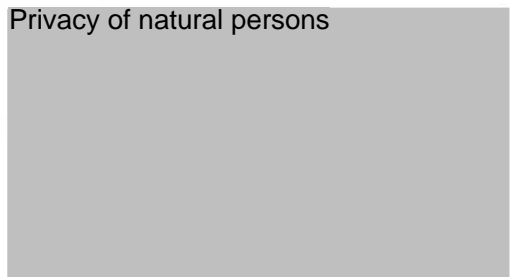




Ref. No. DOIA 2021-1716

13 May 2021

Privacy of natural persons



Thank you for your emails of 4 and 10 March 2021 to the Ministry of Business, Innovation and Employment (MBIE), requesting the following information with respect to National Relay Service under the Official Information Act 1982 (the Act):

*NZ data since 1 Feb 2021 since Concentrix took over the NRS*

*For the period 1 January 2020 to 31 January 2021 monthly traffic data measured in minutes per month as supplied in the monthly TRS reports to the Ministry by Sprint or its successor T-Mobile and by CSD for the Video Interpreting Service in the following reported categories:*

*Text to voice conversion including IP relay  
Voice to text conversion  
Voice and hearing carry over  
Mobile text relay  
Speech to speech  
Video Relay Service  
Video Remote Interpreting  
CapTel  
WebCapTel*

MBIE has identified 27 documents within the scope of your request. Seven of the 27 documents are being released to you in full. The remaining 19 documents are being released to you with some information withheld under the following sections of the Act:

- 9(2)(a) to protect the privacy of natural persons
- 9(2)(b)(i) to protect information where the making available of the information would disclose a trade secret
- 9(2)(b)(ii) to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

I do not consider that the withholding of this information is outweighed by public interest considerations in making the information available.

Please find copies of these documents enclosed and detailed in the attached document annexes. For the months January 2020, February 2020, October 2020, November 2020, December 2020 and January 2021 the Ministry has only been able to obtain the raw data from the provider.

The data indicates that the volume of captioned calls has decreased over that past few months. We are committed to working with Concentrix to uncover the drivers of non-use and understand why captioned calling numbers appear to be dropping. Concentrix, with the support of MBIE officials, are in the initial stages of undertaking a survey to further understand the needs of users and reasons for any non-use.

I trust that you will find this information helpful.

You have the right to seek an investigation and review by the Ombudsman of my decision on this request, in accordance with section 28(3) of the Act. The relevant details can be found at: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Susan Hall', with a stylized, flowing script.

Susan Hall  
**Acting Manager, Communications Policy**  
Commerce, Consumers & Communications