

111 Contact Code.

Vulnerable Customer Register

voyager.

What is the 111 Contact Code?

The Commerce Commission's 111 Contact Code ("111 Code") was created to ensure that Vulnerable Customers have reasonable access to an appropriate means of calling 111 emergency services in the event of a power failure. Newer home phone services such as voice calling over broadband, which rely on an active working broadband service, won't work in the event of a power failure, without an independent power source. The 111 Code requires Telecommunication Service Providers to supply Vulnerable Customers with an alternative solution to contact 111 in an emergency.

You'll be eligible to apply for the Vulnerable Customer status if:

1. You (or someone in your household) is at particular risk of needing to call 111 emergency services for health, safety, or disability reasons
2. You have a voice calling over broadband service and you, or someone you live with, do not have access to a traditional copper phone line.
Note: The Code only applies to landline voice services. Broadband only customers cannot apply.
3. You (or a person in your household) 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.

If you, or someone in your household, qualifies, Voyager will work with you to determine the right solution for your particular needs, and at no cost to you. Please ensure that you read through this information guide and the accompanying form carefully before submitting an application.

Important things to know

Telecommunication Service Providers cannot deny or cease supply of a landline service to you on the basis that we know or suspect that someone in your household is, or may become, a Vulnerable Customer.

- Certain modern telecommunications services require power to function, this is not unique to Voyager.
- You may apply as a Vulnerable Customer for health, safety or disability reasons.
- We can't guarantee continuous or fault-free service, as events within or beyond our control may cause a temporary loss of service.

- While we will try our best to inform you in advance if services will be unavailable, we may not always be able to.
- We recommend having a back-up plan in place, just in case. For example if the mobile network is impacted along with the power line services.

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 Customer (MDC) Status' form, which include a certification from a District Health Board (DHB), Private Hospital or GP
- A protection order
- A letter from a health practitioner
- Documentation of impairment.

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'll respond to you within 10 working days to communicate the outcome of your application. If your application is successful:

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

If your application is unsuccessful:

- You will be notified in writing or via email.
- We will communicate with you the reason for why 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.

FAQs

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

You'll need to notify us if:

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

You'll need reapply if any of the above scenarios apply.

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

How long will I stay on the Vulnerable Customer 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'll 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 Customer Register, please get in contact with us.

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

We don't charge customers for applying to be on our Vulnerable Customer Register. However, you may incur costs when obtaining supporting evidence for your application (for example, from your doctor).

How will Voyager use the personal information provided?

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

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

What happens if my application is unsuccessful?

If you want to raise a complaint about the process or how your application was handled, the account holder should email vulnerable@voyager.nz, and one of our team will be in touch with the account holder to discuss and attempt to resolve any issues.

If you have already made a complaint directly to us related to the 111 Contact Code or an application to be a Vulnerable Customer, and you are not happy with the resolution, or five working days have passed and nothing has been resolved, you can raise a complaint directly with Telecommunications Dispute Resolution (TDR) service on 0508 989898 or email contact@tdr.org.nz.

Contact us

- Email us at vulnerable@voyager.nz
- call us on 0800 477 333 between 8AM and 10PM, 7 days a week.

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 2003 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 email vulnerable@voyager.nz or call us on 0800 477 333. Or find out more at:

<https://voyager.nz/vulnerable-consumers>

111 Vulnerable Customer Register Application Form

Complete this application form if you would like Voyager 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 Customer must meet all of the following criteria:

- You (or someone in your household) is at particular risk of needing to call 111 emergency services for health, safety, or disability reasons
- You have a landline service provided over Fibre Technology.

Note: The 111 Code only applies to landline voice services. Broadband only customers cannot apply.

- You (or a person in your household) have 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

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

- A Voyager customer (the Account holder);
- A person who is listed as an authority on the customer's account
- 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.

Your application

Before submitting your application, please check that you have:

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

You can submit your completed application form and supporting evidence by:

- Emailing it to vulnerable@voyager.nz
- Calling us on 0800 477 333 between 8am and 10pm seven days a week
- Posting the form and supporting evidence to:

Attn: 111 Vulnerable Customer Register
Voyager Internet
PO Box 911190
Victoria Street West
Auckland 1142

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

Complaints and Disputes

You can refer your dispute to the Telecommunications Dispute Resolution (TDR) service. The Telecommunications Dispute Resolution service 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.

Telecommunications Dispute Resolution

Ph: 0508 989898 | Email: contact@tdr.org.nz | www.tdr.org.nz

While the Telecommunications Dispute Resolution is the primary method of complaint resolution, you may also contact the Commerce Commission if you believe we are not fulfilling our obligations under the 111 Contact Code.

Commerce Commission

Ph: 0800 943 6000 | Email: contact@comcom.govt.nz

1. Are you the account holder or listed as an authority on the account?

Yes (Fill out 3a) No (Go to Q2)

2. Are you a person listed as an authority on the customer's account?

Yes (Fill out 3a & 3b) No **You must be added as an authority to the customer's account before you make this application*

3a. Details of customer

First Name(s)		Preferred Name (if different)	
Surname		Title (Mr, Mrs Dr etc)	
What is the account number for this service?			

What is the address receiving phone service?

Flat		Telephone	
Street		Mobile	
Suburb		Email	
City			
Postcode			
Postal address			
City/Town		Postcode	

3b. Details of person as an authority on the customer's account *Please only fill out this section if you are not the customer

First Name(s)		Preferred Name (if different)	
Surname			
Title (Mr, Mrs Dr etc)		Telephone	
Email		Mobile	
Postal address			
City/Town		Postcode	

4. What is the preferred method of contact? (Please tick)

Home Phone Mobile Email Mail

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

Myself On behalf of someone else

5a. Details of person who wants to be covered by the 111 contact code

*Please only fill out this section if you are applying on behalf of someone else

First Name(s)	Preferred Name (if different)
Surname	
Title (Mr, Mrs Dr etc)	

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

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)?

Estimated Period

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 (Fill in 8a)

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 8b and 8c)

8a. 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 this supporting evidence to your application.

Please describe the supporting evidence you are providing

8b. Details of Nominated Person

First Name(s)		Surname / Family name	
Occupation			
Organisation		Telephone	
Email		Mobile	
Postal address			
City/Town		Postcode	

8c. Declaration regarding nominated person

*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

I authorise Voyager Internet to contact _____ for the purposes 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.

Signature	Date
-----------	------

General Declaration

I acknowledge and declare that I have read the contents of the information guide attached to this application form;

I understand that Voyager 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, cordless phones and medical alarms with no inbuilt battery).

I understand that Voyager 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 the application form is true and correct.

I acknowledge and declare that _____:

- is (or will become) at particular risk of requiring the 111 emergency service.
- Does not have a 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

I understand that the information I have provided in this form will be stored with Voyager Internet.

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.

Signature	Date
-----------	------