

Submitter: Sky Network Television Ltd

Submission provided by email

## Questions

*Requirement 1: Vulnerable consumers, or persons on their behalf, have reasonable access to an appropriate means to contact the 111 emergency service in the event of a power failure within a defined minimum period.*

- 40. Question 1: In your experience, how has the implementation of the Code impacted the ability of vulnerable consumers (as defined in the Act) to contact the 111 emergency service during power failures? Please provide any evidence you have which supports your views. [CL] Sky provide access to vulnerable consumer support, contained in our website [https://help.sky.co.nz/s/article/Vulnerable-consumers?utm\\_source=sfmc&utm\\_medium=email&utm\\_content=202204\\_BB\\_Vulnerable\\_Consumer\\_v2&utm\\_campaign=](https://help.sky.co.nz/s/article/Vulnerable-consumers?utm_source=sfmc&utm_medium=email&utm_content=202204_BB_Vulnerable_Consumer_v2&utm_campaign=) this has been well received although Sky only have a limited number of consumers on the vulnerable customer list, which we provide through to the CC via 2 Degrees/Vocus (Sky's integration partner)
- 41. Question 2: Do you believe that the solutions that have been provided to vulnerable consumers have been effective in providing an appropriate means of contacting 111 during an outage? Why do you hold that view? [CL] Yes, it provides sufficient means of maintaining contact in emergency events

*Requirement 2: Consumers are effectively informed about the options available to vulnerable consumers.*

- 42. Question 3: Do you believe that RSPs have effectively informed consumers about the options available for vulnerable consumers? Why do you hold that view? [CL] Yes, given the website information to Sky customers as per links in Question 1, we also provide direct customer communication as per the attached sample of electronic direct messaging, labelled "Are you a Vulnerable Consumer?"
- 43. Question 4: In your view, are all landline consumers being made sufficiently aware of the risk of loss of service during a power outage? What evidence do you have that supports that view? Requirement 3: Consumers and their representatives have access to effective processes to demonstrate vulnerability. [CL] Yes, we have taken necessary means as per Question 3 above
- 44. Question 5: In your experience, are the prescribed processes for demonstrating vulnerability effective and accessible for consumers and their representatives? What are the reasons for your view? [CL] Yes, Sky subscribers have access to all customer facing messages and help articles, as well as direct customer communication to inform of this

## Other questions

- 45. Question 6: Do you have any changes you would suggest making to the Code to improve its effectiveness and/or outcomes for vulnerable consumers? [CL] None
- 46. Question 7: Do you have any views on any other matter related to the Code and/or the vulnerability of consumers who rely on the 111 emergency service? Please provide as much detail as possible. [CL] None