

# VULNERABLE CONSUMER APPLICATION FORM

## 111 CONTACT CODE.



**Complete this application form if you want us to consider you (or someone you are applying on behalf of) as a vulnerable consumer under the 111 Contact Code.**

The 111 Contact Code ensures that people who are more likely to need to contact 111, and who have a landline that doesn't work in an electricity outage (with no other way of contacting 111 at their house), are provided with a suitable device to contact the 111 emergency service.

**To be covered by the 111 Contact Code, a person must:**

- be at particular risk of requiring the 111 emergency service (either now or sometime in the near future); and
- in the event of an electricity outage, not have a way to contact the 111 emergency service at their premises that can work for a continuous 8-hour period.

**Instructions for completing form.**

1. Fill in Parts A, B and C of the form.
2. Complete the declaration in Part D of the form.
3. Return the completed form to Mercury by one of the following methods:
  - Post:** Mercury, Private Bag 12023, Tauranga Mail Centre, Tauranga 3143
  - Email:** veu@mercury.co.nz
  - Phone:** 0800 10 18 10 (we can assist you with the application over the phone)

**Note:**

If the application is accepted but you (or the person you are applying on behalf of) reject the suitable device (method of contacting 111) supplied to you (e.g., because you don't like the look of the device), Mercury can deem your application withdrawn. This means you won't be considered a vulnerable consumer and we do not need to supply a way of contacting 111. See the guidance information on **page 4** for more detail.

Additional information can be found on the last page of this form. Further guidance and FAQs can be found on the Commission's website: [comcom.govt.nz/regulated-industries/telecommunications/telecommunications-for-consumers/commission-111-contact-code](http://comcom.govt.nz/regulated-industries/telecommunications/telecommunications-for-consumers/commission-111-contact-code)

## PART A - APPLICANT'S PERSONAL DETAILS.

**Guidance:**

- The 'consumer' is the person who has a landline at their house and who is vulnerable. This form is applying to have them registered as a vulnerable consumer under the 111 Contact Code.

**Are you filling out this form for yourself or on behalf of someone else?**

Myself **Go to Part B**  Someone else **Complete Q2**

**Q2. Details of person completing application form.**

Please **only** fill out this section if you are **not** the vulnerable consumer.

First name/s	<input type="text"/>	Landline phone number	<input type="text"/>
Preferred first name (if different)	<input type="text"/>	Mobile phone number	<input type="text"/>
Surname or family name	<input type="text"/>	Email address	<input type="text"/>
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Dr <input type="checkbox"/> Other (please specify)	Postal address	<input type="text"/>
	<input type="text"/>		Flat/Street name, Suburb/City, Postcode.

## PART B - INFORMATION ON THE PERSON AT PARTICULAR RISK.

### Guidance:

- A vulnerable consumer is someone who is at particular risk of needing to contact the 111 emergency service, i.e., they are more likely than other people to require the 111 emergency service because of a specific circumstance.
- Select the category which most closely relates to the specific circumstance of the vulnerable consumer: Health (e.g., a medical condition), Safety (e.g., family violence) or Disability (e.g., a physical impairment).
- A person can be at particular risk either permanently (e.g., a heart condition) or temporarily (e.g., while recovering from surgery).
- You'll need to know the Mercury account number for your landline service. The consumer doesn't have to be the person in the household who is named on that account. For example, a person may be named on the account but is applying to register their husband as a vulnerable consumer.

### Q3. Details of the consumer (to be considered a vulnerable consumer)

First name/s	<input type="text"/>	What is the address receiving the landline service?	<input type="text"/>
Preferred first name (if different)	<input type="text"/>		Flat/Street name, Suburb/City, Postcode.
Surname or family name	<input type="text"/>	Landline phone number	<input type="text"/>
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Dr <input type="checkbox"/> Other (please specify)	Mobile phone number	<input type="text"/>
	<input type="text"/>	Email address	<input type="text"/>
Mercury account number	<input type="text"/>	Postal address (if different)	<input type="text"/>
			Flat/Street name, Suburb/City, Postcode.

### Q4. What is the consumer's preferred method of contact (please tick)?

Landline  Mobile  Mail  Email

### Q5. Please select which category most closely relates to the specific circumstance of the vulnerable consumer who wants to be covered by the 111 Contact Code?

