

# 111 Vulnerable Consumer Register Form

Complete this application form if you want Slingshot to consider you, (or someone else you are applying on behalf of), as a Vulnerable Consumer under the 111 Contact Code.

The 111 Contact Code ensures people with a landline (home phone) and a higher likelihood than other customers of needing to call 111, have a way of reaching emergency services during a power outage. To apply, read through the Important Information to see if you qualify as a Vulnerable Consumer under the 111 Contact Code, gather supporting documentation if needed and complete the application form.

This form can **ONLY** be completed by one of the following people:

- A customer (the account holder); or
- A person who is listed as an authority on the customer's account; or
- The customer or person listed as an authority on the customer's account on behalf of someone who lives at the premises where the home phone line is supplied.

Before submitting your application, please check that you have:

- Read the Important Information on eligibility criteria & Guidance Notes (Part E)
- Completed the application form; and
- Provided the information in support of the application (either Nominated Person's details or supporting documentation).

## Important Information

To qualify as a Vulnerable Consumer under the 111 Contact Code a person must meet all of the following criteria:

- You, or the person you are applying on behalf of, is at particular risk of needing to call 111 emergency services, (either now or sometime in the near future), for health, safety or disability reasons.
- You have a **Orcon landline service** provided over broadband (Fibre or Fixed Wireless), or you have a Orcon Home Line Plus copper service. (Orcon Home Line Basic copper customers will not qualify under the 111 Contact Code, as this service will remain working in the event of a mains power outage provided you have a compatible phone). **Customers using broadband only, or mobile only customers, do not qualify as a Vulnerable Consumer under the 111 Contact Code.**
- In the event of a power failure, you, (or the person you are applying on behalf of), have no other way to contact the 111 emergency service at the premise that will work for a continuous 8-hour period. **(For example, you do not have access to a mobile phone that the Vulnerable Consumer can use at the landline premise, or your services are not already protected by a backup generator or battery).**

## Instructions for completing the form

1. Fill in Parts A, B and C of the form
2. Complete the declaration in Part D of the form
3. Email the completed form to [vulnerability@email.orcon.net.nz](mailto:vulnerability@email.orcon.net.nz)

Alternatively, you can post the form to:

Attention: 111 Vulnerable

Consumer Callplus Services Limited

PO Box 8355

Symonds Street

Auckland, 1150

NewZealand

**Please note that once we have received your completed 111 Vulnerable Consumer Register Application Form, it may take up to 10 working days to assess**



# Part A: Applicant's personal details

## How to complete Part A

- Read Guidance Note 1 (provided in Part E).
- Complete Q1 and Q2

### Q1. Are you the account holder or listed as an authority on the account that is servicing the person applying to be a Vulnerable Consumer?

Yes (fill out Q2)

No

**NOTE: Only the account holder or an authority on the account can fill in this application.**

To add someone as an authority on your account, so that they can complete this form on your behalf, contact us from your mobile on 0800 13 14 15 from within NZ.

### Q2. Details of the account holder/authority on the account

\* Please only fill out this section if you are the account holder or an authority on the account.

Full name

Title: Mr  Ms  Mrs  Miss  Dr  Other, please specify

Account Number

Landline Number

Account Name

Telephone  Mobile

Email address

Preferred method of contact: Telephone  Mobile  Mail  Email

# Part B: Information on the person at particular risk

## How to complete Part B

- Read Guidance Note 1 (provided in Part E).
- Complete Q3, Q4, Q5 and Q6

**NOTE: If you have more than one Vulnerable Consumer at a premise, you will have to fill in one application form for each person.**

### Q3. Details of the person who wants to register as a Vulnerable Consumer

Full name

Title: Mr  Ms  Mrs  Miss  Dr  Other, please specify

#### Additional details of Vulnerable Consumer Applicant:

**Street address** (where the landline service is provided and the vulnerable consumer normally resides)

Suburb  Town/City  Postcode

**Postal address**  Same as above

Flat/street name

Suburb  Town/City  Postcode

#### Q4. Please select which category most closely relates to the specific circumstances of the person who wants to be registered as a Vulnerable Consumer.

