

# New Zealand Telecommunications Relay Services Beyond 2019: Submission template

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The closing date for submissions is **5.00pm, Friday 13 April 2018**.

You can make a submission by emailing [RelayConsultation@mbie.govt.nz](mailto:RelayConsultation@mbie.govt.nz) or by posting your feedback to:

NZ Relay Project Team  
ICT Policy & Programmes  
Ministry of Business, Innovation & Employment  
PO Box 1473  
Wellington 6140  
New Zealand

If you post your submission, please also send it electronically if possible (as a PDF or Microsoft Word document).

New Zealand Sign Language (NZSL) users are also able to make video submissions in NZSL. For further information please visit <http://www.mbie.govt.nz/info-services/sectors-industries/technology-communications/communications/telecommunications-relay-service/>.

**Please complete the following contact details:**

<b>Your name:</b>	<b>Alana Best</b>
<b>Your email address:</b>	

**Is your submission on behalf of an organisation?**

*√ - copy and paste this symbol to mark your answer if completing on a computer*

	Yes
√	No

If yes, please write the name of the organisation and your position here:

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If you or your organisation do not wish your name to be included in any summary of submissions that the Ministry may publish, please advise here:

No, I do not want my name / organisations name published in any summary of submissions

If you or your organisation object to the release of any information contained in this submission, please advise here:

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**If completing as an individual, which region do you live in?**

*√ - copy and paste this symbol to mark your answer if completing on a computer*

√	Northland		Wellington
	Auckland		Tasman
	Waikato		Nelson
	Bay of Plenty		Marlborough
	Gisborne		West Coast
	Hawke's Bay		Canterbury
	Taranaki		Otago
	Manawatu-Wanganui		Southland
	Outside New Zealand. Please specify location:		

**If completing as an individual, which age bracket do you (or the person you are completing the form on behalf of) fall into?**

*√ - copy and paste this symbol to mark your answer if completing on a computer*

	Under 18		45 – 54
	18 – 24		55 – 64
√	25 – 34		Over 65
	35 – 44		Prefer not to disclose

If you are comfortable doing so, please tick any communications disabilities that apply to you, the person you are completing this submission on behalf of, and/or the body of people you or your organisation represents:

√ - copy and paste this symbol to mark your answer if completing on a computer

√	Deaf
	Hearing Impaired
	Speech Impaired
	Deafblind
	Other (please specify)
	Prefer not to disclose

**Are you a hearing recipient of relay calls, or user of the VIS?**

√ - copy and paste this symbol to mark your answer if completing on a computer

	Yes
√	No

**Are you a user of New Zealand Sign Language?**

√ - copy and paste this symbol to mark your answer if completing on a computer

√	Yes
	No

**Are you a user of any of the relay services? If so, please tick which services, and the frequency with which you use them, below:**

√ - copy and paste this symbol to mark your answer if completing on a computer

	Every day	Several times a week	Once a week	1-3 times a month	Less than once a month
Teletypewriter to Voice					
Voice Carry Over					
Hearing Carry Over					
Mobile Text Relay		√			
Internet Relay		√			

CapTel					√
Web CapTel					
Video Interpreting Service		√			
Speech to Speech					
Video-Assisted Speech to Speech					

If you are a user of the relay service, please describe the purposes for which you use it. For example, for social/personal calls, to conduct business, to use interpretation services for appointments:

I use relay service for everything from personal, business and social calls. I also use for appointments and meetings. Just basically everyday needs

If you are not a user of the relay service, please describe your interest in this public consultation:

**Which of the current services were you aware of prior to completing this submission? Please tick the services below:**

*√ - copy and paste this symbol to mark your answer if completing on a computer*

√	Teletypewriter to Voice	√	CapTel
√	Voice Carry Over	√	Web CapTel
√	Hearing Carry Over	√	Video Interpreting Service
√	Mobile Text Relay	√	Speech to Speech
√	Internet Relay	√	Video-Assisted Speech to Speech

**Availability of Services – Please let us know if your comments relate to a specific service**

1. What is your view of the current availability of the relay service (i.e. are you able to access the relay service when you need it?)

