

111 Contact Code 2024 Compliance Report



The 111 Contact Code aims to ensure that:

- Consumers know which landline services won't work in a power cut at home.
- Vulnerable consumers have an alternative means of contacting 111 in a power cut.

As of 30 June 2024:

825

The total number of vulnerable consumers

Up from 684, a 20.61% increase

496,153

The total number of residential landline services

Down from 572,946, a 13.4% decrease

458

Applications received during the disclosure year

Up from 368, a 24.46% increase

Types and number of alternative means for contacting 111 supplied:



235

mobile phones



77

battery backups



3

'other' (emergency buttons)

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

We continue to monitor Code compliance and have identified some areas that continue to require additional support to ensure compliance with the Code:

Layering:

Code information is required to be easily accessible when displayed on websites, and easily discernible when provided via email or letter. Providers must ensure Code information is provided and presented in ways that meet the needs of all consumers, including those that are potentially vulnerable under the Code.

Ideally, when supplying information about the Code to consumers, the information should be provided in full, on a single webpage or email. Providers who 'layer' Code information must describe the information and ensure it is clear where the information can be found. Information should be displayed in ways that:

- Clearly informs all residential landline customers about the impact of power outages on their services;
- Provides information about alternative means of contacting 111 during a power cut in the home; and
- identifies the opportunity for further support under the Code for consumers who qualify as vulnerable and do not have another way of contacting 111 if there is a power cut which means their residential landline service will not function.

Complaint information:

When there is a complaint under the Code, the first step is trying to work it out at a customer/provider level.

Should a resolution not be achieved, then a dispute can be taken to Telecommunications Dispute Resolution (TDR).

Phone: 0508 98 98 98 | **Email:** contact@tdr.org.nz

The Commerce Commission is responsible for administering the Code. You can contact us with any concerns about the Code via **Phone:** 0800 943 600 | **Email:** contact@comcom.govt.nz

Declined applications

Declined applications and reasons from 1 July 2023 to 30 June 2024:

106

Consumer has means to contact the 111 during a power failure for the minimum period

25

Applicant is not a customer of a residential landline service

5

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

3

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

4

provider has not been able to contact the nominated person