

LIFE SUPPORT POLICY

1 PURPOSE

This policy outlines Ellis Air Connects obligations to customers who require life support equipment at their premises, ensuring compliance with the National Energy Retail Law (NERL), the National Energy Retail Rules (NERR v42, August 2024), and applicable AER guidance on Family Violence and Privacy obligations.

2 SCOPE

This policy applies to all residential and small business customers of Ellis Air Connect, including customers within embedded networks where Ellis Air Connect acts as the exempt or authorised retailer.

3 DEFINITIONS

- **Life Support Equipment:** Equipment prescribed under the NERR including, but not limited to, oxygen concentrators, dialysis machines, ventilators, and any other equipment certified by a registered medical practitioner.
- **Life Support Customer:** A customer who has registered premises as requiring life support equipment.
- **Business Days:** Monday to Friday, excluding public holidays.
- **Affected Customer:** As defined under the Family Violence Rules (NERR 76A-L).

4 REGISTRATION PROCESS

A customer may register premises as requiring life support equipment by:

- Notifying Ellis Air Connect (verbally or in writing);
- Providing acceptable medical confirmation from a registered medical practitioner within 50 business days.

Upon notification:

- Ellis Air Connect will provide an information pack within 5 business days, outlining the customer's rights and responsibilities.
- Ellis Air Connect will inform the relevant distributor within 1 business day of registration.

5 MEDICAL CONFIRMATION

- Customers must return a valid medical confirmation form signed by a registered medical practitioner.
- Medical confirmations will be securely stored in accordance with the Privacy Act 1988 and Ellis Air Connect's Privacy Policy.

6 DEREGISTRATION

Ellis Air Connect may deregister premises where:

- Medical confirmation is not received within 50 business days;
- The customer notifies that life support equipment is no longer required;
- Reasonable steps have been taken to verify the status of life support needs.

Before deregistration:

- Ellis Air Connect will issue a written notice of intention to deregister, giving at least 20 business days for the customer to respond.
- Customers will be provided an opportunity to dispute deregistration.

7 PROTECTION AGAINST DE-ENERGISATION

Ellis Air Connect must not arrange for disconnection (de-energisation) of premises registered for life support unless:

- The customer has requested it; or
- All obligations under the NERR have been satisfied, including additional safeguards for affected customers.

8 PLANNED AND UNPLANNED INTERRUPTIONS

Planned Interruptions:

- Minimum 4 business days written notice will be given before any planned interruption.
- Ellis Air Connect will liaise with the distributor to minimise disruption.

Unplanned Interruptions:

- Ellis Air Connect will promptly inform life support customers of any unplanned outage as soon as practicable.

9 PRIVACY AND FAMILY VIOLENCE PROTECTIONS

- Personal and medical information collected during the life support registration process will be protected in accordance with the Privacy Act 1988.
- Additional consideration will be given to customers affected by family violence.
- Staff responsible for life support customers will receive training on privacy obligations and recognising indicators of vulnerability, including family violence.

10 EMBEDDED NETWORKS

Where Ellis Air Connect operates embedded networks, life support obligations apply equally. Ellis Air Connect will ensure compliance with all registration, notification, and disconnection prohibitions within these networks.

11 COMPLAINTS AND DISPUTE RESOLUTION

Customers may contact Ellis Air Connect to raise any concerns regarding life support registration, deregistration, or interruptions:

- **Phone:** 1300 236 906
- **Email:** support@ellisairconnect.com
- **Mail:** Ellis Air Connect Pty Ltd Support, 54 Alexandra Place, Murarrie, Queensland, 4172

If dissatisfied, customers may escalate complaints to the relevant Energy Ombudsman.

12 RECORD KEEPING

Ellis Air Connect will:

- Maintain accurate records of all registered life support customers;
- Retain medical confirmation records;
- Keep deregistration notices and related correspondence for a minimum of 2 years.

13 POLICY REVIEW

This policy will be reviewed every two years or earlier if required to reflect changes to legislation, regulatory guidance, or internal processes.