

111 Vulnerable Customer Registration

This application form is for the purpose of submitting to Vetta Group an application to consider you, or someone else you're applying on behalf of, as a vulnerable customer under the 111 Contact Code.

The 111 Contact Code is in place to ensure people with a landline 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, please read through the important information within this document to ensure you qualify as a vulnerable customer under the 111 Contact Code, gather supporting documentation if required, complete the application form and send to us either via email or post using the details below.

Email: support@vetta.nz

Post: 111 Vulnerable Customer
Vetta Group
PO Box 923
Timaru 7940

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

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

Before submitting your application, please check you have:

- Read the important information, eligibility criteria and guidance notes.
- Completed the application form in full; and
- Provided all relevant information as required in support of the application (either nominated person's details or supporting documentation).

**YOUR TOTAL
TECHNOLOGY
PARTNER** 

Important Information

To qualify as a vulnerable customer under the 111 Contact Code, a person must meet all of the below criteria:

- You, or the person you're applying on behalf of, is at particular risk of needing to call 111 emergency services (either now or sometime in the future), for health, safety or disability reasons.
- You have a Vetta phone service provided over a Vetta broadband connection (either copper, fibre or wireless). Customers using a Vetta broadband connection without a phone service do not qualify as a vulnerable customer 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 connect to 111 emergency services at the premise that will function for a continuous 8-hour period. For example, you do not have access to a mobile phone that the vulnerable customer can use at the address the Vetta phone service is connected to, or your services are not already protected by a backup battery or generator power.

Please note that once we have received your completed 111 vulnerable customer application form, it may take up to 10 working days to assess your application.

Applicant's personal information

Are you the account holder or listed as an authority on the account that is servicing the person applying to be a vulnerable customer?

Yes No (circle one)

Details of the account holder or authority on the account

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

Vetta Group account number: _____

Title: Mr Ms Mrs Miss Dr Other: _____

Full name: _____

Phone number provided by us: _____

Name on account: _____

Contact phone number: _____

Mobile: _____

Email address: _____

Preferred method of contact: Phone Mobile Email Post

Information on the person at particular risk

If you have more than one vulnerable customer at a premise, you will have to fill in one application form for each person.

Title: Mr Ms Mrs Miss Dr Other: _____

Full name: _____

Address: _____

Please circle which category most closely relates to the specific circumstances of the person who wants to be registered as a vulnerable customer?

Health Safety Disability (circle one)

Is the specific circumstance of the person permanent or temporary?

Permanent Temporary (circle one)

If temporary, what is the expected period of time that will apply?

Start: ____/____/____ End: ____/____/____

Does the person who wants to be registered as a vulnerable customer have a mobile phone that can be used at the address of their Vetta phone service that can be used in an emergency to contact 111 emergency services, or do they have a power backup solution that will operate for at least 8 hours during a power outage?

Yes No (circle one)

For a person to be covered by the 111 Contact Code, they must be ‘at particular risk of requiring the 111 emergency services’. 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 or generator power.

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 than likely than other people to require the 111 emergency service because of a specific circumstance.

What do the Health, Safety and Disability categories mean?

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

If you select 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 under the safety category could be family violence.

An example of a specific circumstance under the disability category could be 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 may know they will become 'at particular risk' in the near future. For example, a person who has a planned major surgical operation upcoming.

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 recovery 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 could be a person who has congenital blindness and will not recovery.

Supporting Information

What information is being provided in support of this application?

(tick one)

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.

Examples of supporting evidence:

- A completed electricity authority notice of potential medically dependent consumer (MDC) status form which includes 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.
- Documentation of impairment (e.g. an ID card).

If selecting this option, please attach this supporting evidence to your application. Please send only copies and **do not** send any original documents. If you're posting your application to us, we highly recommend that you use a tracked courier service.

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.

Examples of a nominated person:

- Health or disability:
 - Health practitioner (e.g. a GP).
- Safety:
 - Currently registered social worker.
 - Lawyer (with a current practicing certificate).
 - Police officer.
 - Family court judge.

If selecting this option, please complete the following page with details of the nominated person we can contact.

Details of nominated person

Please only complete this section if you selected on the previous page to provide details of a nominated person. If you are supplying Vetta Group with supporting evidence with your application, you do not need to complete this section and can skip this page.

Please ensure this person is aware that Vetta Group will be making contact to discuss providing evidence of your vulnerable customer status. By completing the below, you authorise Vetta Group to contact your nominated person and for that person to disclose information about you to Vetta Group for the purposes of confirming that you are at particular risk of requiring the 111 emergency service. Vetta Group will only use this information for the purposes of assessing your application under the 111 Contact Code.

Details of your nominated person

Full name: _____

Occupation: _____

Organisation (if applicable): _____

Phone: _____

Mobile: _____

Email address: _____

Address: _____

Declaration regarding your 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 Vetta Trading Ltd to contact the nominated person above for 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 services.

Signed: _____ Date: _____

General declaration to be filled by the applicant

I acknowledge and declare that:

- I have fully read and understood the contents of this application form and the information contained within.
- I understand that Vetta Trading Ltd cannot guarantee a 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.
- I understand that Vetta Trading Ltd will not always be able to inform me in advance if services will be unavailable.
- To the best of my knowledge, the information given in this form is true and correct.
- The person applying to be registered as a vulnerable customer is, or will shortly become, at particular risk of requiring to contact the 111 emergency services.
- The person applying to be registered as a vulnerable customer does not have an alternate means to contact the 111 emergency service (e.g. a mobile phone), or a backup power supply that will last for at least 8 hours.
- I understand that the information I have provided in this form will be stored with Vetta Trading Ltd and is otherwise treated in accordance with our privacy policy (available at www.vetta.online/legal or on request).
- If anything in this application form is missing, we may contact you for information, and add it on the application on your behalf after you have signed it.
- The information regarding this application status, vulnerable customer status and the device protected 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 on this form may be shared with relevant third parties for the purpose of providing and managing my service.
- The device or equipment provided to you remains the property of Vetta Trading Ltd and may not be sold or disposed of without our permission, and will be required to be returned if I am no longer a vulnerable customer.

Signed: _____

Date: _____

Additional Information

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>

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

Please contact Vetta Group using the information below if you have any questions about the form, or the 111 Contact Code more generally.

Phone: 03 247 0000

Email: support@vetta.nz

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