

# Home phone technology and calling 111

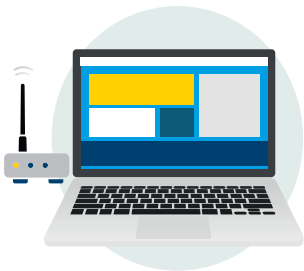
## what you need to know



### CAN YOU CALL 111 IN A POWER CUT?

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

#### WHAT TECHNOLOGIES NEED POWER?



Fibre and wireless home broadband



Home phones that use voice calling over the internet (known as VoIP)



Most cordless home phones on any technology

#### HOW CAN I CHECK?

- Ask your service provider what technology you are on and whether your phone 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

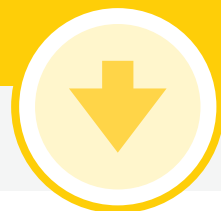
- We suggest keeping a charged mobile phone handy ready to use as a back-up in case of an emergency.
- Keep your mobile phone charged – or purchase a portable power bank from an electronics retail store and keep it (charged) in an easy to find place.
- If your landline service is delivered over traditional copper lines keep a corded phone handy as a back-up, that you can plug into a phone jack if needed.

#### NEW TECHNOLOGY NEEDS POWER TO WORK

Every year, and when signing up to a new service, your home phone line telecommunications provider needs to tell you that new technology (fibre or fixed wireless) needs power to work and of the need to be prepared. This helps support everyone including the most vulnerable consumers.

#### Do you, or someone you know, need extra support?

From August 2021 if you, or someone you know, meets the criteria of a vulnerable consumer under the Commerce Commission's 111 Contact Code they will be provided with a way to contact 111 emergency services in a power cut.



# Extra support - 111 Contact Code

## WHAT IS A VULNERABLE CONSUMER?

Under the 111 Contact Code a vulnerable consumer is somebody who:

- Relies on a home phone through a fibre, wireless network or VoIP to call 111; and
- Doesn't have an alternative way to contact 111, such as a mobile phone; and
- Can demonstrate they are at particular risk of requiring 111 emergency services for health, safety or disability reasons.

## 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 service provider and follow their vulnerable consumer registration process.

## HOW WILL I BE SUPPORTED?

Your service provider will offer a solution to enable you to contact 111 emergency services in the event of a power cut. The solution will best suit your needs either a mobile phone device or, if your home has limited or no mobile coverage, a battery back-up device could be more suitable.

## WHAT HAPPENS IF I HAVE A COMPLAINT ABOUT THE PROCESS?

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

Should a resolution not be achieved within five working days then you can take your dispute to **Telecommunications Dispute Resolution (TDR)** – [tdr.org.nz](http://tdr.org.nz)

TDR is a free and independent service helping to resolve disputes between customers and their telecommunications 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 mobile provider's network coverage, but within the coverage of another provider, you can still use it to contact 111 emergency services.



### 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](http://www.police.govt.nz/111-txt)



Phone: +64 9 475 0203  
email: [info@tcf.org.nz](mailto:info@tcf.org.nz)  
web: [tcf.org.nz/111code](http://tcf.org.nz/111code)



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