

New Zealand Telecommunications Relay Services Beyond 2019: Submission template

The closing date for submissions is **5.00pm, Friday 13 April 2018**.

You can make a submission by emailing RelayConsultation@mbie.govt.nz or by posting your feedback to:

NZ Relay Project Team
ICT Policy & Programmes
Ministry of Business, Innovation & Employment
PO Box 1473
Wellington 6140
New Zealand

If you post your submission, please also send it electronically if possible (as a PDF or Microsoft Word document).

New Zealand Sign Language (NZSL) users are also able to make video submissions in NZSL. For Further information please visit <http://www.mbie.govt.nz/info-services/sectors-industries/technology-communications/communications/telecommunications-relay-service/>.

Please complete the following contact details:

Your name:	<i>Information redacted as requested by respondent</i>
Your email address:	

Is your submission on behalf of an organisation?

✓ - copy and paste this symbol to mark your answer if completing on a computer

	Yes
✓	No

If yes, please write the name of the organisation and your position here:

N/A

If you or your organisation do not wish your name to be included in any summary of submissions that the Ministry may publish, please advise here:

<input checked="" type="checkbox"/>	No, I do not want my name / organisations name published in any summary of submissions
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If you or your organisation object to the release of any information contained in this submission, please advise here:

The reason would require remaining confidential due some deaf community member don't realise my opinion and some of them don't recognise me.

Some deaf community member doesn't support me.

If completing as an individual, which region do you live in?

✓ - copy and paste this symbol to mark your answer if completing on a computer

	Northland		Wellington
	Auckland		Tasman
	Waikato		Nelson
	Bay of Plenty		Marlborough
	Gisborne		West Coast
	Hawke's Bay	✓	Canterbury
	Taranaki		Otago
	Manawatu-Wanganui		Southland
	Outside New Zealand. Please specify location:		

If completing as an individual, which age bracket do you (or the person you are completing the form on behalf of) fall into?

✓ - copy and paste this symbol to mark your answer if completing on a computer

	Under 18	✓	45 – 54
	18 – 24		55 – 64
	25 – 34		Over 65
	35 – 44		Prefer not to disclose

If you are comfortable doing so, please tick any communications disabilities that apply to you, the person you are completing this submission on behalf of, and/or the body of people you or your organisation represents:

✓ - copy and paste this symbol to mark your answer if completing on a computer

<input checked="" type="checkbox"/>	Deaf
	Hearing Impaired
	Speech Impaired
	Deafblind
	Other (please specify)
	Prefer not to disclose

Are you a hearing recipient of relay calls, or user of the VIS?

✓ - copy and paste this symbol to mark your answer if completing on a computer

	Yes
<input checked="" type="checkbox"/>	No

Are you a user of New Zealand Sign Language?

✓ - copy and paste this symbol to mark your answer if completing on a computer

<input checked="" type="checkbox"/>	Yes
	No

Are you a user of any of the relay services? If so, please tick which services, and the frequency with which you use them, below:

✓ - copy and paste this symbol to mark your answer if completing on a computer

	Every day	Several times a week	Once a week	1-3 times a month	Less than once a month
Teletypewriter to Voice				<input checked="" type="checkbox"/>	
Voice Carry Over					
Hearing Carry Over					
Mobile Text Relay				<input checked="" type="checkbox"/>	
Internet Relay	<input checked="" type="checkbox"/>				
CapTel					
Web CapTel					
Video Interpreting Service	<input checked="" type="checkbox"/>				

Speech to Speech					
Video-Assisted Speech to Speech					

If you are a user of the relay service, please describe the purposes for which you use it. For example, for social/personal calls, to conduct business, to use interpretation services for appointments:

Social, make an appointment, service request and discuss issues.

If you are not a user of the relay service, please describe your interest in this public consultation:

N/A

Which of the current services were you aware of prior to completing this submission? Please tick the services below:

✓ - copy and paste this symbol to mark your answer if completing on a computer

<input checked="" type="checkbox"/>	Teletypewriter to Voice		CapTel
	Voice Carry Over		Web CapTel
	Hearing Carry Over	<input checked="" type="checkbox"/>	Video Interpreting Service
	Mobile Text Relay		Speech to Speech
<input checked="" type="checkbox"/>	Internet Relay		Video-Assisted Speech to Speech

Availability of Services – Please let us know if your comments relate to a specific service

1. What is your view of the current availability of the relay service (i.e. are you able to access the relay service when you need it?)

Regarding calling card has prove least popular within Deaf community because service charges to calling oversea or 0900 number, not sure once new tender contract allow to free charges for all services availability.

2. If you have encountered problems, what are these and what impact have they had?

TTY as some relay assistant took long to pick the call from the users as need not be distracted.

