

HOME PHONE TECHNOLOGY AND CALLING 111

WHAT YOU NEED TO KNOW

If the power goes out, will you or your loved ones be able to contact a 111 emergency service? Most modern home phones and some medical alarms require power to work. It's important that you know what technology your home phone or medical alarm uses and that you also check your family and friends understand this and are prepared.

WHAT TECHNOLOGIES NEED POWER?



FIBRE, HFC, SATELLITE AND
WIRELESS TECHNOLOGY



HOME PHONES THAT USE
VOICE CALLING OVER THE
INTERNET (KNOWN
AS VOIP)



A CORDLESS HOME PHONE



SOME MEDICAL ALARMS

WILL MY HOME PHONE OR MEDICAL ALARMS WORK WITHOUT POWER ?

- Ask your landline provider what technology you are on and whether your phone will work in a power cut.
- Ask your medical alarm provider whether your medical alarm will work in a power cut.
- Test it by turning your power off (at the mains is best) and seeing if it works.

TIPS FOR BEING PREPARED

In the event of a power failure:

- Keep a charged mobile phone in an easy to find place as a back-up in case of an emergency.
- Use a portable power bank to charge your mobile phone. These can be purchased at an electronics retail store. Keep the power bank charged and in an easy to find place.
- If you still have access to a copper landline, keep a corded phone, that you can plug into a phone jack, as a back-up if needed.

NEW TECHNOLOGY NEEDS POWER TO WORK

Every year, and when signing up to a new landline service, your provider must tell you that new technology (fibre, HFC, satellite and wireless technology) needs power to work. This helps support everyone including the most vulnerable consumers.

DO YOU, OR SOMEONE YOU KNOW, NEED EXTRA SUPPORT?



Home phone customers who don't have an alternative way to contact 111 in a power failure can apply to their provider if they are at particular risk of needing to call emergency services for health, safety or disability reasons. If they qualify, their provider will work with them to determine the right product for their needs, at no cost to the consumer.

EXTRA SUPPORT – 111 CONTACT CODE

The Commerce Commission's 111 Contact Code has been supporting some of the most vulnerable New Zealanders since 2020.

WHAT IS A VULNERABLE CONSUMER?

Under the 111 Contact Code a vulnerable consumer means a consumer of a residential landline service who:

- Is at particular risk of requiring a 111 emergency service; and
- Does not have an alternative means for contacting a 111 emergency service that can be operated for the minimum period in the event of a power failure.

HOW DO I APPLY?

If you, or someone in your household, believes they would qualify as a vulnerable consumer, the next step is to contact your provider and follow their vulnerable consumer registration process.

A provider cannot deny or stop supplying a residential landline service based on the suspicion or knowledge that a consumer is, or may become, vulnerable.

HOW WILL I BE SUPPORTED?

If you qualify, your provider will work with you to assess your individual needs and provide a solution that is right for you. This is likely to be a mobile phone or a minimum 8 hour mobile battery backup so their home phone can operate in a power cut.

WHAT HAPPENS IF I HAVE A COMPLAINT ABOUT THE PROCESS?

If you have a complaint related to the process or your provider's responsibilities within the 111 Contact Code, your first step is to contact your provider to try and sort things out.

Should a resolution not be achieved, then you can take your dispute to Telecommunications Dispute Resolution (TDR) – tdr.org.nz

A consumer may make a complaint to the Commission regarding the provider's compliance with the Code, but the primary method for making a complaint is to refer a dispute to TDR.

TDR is a free and independent service helping to resolve disputes between customers and their provider.

HEALTH

For example, a known medical condition.

SAFETY

For example, family violence.

DISABILITY

For example, sensory, intellectual or physical impairment.

MOBILE COVERAGE AND 111 CALLS

If your mobile phone is outside of your provider's network coverage, but within the coverage of another provider, you can still use it to call 111 emergency services.

You don't need to do anything additional to enable this.

EMERGENCY TXT SERVICE FOR PEOPLE WITH HEARING OR SPEECH DIFFICULTIES

Do you have difficulty hearing or talking on the phone? You can register your mobile number with the 111 TXT so you can contact Fire, Ambulance or Police by text message in an emergency.

Register at:
www.police.govt.nz/111-txt



Phone: +64 9 475 0203
email: info@tcf.org.nz
web: tcf.org.nz



Free phone: 0800 943 600
email: contact@comcom.govt.nz
web: comcom.govt.nz



Free phone: 0508 98 98 98
email: contact@tdr.org.nz
web: tdr.org.nz