



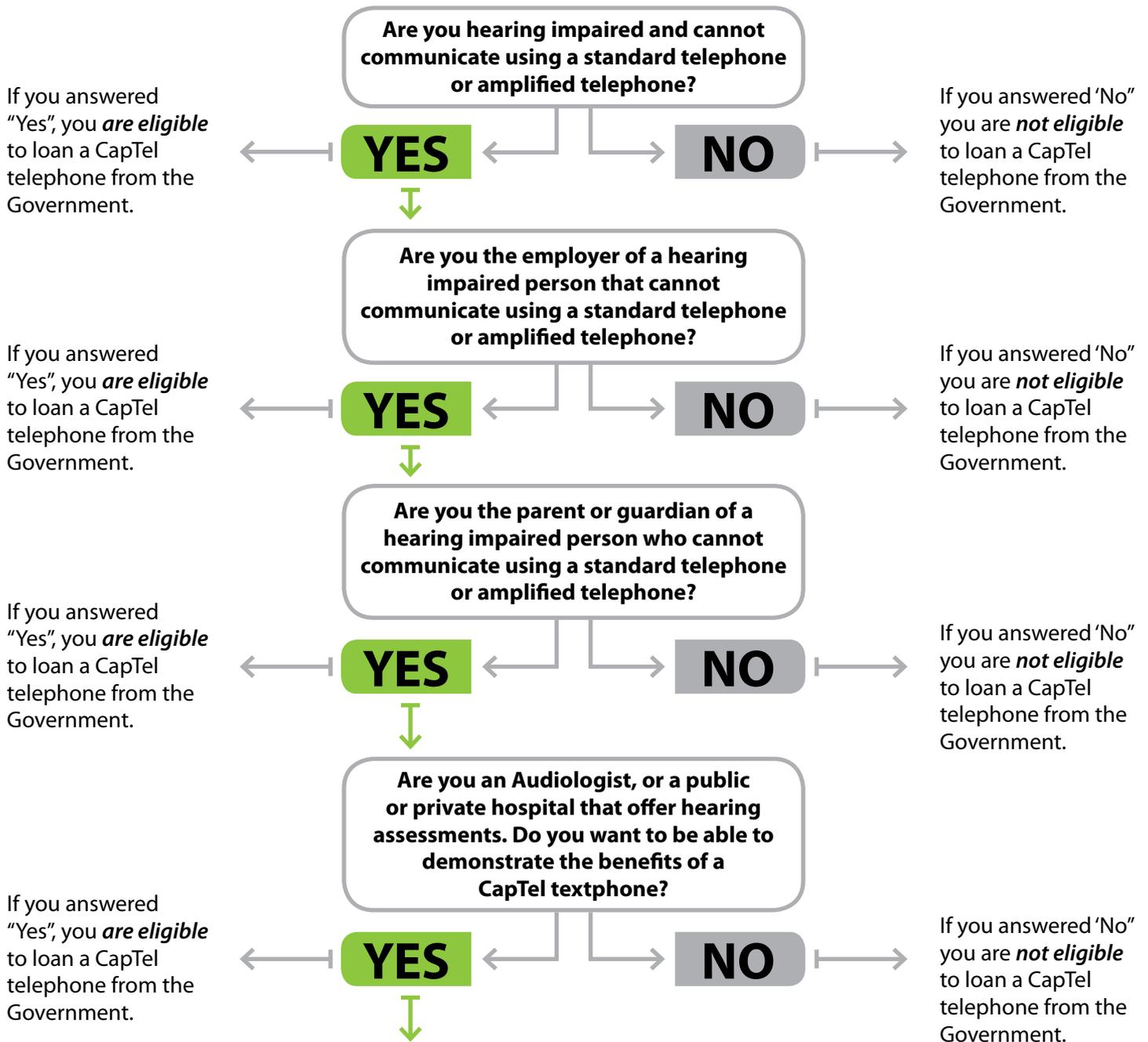
# A guide to applying for a CapTel Telephone

You will need to take three steps to apply for the loan of a 50% government funded CapTel telephone from the Government:

1. Read the Eligibility Criteria
2. Read and accept the Loan Agreement
3. Complete the Application Form

**This form is not to be used for the loan of a textphone.**

## ? ELIGIBILITY CRITERIA FOR EQUIPMENT



Please complete the following application...

