

Your CapTel Changes Checklist

Use this Checklist to make sure you're ready for CapTel service changes on 1 February 2021.

December

- Read through the information on www.nzrelay.co.nz/servicechanges, including the CapTel brochure.
- Ask a whānau member, friend or support person to help you with these changes.
- Ensure you have a mobile phone or tablet that will support the new NZ Relay app.

January

- Visit www.nzrelay.co.nz/servicechanges to watch educational videos showing how to download and use the new app. These videos will be available in early January 2021.

February

- Download the NZ Relay app from the App Store or Google Play Store and register to receive your unique NZ Relay phone number.
- Return your CapTel handset to receive a refund.

Contact Us

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Help Desk email helpdesk@nzrelay.co.nz



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