

Effective 1 March 2022, DTS are required to adhere to the rules and regulations as set out by the Commerce Commission, as well as the Telecommunications Disputes Resolution (TDR), whereby we need to ensure that any home and small business customers who use our voice services, but are deemed 'vulnerable' users, still have the ability to make emergency (111) calls, should your DTS supplied voice service be inactive for any reason.

A 'vulnerable' customer can be defined by one of the following:

- They rely on a home/business phone through a fibre, wireless network, or voice over internet protocol (VoIP) to be able to call 111, or
- They do not have an alternate way to contact 111, such as a mobile phone or fixed copper landline service, or
- They can demonstrate that they are at particular risk of requiring 111 emergency services for health, disability, or safety reasons.

If you fall into the 'vulnerable' category, you are required to notify us immediately. DTS will then organise to provide you with the means to make an emergency call in the event of a power outage or similar.

If a customer is identified as "vulnerable", DTS will, as required by law, provide an appropriate means for contacting emergency services in the event of a power or service outage, at no additional cost to the vulnerable customer.

If DTS becomes aware of a customer's vulnerable status or suspects that a customer may become vulnerable, DTS will continue to provide telephony services to them. This means DTS will not deny or discontinue the service due to factors such as non-payment, unless the vulnerable customer chooses to terminate their services.

If a vulnerable customer wishes to raise a complaint or dispute regarding matters under the **111 Code**, they should:

- Contact DTS directly by emailing management@dtsanz.com, or
- Send a written complaint to **DTS Limited, PO Box 40623, Upper Hutt 5140**, clearly outlining any specific issues related to the 111 Code.

DTS will make every effort to resolve the issue directly with the vulnerable customer. If a resolution cannot be reached, the dispute may be referred to the **Telecommunications Dispute Resolution (TDR)** scheme by either the customer, DTS, or both, in accordance with the rights of both parties under the 111 Code.

For more information about the **TDR**, including how to escalate a complaint, visit www.tdr.org.nz or contact them by calling **04 924 3600**