

# Frequently asked Questions about CapTel Equipment and Service



Ministry of Business,  
Innovation & Employment

If you have any questions or need to request training, you can contact the CapTel helpdesk: **Ph 0800 227 835** or **e-mail to [helpdesk@captel.co.nz](mailto:helpdesk@captel.co.nz)**

## Will I own the CapTel Telephone Equipment?

No, the CapTel Telephone Equipment will be loaned to you under the terms of the CapTel Telephone Equipment Form and Loan Agreement and will remain the property of the Ministry of Business, Innovation and Employment.

The Ministry of Business, Innovation and Employment's independent contractor, Communication Service for the Deaf, will provide repair service at no charge if required and will provide a Help Line to call if you need assistance in learning how to use your CapTel Telephone Equipment effectively.

If you no longer need your CapTel Telephone Equipment it must be returned to Communication Service for the Deaf in Auckland where it will be refurbished to as new condition at the government's cost, tested and be ready for issue to another user.

## Hours of Service

All types of CapTel service will be available daily from 8.00 am to 9.00 pm.

## Are my calls private?

As for all calls via NZ Relay there is a Relay Assistant present in the call.

For CapTel calls the Relay Assistant must listen to at least one direction of the conversation to be able to re-voice it into the voice recognition machine that converts the speech to text for the hearing impaired caller.

Relay Assistants undergo a Police check before being employed and must sign a confidentiality agreement. No records of any conversation are kept.

## Can I choose whether my calls are announced as coming via the service or not?

Yes. It is up to you whether you want to say that you are calling using CapTel or not.

# Frequently asked Questions about CapTel Equipment and Service



Ministry of Business,  
Innovation & Employment

If you have any questions or need to request training, you can contact the CapTel helpdesk: **Ph 0800 227 835** or **e-mail to helpdesk@captel.co.nz**

## How much is a CapTel phone?

As of 26 August 2012, the CapTel phone has been discounted at \$323.00 (GST inclusive) which is 50% off the full price of the phone (regular price: \$646.00). The previously advertised introductory pricing of \$99 expired once the first 200 phones were sold on 25 August 2012.

## How to Pay

a) Make a cheque for \$323.00 (GST inclusive) payable to “MBIE-CSD CapTel telephones” and send to:

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

**OR**

b) Make a payment of \$323.00 (GST inclusive) via internet banking to Westpac account: **03-0049-0001362-00**

Please use the **reference “CapTel”**

Insert the **initials** and **surname** of the person or business that will be *using the CapTel telephone* in the field where you put the **details or particulars**.

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**