

# 111 Contact Code 2025 Compliance Report

The 111 Contact Code aims to ensure that:

- **Consumers know which landline services won't work in a power cut at home.**

As of 30 June 2025:

# 891

The total number of vulnerable consumers

Up from 825, **an 8% increase**

# 441,969

The total number of residential landline services

Down from 496,153, **an 11% decrease**

# 394

Applications received during the disclosure year

Down from 458, **a 14% decrease**

# 0.20%

Percentage of residential landline customers that are vulnerable

Up from 0.17%, **an 18% increase**

Types and number of alternative means for contacting 111 supplied:



# 166

 mobile phones

# 45

 battery backups

- **Vulnerable consumers have an alternative means of contacting 111 in a power cut.**

## Declined applications

Declined applications and reasons from 1 July 2024 to 30 June 2025:

**131** Consumer has means to contact 111 emergency services during a power failure for the minimum period

**14** Applicant is not a customer of a residential landline service

**6** Nominated person considers that the consumer is not (or will not become) at particular risk of requiring 111 emergency services

**3** Insufficient evidence to show that the consumer is (or will become) at particular risk of requiring 111 emergency services

**1** The nominated person is not in a recognised profession qualified to assess the consumers risk of requiring 111 emergency services (for example, a health practitioner, police officer, registered social worker, lawyer, or family court judge)

**0** provider has not been able to contact the nominated person

## Compliance monitoring

We found a good level of overall compliance in our assessment of the 2024/25 Code disclosures, indicating a steady improvement in how providers are approaching their Code responsibilities, with only a few providers not meeting all of their Code obligations. In particular; not explaining that services cannot be denied based on vulnerability, that alternative means must be provided at no cost to vulnerable consumers, or how to make a complaint under the Code.

We have directly engaged with these providers to address the failures, and we will continue to monitor compliance closely.

In 2025 we continued to take enforcement action against parties who had been non-compliant with the Code without a reasonable excuse, including issuing warnings and infringement notices.

Additionally, One NZ was ordered to pay \$1.1 million by the High Court after admitting to ten breaches of the Code.

**We encourage RSPs to continue reviewing their approach to Code compliance.**