(See Guidance Note 1 for explanation of these categories)

Health  Safety  Disability

#### Q5. 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?**

Expected start date (DD/MM/YYYY)      Expected start date (DD/MM/YYYY)

The Orcon team will follow up with you at the end of this period to reconfirm your situation.

#### Q6. Does the person who wants to be registered as a Vulnerable Consumer have a mobile phone that can be used at their premises in place of their landline in case of an emergency to contact 111 emergency services, or do they have a power backup solution for their home power that will operate for more than 8 hours during a power outage?

Yes  No

## Part C: Supporting information

### How to complete Part C

- Read Guidance Note 2 (provided in Part E).
- Complete Q7

#### Q7. 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 (**fill in 7a**)

**Examples of supporting evidence:**

- A completed Electricity Authority Notice of Potential Medically Dependant Consumer (MDC) Status form which includes a certification from a DHB, private hospital or GP
- A protection order;
- A letter from a health practitioner (e.g., a GP) declaring the consumer's vulnerable status; or
- Documentation of impairment (e.g., an ID card)

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 7b and 7c).

**Examples of a nominated person:**

- Health or Disability: Health practitioner (e.g. GP)

**Safety:**

- Currently registered social worker
- Lawyer (with a current practicing certificate)
- Police officer
- Family court judge

## Q7a. 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.

**IMPORTANT:** Please attach this supporting evidence to your application. Please send copies and **DO NOT** send the original documents. Please do not send us any sensitive medical information. If your supporting evidence includes sensitive medical information please arrange for that sensitive information to be redacted when making copies of the original evidence. If you're posting evidence to us we highly recommend that that you use a tracked courier service.

Please describe the supporting evidence you are providing:

## Q7b. Details of nominated person

**NOTE:** Do not fill this if you have completed 8a and are providing Orcon with supporting evidence.

I have already contacted the below nominated person to discuss providing evidence of my vulnerable consumer status and they are aware that Orcon may be in direct contact with them to discuss this further.

**NOTE:** By ticking this box you authorise Orcon to contact your nominated person and for that person to disclose information about you to Orcon for the purposes of confirming that you are at particular risk of requiring the 111 emergency service. Orcon will only use this information for the purposes of assessing your application under the 111 Contact Code.

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

Full name	<input type="text"/>		
Occupation	<input type="text"/>	Organisation (if applicable)	<input type="text"/>
Telephone	<input type="text"/>	Mobile	<input type="text"/>
Email address	<input type="text"/>		
<b>Street address</b>			
<input type="text"/>			
Suburb	<input type="text"/>	Town/City	<input type="text"/>
Postcode	<input type="text"/>		
Postal address	<input type="checkbox"/> Same as above		
Flat/street name	<input type="text"/>		
Suburb	<input type="text"/>	Town/City	<input type="text"/>
Postcode	<input type="text"/>		

## Declaration regarding nominated person

**\*Please note before completing this declaration, if you are making this application on behalf of someone else you must have received permission from them to authorise us to contact the nominated person.**

I authorise Callplus Services Limited to contact the purposes of verifying that I, (or the person that I am applying on behalf of), is, (or will become), at particular risk of requiring the 111 emergency service.

Signature

(Full name of nominated person)

Date (DD/MM/YYYY)

## Part D: General declaration to be filled by the applicant

### How to complete Part D

- Read Guidance Note 3 (provided in Part E).
- Complete the declaration.
  - I acknowledge and declare that I have read the contents of the information guide attached to this application form.
  - I understand that Callplus Services Limited cannot guarantee continuous or fault free service.
  - I am aware of the limitations of calling 111 in the event of a power outage, and I am aware that some new telecommunications technologies and devices will not work in a power failure (such as Fibre, Fixed Wireless, cordless phones and medical alarms with no in-built battery).
  - I understand that Callplus Services Limited will not always be able to inform me in advance if services will be unavailable.

