

# Changes are coming to the New Zealand Relay Service

## What's changing?

NZ Relay provides services for people who are Deaf, hard of hearing, deafblind and speech-impaired throughout Aotearoa, New Zealand.

Changes are coming from 1 February 2021 that will change the way some people access and use these services.

A new-look website will combine all relay services in one place, and the introduction of a new app for your mobile phone or tablet will mean you can stay connected when you're on the go.

This app will provide you with the ability to make and receive calls using Text Relay and Captioned Relay. It will be available to download from the App store and Google Play store in early 2021.



## Why is it changing?

Earlier this year, the Ministry of Business, Innovation and Employment (MBIE) announced that Concentrix had been selected to deliver NZ Relay Services from 1 February 2021.

Enhancing these services will better support you as you communicate with businesses, government services, friends and whānau.

## Contact us

**TTY** 0800 4 713 713

**Voice** 0800 4 715 715

**Fax** 0800 4 329 697

**Help Desk email**

helpdesk@nzrelay.co.nz



NZ Relay is supported and funded by the New Zealand Government through the Ministry of Business, Innovation and Employment (MBIE).



New Zealand Government

## What do I need to know?

**If you use Internet Relay:** You will be able to make Text Relay calls through the new-look NZ Relay website, which combines all services in one place. However, you might like to try the new NZ Relay app.

**If you use TextMee:** This service will be replaced by the new NZ Relay app, which you will be able to download on your mobile phone or tablet. You will be able to make and receive calls using Text Relay and Captioned Relay on this app.

**If you use our Video Interpreting Service:** You will access this service on the new NZ Relay website, which combines all services in one place. There will be no changes to the way you use this service or to service functionality.

**If you use a TTY device or Speech to Speech services:** There will be no changes to the way you use the service, however you might like to try the new NZ Relay app.

**If you use Captioned Relay on the web or a CapTel handset:** CapTel services will be replaced by the NZ Relay app, which you will be able to download on your mobile phone or tablet. Look out for more information and support coming soon for CapTel users.