

New Zealand Telecommunications Relay Services Beyond 2019: Submission template

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

You can make a submission by emailing 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:

Your name:	Robert Cameron
Your email address:	

Is your submission on behalf of an organisation?

v

	Yes
v	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?

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	Northland		Wellington
	Auckland		Tasman
v	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?

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	Under 18		45 – 54
	18 – 24	v	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:

√

√	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?

√

	Yes
√	No

Are you a user of New Zealand Sign Language?

√

√	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:

√

	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:

Getting services when required. Things needed attention, etc.

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:

√

√	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)?

Most of the time, yes.

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

I have thought and felt that it would be best if I can have a chat with the Relay Assistants (via Internet Relay before they dial so that they know a lot better with the purpose of the relay call. As here is an example when the call is coming to a recorded message device, and asking for press 1, 2 or 3 or so on. As at times, the RA must dial again because RAs don't know what's the call is about (due to cut off before able to enter a number from the user via RA) to reach the point so far. Just like what VIS interpreters prefer to know in advance what the purpose of the video relay call to make the conversation a good one for both ends.

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

I have seen customer chat services online that have useful info such saying 'You are number 2 in the queue' that would make me happy to wait for the service becomes available. If the number said at 20th in the queue, I would then try again later.

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?

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?

If I am at home or work, I would prefer using from a fixed device such as a PC in which connects to the Internet. However, using Mobile or Laptop would be secondary for me as out from the fixed device (PC).

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

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?

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

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?

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

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

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?

The telephone line no longer worth having so the TTY became redundant.

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?

It is a valuable service to have as in the past hearing people treat messages such as emails nowadays (used to be with faxes in the past) as non-urgent to get back to me. I can't live without the Relay Service. The RAs are my listening point and to advise me what is happening at the other end such as they are there operating and so on. Improved my not to rely on my neighbours for making the call on my behalf.

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. 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.

The Privacy Act 1993 establishes certain principles with respect to the collection, use, and disclosure of information about individuals by various agencies including the Ministry. It governs access by individuals to information about themselves held by agencies. Please contact us if you would like a copy of, or to correct, any of your personal information. Any personal information you supply in the course of making a submission will be used by the Ministry only in conjunction with the matters covered by the documents.