

# 111 Contact Code -Vulnerable Consumer Register

Information Guide and  
Application Form

## Your home phone runs over broadband that relies on power

When there's no power you won't be able to call 111 from your home phone unless you have a backup battery or generator, because it relies on power to work. This is true for all voice calling over broadband services, including fibre, fixed wireless and HFC, and is not unique to One New Zealand.

Likewise, devices such as cordless phones and some medical alarms or house alarms which don't have built-in batteries will also not work in a power cut, which means that you will not be able to use these devices to call 111 in a power cut.

## Do you have another way to contact 111?

If you have a mobile phone and live in an area with mobile phone coverage, it is a good idea to keep your mobile phone charged to be able to contact 111 in a power cut. Alternative options may include a back-up power supply (such as a generator or battery) to keep your devices working in a power cut and medical alarms.

## You could qualify for our Vulnerable Consumer Register

If you are at particular risk of needing to call 111, and do not have a way of calling 111 in the event of a power cut, we can help.

A person is eligible to be registered as a vulnerable consumer if they:

- Have a voice calling over broadband service (including over Fibre, HFC, VDSL, ADSL or wireless technology).
- Are, because of your specific circumstances, more likely than other consumers to require the 111 emergency service.
- Have no means to contact the 111 emergency service at the premises, or the means that you do have can't be operated for a continuous 8-hour period in the event of a power failure.

Please ensure that you read through this information guide and the accompanying form carefully before submitting an application.

## How to apply

To register yourself or someone else as a vulnerable consumer you will need to complete this application form and return it to us via email or post. To complete the application, you will need to provide information about your specific circumstances that mean that you are at particular risk of requiring the 111 emergency service.

## Our responsibilities

Under the Commerce Commission's 111 Contact Code, it's our responsibility to provide extra support to people who need it. If you qualify, we are required to provide you with a way to call 111 that would operate for eight hours in the event of a power cut, free of charge.

Whatever your situation, we cannot refuse to provide you with a home phone service just because you (or someone in your household) need extra support. For more information, visit [one.nz/vulnerability](https://one.nz/vulnerability)

If you have any questions, need help with your application, or would like to discuss any information contained in this brochure you can always call us on 0800 438 448 (between 8am-7pm, Monday-Friday) or email the 111 team directly at [111register@one.nz](mailto:111register@one.nz) and we will help you.

## Complaints and disputes

If you want to raise a complaint about this process or how your application is handled, email [111register@one.nz](mailto:111register@one.nz) and we will be in touch.

If you've already made a complaint directly to us about the 111 Contact Code or an application to be registered as a vulnerable consumer, and you're not happy with the resolution, you can ask the Telecommunications Dispute Resolution (TDR) service to intervene (see [tdr.org.nz](https://tdr.org.nz)). If the dispute concerns someone else in your household, you can refer the dispute to the TDR on their behalf.

Any disputes should be referred to the TDR first. However, if you think One NZ is not complying with the 111 Contact Code, you can raise a complaint directly with the Commerce Commission ([contact@comcom.govt.nz](mailto:contact@comcom.govt.nz) or 0800 943 600).

There are many reasons you may consider yourself to be at particular risk of requiring the 111 emergency service, including for health, disability or safety reasons. If you're unsure whether your condition would qualify you for the Vulnerable Consumer Register, please speak with your doctor, social worker, lawyer, or contact us.

## Types of supporting evidence

The following are examples of the type of evidence that may be sufficient to support an application:

- a completed Notice of Potential Medically Dependent Consumer (MDC) Status' form, which include a certification from a District Health Board (DHB), Private Hospital or GP;
- a protection order;
- a written letter from a health practitioner advising of increased need to contact 111.

Alternatively, you can supply the contact details of a Nominated Person, so that we can verify the vulnerability with them. A Nominated Person is someone who is competent to give an opinion on whether you/the person residing at the address is at particular risk of requiring the 111 emergency service. Examples of Nominated Persons include:

### Health or Disability

- A health practitioner (for example, a GP or specialist)

### Safety

- a police officer,
- a currently registered social worker,
- a lawyer (with a current practicing certificate); or
- a family court judge

## What happens after applying?

We will respond to you within 10 working days to communicate the outcome of your application.

