

Zenbu**Phone:** 0800 493 628**Fax:** 094156513**Email:** delivery@zenbu.nz**Mail:** PO Box 102 011, North Shore Mail Centre, Auckland 0745

Vulnerable Consumer Application Form

Please complete this application form and submit it to us if you want Zenbu to consider you, or other persons you are applying on behalf of, to be considered a Vulnerable Consumer and be helped with maintaining access to contact 111 Emergency services 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 digital telephone service that doesn't work in a power failure, and with no other means of contacting 111 at their residence, are provided with a means to contact the 111 emergency service the event of a power failure.

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

We have published comprehensive information about the 111 Contact Code and the Vulnerable Consumer application process with our company on our website at zenbu.nz/access-to-111.

We will also provide this information to you over the phone, or via fax, email or post upon request.

We are available to discuss your application, and answer your questions about the 111 Contact Code in general.

Simply contact us using one of the methods at the top of the page to request this (Phone, Email, Post or Fax).

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

Instructions for completing from

This form should be completed by one of the following people:

- our customer (the account holder);
- a person who is listed as an authority on the customer account; or
- a person who ordinarily resides (i.e. lives) at the premises where the qualifying phone service is nominated as delivered to by our customer; or
- another person on behalf of one of the above persons, who is unable to complete this application themselves.

To complete this form;

1. Review the supplementary information in part C of this form before submitting your application
2. Fill in Parts A and B of the form.
3. You must complete all fields marked with a "*" symbol as these fields are required. Other fields are optional but helpful to complete to assist us in processing your application
4. If you need to complete an application for multiple applicants, you can print off or photocopy, and complete this Part B section multiple times and include each copy when submitting your application.
5. Complete the declaration in Part B of the form.
6. Return the completed form to us via Email, Fax or Post using the contact details at the top of this form.

Part A – Customer Information

1 - Details of our Customer, the account holder

This information is required in order to validate that the applicants are residing at a location to which our company is delivering a digital phone service.

Account Holder Name:*	
<i>This may be an individual or a business or other organisation</i>	
Account Holder Account Number:	
Digital Phone Number(s) associated with this account:*	
Name(s) of any persons authorised as a contact on this customer account that are known to you:	
<u>Address receiving the digital phone service</u>	
Street Number and Name:*	
Street Address Line 2:	
Suburb:	
City:*	
Postcode:*	
Country:*	New Zealand

Part B - Applicant Information	
<u>1 – Applicants Details</u>	
Please provide contact information for all persons applying for Vulnerable Consumer status.	
Applicant Full Name:*	
Applicant preferred method of contact:*	<input type="radio"/> Email <input type="radio"/> Phone <input type="radio"/> Mail
<i>Please select only one option. Please supply the corresponding contact information below.</i>	
Applicant preferred email address:	
Applicant preferred phone number:	
Applicant preferred postal address:	
<u>2 – Applicants Risk Category</u>	
Please select which category most closely relates to the particular risks of this applicant:*	<input type="radio"/> Health <input type="radio"/> Safety <input type="radio"/> Disability
Are the circumstances of this particular risk temporary or permanent?	<input type="radio"/> Permanent <input type="radio"/> Temporary
If you selected Temporary, please advise a length of time at which you estimate this risk will no longer apply?	
<i>You will have an opportunity to renew this application before the temporary status expires.</i>	
<u>3 – Supporting Information</u>	
<i>What information is being provided in support of the application? You must either provide documents of evidence or contact details for a Person of Standing who is supporting this application, or both.</i>	
Are you providing attached documents as evidence?:*	<input type="radio"/> Yes <input type="radio"/> No
How many pages of attached documents are included with this application?:*	
Please summarise the contents of the attached documents here:*	
<i>This enables us to ensure we received all of your attached documents.</i>	
If applying by Email – include all documents as attachments to the email, preferably in PDF file format	<input type="radio"/> I have attached document files to the email
If applying by Fax – include all documents as faxed pages after your application form	<input type="radio"/> I have faxed the attached document
If applying by Post – include all documents as printed pages with your application form	<input type="radio"/> I have posted the attached document
If applying by Fax – include all documents as faxed pages after your application form	<input type="radio"/> I have faxed the attached document
If applying by Phone – our team members will advise you how to supply your documents as evidence.	<input type="radio"/> I have applied over the phone
Are you nominating a Person of Standing to support your application?:*	<input type="radio"/> Yes <input type="radio"/> No
Persons Name:*	
Persons Title:*	
Persons Occupation:*	
Persons Organisation (if applicable to the application):	
Persons Phone Number:	