# Application Form



Ministry of Business,  
Innovation & Employment

More application forms are available for download from [www.captel.co.nz](http://www.captel.co.nz)

## 1 APPLICANT'S EQUIPMENT NEEDS

To enable us to better meet your needs, please indicate the degree or type of hearing, vision or speech impairment you have (*please tick as applicable*)

	Hearing	Vision	Speech
No significant impairment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Significant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Profound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auditory Processing Disorder	<input type="checkbox"/>		

Will you require home visit CapTel telephone training? (*please circle as applicable*)

YES NO

## 2 APPLICANT DETAILS

The Applicant is the person who will be using the CapTel telephone or the employer of the person who will be using the CapTel telephone (*an applicant must meet the eligibility criteria*)

Full Name

Preferred Title	Mr	Mrs	Ms	Miss	Dr	Date of Birth	_____
Delivery Address	_____					Mailing Address ( <i>if different from delivery address</i> )	_____
	_____						_____
	_____						_____
Telephone/TTY	_____					Mobile	_____
Home	_____					Fax	_____
Business	_____					Email	_____

## 3 GUARDIAN

This section is to be filled in by any Guardian of the Applicant where the Applicant cannot sign the CapTel Telephone Equipment Loan Agreement himself or herself (for example where the Applicant is under 18 years old or where a power of attorney exists).

*If you sign the Agreement as the guardian you are agreeing to be bound by the Agreement on behalf of the Applicant.*

Full Name

Preferred Title	Mr	Mrs	Ms	Miss	Dr	Telephone/TTY	_____
Address	_____					Home	_____
	_____					Business	_____
	_____					Mobile	_____
Email	_____					Fax	_____

# Application Form



Ministry of Business,  
Innovation & Employment

## 4 WHAT YOU MUST ARRANGE

You must arrange and pay for:

- A standard telephone service line. The CapTel telephone is not compatible with digital PABX lines found in offices or some residential facilities.
- High-speed Internet access modem that has an Ethernet port available to plug in the CapTel telephone (broad-band or digital cable service, not dialup).
- Router - depending on your Internet set up, a router may also be required to connect more than one device to your Internet service.
- A standard 230V mains power outlet near where you want to place you CapTel telephone (if a suitable existing outlet is not available).

## 5 PART PAYMENT

To loan a CapTel telephone you must pay \$323.00 (GST inclusive) which is half the price of a CapTel phone.

You can make payment of this amount by either:

- a. Cheque payable to "MBIE - CSD CapTel telephones" when you return your completed Application Form to CSD New Zealand Ltd; or
- b. Electronic payment using Internet banking to Westpac account 03-0049-0001362-00. The Reference to be used is "CapTel". The particulars required are the initials and surname of the person or business that will be using the CapTel telephone. Use the Code field as well if there is insufficient space for your initials and name in the Particulars field.

If you have any questions about making payment please contact the CapTel helpdesk:  
**Ph 0800 227 835 or e-mail to [helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)**

## 6 SELF CERTIFICATION & SIGNATURE OF APPLICANT / GUARDIAN / EMPLOYER

I certify that the information I have provided in this form is correct.

I agree that if any statement is untrue my calls may be disconnected and any costs recovered.

I understand that the Ministry of Business, Innovation and Employment reserves the right to require the Applicant to have an audiological review, which is a hearing test performed by a registered audiologist at the Applicant's cost.

- I declare that the details I have provided above are true.
- I understand and agree to the terms and conditions in the attached CapTel telephone Loan Agreement and I confirm that I will meet them where the eligibility to the loan of a CapTel telephone is approved.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Would you like to receive NZ Relay newsletters by (*tick preferred option*)

email

post

**When you have completed this form post, email or fax to:**

CapTel New Zealand  
c/o CSD New Zealand Ltd  
PO Box 106900  
Auckland 1143

[helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)  
Fax 0800 4 329 697

**Enquiries to CapTel Helpdesk:**

Ph 0800 227 835  
[helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)

# CapTel Telephone Loan Agreement



Ministry of Business,  
Innovation & Employment

This is a legal agreement for you to loan a CapTel telephone and related equipment from us.

Please read this document carefully.

