

*The content within this document has been transcribed from the original handwritten submission*

## **New Zealand Telecommunications Relay Services Beyond 2019: Submission template**

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

You can make a submission by emailing [RelayConsultation@mbie.govt.nz](mailto: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:**

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

**Is your submission on behalf of an organisation?**

√

	Yes
√	No

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

N/A
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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:

No, I do not want my name / organisations name published in any summary of submissions

If you or your organisation object to the release of any information contained in this submission, please advise here:

Don't release info that identifies me as an individual

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

<i>Information redacted as requested by respondent</i>	Northland	<i>Information redacted as requested by respondent</i>	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?**

*Information redacted as requested by respondent*

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:

√

√	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?**

√

I'm a deaf user of relay & VIS calls.

This is an ambiguous question. Is it referring to hearing recipients and users of relay VIS calls only or not? Confusing.

	Yes
	No

**Are you a user of New Zealand Sign Language?**

√

√	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:**

√

	Every day	Several times a week	Once a week	1-3 times a month	Less than once a month
Teletypewriter to Voice				√	
Voice Carry Over					√ Nil use
Hearing Carry Over					√ Nil use

Mobile Text Relay					√ Nil use
Internet Relay			√		
CapTel					√ Nil use
Web CapTel					√ Nil use
Video Interpreting Service				√	
Speech to Speech					√ Nil use
Video-Assisted Speech to Speech					√ Nil use

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:

- 1) Conduct business eg make appointments, call govt agencies
- 2) Make social/personal calls sometimes

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:

√

√	Teletypewriter to Voice		CapTel
	Voice Carry Over		Web CapTel
	Hearing Carry Over	√	Video Interpreting Service
√	Mobile Text Relay		Speech to Speech
√	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?)

I'm able to access the TTY to voice relay service expect when there's a fault, (software or equipment) or when there's no response to my initiating an Internet Relay call.

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

See previous question – just an annoyance at the faults which were refused 1-3 days later or on the same day.

Trying to get through to a RA promptly. It can't be done with either IR or TTY to voice relay. By contrast, hearing callers can pick up the phone & get the phone at the other end ringing in a split second. THERE'S A LAG.

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

Identify, fix faults promptly. Provide a fault notification service (text, email, relay service helpdesk number for reporting faults & other problems).

Remove the lag difference by bringing in specific hardware or software to enable Deaf callers to get through to the other phone & make it ring and have the RA ready to do the relaying.

**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?

Information redacted as requested by respondent

Identify all potential users of the relay service and take them through the benefits and fully train them up on how to use all the relay services that are relevant to them. For instance, I haven't used Mobile Text Relay and no-one had talked to me about it or trained me on how to use it.

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?

All options are preferable.

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

- 1) TTY to voice (make & receive calls from home & work)
- 2) Mobile Text Relay (make calls from anywhere in NZ)
- 3) Internet Relay (make calls from home & work)
- 4) VIS (make & receive VIS calls from home & work & in meeting places)

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?

See my two answers to Q3.

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

No.

**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?

*Information redacted as requested by respondent*

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

*Information redacted as requested by respondent*

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

Some kind of subsidy for Deaf people?

Do hearing people pay less than Deaf people for a phone connection?

**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?

See answer to Q2 for making fault reporting & resolution easier and faster, promptly.

See answer to Q3 for enabling prompt ringing in response to relay calls.

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?

Provide a service for eliminating garble from the TTYs.

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

No.

**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?

Has MBIE given Deaf people low literacy sufficient opportunity to give feedback on the Relay Service? My guess is no??

Can you tell us what emerging technologies are coming up in the horizon that could possibly

replace parts of the Relay Service system? E.g. perfect voice recognition replacing RAs??

Please make sure all Deaf people in NZ have lots of time to provide feedback on future reviews of the Relay Service? I feel lucky to get a week's extension of time and even so, had to rush through my feedback to you before today's 5pm deadline

How about some stats & other info showing the benefits the Relay Service has brought to both Deaf and hearing people in NZ?

Ideally the VIS service should be available 24/7 for social calls in the weekends & at nights, but suggest a look at a booking service as for current NZSL interpreters and provide sufficient numbers of VIS interpreters to meet Deaf callers' demand for VIS interpreting

Train up all Deaf people on how to easily and rapidly use the 111 Text Emergency Service – as time is of the essence in emergency situations.

Look at pairing up the 111 Text Emergency Service with the Relay Service in some way? For Deaf callers to make emergency calls straight away & instantly?

**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](http://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 the 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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course of making a submission will be used by the Ministry only in conjunction with the matters covered by the documents.