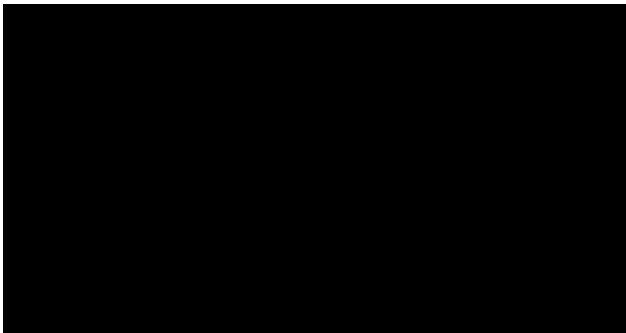


16 March 2023



### **Official Information Act #22.121 – Response**

1. We refer to your request received on 21 February 2023 for information about the Commerce Commission's (Commission) 111 Contact Code Disclosure requirements.
2. Specifically, you have requested the following:
  - 2.1 Providers' answers to the 111 Contact Code Disclosure requirement questions, either broken down by provider or aggregate numbers (eg the total number of vulnerable consumers, and the number of appropriate means of contacting the 111 emergency service the providers have supplied, broken down by type of means)?
  - 2.2 Has the Commission had any contact with providers (or vulnerable consumers) during the recent weather events, or is it looking at, the experience of vulnerable consumers?
3. We have treated this as a request for information under the Official Information Act 1982 (OIA).

### **Our response**

4. In response to your request at [2.1], for the 2022 disclosure year:
  - 4.1 The total number of vulnerable consumers disclosed was 573.
  - 4.2 The total number of alternative means provided to vulnerable consumers under the 111 Contact Code was 602.
    - 4.2.1 Of the 602 alternative means:

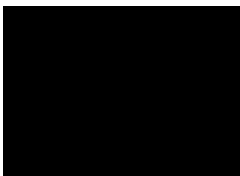
- (a) 490 were mobile;
- (b) 81 were battery back-ups; and
- (c) 31 were “other” solutions.

5. Please note:

- 5.1 the alternative means provided is higher than the number of vulnerable consumers as some retail service providers have provided multiple options to vulnerable consumers; and
- 5.2 the 31 “other” solutions provided includes PSTN voice, DC battery back-up systems, generators and power rails as a secondary device.

- 6. In response to your request at [2.2], at this point in time, the Commission has not been contacted by providers in relation to Cyclone Gabrielle, in respect of their 111 Contact Code obligations. We have been in regular contact with the larger retail service providers, conscious they are busy managing their own responses to the cyclone, and none have raised any issues with the 111 Contact Code.
- 7. Additionally, we have been engaging with the NZ Telecommunications Forum to further understand all of the impacts and industry’s response to Cyclone Gabrielle. Nothing of concern about the 111 Code has been raised by this industry group at this time.
- 8. We anticipate the ability of the Code to protect vulnerable consumers during extreme weather events may be raised in the upcoming review of the Code and intend to seek submissions from providers and vulnerable consumers to understand their views.
- 9. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
- 10. Please do not hesitate to contact us at [gia@comcom.govt.nz](mailto:gia@comcom.govt.nz) if you have any questions about this response.

Yours sincerely



OIA and Information Coordinator