

Dec 2006

NZ Relay service newsletter



Hello customers.

Welcome to the summer newsletter NZ Relay Service. This newsletter is an opportunity for you to exchange information/events/ideas.

We wish to ensure you continue to enjoy using NZ Relay to phone your family, friends, business colleagues and overseas contacts.

Inside this issue

Announcements	pg 1
Exchanging your TTY	pg 1
New Member NZRAG	pg 2
Outreach Team update	pg 2
Customer feedback	pg 3
Bellman Alert	pg 3
Fact & Figures	pg 3
Handy Hints & Tips	pg 4
Contact details	pg 4

Announcements

New Relay Services now available

We have added three new services to our existing relay services:

Speech to Speech (STS) Relay is now a permanent service.

Two-Line VCO provides “real-time” conversation between the VCO and Voice Users.

Two-Line HCO provides a more “real-time” experience between the HCO and Voice Users.



CALL ALERTS:

Please note that when you are supplied with your TTY a Flashing Alert is also available on request.

NZ Relay has also recently made available “Wireless Vibrating Alert”, these are also available on request.

Upcoming VCO Phone Trial

A phone has recently been sourced that will allow the VCO caller to both speak and read text typed by the Relay Assitant. Intended for hearing impaired, it looks more like a normal phone than a TTY.

A trial of this device will begin in the second quarter of 2007.

Exchanging your TTY phone

If you have received a TTY from NZ Relay and are now wanting to exchange this for the new Textlink 9100 you can do so by returning your TTY to:

NZ Relay Helpdesk
Private Bag 4
Pukekohe

Please ensure you include a letter stating you wish to exchange your TTY for the Textlink 9100.



www.nzrelay.co.nz

New Member of the NZRAG... Bob Abbott

Bob has spent his life in Christchurch, following his father into a public accountancy practice which later became a member of a national partnership. Failing hearing forced early retirement twenty years ago and has become increasingly interested and involved in the well-being of the hearing impaired. For some years he has been chairman of the Christchurch Branch, the South Island region of the Hearing Association and a member of the Association's national board.

He is married to Betty with four children, and eight grandchildren. With family resident in Europe for some 20 years there have been many travel opportunities. He is a keen duplicate bridge player, supporter of the Save the Children Fund (serving for many years as treasurer of the North Canterbury branch for which he was awarded the SCF Distinguished Service Award), was an avid concert goer before hearing loss made this impossible, and for many years was the local representative for Trinity College of Music (London).



A charter member of Christchurch West Lions Club he held various offices within the club, including president.

An early convert to computing Bob tries to keep current to the possibilities that modern technology offers to aid the hearing impaired.

Deafblind Outreach Team - update



Monica Leach
NZ Relay Outreach
TTY/Fax 09 813 5432
Mobile/SMS 027 354 5096
monica.leach@xtra.co.nz

Monica Leach started her role as a deafblind Outreach Contractor in February.

Her primary focus is deafblind customers throughout New Zealand, encouraging and training them to use specialised relay services.

This ensures their needs are met and they are therefore satisfied and comfortable using the service.

Deafblind

Two Pac Mates have been delivered. One is held by the Royal New Zealand Foundation for the Blind; Deafblind Services in Auckland and Monica Leach as the Deafblind NZ Relay Outreach contractor has the second.

The PacMates will be used for demonstrations and offered to potential users to trial.

Hearing Impaired

NZ Relay looks forward to the Hearing Association conference at the end of March.

We are hoping to register up to fifty participants in the upcoming trial of the new easy to use VCO phone. Participants and potential users will be supported by Outreach contractors.

Bellman Alert

Base Unit & pager

The battery operated base unit connects to the telephone line causing the separate Visit Pager Unit to vibrate.

Separate pager units can be purchased to alert you to the front door bell, smoke alarm or baby alarm.

However, only the telephone units are supplied by NZ Relay.



BELLMAN ALERT

- The pager unit is small
- It can easily be carried in a pocket or attached to a belt using the belt clip

For more information...

Contact NZ Relay
(see the back of this newsletter for HELP DESK contact details)

Feedback from a Customer

I just wanted to write and thank you very much for coming to present the Relay Service to our meeting on 3 October. We appreciated your bringing the braille display, even though we could not actually see that working.

It is interesting when you have a mix of deaf and blind people together. I think it can be a bit disconcerting to those of us who are blind to get used to facing the front when the voice is coming from behind with an interpreter!

I was there early so of course was aware of what was happening, but felt for Julie coming in late and not realising the whole situation. Anyway I think we all learned from your presentation and I particularly liked seeing it in action when you called home.

Thanks

Paula Waby

NZ Relay - facts and figures

New Zealand Relay - 2006 Call Minutes Actuals



NZ Relay's handy hints & tips...



XXXX

If you see XXXX on your TTY or internet relay service, this means that an error in your message has occurred. The RA (Relay Assistant) is ensuring that you and the third party receive the correct information.

Using the voice. Did you know that you are able to use your voice when you make a call on your TTY? It is called 'Voice Carry Over' (VCO). Please visit our website for more information!

The NZ Relay Advisory Group

This group was established to allow the community a way to feed back to MED on NZ Relay related issues. To find your local representative on the Advisory Group visit our website at: www.nzrelay.co.nz/advisory.html

Presentations for organisations

Contact or call centres, businesses, community or education sectors, NZ Relay is happy to present and promote our services at your organisation, business, community or education venues.

Just contact Chris Blum...

Account Manager, NZ Relay

Toll free TTY: 0800 NZRELAY or 0800697352
Phone: 64 9 3587192
Fax: 64 9 3587189

Mobile/Text Phone: 64 21 300095
E-mail: Christoph.A.Blum@sprint.com

If you have a query about the service or how to operate your TTY, please contact NZ Relay

Customer Service TTY: 0800 4 713 713
Voice: 0800 4 715 715

If you would like to receive e-newsletter, please register your details with;

Chris Blum, NZ Relay Account Manager
Sprint International NZ
ASB Centre, Level 20
135 Albert St
CBD, Auckland

Phone: 64 9 3587192

TTY: 64 9 3587191

Fax: 64 9 3587189

E-mail: Christoph.A.Blum@sprint.com



If you would like a copy of the NZ Relay Brochure, Ministry of Economic Development Application forms or Equipment lists please contact the Help Desk on; TTY: 0800 4 713 713 or VOICE: 0800 4 715 715