**I acknowledge and declare that, to the best of my knowledge, the information given in this form is true and correct.**

I acknowledge and declare that:

- The person applying to be registered as a vulnerable consumer is, (or will shortly become), at particular risk of needing to contact the 111 emergency services.
- The person applying to be registered as a vulnerable consumer does not have an alternative means to contact the 111 emergency services (e.g. a mobile phone), or backup power supply that will last for a continuous 8 hour period in the event of a power failure.
- I understand the information I have provided in this form will be stored with Callplus Services Limited and is otherwise treated in accordance with our Privacy Policy [<https://www.orcon.net.nz/privacy-policy>]
- If anything on the application is missing, we may contact you for more information, and add it on to the application on your behalf after you have signed it.
- The information regarding the application status, Vulnerable Consumer status and the device provided will be available on the account and therefore would be accessible by the account holder and all authorities on the account
- I understand that the information I have provided in this form may be shared with relevant third parties for the purposes of providing and managing my service.
- The device is Callplus Services Limited property that may not be sold or disposed of without Callplus Services Limited permission, and may need to be returned (at no cost) if I am no longer a Vulnerable Consumer.

**Signature**

**Date** (DD/MM/YYYY)

# Part E: Guidance Notes

## Guidance Note 1

For a person to be covered by the 111 Contact Code they must be 'at particular risk of requiring the 111 emergency service'.

Part B asks for information to confirm the person who is applying to be covered by the 111 Contact Code is 'at particular risk of requiring the 111 emergency service'. The person could be 'at particular risk' now or sometime in the near future, and they may be at risk on a temporary or permanent basis. **The person must not have a means of accessing 111 in a power outage (for example, they must not have access to a mobile phone they can use or have an appropriate battery backup).**

### What does 'at particular risk of requiring the 111 emergency service' mean?

A person who is "at particular risk of requiring the 111 emergency service" means a person who is more likely than other people to require the 111 emergency service because of a specific circumstance.

The following scenarios illustrate some situations where a person may be considered 'at particular risk' under the 111 Contact Code.

#### Scenario one

Mary and Joe are pensioners living together. These days Joe is unsteady on his feet. He has fallen over a couple of times recently. Mary is active but spends most of her time at home looking after Joe. Mary is worried that the next time Joe falls he might seriously injure himself.

#### Scenario two

Fatima has type 2 diabetes and is in the early stages of dementia. Fatima needs to take medication every day to manage her conditions.

#### Scenario three

Jennifer's father has moved back into the family home. He's been verbally and physically abusive to family members in the past and Jennifer is worried that it might happen again.

#### Scenario four

Tane is booked in to have both knees replaced. He lives alone and is worried about complications or a fall and needing to access the 111 emergency service during recovery over the next three months.

### What do the Health, Safety and Disability categories in Question 4 mean?

This question asks you to select which of three categories (health, safety or disability) most closely relates to the specific circumstance you (or the person you are applying on behalf of) has that means you (or the person you are applying on behalf of) is 'at particular risk of requiring the 111 emergency service'.

If you tick the health category, this means the specific circumstance that makes you (or the person you are applying on behalf of) at particular risk of requiring the 111 emergency service is related to health. For example, it is a known medical condition.

An example of a specific circumstance that may mean you tick the safety category is family violence. An example of a specific circumstance that may mean you tick the disability category is sensory impairment, intellectual impairment or physical impairment.

### Do I have to be 'at particular risk' now, or could it be sometime in the future?

A person may not be 'at particular risk' now, but they know they will become 'at particular risk' sometime in the near future. For example, a person who has a planned surgical operation.

### How can a person be 'at particular risk' on a temporary or permanent basis?

A person may be 'at particular risk' because they have suffered a physical injury, but the person expects to recover from this injury after a certain period of time. In these circumstances, the person is only 'at particular risk' on a temporary basis.

An example of a person who may be 'at particular risk' on a permanent basis is a person who has congenital blindness and will not recover.

Question 5 asks you to tell us whether the specific circumstance that makes you (or the person you are applying on behalf of) 'at particular risk' is on a temporary or permanent basis.

## Guidance Note 2

Part C asks for information to support the answers given to Q7a and Q7b. One of the following must be provided:

- (a) 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; or
- (b) the 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.

### Who can be a Nominated Person?

A nominated person must be someone who, by virtue of their occupation, is competent to give an opinion on whether you (or the person you are applying on behalf of) is at particular risk of requiring the 111 emergency service.

