

Dear Customer,

DIRECT BRIGADE ALARM (DBA) ANNUAL MONITORING FEE NOTICE

The Department of Fire and Emergency Services (DFES) provides automatic fire alarm monitoring services to your premises through the [Direct Brigade Alarm \(DBA\)](#) network.

In accordance with the DBA End User Agreement (EUA), DFES may adjust the Annual Monitoring Fee with written notice.

The monitoring fee for the 2026–27 financial year will remain unchanged.

Year	Annual Monitoring Fee Exc. GST	Annual Monitoring Fee Inc. GST
2026–27	\$1,710.00	\$1,881.00
2025–26	\$1,710.00	\$1,881.00

Invoices will be issued in July and sent via email as PDF files from our accounting system to the nominated billing email address. Requests to upload invoices to external portal systems will not be accepted.

To ensure accurate billing and records, please contact the Customer Service Centre (CSC) Accounts team if any of the following apply:

- Your billing address or email has changed within the last 12 months
- Your organisation has recently occupied the premises
- Ownership of the premises has changed
- A managing agent is responsible for the payment of the invoice
- You require a purchase order number to be included on the invoice

Where applicable, please submit a [Schedule 1](#) form to update DBA site details.

[Schedule 2](#) DBA fees will be updated in the coming weeks to reflect a 4.6% CPI increase for Do and Charge service work.

For further enquiries, please email the CSC Accounts team at au_famsaccounts@chubbfs.com or telephone 1300 793 722, option 2.

Yours sincerely,

DENIS OROZOVIC
DIRECT BRIGADE ALARM CONTRACT MANAGER

8th May 2026