If you have any questions or concerns please contact our independent contractor:

CapTel New Zealand  
c/o CSD New Zealand Ltd  
PO Box 106900  
Auckland 1143

Phone: 0800 227 835

Fax: 0800 4 329 697

helpdesk@captel.co.nz

## Summary

- The Ministry agrees to loan you CapTel telephone equipment if you meet CapTel telephone loan criteria and agree to this agreement.
- You must take care of the CapTel telephone equipment.
- The Ministry's agent, CSD, will fix the CapTel telephone equipment as long as you have looked after the CapTel telephone equipment and not broken the equipment on purpose.
- The Ministry may end this agreement or you may end it.

## The Agreement

1. The Ministry of Business, Innovation and Employment (Ministry) agrees to supply the CapTel telephone and CapTel telephone related equipment (Equipment) to you if:
  - You meet the CapTel telephone loan criteria and
  - You agree to this CapTel Telephone Loan Agreement (Agreement) and complete an Application Form for the Equipment.
2. You agree that:
  - You are eligible to loan Ministry's Equipment.
  - The information you have provided is true.
  - You will let us know straight away if you have a new address or phone number, or if your CapTel telephone loan criteria changes.
3. The Ministry only loans the Equipment. The Ministry will not pay for renting a telephone line, Internet connection, or other charges associated with use of the Equipment.
4. You agree that the Ministry is not responsible and does not owe you any money for anything caused by or resulting from anything we do under this Agreement.
5. You agree that the Ministry is not responsible if you are unable to use the Equipment if the Equipment breaks down.

## Use of the Equipment

6. The Equipment is the property of the Ministry.
  - You may use it as long as you need it.
  - You can not give it away or sell it.
  - You must not damage, break or change the Equipment.
  - You must take care of it.
7. You must let us know straight away if the Equipment needs maintenance or is not working. The Ministry will use reasonable efforts to fix or maintain the Equipment as long as:
  - you have taken reasonable and proper care of the Equipment and
  - you send the Equipment at your cost to CSD New Zealand Ltd with a written note that you need CSD New Zealand Ltd to fix or maintain the Equipment.
8. CSD New Zealand will not fix the Equipment if it has been intentionally damaged or lost. If you lose or damage the Equipment (including by fire or theft) you will have to pay for the Equipment to be repaired or replaced.
9. CSD New Zealand Ltd will make reasonable efforts to supply you with replacement Equipment while your Equipment is being fixed or maintained.

## Term of Agreement and how to end the Agreement

10. Unless you or the Ministry end this Agreement as described in clauses 11 and 12, this Agreement begins when your eligibility to loan Equipment is approved by the Ministry and ends when you return the Equipment to us with notice that the Equipment loan is at an end.
11. You may end this Agreement at any time by giving back the Equipment to CSD New Zealand Ltd with a written note that you want to end the Agreement.
12. If we decide to end the Agreement, you must give back the Equipment straight away.
13. If this Agreement ends and you do not give back the Equipment we may:
  - require you to pay for the cost of the Equipment or
  - require you to return the Equipment.

## Privacy of Information

14. We will use the information you provide to assess your eligibility to loan the Equipment. We may also use the information you provide:
  - for statistical or other purposes but your identity will not be disclosed; and
  - to pick up the Equipment if you end the Agreement or the Ministry ends the Agreement and you do not return the Equipment to us.

## Contacting the Ministry

15. If you want to contact CSD New Zealand Ltd, use the address in the left hand column of this page.
16. If the Ministry wants to get in contact with you, the Ministry will use the address you gave us in your Application Form for the Equipment or any subsequent address that you provide.

## Changes to the Agreement

17. We may change the Agreement at any time by giving you twenty (20) business days' notice in writing.
18. If there is a disagreement over the Agreement each Party will try to sort out any disputes under this Agreement through good faith negotiations or other informal dispute resolution.

## Events Outside Control

19. If an event outside your or the Ministry's control occurs (such as an act of God, communication line failure, power failure, riot, strike, lock-out, labour dispute, fire, war, flood, earthquake or other disaster) then each party's obligations under this Agreement will stop and only start again one the event has stopped having effect.

## Assignment

20. The Ministry may transfer to somebody else the whole or any part of our side of the Agreement you have with the Ministry.