The hours are good, but I want the start time to be at 7am because there is often the need to ring someone at that time for school and work reasons. 8am is not good and I always am stressful while waiting and waiting. I find on occasions I needed to ring someone after 8pm on

the weekends but realised I can't coz they are closed by then.

2. If you have encountered problems, what are these and what impact have they had?

A lot calls related to school and work need to be done before 8am, 7am open will be better. I always felt stressed and texts/emails are not convenient.

I still cannot ring NZ mobiles – every day I always find a reason to ring but all I have is the darn mobile numbers. It is a pain in the ass.

3. What changes could be made to relay services to improve their availability, and why?

7am start!! A lot of calls before the house or go off data. 8am with traffic peak hours, chaos – very stressful.

Use these minutes on our mob plan and call someone on their mobile!! I want to call someone on their mobile and no more of going into circles and endless barriers/red tapes.

**Accessibility – Please let us know if your comments relate to a specific service**

4. What additional measures or initiatives could be introduced to increase awareness of the relay service and its benefits to users of the service and the wider community?

Promote on the TV!

5. If you had the choice between accessing a relay service from a fixed device at home or from your mobile, laptop or tablet, which would you prefer and why?

I pick portable devices – mobile, laptop and tablet. So I can ring from anywhere on NZ, from bush to mountain, rural to city and in air. More freedom and on spot calling – feels equal to hearing except for the fact I can't call the mobile numbers.

6. What specific relay services would you like to see available on your mobile, laptop or tablet and why?

VRI, VRS, internet relay, and be able to use my mobile plans to call the mobile numbers.

I like different options, be flexible on my needs and how I want to contact people. Sometimes I like internet relay as I have the exact words I want to be said, and then I like to use interpreter to get the tones of my feelings passed to the listener.

7. For those relay services that are available on your mobile, laptop or tablet already, are there any improvements that could be made that would make them easier to use and why?

Access mobile numbers!!

More relay operators at 7-9am – they are always darn busy!

8. Are there any other issues related to ease of access and use with the current relay service that we should consider?

Access mobile numbers!!

More relay operators at 7-9am – they are always darn busy!

**Affordability – Please let us know if your comments relate to a specific service**

9. Are the costs of connectivity a barrier to you accessing and using the relay service?

Depends. If I sudden need a long call and am using my data, then yes. Only happened twice in 4 years – I always want keep my data to the maximum I can for emergencies. So if there is a way the relay can use mins then switch over from data?

10. If so, what are the specific problems you have encountered and what impact has this had?

It sucks to not have enough data and can't top up if not near a shop that sells data top ups.

11. What changes could be made to the relay service to improve its affordability and why?

Warning of data being depleted and when it will be ran out. Make relay service using less data.

**Fit for Purpose – Please let us know if your comments relate to a specific service**

12. Are there any particular features or changes that you think should be made to the relay service to ensure it continues to offer a good experience to users and why?

13. Are there any relay services or equipment that you consider are no longer relevant and could be phased out or discontinued? If so, what measures or support would need to be provided to transition users to other services or mainstream devices?

14. Have you ever discontinued use of any of the relay services? If so which service or services, and why?

**Any Other Comments – Please let us know if your comments relate to a specific service**

15. What other comments do you have about New Zealand Telecommunications Relay Services?

**Thank you for taking the time to complete this submission. Your feedback is appreciated.**

## Publication of submissions

Written submissions may be published at [www.mbie.govt.nz](http://www.mbie.govt.nz). We will consider you to have consented to publication by making a submission, unless you clearly specify otherwise in your submissions.

In any case, all information provided to the Ministry in response to this discussion document is subject to the Official Information Act 1982 (OIA). **Please advise if you have any objection to the release of any information contained in a submission**, and in particular, which part(s) you consider should be withheld, together with reason(s) for withholding the information.

**In particular, please clearly indicate in your submission if you do not wish your name and any other identifying details to be included in any summary of submissions that the Ministry may publish, or in any responses to OIA requests.**

The Ministry will consider all such objections when responding to requests for copies and information on submissions to this document under the OIA. Please note that in certain circumstances information you have provided us may be required to be released to a requester under the OIA, even if you would prefer it to be withheld.

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