

Captioned relay

For people with a hearing impairment

If you have trouble hearing on the phone then the National Relay Service can help you make successful phone calls with captioned relay.

You can ring anyone, anywhere at any time. Your calls are confidential.

What do I need?

You will need an internet connection and a phone. For example you could use a desktop computer or laptop with an ordinary phone or mobile.

Or you could make the call using only an internet-connected mobile phone (a smartphone). You will need to have the phone on speaker or use a headset so you can speak and read the conversation at the same time.

How do I make a call?

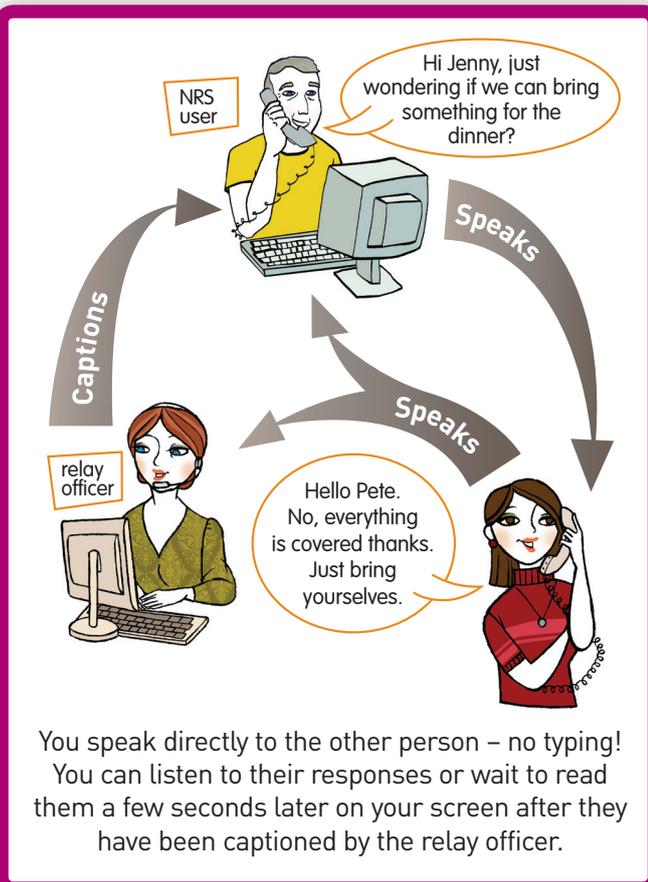
1. Open a web browser and go to www.nrscall.gov.au/captioned-relay.

You can also get to this page from the link on every page of the NRS website.

You can also make captioned relay calls using the NRS app.

2. Enter the phone number you will be using and the phone number you want to ring in the boxes provided.
3. Enter the letters shown on the page into the security capture box.
4. Click 'Connect now'.
5. The NRS will then ring your phone and connect it to the phone of the person you want to ring.
6. You talk directly to the other person as you would in an ordinary phone call.
7. The other person's words will be re-spoken by the relay officer into special voice-recognition software and the words will appear as text on your browser screen. You can listen to the other person's voice or you can turn down the volume if you prefer to just read the captions. There will be a delay between the voice and the captions.

The relay officer stays on the line and the call continues for as long as needed.



You speak directly to the other person – no typing!
You can listen to their responses or wait to read them a few seconds later on your screen after they have been captioned by the relay officer.

What will it cost?

Calls are free. However you will be connecting to the internet, and how you are charged for your data usage will depend on your internet or phone plan.

Can people make calls to me?

Yes, anyone can ring you through the NRS using an ordinary phone or mobile. However, before you can receive a call you first need to register and login to the captioned relay website.

Registration is simple. You need to provide your name, phone number, a password, email address (in case you lose/forget your password) and a secret question/answer (in case you change/forget your email address).

You then login using your phone number and password. Once you are logged in, the other person just needs to:

- ring the NRS on **1300 318 850**
- enter your phone number including area code and press #.

The relay officer will connect them to you and then relay the call in the usual way.

The cost for the other person will be the standard cost of a 1300 phone call.

More information

Go to www.relayservice.gov.au for:

- more about using captioned relay
- more about the NRS app
- detailed FAQs
- tips on making calls.

You can also contact the **NRS Helpdesk** (Monday to Friday, 8am to 6pm Eastern Standard Time) if you have any questions:

- phone: **1800 555 660**
- email: helpdesk@relayservice.com.au
- SMS: **0416 001 350**

You can also make captioned relay calls using a special handset. To find out more about the handset and associated costs contact the NRS Helpdesk.

The National Relay Service is an Australian Government initiative funded by a levy on eligible telecommunications carriers.

▼ *There are different ways you can make a captioned relay call. You can use a smartphone by itself (left), or a computer with an ordinary phone.*



07/15



An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment
www.relayservice.gov.au