

Consultation	MBIE/ODI - Proposed changes to NZSL Video Interpreting and Relay Services
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<p>My submission is in regards to the NZ Relay consultation on proposed changes, specifically proposal three – the move to a digital text-based service. The proposal suggests the idea of using an app on their own digital device to make NZ Relay calls more easily. I would suggest that this should include calls to mobile phones, not just landline phones. At the moment NZ Relay users have to pay to make mobile phone calls, and I feel this is becoming increasingly unfair on NZ Relay users as the use of mobile numbers in society is becoming more pervasive, requiring users to pay more. However I already pay for mobile access that I cannot use when I pay for my own mobile phone account. At last count I have about two thousand minutes of mobile calling paid for as part of my bundle that I cannot use. I would suggest seeking a way where these aspects can be linked, or some other arrangement agreed, so that NZ Relay users can have a more equivalent experience, and not have to pay twice for accessing mobile numbers.</p> <p>Thank you for your consideration.</p>	
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