For example, if the health or disability category has been ticked in response to Q6, then a health practitioner (such as a GP) could be a nominated person. If the safety category has been ticked, then a police officer, a currently registered social worker, a lawyer (with a current practicing certificate), or a family court judge could be a nominated person.

We strongly recommend that before you make your application to us, you (or the person you are applying on behalf of) first contact the nominated person to discuss the application and are aware that Orcon may be in direct contact with them

### If I don't provide the details of a nominated person, what sort of evidence must be provided?

It must be sufficient information to show that you (or the person you are applying on behalf of) is (or will become) at particular risk of requiring the 111 emergency service.

#### Examples of evidence that may be sufficient include:

- a completed Electricity Authority 'Notice of Potential Medically Dependent Consumer (MDC) Status' form, which includes a certification from a DHB, private hospital or GP ;
- a protection order;
- a letter from a health practitioner (eg, a GP); or
- documentation of impairment (eg, an ID card).

## Guidance Note 3

Part D asks you to make some declarations regarding the content you have provided in the application, and to acknowledge that you understand what we (the provider) may do with the information you have provided in the application.

One of the declarations asks you to declare that the person who wants to be added to Orcon Vulnerable Consumer Register:

- is (or will become) at particular risk of requiring the 111 emergency service (information on what this means is provided in Guidance Note 1); and
- does not have a means to contact the 111 emergency service that can be operated at the premises for a continuous 8-hour period in the event of a power failure"

### What is the 111 emergency service?

The 111 emergency service includes the ambulance service, police service and fire and emergency service

### What does 'a means to contact the 111 emergency service that can be operated at the premises for a continuous 8-hour period in the event of power failure' mean?

It means the person has a way of contacting the 111 emergency service at the premises where they live.

The means must be available to use to contact the 111 emergency service during an 8-hour period. It does not mean, however, that the device must be able to be actively used for 8-hours.

#### A person will have a way of contacting the 111 emergency service if:

- the premises where they live is receiving a Orcon Home Phone Basic copper landline service (because this service will continue to work in a power cut);
- the person has unrestricted access to a mobile phone and the premises where they live has adequate mobile phone network coverage; or
- the person has an uninterruptable power supply to maintain a means for contacting the 111 emergency service in the event of a power failure (for example, a battery back-up).

## General Guidance

### What is the 111 Contact Code?

The purpose of the 111 Contact Code is to ensure that consumers who are at particular risk of requiring the 111 emergency service, and do not have a means for contacting the 111 emergency service, have reasonable access (or persons on their behalf do) to an appropriate means (for example, a mobile phone) to contact the 111 emergency service in the event of a power failure.

If you have a dispute about your (or your telecommunication company's) rights and obligations under the 111 Contact Code, you have a right for that dispute to be referred to an industry dispute resolution scheme to resolve. A consumer's right to take a dispute under the 111 Contact Code to an industry dispute resolution scheme is protected under the Telecommunications Act 2001 (sections 241-245). Currently, the relevant industry dispute resolution scheme is the Telecommunications Dispute Resolution Scheme.

The 111 Contact Code is administered by the Commerce Commission. More information on the 111 Contact Code, and a copy of the 111 Contact Code, is available on the Commerce Commission's website here: <https://comcom.govt.nz/regulated-industries/telecommunications/projects/commission-111-contact-code>

### What is the Telecommunications Dispute Resolution Scheme?

The Telecommunications Dispute Resolution Scheme is a free, independent service to help consumers with complaints about their telecommunications provider. A dispute between a consumer and a telecommunications company about their rights and obligations under the 111 Contact Code may be referred to this scheme.

For more information on the Telecommunications Dispute Resolution Scheme you can contact us at Orcon and we will refer to where to find more information, or you can read more about the scheme and how to contact them on their website here: <https://www.tdr.org.nz/about-tdr/all-about-tdr>

### Who should I contact if I have any questions about this form?

Please contact us at Orcon at [vulnerability@email.orcon.net.nz](mailto:vulnerability@email.orcon.net.nz), or 0800 13 14 15 if you have any questions about the form, or the 111 Contact Code more generally.

Alternatively, you can contact the Commerce Commission at [contact@comcom.govt.nz](mailto:contact@comcom.govt.nz), or phone the Commission's Enquiries team on 0800 943 600