

**NZ  
RELAY**

**SERVICES**

You can be heard  
and understood  
using NZ Relay



Relay services for people who are Deaf, hearing impaired, Deafblind and speech impaired and hearing people who want to communicate with these family members, friends and business customers.



For more information: [www.nzrelay.co.nz](http://www.nzrelay.co.nz).

Telecommunications services for people who are Deaf, hearing impaired, deafblind and speech impaired who want to communicate with their hearing family members, friends, business customers and vice versa.

### NZ Relay services for Deaf, hearing or speech impaired and Deafblind callers...

There are a variety of different relay services to suit your needs and preferences. Using NZ Relay, you are able to make and receive phone calls from a standard phone user.

### NZ Relay services for standard phone users...

You can use NZ Relay to make phone calls to Deaf, hearing impaired, Deafblind or speech impaired people by calling NZ Relay on 0800 4 712 712.

### How does NZ Relay work?

You connect to a Relay Assistant (RA) to complete calls. The RA acts as a bridge relaying the entire conversation between you and your caller. All calls are strictly confidential and allow you to leave messages if the person does not answer and voicemail is available.





## Accurate and transparent

- The Relay Assistant voices everything you type and types everything you say



## Private and confidential

- All New Zealand Relay calls are strictly private
- When you hang up, the entire conversation is automatically erased at the Relay Centre



## Affordable services

- There is no call surcharge for relay assistance
- Local and national landline calls are free of charge

Note: You will still have to pay for your telephone line rental or internet connection charges



## Pre-register now for chargeable calls:

When you preregister with NZ Relay, you will have the option to enter your calling card information or purchase a calling card from the NZ Relay Centre to allow you to make chargeable calls.

Examples of chargeable calls:

- Calls between a landline and a mobile phone
- International calls
- Calls to a premium number (0900)

New Zealand Relay offers a variety of different relay calling options:

- TTY to Voice
- Internet Relay
- Video Relay
- Voice to TTY
- Voice Carry-Over
- 2 line Voice Carry-Over
- Hearing Carry-Over
- 2 line Hearing Carry-Over
- Speech to Speech
- Video Assisted Speech to Speech
- Speech to Speech email pre-call set up



## CALL TIPS

Get all your information ready before you connect to NZ Relay.

Tell the RA the name and the phone number of the person you want to call.

Tell the RA how you wish your call to be introduced.

You may give the RA a message to leave if the person you are calling does not answer and there is voicemail available.

# NZ Relay services available for **DEAF**



## Call TTY on 0800 4 711 711

- 1 TTY User types his / her message.
- 2 The Relay Assistant (RA) reads and voices the typed message to the standard phone user.
- 3 Standard phone user listens and then voices a reply.
- 4 RA listens and types the spoken reply to the TTY user.



## [www.internet.nzrelay.co.nz](http://www.internet.nzrelay.co.nz)

- 1 New Zealand Internet Relay (NZIR) user types his / her message.
- 2 The Relay Assistant (RA) reads and then voices the message to the standard phone user.
- 3 Standard phone user listens then voices his / her reply to the RA.
- 4 RA listens and types the spoken reply to the NZIR user.



## connect to VRS using SKYPE

- 1 Video Relay Service (VRS) user uses skype to connect to a Video Interpreter (VI) using VRS.
- 2 Give the VI the phone number of the standard phone user you want to call.
- 3 VI places your call and interprets everything you sign to the standard phone user.
- 4 VI listens to the standard phone user's response and interprets everything that is said back to the VRS user using New Zealand Sign Language (NZSL).



NZ Relay services available for

# HEARING IMPAIRED



Call VCO on 0800 4 711 711

- 1 Voice Carry Over (VCO) user speaks.
- 2 Standard phone user listens
- 3 Standard phone user voices a response.
- 4 The Relay Assistant (RA) listens and types standard phone user's response to the VCO user.
- 5 VCO user reads the typed response.



Hearing callers call NZ RELAY on 0800 4 712 712

- 1 A standard phone user phones the NZ Relay number.
- 2 Gives the Relay Assistant (RA) the call instructions and phone number of the person they are calling.
- 3 RA places the call to the number requested.
- 4 Call is connected.
- 5 The call recipient (other party) commences the conversation.

**NZ Relay services are available  
24 hours a day, seven days a  
week, 365 days a year.\***

*\*NZ Relay V-A STS is a restricted hours service  
Monday to Friday 7:30am - 9:00pm & Sat 9:00am - 5:00pm  
(Closed Sunday and public holidays)*

NZ Relay services available for

# SPEECH IMPAIRED



## Call HCO on 0800 4 711 711

- 1 Hearing Carry Over (HCO) user types his / her message.
- 2 The Relay Assistant (RA) reads and then voices the message to the standard phone user.
- 3 Standard phone user listens and then responds directly to the HCO user.
- 4 HCO user listens.



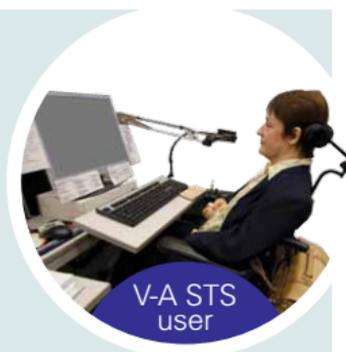
## Call STS on 0800 8 715 715

- 1 Speech to Speech (STS) user types his / her request to place a STS call to NZ Relay Assistant (RA).
- 2 Once the call is connected, the STS caller speaks directly to the standard phone user.
- 3 The RA listens and revoices the STS user's conversation to the standard phone user (if requested).
- 4 The standard phone user responds directly to the STS user.



## Video Assisted Speech to Speech (V-A STS) user connects to a Video Assistant (VA) using SKYPE\*

Video-Assisted STS (V-A STS) enables speech impaired people who use STS or have been previously unable to use STS, to use a telephone line and video equipment to make calls to hearing people.



## Email pre-call set up\*\*

Emailing a NZ Relay assistant with call details before you make a call allows you to get connected faster and more efficiently. Send an email with the number you want to call to [sts@nzrelay.co.nz](mailto:sts@nzrelay.co.nz)

\*\* Emails must be received no later than 15 minutes before you want to make a call. This is not a reservation or messaging service.



## You can contact NZ Relay Help Desk to:

- Learn how to make a relay call
- Get assistance or more information about a NZ Relay service
- Request brochures, outreach materials or presentations
- Enquire about renting a TTY phone
- Get answers to your questions
- Make a suggestion or comment
- Make a complaint

When calling about a specific incident, please provide the Relay Assistant's identification number, date and time of the call.



## NZ Relay Help Desk

0800 4 713 713 TTY

0800 4 715 715 Voice

0800 4 329 697 Fax

[Helpdesk@NZRelay.co.nz](mailto:Helpdesk@NZRelay.co.nz)



New Zealand  
**RELAY**

NZ Relay Help Desk services are available 24 hours a day, 365 days a year.

For more information: [www.nzrelay.co.nz](http://www.nzrelay.co.nz).

Sprint Relay is the provider of NZ Relay Services through a contract with New Zealand's Ministry of Business, Innovation & Employment (MBIE). Sprint, proudly the first TRS provider in New Zealand.

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