

NZ Relay Overview Video Transcript

Kia Ora, welcome to the New Zealand Relay Service.

In early 2020, a new vendor was selected to provide New Zealand's Relay Services.

When they begin delivering relay services from 1 February 2021, there will be changes to the way some people access and use these services.

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

What's changing at NZ Relay?

A new website that combines all relay services in one place.

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 allows you 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.

If you use Internet Relay:

You will be able to make Text Relay calls through the new NZ Relay website, which combines all services in one place.

However, you might like to try the new NZ Relay app.

If you use TexMee:

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 can access this service on the new-look NZ Relay website which will be available for access in early 2021, combining all services in one place.

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:

Captioned Relay Services via the web or the CapTel handset will not continue. They will be replaced by the NZ Relay app, which you will be able to download on your mobile phone or tablet.

Further information and support for people who use CapTel is available now on www.nzrelay.co.nz/servicechanges.

For more information about these changes and how you can be prepared, please visit www.nzrelay.co.nz/servicechanges or contact the NZ Relay help desk.

Nau mai haere mai ki New Zealand Relay.

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