

Speak and Read calls

If you are deaf or have difficulty hearing, the National Relay Service (NRS) can help you make phone calls.

If you are able to speak on the phone but prefer to read the responses, you can use a special phone called a TTY. This type of call is known as **Speak and Read**.

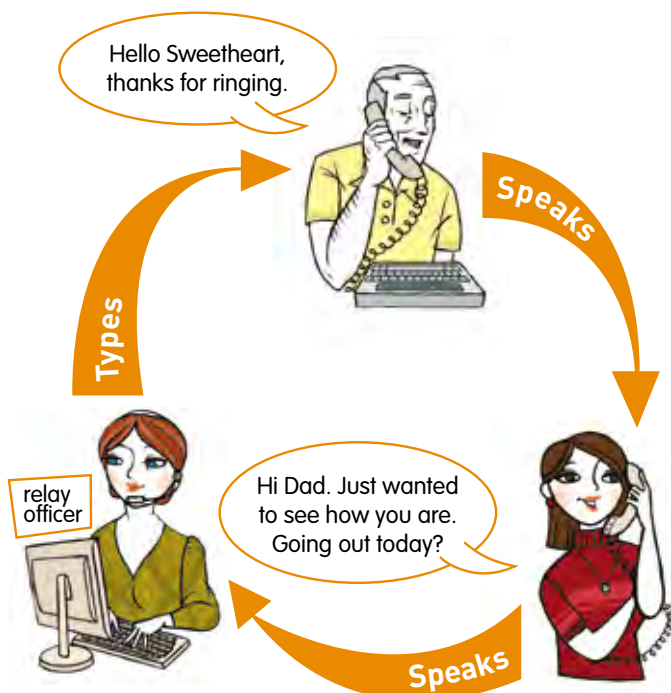
You use your own voice during calls to talk directly to the other person. It's great for them to be able to hear directly what you say. A relay officer then types everything the other person says to you, for you to read.

You can also use Speak and Read to phone someone who, like you, has a hearing impairment but wants to speak. Both of you speak and read while the relay officer does all the typing for you.

Making an NRS call is similar to making any phone call. The only difference is that a relay officer is on the line. The relay officer helps your call go smoothly but doesn't change or interfere with what is being said.

How it works

- > If you live in Australia, you can dial either of the following numbers to make a Speak and Read call:
 - **133 677** for all calls to local, interstate, overseas or premium rate (1900) numbers
 - **1800 555 677** to call a free 1800 number.
- > When asked, dial the area code and number of the person you want to call. You'll then be connected to a relay officer to begin the conversation.
- > Once your call has started, speak directly to the other person, not to the relay officer – unless you have a question or problem about the call process.
- > If the relay officer needs to talk directly to you they will use brackets.
- > If you want to make premium rate or international calls, you will need an NRS account – print out a form from our website or contact the Helpdesk.



You speak directly to the other person – no typing!
You read their responses, typed by the relay officer, on your textphone/TTY.

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What you need

- > You will need a TTY. This is a textphone with small display screen for text. It allows you to read what is being said by the person you are talking to. Different models of TTYs are available. (TTYs also have a keyboard to allow users to type their side of the conversation if they want to.)
- > You may also need an ordinary phone, depending on the model of TTY you choose.
- > Other equipment, such as a phone arm, flashing light or phone double adaptor, will depend on your personal requirements.

In most cases you can rent a TTY for about the same cost as an ordinary phone. Contact the Helpdesk for more information about TTYs and where to obtain other equipment.

To call a Speak and Read user

If your hearing and speech are fine but you would like to call a Speak and Read user, you can use an ordinary phone or a mobile to contact them through the NRS by ringing **133 677**.

You will be asked to dial the area code and number of the TTY you wish to call and then transferred to a relay officer.

The relay officer will tell you when your call is connected.

You begin speaking to the person you are calling, the relay officer types your words, and the other person speaks directly to you.

Tips for talking to a Speak and Read user

- > Pause at the end of each phrase or sentence – this allows the typing speed of the relay officer to keep up.
- > If possible, repeat and spell difficult words, names, addresses and phone numbers.
- > Cover one topic at a time.
- > Speak no more than a minute each turn.
- > Always say 'go ahead' after each time you have spoken.
- > Always end your call with 'goodbye, signing off' or something similar.
- > Speak directly to the person you are calling rather than the relay officer. Use 'I' and 'you' rather than 'tell her'.
- > Once your call has started, only speak directly to the relay officer if you have a question or problem about the call process.

For more information

Training is **free** and can be done in your own home. For training, more information or support, contact our Helpdesk (Monday to Friday, 9am to 5pm, Sydney time):

TTY: **1800 555 630**

Voice: **1800 555 660**

SMS: **0416 001 350**

Fax: **1800 555 690**

Email: helpdesk@relayservice.com.au

See our website www.relayservice.com.au for a wide range of information about relay calls and the National Relay Service.

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



A phone solution for people who are deaf or have a hearing or speech impairment

www.relayservice.com.au



An Australian Government Initiative