



# QUEENSLAND FIRE AND EMERGENCY SERVICES SCHEDULE OF CHARGES

CURRENT FROM: 01 JULY 2021 TO 30 JUNE 2022



QUEENSLAND GOVERNMENT

ALARM MONITORING CHARGES	\$	GST	TOTAL
<b>ALARM MANAGEMENT CHARGE</b> Charged for each connection as of 1 July each year. Paid in advance.	\$3 175.35	\$317.50	\$3 492.85
<b>MULTIPLE ALARM CHARGE</b> Charged for each additional connection at the same gazetted address. Paid in advance.	\$2 484.95	\$248.45	\$2 733.40
<b>SUB-PANEL CHARGE</b> Charged for each sub-premise/sub-panel at the one premise. Paid in advance.	\$828.15	\$82.80	\$910.95
<b>MONTHLY ALARM MONITORING PRO-RATA CHARGES</b> *applicable to new connections and disconnections only	\$	GST	TOTAL
<b>MONTHLY ALARM MANAGEMENT CHARGE *</b> Alarm connected mid-year will be charged at pro-rata rate from date of connection.	\$264.35	\$26.40	\$290.75
<b>MONTHLY MULTIPLE ALARM CHARGE *</b> Multiple alarm connected mid-year will be charged at pro-rata rate from date of connection.	\$206.85	\$20.65	\$227.50
<b>MONTHLY SUB-PANEL CHARGE *</b> Sub-premise/sub-panel connected mid-year will be charged at pro-rata rate from date of connection.	\$68.80	\$6.85	\$75.65
<b>CONNECTION, DISCONNECTION AND TRANSFER CHARGES</b> * These charges are non-refundable	\$	GST	TOTAL
<b>FIRE ALARM CONNECTION CHARGE *</b> To be paid with an application for the connection of fire alarm system.	\$388.60	\$38.85	\$427.45
<b>FIRE ALARM DISCONNECTION CHARGE *</b> To be paid with an application for the disconnection of a fire alarm system.	\$388.60	\$38.85	\$427.45
<b>FIRE ALARM TRANSFER CHARGE *</b> Paid when an alarm monitoring service is transferred from an existing premise owner/tenant to a new premise owner.	\$388.60	\$38.85	\$427.45
<b>FIRE ALARM CONSOLIDATION CHARGE *</b> To be paid with an application to consolidate or alter alarm monitoring solution.	\$388.60	\$38.85	\$427.45
<b>UNWANTED ALARM RESPONSE CHARGES</b> *Unwanted Alarms are classed as an emergency response and are GST exempt.	\$	GST	TOTAL
<b>1<sup>ST</sup> unwanted alarm response within any continuous 60 day period*</b>	No Charge	\$0.00	No Charge
<b>2<sup>ND</sup> and subsequent unwanted alarm response(s) within any continuous 60 day period (or 1<sup>ST</sup> and subsequent unwanted alarm response to a fire alarm system monitored by a provider other than the QFES)</b>	\$1 373.95 per alarm	\$0.00	\$1 373.95 per alarm
<b>QFES CONTRACTOR SERVICE CALL OUT CHARGES</b> *Charged for non-warranty issues	\$	GST	TOTAL
<b>SERVICE CALL OUT CHARGE *</b> Covers the first 30 mins of labour, then \$116.70 (ex-GST) per hour thereafter.	\$ 164.44	\$ 16.44	\$ 180.88
<b>AFTER HOURS SERVICE CALL OUT CHARGE *</b> Covers the first hour of labour then \$143.22 (ex-GST) per hour thereafter.	\$ 403.14	\$ 40.31	\$ 443.45
<b>ALARM EQUIPMENT</b>	\$	GST	TOTAL
<b>ALARM SIGNALLING EQUIPMENT (ASE)</b>	\$921.14	\$92.11	\$1 013.25
<b>FIP TERMINATING UNIT (END OF LINE RESISTOR PACK)</b>	\$42.28	\$4.23	\$46.51
<b>LARGE ANTENNA</b>	\$127.43	\$12.74	\$140.17
<b>SMALL ANTENNA</b>	\$53.38	\$5.34	\$58.72
<b>BRACKET FOR ANTENNA</b>	\$10.25	\$1.03	\$11.28
<b>POWER SUPPLY</b>	\$472.61	\$47.26	\$519.87
<b>BATTERY</b>	\$42.15	\$ 4.21	\$46.36

**PLEASE NOTE:**

- Fees may be increased on an annual basis at the beginning of each financial year, or as deemed necessary.
- The premises owner will be liable for outstanding invoices for monitoring, unwanted alarm activations and service call out charges.
- Monthly pro-rata charges are available only for new connecting or disconnecting customers. Monthly payment plans for the full annual charge can be negotiated separately. Please contact SAS for advice on this process.
- All outstanding invoices are required to be paid before disconnection of an alarm.
- The fire alarm disconnection charge incorporates one hour of time (including travel time) for QFES personnel to assess your application. Any time greater than one hour will be billed at quarterly-hour intervals.
- QFES interpretation of non-warranty includes: vandalism, malicious damage, lightning strikes, flooding and third party interference.
- QFES contractor service call out charges may include additional equipment, travel, meal and accommodation charges. For further details, please contact SAS.

For further information, please contact:

**Specialists in Alarm Services**  
for Queensland Fire and Emergency Services

Phone: 1800 449 992

Email: [QFES.alarms@qfes.qld.gov.au](mailto:QFES.alarms@qfes.qld.gov.au)