Health (e.g., medical condition)  Safety (e.g., family violence)  Disability (e.g., physical impairment)

### Q6. Is the specific circumstance of the vulnerable consumer permanent or temporary?

Permanent  Temporary\*

\*If you selected 'Temporary,' how long is the specific circumstance expected to last for?

## PART C - SUPPORTING INFORMATION.

### Guidance:

- You can either provide evidence that you (or the person you are applying on behalf of) is at particular risk of needing to contact the 111 emergency service, or provide the details of a nominated person who can verify that is the case.
- If you provide evidence, you must attach it to this application form and describe what it is.
- If you provide details of a nominated person, they must be someone who has an appropriate occupation to provide an opinion on your reason. For example, a GP for a health or disability circumstance, or a practicing lawyer for the safety circumstance.

**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 at particular risk of requiring the 111 emergency service **(Complete Q8)**

**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 **(Complete Q9 and Q10)**

**Q8. 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. Examples of evidence include a letter from a health practitioner, documentation of an impairment (i.e., ID card), a protection letter.

Please describe the supporting evidence you are providing:

**Q9. Details of nominated person**

First name/s	<input type="text"/>	Landline phone number	<input type="text"/>
Preferred first name (if different)	<input type="text"/>	Mobile phone number	<input type="text"/>
Surname or family name	<input type="text"/>	Email address	<input type="text"/>
Occupation	<input type="text"/>	Postal address	<input type="text"/>
Organisation (if applicable)	<input type="text"/>		Flat/Street name, Suburb/City, Postcode.

**Q10. Declaration regarding nominated person.**

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

I authorise Mercury to contact   
(Full name of nominated person)

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

## PART D - GENERAL DECLARATION.

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

I acknowledge and declare that

(please insert your name here, or the person you are applying on behalf of)

- is (or will become) at particular risk of requiring the 111 emergency service; and
- does not have a suitable device to contact the 111 emergency service at the premises that can be operated for a continuous 8-hour period in the event of an electricity outage;

I understand that the information I have provided in this form will be stored with Mercury, in accordance with Mercury's Privacy Policy ([mercury.co.nz/privacy-policy](http://mercury.co.nz/privacy-policy));

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

### Additional Guidance:

#### What are the next steps in the application process?

Once you have completed the form, return it to **Mercury, Private Bag 12023, Tauranga Mail Centre, Tauranga 3143**. If the form is incomplete or unclear, we'll come back to you seeking clarification.

Within 10 working days of receiving a complete application, Mercury will inform the consumer (or the person applying on their behalf) if the application has been accepted or declined. As part of this, we'll provide an overview of the dispute resolution process available.

- If the application is **accepted**, Mercury will provide the vulnerable consumer with a suitable device as soon as reasonably practicable. If the vulnerable consumer rejects the suitable device supplied, Mercury can deem the application withdrawn\*\*.
- If the application is **declined**, Mercury will state the reasons for declining, including providing sufficient information to enable the consumer to understand.

#### \*\*What if I reject the suitable device that is given to me?

Mercury has to supply each vulnerable consumer with a 'suitable device' for contacting the 111 emergency service in the event of an electricity outage (e.g., a mobile phone). The suitable device must be appropriate for the specific person, taking into account physical, mental and technical abilities.

Mercury must also provide clear instructions and guidance on how to use the means and who to contact if there are any issues.

If a person declines the suitable device (e.g., because they don't like the look of it), then Mercury can deem the application 'withdrawn'. This means the person isn't considered a vulnerable consumer and won't be provided a suitable device for contacting the 111 emergency service. That person can still reapply to be a vulnerable consumer at any point.

If there is a dispute over whether the 'suitable device' is appropriate or not, the Telecommunications Dispute Resolution Scheme can be contacted to help find a resolution.

#### 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 can be referred to this Scheme.

For more information on the Telecommunications Dispute Resolution Scheme you can contact us at **mercury.co.nz** 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: **www.tdr.org.nz**.

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

Please chat with us at **mercury.co.nz** or call us on **0800 10 18 10** if you have any questions about the form, or the 111 Contact Code.

For further information on the 111 Contact Code, you can contact the Commerce Commission at **telecommunications@comcom.govt.nz**.