

Changes to CapTel Services



New Zealand
RELAY

If you or someone you know regularly use a CapTel handset or Web CapTel, it's important to note that these services will be replaced by the NZ Relay app from 1 February 2021.



What's changing?

CapTel is one of New Zealand's Telecommunications Relay Services, which assist people who are Deaf, hard of hearing, deafblind and speech-impaired to communicate with others over the phone.

Earlier this year, the Ministry of Business, Innovation and Employment (MBIE) announced that Concentrix had been selected to deliver these important services, and that some changes will be taking place.

CapTel services will be impacted by these changes. From 1 February 2021, you will no longer be able to make captioned calls through your CapTel handset or through Web CapTel. Instead, Captioned Relay services will be available on a new NZ Relay application (app) for your mobile phone or tablet.

When you download this app to your mobile phone or tablet, you will be able to make Captioned Relay calls at home or on the go – using your mobile data or Wi-Fi connection. The app will be available to download from the App store and Google Play store in early 2021.

Current CapTel services will remain available as usual up until 31 January 2021.

What do I need to know?

Please be assured that this change will not have any effect on your landline phone connection. Your CapTel handset will continue to operate as a landline phone, but from 1 February 2021 it will no longer display any captions on the screen.

If you do not want to keep your CapTel handset, you can return this to us and receive a refund. If it's easiest for you, you can receive your refund before you return your CapTel handset. This allows you to continue using your CapTel handset with captions up until 31 January 2021. Please contact the NZ Relay help desk to arrange your return and refund.

You will need to use the NZ Relay app on a mobile phone or tablet. Please note that the following operating system versions are required for running this app:

- iOS version 12 and up
- Android version 7 and up

We know this will be a big change for many people who use CapTel, so we will provide information and support to help you through the transition.

Get in touch

We acknowledge that these are significant changes for many people, so we have set up a dedicated team to answer your questions. Simply contact the current relay service help desk and they will ensure your questions are passed on to this dedicated team, who will respond as soon as possible.

For more information about these changes visit www.nzrelay.co.nz/servicechanges

This webpage will be a one-stop-shop for key information and support resources, to help you prepare for the upcoming changes. Make sure you check back regularly – more helpful resources such as educational videos, guides and further FAQs will be made available over the coming months.

Spread the word

Do you know others who use a CapTel handset or Web CapTel, or who would be interested in these changes? Help us to spread the word by sharing this important information with them, too.

Contact us

TTY 0800 4 713 713

Voice 0800 4 715 715

Fax 0800 4 329 697

**Help Desk email
helpdesk@nzrelay.co.nz**



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**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

New Zealand Government