### If your application is successful:

- You will be notified by post, phone call, or via email;
- We will communicate with you what solution we believe will allow you to continue to contact 111 in an emergency; and
- We will arrange for the supply and delivery of your solution as soon as practicable.

### If your application is unsuccessful:

- You will be notified by post, phone call, or via email;
- We will communicate with you the reason you were unsuccessful.
- If you're unsuccessful due to an incomplete application we will work with you to ensure it is completed in full.
- We will provide you with the details of an independent disputes process.

## Medical Dependency Register

The Vulnerable Consumer Register is separate to the Medical Dependency Register. If you are a One New Zealand account holder and you or someone in your household has a medical condition that depends on landline telephone access for critical medical support, you can apply to be placed on our Medical Dependency Register. This will ensure that the medically dependent person is not unduly placed at risk when connecting, disconnecting, maintaining, or repairing faults with their telecommunications service.

## FAQs

### What if my details change or I change to another provider?

You will need to notify us if:

- You move house (in case the technology at the new location changes)
- Your vulnerability status changes (the service may no longer be needed/may be required on a permanent basis)
- The name on your account changes (to ensure that we have up to date details)

We may ask you to reapply if the above scenarios apply.

If you move to another Telecommunications Service Provider, you will need to discuss your vulnerability and dependency requirements with them.

### How long will I stay on the Vulnerable Consumer Register?

This will depend on the nature of the vulnerability and whether it is permanent or temporary. If you have a temporary vulnerability, you will remain on the Register for the length of time specified in your application, and as indicated in your supporting evidence. If your vulnerability is permanent, then we will contact you every 12 months to confirm that you still require our support service.

### How can I be removed from the register?

If your circumstances change and you no longer need to be enrolled on the Vulnerable Consumer Register, please contact us.

### How much does it cost to be on the Vulnerable Consumer Register?

We don't charge consumers for applying to be on our Vulnerable Consumer Register or for any alternative means

we provide for contacting 111. However, you are responsible for any costs incurred in obtaining supporting evidence for your application, such as costs of a doctor appointment.

### How will One New Zealand use the personal information provided?

When you apply to be on our Vulnerable Consumer Register, we will use your information, or that of the individual with the vulnerability, to:

- Assess your/their eligibility to be on the Vulnerable Consumer Register;
- Report the status of those on our register to the Commerce Commission as required under the 111 Contact Code;
- Provide, administer and manage the Register; and
- Provide, administer and manage your services.

# 111 Vulnerable Consumer Register Application Form

Complete this application form if you would like One New Zealand to consider you (or someone you are applying on behalf of) to be covered by the 111 Contact Code ("111 Code").

The 111 Code ensures that people who are more likely to need to contact 111, and who have a home phone line that doesn't work in a power failure (with no other means of contacting 111 at their house), are provided with a means to contact the 111 emergency services in the event of a power failure.

## IMPORTANT INFORMATION

A Vulnerable Consumer must meet **all** of the following criteria:

1. Is at particular risk of needing to call 111 emergency services; and
2. Has a landline service provided over Fibre, HFC, VDSL, ADSL or Wireless broadband. Note: The Code only applies to landline voice services. Broadband only customers cannot apply; and
3. Has no means to contact the 111 emergency service at the premises that can be operated for a continuous 8-hour period in the event of a power failure.

The form can be completed by either:

1. The person applying to be registered as vulnerable, or
2. Someone on their behalf.

## Your application

Before submitting your application, please check that you have:

- Read the information guide;
- Read the eligibility criteria;
- Completed the application form; and
- Provided the information in support of the application (either Nominated Person's details or supporting documentation).

## How to submit your application

1. Email the completed application to [111register@one.nz](mailto:111register@one.nz) or;
2. Post the form and supporting evidence to:

**Attn: 111 Vulnerable Consumer Register**  
One New Zealand Limited  
Private Bag 92161  
Auckland 11421

For any questions related to the application or other queries, contact us on 0800 438 448 between 8am and 7pm Monday to Friday.

Once we received your completed application, it will take up to 10 working days to assess your application.

Our **Privacy Policy** sets out our commitments to you regarding collecting, holding and using information about you.

Any information you provide to us will be held in accordance with those terms, the Privacy Act 2020, the Telecommunications Information Privacy Code 2020 and the 111 Contact Code. If you would like to update your contact information or any of the information supplied in the application form, or you would like to cancel your application, please contact us on 0800 438 448.