Some relay assistant has failed to GA or SK key type initial as would preferable End Call and Responder symbol icon or specially designed button on internet relay website system should be developing to speed up call timing.

3. What changes could be made to relay services to improve their availability, and why?

I don't believe current policy for women first should be rescind before men because mean for husband and wife only it nothing do with relay service it stupid since first started because it caused waiting time too long. Some deaf community members objection to it.

Accessibility – Please let us know if your comments relate to a specific service

4. What additional measures or initiatives could be introduced to increase awareness of the relay service and its benefits to users of the service and the wider community?

I remembered before introduction of NZ Relay Service says with hand out to businesses with folder with information and DVD or CD Rom provided but there was no reported since the and no response from previous government as well Deaf community was not aware of this implementation.

I would recommend video introduction to the businesses as well information folder if they wish, should be available as much the wider business communities.

5. If you had the choice between accessing a relay service from a fixed device at home or from your mobile, laptop or tablet, which would you prefer and why?

Reminder omission what about PC?

6. What specific relay services would you like to see available on your mobile, laptop or tablet and why?

Suggestion mobile relay booth on every public place should be trial basis like Spark with WIFI capable booths.

7. For those relay services that are available on your mobile, laptop or tablet already, are there any improvements that could be made that would make them easier to use and why?

Reminder omission what about PC?

N/A

8. Are there any other issues related to ease of access and use with the current relay service that we should consider?

It should be allowed copy and paste on internet relay service website on specific phone contact or type or set up call selection menu with add and save list of phone numbers.

Affordability – Please let us know if your comments relate to a specific service

9. Are the costs of connectivity a barrier to you accessing and using the relay service?

Data usage on mobile already cost money due Vodafone on data charges ran out very fast, not happy about because cost being wasted and put users at risk disconnected itself by unfinished conversation.

Recommend regulation on speed and cost use of data to ensure fairer deal for customers.

Calling card has proven very difficult because not sure which best calling for NZ Relay Service, I would preferable recommend calling card rather than without information regarding that suit internet service providers.

10. If so, what are the specific problems you have encountered and what impact has this had?

Data charges has caused gone too fast and become wasted of money.

11. What changes could be made to the relay service to improve its affordability and why?

Recommend regulation on speed and cost use of data to ensure fairer deal for customers

Fit for Purpose – Please let us know if your comments relate to a specific service

12. Are there any particular features or changes that you think should be made to the relay service to ensure it continues to offer a good experience to users and why?

Internet relay website should be allowed text size and colour chose by users, should be more flexible on background should be continue be allow accessibility rights for some users.

13. Are there any relay services or equipment that you consider are no longer relevant and could be phased out or discontinued? If so, what measures or support would need to be provided to transition users to other services or mainstream devices?

I am concerned about between user and PC on screen currently difficult to level in between displayed should include head up display to correct position in from webcam camera and video screen to balance the view of the screen of the users and the Relay assistant.

14. Have you ever discontinued use of any of the relay services? If so which service or services, and why?

N/A

Any Other Comments – Please let us know if your comments relate to a specific service

15. What other comments do you have about New Zealand Telecommunications Relay Services?

I am very concerned about new look Skype app already lose accessibility rights for users that include font enlargement seem to be ignored by Skype reason need bigger font size when type message to Relay assistant's due difficulties in reading.

I am concerned some relay assistants seem distracted while waiting for call to pick up via Skype.

Called for to set up fast lane on skype designed for short call only to ease long waiting time.

Skype recording on Skype has no advice how to use video recording on software or website.

Concerning new look Skype app were not informed to Deaf community as it was unadvised not good enough.

Skype should be met within accessibility rules.

Skype video quality need to improve due disruption caused by slow internet speed on some days.

Don't accept wrong number may be behind phone or cell phone number leaked should remain confidential under database not to be disclose without prior permission has this concerned.

Thank you for taking the time to complete this submission. Your feedback is appreciated.

Publication of submissions

Written submissions may be published at www.mbie.govt.nz. We will consider you to have consented to publication by making a submission, unless you clearly specify otherwise in your submissions.

In any case, all information provided to the Ministry in response to this discussion document is subject to the Official Information Act 1982 (OIA). **Please advise if you have any objection to the release of any information contained in a submission**, and in particular, which part(s) you consider should be withheld, together with reason(s) for withholding the information.

In particular, please clearly indicate in your submission if you do not wish your name and any other identifying details to be included in any summary of submissions that the Ministry may publish, or in any responses to OIA requests.

The Ministry will consider all such objections when responding to requests for copies and information on submissions to this document under the OIA. Please note that in certain circumstances information you have provided us may be required to be released to a requester under the OIA, even if you would prefer it to be withheld.

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