

Speak and Listen calls

using the
NRS
is easy

If you have difficulty using the phone because you have a speech impairment or use a voice output device, you can use the National Relay Service to make **Speak and Listen** phone calls.

- Making a relay call is similar to making any phone call. The only difference is a relay officer is on the line to assist you.
- There are two versions of Speak and Listen. With the standard version you use an ordinary or mobile phone. The other version uses the NRS app on a smartphone. This gives you extra features.
- You can ring anyone, anytime from anywhere in Australia.
- Your calls are confidential.

Starting a call using an ordinary phone or mobile

- Dial either of the following numbers:
 - 1300 555 727 for all calls to local, interstate or overseas numbers, or
 - 1800 555 727 to call a free 1800 number.
- When you are connected, give the relay officer the area code and number of the person you wish to call.

Starting a call using the NRS app

- Open the app and tap 'Make a call'
- Tap 'Make a Speak and Listen call'
- Enter the number you want to receive the call on – the NRS is technically ringing you back to start the call
- Enter the area code and number you want to call – you can do this via the contacts stored on your device without rekeying the number
- Tap 'Connect now'.

Once you are connected

- You can use your own voice or voice output device during the call. It's great for other people to be able to hear directly what you say.
- The relay officer will re-speak any or all of your words, depending on your instructions.
- You can listen directly to what the other person is saying. It can be important for your family and friends to know that you can hear their voices on the phone.

Benefits of using the NRS app

The app gives you extra features that can make your Speak and Listen calls easier:

- use pre-set start-up messages (Services) to begin your call – these are sent as text to the relay officer who reads them out to the person you are calling
- create your own Quick phrases to insert during the call – these are sent as text to the relay officer who reads them out to the other person



You speak directly with the other person. The relay officer is on the line to re-speak any of your words as required. If you are using the NRS app you can also send and receive part of your conversation as text.

- type and send text to the relay officer during the call and receive text messages back in return
- insert information into the call from the Profile you have created on the app
- use your device's GPS to insert your location into a call.

See *The NRS app* factsheet or the NRS website for more on these features.

What you need

You can use an ordinary phone or mobile phone to make standard Speak and Listen calls.

Or if you have a smartphone you can make calls through the NRS app.

If you have difficulty dialling or holding an ordinary phone, you could use:

- a big-button phone for easy dialling
- a phone with one large external button to dial and answer calls
- a speakerphone so you don't have to hold the receiver while you talk.

If you would like to know more about special equipment for making Speak and Listen calls, talk to our Helpdesk.



Caller profiles make it easier

These help the relay officers know what to do to help you:

- if you type slowly on a voice output device – the relay officer can then ask callers to wait
- with any strategies to understand your speech or clarify any misunderstandings
- if you use certain numbers regularly.

If you are using an ordinary phone or mobile contact our Helpdesk for a New profile form or you can print one from the NRS website.

If you are using the NRS app just fill in the Profile within the app.

Calling a Speak and Listen user

If you want someone to call you through Speak and Listen just ask them to ring **1300 555 727** and follow the prompts.

What does it cost?

A call from an ordinary phone will cost about the same as a local call – for calls to anywhere in Australia.

If you are using a mobile phone, the cost will depend on your phone plan – most mobile calls are time-charged.

If you are using the **NRS app**, there are no call charges – but you will be using broadband data. How you are charged for this data will depend on the plan you have with your service provider.

More information

Go to www.relayservice.gov.au for more on:

- how to make and receive Speak and Listen calls
- using the NRS app

Contact our **Helpdesk** (Monday to Friday, 8am to 6pm Eastern Standard Time):

- Voice: **1800 555 660**
- TTY: **1800 555 630**
- SMS: **0416 001 350**
- Fax: **1800 555 690**
- Email: helpdesk@relayservice.com.au

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



An Australian Government Initiative



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