Persons Email Address:	
Persons Postal Address:	
<i>You must supply us with at least one method of contacting your nominated person of contact.</i>	
Persons Country of Residence:*	
<i>If this person resides outside New Zealand, your application may be delayed.</i>	
I have received permission from this person to be contacted regarding this application:*	<input type="radio"/> Yes
I have received permission from this applicant to contact this Person of Standing:*	<input type="radio"/> Yes
<i>You must have received permission from both the applicant and the Person of Standing to authorise us to contact the Person of Standing regarding this application, and discuss the applicants personal information and particular risk details.</i>	
4 – Declaration for this applicant	
<i>To be completed by the person completing this application form.</i>	
Are you this applicant?*	<input type="radio"/> Yes <input type="radio"/> No
<i>If you answered <u>No</u>, please supply your contact information</i>	
Your Full Name:*	
Your Email Address:*	
Your Phone Number:*	
Your Postal Address:*	
<ul style="list-style-type: none"> • I declare that I am authorised to complete this application on behalf of this applicant. • I declare that the information I have provided is true and correct to best of my knowledge. • I authorise you to contact myself, the applicant and the Person of Standing (if provided), in regard to this application. • I acknowledge and declare that; <ul style="list-style-type: none"> ○ The applicant ordinarily resides at the service location to which a digital voice service from our company is delivered. ○ The applicant is or will become at particular risk of requiring the 111 emergency service; and ○ The applicant does not have a suitable means to contact the 111 emergency service at the service location that can be operated for 8 or more hours in the event of a power failure. • I understand and agree that the information in this application form will be stored by Zenbu for a period of at least 5 years. • I understand that the information in this application form (and all related information collected in regard to this application) may be shared with relevant third parties for the purposes of providing and managing services related to this vulnerable consumer application or provided means, and also shared with other organisations as required by New Zealand law. 	
My Name:*	
Signature:*	
Date:*	

Part C – Guidance and Criteria

What is the 111 emergency service?

The 111 emergency service includes the ambulance service, police service and fire and emergency service, accessible by calling 111 or sending an SMS to 111, from a phone service connected within New Zealand.

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 (e.g., a mobile phone) to contact the 111 emergency service in the event of a power failure. It is maintained by the Commerce Commission as a Telecommunications Industry compliance requirement as part of the Telecommunications Act 2001.

Your rights under the 111 Contact Code

Under the terms of The Code you have certain rights. Those rights are:

- You will not be denied access to digital voice services from our company because you are currently, or may become, identified as a vulnerable consumer under The Code. Please note that you will still need to meet the other criteria of our standard terms and conditions, available on our website, to purchase our digital voice services, if you are or intend to become a customer of our company.
- You have the right to contact us to discuss a potential or current application to be identified as a vulnerable consumer, and to be informed as to the status of your application, and to update the details of your application with us or make a new application at any time.
- You have the right to make a complaint if you believe we have breached our duties under the terms of The Code. You can make such a complaint directly to us and/or to a relevant telecommunications industry body under their disputes resolution scheme, or directly to The Commerce Commission's disputes resolution scheme. We are not a member of any related telecommunications industry bodies. 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.
 - Telecommunications Dispute Resolution website - <https://www.tdr.org.nz/about-tdr/all-about-tdr>
 - Commerce Commission complaints website - <https://comcom.govt.nz/make-a-complaint>
- You are entitled to access information about our compliance with The Code online at this website, in person at our retail locations, or by contacting us by email or phone at the contact details at the top of this form.
- If you meet qualifying criteria, you are entitled to our assistance with maintaining access to 111 emergency services for a period of at least 8 hours during a power outage at your service location. This assistance is provided free of charge. You must make an application to us as a Vulnerable Consumer in order to assert this right.
- If you are provided means to contact 111 emergency services by our company as a result of an approved vulnerable consumer application, you have the right to have those provided means maintained and tested by our company at no cost to yourself, and for those means to be replaced by our company should they become non-functional for any reason, at no cost to yourself.
- You have the right to make a Vulnerable Consumer application in writing via email, fax or post, or verbally over the phone.
- You have the right to withdraw your application at any time during the application process.
- You have the right to access information from us regarding your Vulnerable Consumer status at any time, and to require us to update that information.
- You have the right to notify us to cancel your Vulnerable Consumer status at any time.

Particular Risk

- 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 that will allow us to know that 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.

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 applicable to that consumer. 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 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.
- The form 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.

Supporting Information

- At least one form of support information or evidence of the following must be provided:
 - Reasonably 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
 - 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 'Person of Standing'?

- A Person of Standing 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. There is no specific list of persons or occupations who may or may not be considered a Person of Standing.
- For example, if the 'health' or 'disability' category has been selected, then a health practitioner (such as a GP) could be a Person of Standing.
- 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 Person of Standing.
- We recommend that before you make your application to us, you (or the person you are applying on behalf of) first contact the Person of Standing to discuss the application and ensure that they agree to support it.

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 (accessible from their website here: <https://www.ea.govt.nz/operations/retail/retailers/retailer-obligations/medically-dependant-and-vulnerablecustomers/>);
 - a protection order from a court official;
 - a letter from a health practitioner (e.g. a GP); or
 - documentation of impairment (e.g., an ID card).

What does 'does not have a suitable means to contact the 111 emergency service at the service location that can be operated for 8 or more hours in the event of a power failure' mean?

- It means that the person does not have a way of contacting the 111 emergency service at the premises where they live; or
- The 'means' a person uses to contact the 111 emergency service are not able to work for a continuous (i.e. non-stop) 8 hour period if used as intended.
- A person will have a way of contacting the 111 emergency service if:
 - the premises where they live is receiving a copper-line based telephone services (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, battery backup or generator, or some other means for maintaining access to contacting the 111 emergency service in the event of a power failure at the service location.

Criteria that may cause your application to be declined

In order to qualify for assistance from our company, the applicant(s) will need to meet certain other criteria as laid out in the code in addition to the above. Those criteria are:

- The digital voice service in relation to your application must be capable of being used to contact 111, and must be being provided by our company to our customer.
- The applicant(s) are ordinarily residing at the service location to which our digital voice service is nominated as delivered to our Customer i.e. this service location is the applicant(s) residence.
- The supporting evidence to this application must be reasonably sufficient as defined by The Code. A person of standing if nominated, must be contactable and provide their consent to support this application, and be a reasonably sufficient authority as defined by The Code.