

Type and Listen calls

If you have difficulty speaking on the phone but can hear adequately, **Type and Listen** calls through the National Relay Service could be useful for you.

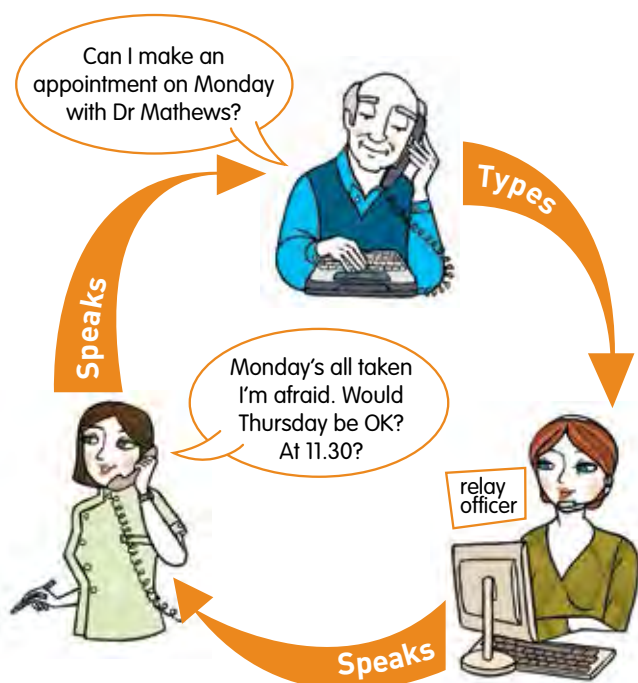
This is where you type your side of the conversation into a special phone called a TTY and a relay officer reads your words out to the person you are calling. You can then listen to the other person's reply directly on your phone.

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.

You can ring anyone from anywhere in Australia 24 hours a day, 7 days a week.

How it works

- You can dial either of the following numbers to make a Type and Listen 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, type 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.
- At the start of your call, remember to identify yourself by typing your name because the person you are calling will not be able to hear your voice.
- If you need to talk directly to the relay officer during a conversation use brackets, otherwise what you say will be relayed.
- You can ask for free training or more information if you are not sure how to make a Type and Listen call. Contact the NRS Helpdesk.
- 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 type your side of the conversation to the relay officer who speaks your words to the other person. You listen as the other person responds directly to you.

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What you need

- You will need a TTY. This is a phone with a keyboard. It allows you to type your conversation for the relay officer to read to the other person. Different models of TTYs are available. (TTYs also have a small display screen for text to allow users to read what the other person is saying if they want to.)
- You may also need an ordinary phone, depending on the TTY you choose.
- Other equipment, such as large visual display, phone arm or hands-free phone will depend on your personal requirements.

For information on where to obtain equipment, please contact our Helpdesk. TTYs are usually available from your phone company for the same rental as an ordinary phone. Contact the Helpdesk for more information.

Common abbreviations

GA Go ahead. When the other person sees you have typed this they know it is their turn to respond.

GA to SK I am ready to hang up (Go Ahead to Stop Keying). This is similar to changing your tone of voice to show you are ready to hang up. It allows the other person to say good-bye and hang up.

SKSK I am hanging up now (Stop Keying, Stop Keying). The other person will respond in the same way. Do not type just SK as this is considered rude – like hanging up without saying goodbye in a voiced conversation.

XXX Erasing a typing error or part of a conversation. Can be used instead of backspacing.

To call a Type and Listen user

If your hearing and speech are fine but you would like to call someone who uses Type and Listen, 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 then speak directly to the other person, but the relay officer reads their words to you.

For more information

If you need more information or support, contact our Helpdesk (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