency lift phone can be managed and monitored 24/7 in your Pickle Portal in real-time. With redundancy in the event of a power outage or blackout, our nbn™ Ready Solutions keep working for you, and if there are any recorded faults, Pickle will notify you immediately.



## **No bill shock here**

We offer competitive rates and tailored solutions to save your business money. You'll only ever pay for what you need, and with 2 x easy to understand nbn™ Ready Plans, you needn't worry about bill shock here. Choose from either our Power Plan or Base Plan to get started today.



## **Lift manufacturer agnostic**

Because our nbn™ Ready lift-line solution is entirely wireless, it works across any lift manufacturer. You do not need to worry about expensive relocations or lift manufacturer compatibility issues because, with Pickle's nbn™ Ready Solution, we are lift manufacturer agnostic and can work across all lift manufactures.



# Our Solution.



## EM-4GE2 WIRELESS COMMUNICATION GATEWAY

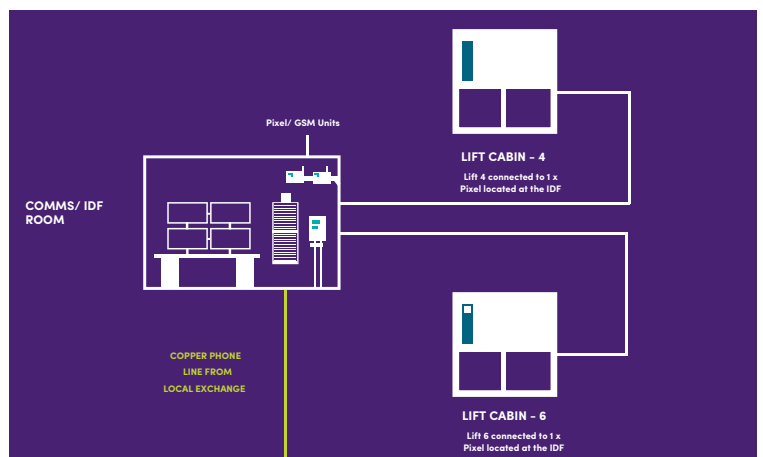
Provides a simplistic standalone solution to replace existing PSTN phone lines that are being decommissioned in the nbn™ network migration or similar network areas.

This unique solution is provided complete with battery backup, self-monitoring options and eliminates the need for engaging multiple contractors to deliver a compatible digital network phone service to your emergency phone.



### Service Details

- The Pixel Wireless Communication Gateway (EM-4GE2) is specifically built for buildings in nbn™ network areas or similar.
- Complete standalone solution.
- Compatible with all wireless mobile networks Australia-Wide.
- Options to suit FTTP, FTTN, FTTB and VoIP gateway connections
- Installation can be migrated without any interruption to your existing services.
- Configurable with the option of two mobile network modules designed to constantly monitor each other.
- System status reporting of all faults, alarms and the battery status via SMS notification.



# Ready to get started?

## You'll be glad you did!

If you would like to discuss any of our nbn Ready Solutions, or to learn more about Pickle. Feel free to connect with us today on one of the below methods.

# 1300 688 588

[thinkpickle.com.au](http://thinkpickle.com.au) / [james@thinkpickle.com.au](mailto:james@thinkpickle.com.au)



@thinkpicleau