

introducing NZ Relay Speech to Speech

email pre-call set-up additional new feature



Get connected **faster** and **more effectively** with a **pre-introduction email** sent directly to a NZ Relay operator...

Its easy! This is all you have to do:

Anytime from 15 minutes to 24 hours before you want to make your call send an email to: **sts@nzrelay.co.nz**

In your email you can include:

- The telephone number you wish the Relay Assistant to call.
- Who you want to speak to.
- Any special instructions for the Relay Assistant. For example “Repeat everything I say” or “Repeat only what is not understood”.
- If you think it will help, you can give some details of the subject of the call or anything else that you feel will make the call easier for you.
- You can even tell us in advance the message you wish to leave in case the call goes straight to an answering machine.

**NZ Relay STS
is available:**

**Monday to Friday
7:30am to 9:00pm**

**Saturday
9:00am to 5:00pm**

Please Note:

When the RA places the call the STS user must also be on the call

STS users may not request a specific RA

STS Email is not a reservation or message service

Step 1: pre-introduction email

email **sts@nzrelay.co.nz**



STS User with a speech impairment emails NZ Relay to set up the call



NZ Relay will send an email reply to you, confirming that your email has been received

Emails will be deleted immediately after the call is made or 24 hours after it has been received, whichever is the sooner.

Step 2: make a STS call

dial **0800 8 715 715**

Inform the STS RA that you have sent an STS email and give the RA your name.



STS User with a speech impairment speaks to both the RA and the standard phone user



STS Relay Assistant (RA) repeats the STS users' conversation to the Standard phone user when required



Standard phone user listens to the RA and responds directly to the STS user

This service is being introduced on a trial basis - your feedback is valuable to us!

Please send your feedback to **helpdesk@NZRelay.co.nz**

If you have a speech impairment and have not used New Zealand Relay before, check our website for more information:

www.nzrelay.co.nz