

111 CUSTOMER APPLICATION FORM.



CUSTOMER DETAILS.

Complete this application form if you want Mercury to consider you (or someone you are applying on behalf of) to be covered by 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 a power failure (with no other means of contacting 111 at their house), are provided with a means 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 a power failure, not have a means to contact the 111 emergency service at their premises that can work for a continuous 8-hour period.

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

- a customer (the account holder);
- 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 landline is supplied.

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, Private Bag 12023, Tauranga Mail Centre, Tauranga 3143.

PART A - PERSONAL DETAILS.

1. Are you the customer? Yes (account holder) (fill out 3a) No (Go to Question 2)

2. Are you a person listed as an authority on the customer's account? Yes (fill out 3a and 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 first name (if different)

Surname or family name

Title Mr Ms Mrs Miss Dr Other (please specify)

Account number

What is the address receiving phone service?
Flat/Street name, Suburb/City, Postcode.

Landline phone number

Mobile phone number

Email address

Physical address
Flat/Street name, Suburb/City, Postcode.

Postal address (if different)

3b. Details of person listed as an authority on the account.

First name/s

Preferred first name (if different)

Surname or family name

Title Mr Ms Mrs Miss Dr Other (please specify)

Account number

What is the address receiving phone service?
Flat/Street name, Suburb/City, Postcode.

Landline phone number

Mobile phone number

Email address

Physical address

Postal address (if different)
Flat/Street name, Suburb/City, Postcode.

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

Contact via Landline Mobile
 Mail Email

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

Declaration I am applying to be covered by the 111 Contact Code (Go to Part B)
 I am applying on behalf of someone else (fill out 5a)

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 first name (if different)
Surname or family name
Title Mr Ms Mrs Miss
 Dr Other (please specify)

PART B - INFORMATION ON THE PERSON AT PARTICULAR RISK.

How to complete Part B:

1. Read Guidance Note 1 (provided with this form).
2. Complete Question 6 and Question 7.

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?

Select category Health Safety Disability

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

Specify circumstance Permanent Temporary

*If you selected 'Temporary', what is the estimated period of time for this?

PART C - SUPPORTING INFORMATION.

How to complete Part C:

1. Read Guidance Note 2 (provided with this form).
2. Question 8

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. Please specify why you (or the person you are applying on behalf of) is (or will become) at particular risk of requiring the 111 emergency service.

* We may request you provide some supporting evidence.

8b. Details of nominated person.

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.

First name/s
Surname or family name
Occupation
Landline phone number
Mobile phone number
Email address
Postal address

Flat/Street name, Suburb/City, Postcode.

8c. Details of 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 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.

How to complete Part D:

1. Read Guidance Notes (provided with this form).
2. Complete the 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 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 Mercury, in accordance with Mercury's Privacy Policy (www.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