

New Zealand Relay Information Sheet

New Zealand Relay provides telephone services for people who are deaf, hearing impaired, deaf-blind, or have a speech disability.

You can use NZ Relay to make telephone calls to family, friends, businesses - in fact to anyone who has a phone. The relay service means that others can use the phone to get in touch with you - to make an appointment, to do business, or just to chat.

Relay services will be available 24 hours a day, seven days a week, 365 days per year. There is no call surcharge for relay assistance, and both local and national calls are free.

Calls overseas, to mobile phones and to 0900 numbers do incur a charge, and users must register with the relay service before making these types of calls.

You can also make a relay call through your computer by logging on to www.internet.nzrelay.co.nz. You can type your call and read the reply on your computer screen, without needing a TTY phone.

NB International calls are **not permitted** using this service.

How does the relay service work?

A TTY user dials the toll free number of NZ Sprint Relay and types his/her conversation to a Relay Assistant (RA). The RA reads the typed message to a Voice User (hearing person).

The RA relays the hearing person's spoken words by typing them back to the TTY User.

The Voice Carry Over option allows those who wish to speak but cannot hear, to talk directly to the party they are calling, and then read replies sent back through the RA. Hearing Carry Over allows those with a speech disability to type their end of the conversation to the RA, and listen directly to the replies.

Using the relay service.

Be prepared for the call to take a bit longer. Some users may not be confident using keyboards.

Remember to talk directly to the person at the other end, not to the relay operator

All calls are private and confidential

When you hang up your entire conversation is erased.

Equipment

A range of textphones (TTY) are available for those who cannot use a standard telephone, or amplified telephone headset. TTY phones are provided free of charge to those who qualify for a Community Card. For others the cost is \$15 a month.

Note: There is a separate charge for telephone line rental for all phones. If you wish to rent a textphone you must read the eligibility criteria and complete an application form available at www.nzrelay.co.nz/equipment.html or call the NZ Relay Help desk 0800 4 715 715.

Those receiving a War Disablement Pension for hearing loss or speech disability, who do not qualify for a free phone, may still qualify for assistance, through

Veteran Affairs NZ, PO Box 5146, Wellington.

Freephone 0800 483 8372

Fax (04) 495 2080

email veterans@xtra.co.nz

Visit www.nzrelay.co.nz for more information about NZ Relay

Important Numbers

To make local and national calls via the Relay Service

TTY 0800 4 711 711

Voice 0800 4 712 712

For cellular/mobile callers within NZ

TTY 09 237 8897

Voice 09 237 8898

For international callers dialling into NZ

TTY +64 9 237 8897

Voice +64 9 237 8898

NZ Relay Help Desk (hours 8.30 am - 5pm)

TTY 0800 4 713 713

Voice 0800 4 715 715

Fax 0800 4 FAX NZR (329 697)

Emergency Services

NB Use these special numbers for Emergency Services

Do not use the Relay number

Emergency TTY **0800 16 16 16**

Voice **111**

Customer Relations

Mr Chris Blum

NZ Relay Account Manager

TTY 0800 4 713 713

Voice 0800 4 715 715

Fax +64 9 838 2028

Mobile +64 21 300095

Email Christoph.A.Blum@mail.sprint.com

Website www.nzrelay.co.nz

Textphone Equipment services

For textphone (TTY), Telebraille, and assistive listening devices rental, repairs or purchase

TTY 0800 4 716 716

Voice 0800 4 717 717

Further information about the NZ Relay Service visit

www.nzrelay.co.nz,

phone the Help Desk 0800 4 715 715

or contact the NFD

email enquiries@nfd.org.nz

Phone/TTY 09 307 2922

Freephone 0800 867 446

Fax 09 307 2923

Freefax 0800 332 343