

## **NOW Vulnerable Customer Device Use Terms**

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These Device Use terms form part of your Agreement with NOW and should be read in conjunction with NOW's Residential Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/residential-terms-and-conditions/>. In the event of any inconsistency between these Terms and any other clause of the Agreement, these Terms take precedence.

### **1. NOW Vulnerable Customer Device Use terms**

1. To be registered as a Vulnerable Customer with NOW you must meet the criteria and follow the application process as defined on our website <https://www.nownz.co.nz/support/broadband/calling/vulnerable-consumers-111-calling/>
2. By registering as a Vulnerable Customer with NOW, you agree to these Device Use terms.
3. If you have been accepted by NOW as meeting the criteria to be registered with us as a Vulnerable Customer, we will provide you with either a mobile phone, or alternative means of contacting 111 that can operate for at least 8 hours during a power outage such as a UPS.
4. These devices remain the property of NOW and must be returned to NOW in the event that you cancel your landline with us. We will contact you in this event to arrange device return.
5. The device provided to you is for use as an alternative to your landline or to ensure your landline remains operational in the event of a power outage at your residential address. NOW makes no warranty to the 100% reliability of this device.
6. For mobile phone devices, it is your responsibility to keep this device charged at all times. Please make a test call as soon as you receive the device to ensure its operation and coverage is suitable at your address. There is small credit applied to this phone for this purpose.
7. NOW is not responsible for any call charges or placing credits on the mobile phone after it has been assigned to you.
8. If you receive a battery backup device to power your fibre ONT, NOW will arrange for this to be installed. It is your responsibility to ensure that this device is operating properly. A suitable test would be for once a month to unplug the power from the ONT to check that the UPS power continues to power the ONT. In the event of failure, you must notify NOW to arrange for servicing or a replacement.