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Local people. Local internet. Queenstown Lakes.

Vulnerable consumer application

Start here: who is completing this form?

Use this form if a Lightspeed residential landline customer, or someone in their household, may be at particular risk of needing to call 111 during a power failure and has no other reliable way to do so for at least eight continuous hours.

1. Are you filling out this form for yourself or for someone else?

- [ ] I am filling this form out for myself.
- [ ] I am applying on behalf of someone else.

Person who may be vulnerable

Full name

Residential landline service address

Phone number

Email address

Name the Lightspeed service is held under instead of an account number

If you are applying on behalf of someone else

Your full name

Your relationship to the person

Your phone number

Your email address

Your postal address

We may contact both the applicant and the person who may be vulnerable to assess this application.

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Circumstances and risk

Tell us why reliable access to 111 is important.

2. Which circumstance applies?

- [ ] Health
- [ ] Safety
- [ ] Disability

You may select more than one.

Please describe the health, safety or disability circumstances

3. Is this circumstance permanent or temporary?

- [ ] Permanent
- [ ] Temporary

If temporary, how long do you expect it to last?

4. Particular risk of needing to contact 111

Explain why the person is, or is likely to become, at particular risk of needing to contact the 111 emergency service. Include any relevant details that will help us assess the application.

Your explanation

Access to 111 during a power failure

Tell us about every available alternative.

A residential landline delivered over broadband normally stops working during a power failure because the modem, router, phone equipment or network terminal requires electricity.

5. Available means of contacting 111

Does the person have a means of contacting 111 that can be operated for at least eight continuous hours during a power failure?

- [ ] No - there is no such means available.
- [ ] Yes - describe it below, including why it may not be reliable or accessible.

Mobile phone, battery backup, neighbour, medical alarm or other means

6. Mobile coverage and practical access

Describe mobile coverage at the address and any ability to use a mobile phone

Anything else we should consider about access to 111

The declaration on page 5 asks you to formally confirm that no qualifying means is available.

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Supporting the application

Choose Option A or Option B.

You may support the application with evidence, or nominate a suitable person whom Lightspeed is authorised to contact. Do not complete both options unless you wish to.

[ ] Option A - supporting evidence

Attach relevant evidence that supports the health, safety or disability circumstances described in this form. Please do not send more personal information than is reasonably necessary.

☐ Evidence is attached to this application.

Brief description of attached evidence

[ ] Option B - nominated person

Acceptable examples include a health practitioner, police officer, registered social worker, lawyer with a current practising certificate, or Family Court judge.

The nominated person must be able to confirm that the health, safety or disability circumstances described in this application apply.

Nominated person's full name

Occupation

Organisation

Phone number

Email address

☐ I authorise Lightspeed to contact the nominated person about this application.

Lightspeed may ask for further information where reasonably needed to assess the application.

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Declarations and consent

Read and tick every box before signing.

- [ ] I declare that the information in this application is true and correct to the best of my knowledge.
- [ ] I declare that the person named in this application is, or is likely to become, at particular risk of needing to contact the 111 emergency service because of health, safety or disability circumstances.
- [ ] I declare that the person does not have a means of contacting 111 that can be operated for at least eight continuous hours during a power failure.
- [ ] I understand that Lightspeed will store the information in this application and may share it with relevant third parties where reasonably necessary to assess the application, supply an appropriate means of contacting 111, or meet legal obligations.
- [ ] I understand that Lightspeed may contact the applicant, the person who may be vulnerable and any nominated person in relation to this application.

Important - supplied means and withdrawal

If this application is accepted but you, or the person you are applying on behalf of, reject the appropriate means of contacting 111 supplied by Lightspeed, Lightspeed can deem the application withdrawn. The person will not be considered a vulnerable consumer and Lightspeed will not need to supply that means. You may reapply in the future.

Full name of person signing

Signature

Date DD / MM / YYYY

If signing on behalf of someone else, you confirm that you are authorised to make this application.

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Submit your application

How to send it, what happens next, and your rights.

Send the completed form and any evidence to:

Email: connect@lightspeed.net.nz

Post: Lightspeed, PO Box 83, Queenstown 9348

What happens next

Lightspeed will assess the application and notify you of the outcome as soon as reasonably practicable, and no later than 10 working days after receiving a complete application and any information reasonably required.

If accepted, Lightspeed will work with you to provide an appropriate means of contacting 111 during a power failure at no charge. We may review whether the person continues to qualify where the Code permits.

Lightspeed cannot deny or stop supplying a residential landline service because we know or suspect that a consumer is, or may become, a vulnerable consumer.

If you disagree with our decision

Contact us first so we can review the decision. You may also use the free Telecommunications Dispute Resolution service at tdr.org.nz or call 0508 98 98 98.

Before sending, check that you have:

- [ ] Answered whether you are applying for yourself or someone else.
- [ ] Completed the person’s details and, if applicable, the applicant’s details.
- [ ] Explained the circumstances, duration, risk and available alternatives.
- [ ] Completed Option A or Option B.
- [ ] Ticked every declaration, signed and dated the form.

Questions? 03 441 2314 | connect@lightspeed.net.nz

Privacy information is available at lightspeed.net.nz/privacy/.