## Part A: Personal Details

### 1. Are you making this application for yourself, or on behalf of someone else?

- ☐ I am applying to be covered by the 111 Contact Code
- ☐ I am applying on behalf of someone else

### 2. Details of vulnerable consumer

First name(s)	<input type="text"/>	Preferred name	<input type="text"/>
Surname	<input type="text"/>		
Title:	<input type="radio"/> Mr <input type="radio"/> Ms <input type="radio"/> Mrs <input type="radio"/> Miss <input type="radio"/> Dr <input type="radio"/> Other, please specify <input type="text"/>		
Their contact phone number	<input type="text"/>	Their mobile number	<input type="text"/>
Email address	<input type="text"/>		
Postal address	<input type="text"/>		

### 3. Service Information

Account number for the service	<input type="text"/>
Address receiving phone service	<input type="text"/>

### 4. Details of person completing this form (if different, please only fill out this section if you are not the vulnerable consumer)

First name(s)	<input type="text"/>	Preferred name	<input type="text"/>
Surname or family name	<input type="text"/>		
Title:	<input type="radio"/> Mr <input type="radio"/> Ms <input type="radio"/> Mrs <input type="radio"/> Miss <input type="radio"/> Dr <input type="radio"/> Other, please specify <input type="text"/>		
Your contact phone number	<input type="text"/>	Your mobile number	<input type="text"/>
Email address	<input type="text"/>		
Postal address	<input type="text"/>		

### 5. We will need to contact you from time to time. If we can't get in touch with you, would you like us to contact an alternate contact instead?

Their full name	<input type="text"/>
Their contact number	<input type="text"/>
Their email address	<input type="text"/>
Their relationship to you	<input type="text"/>

## Part B: Information on the person at particular risk

6. Please select which category most closely relates to the specific circumstance of the person who wants to be covered by the 111 Contact Code?

☐ Health

☐ Safety

☐ Disability

☐ Other (please specify)

7. Is the specific circumstance of the person permanent or temporary?

☐ Permanent

☐ Temporary

\*If you selected 'Temporary', what is the estimated period of time the category of particular risk will apply to the person (weeks, months, years)?

## Part C: Supporting Information

8. What information is being provided in support of the application?

☐ Sufficient evidence to support that you (or the person you are applying on behalf of) is (or will become) at particular risk of requiring the 111 emergency service (Please attach the supporting evidence to your application.)

OR

☐ Details of a nominated person we can contact to verify that you (or the person you are applying on behalf of) is (or will become) at particular risk of requiring the 111 emergency service (Fill in 8a)

### 8a. Details of Nominated Person

First name(s)

Surname or family name

Occupation

Organisation (if known)

Their contact phone number

Their mobile number

Email address

Postal address

**8b. Does the vulnerable consumer identified in this application have any of the following that can operate for 8 hours in a power cut: (Please select all that apply.)**

- ☐ A mobile phone and coverage at the premises
- ☐ Continuous power supply, such as battery or generator, that can be operated for 8 hours in a power cut
- ☐ A managed medical or safety alarm that is monitored 24/7
- ☐ Any other means for contacting 111
- ☐ No, the vulnerable consumer does not have the means to contact 111 that can also operate 8 hours in a power cut

If you have other means, please state below:

## Part D: Declarations

**9. I acknowledge and declare that:**

the vulnerable consumer identified in this application form is (or will become) at particular risk or requiring the 111 emergency service.

the vulnerable consumer identified in this application form does not have the means for contacting 111 that can operate for eight hours in a power cut.

the information in this application is correct to the best of my knowledge.

I understand that the information provided in the application will be stored with One New Zealand and may be shared with third parties for the purpose of providing alternative means for power back-up.

I authorise One NZ to contact the nominated person in 8a. above for the purpose of verifying that I (or the person I am applying on behalf of) is (or will become) at particular risk of requiring the 111 emergency service. (Please note that if you are making this application on behalf of someone else, before completing this declaration, you must have received permission from that person to authorise us to contact the nominated person.)

One NZ will select the appropriate alternative means to provide. If the alternative means is appropriate but is rejected, One NZ will consider this application withdrawn and no means for contacting 111 will be supplied. The consumer (or someone on their behalf) can reapply to demonstrate they are (or will be) a vulnerable consumer.

Signature

Date