

Type and Read calls using a TTY

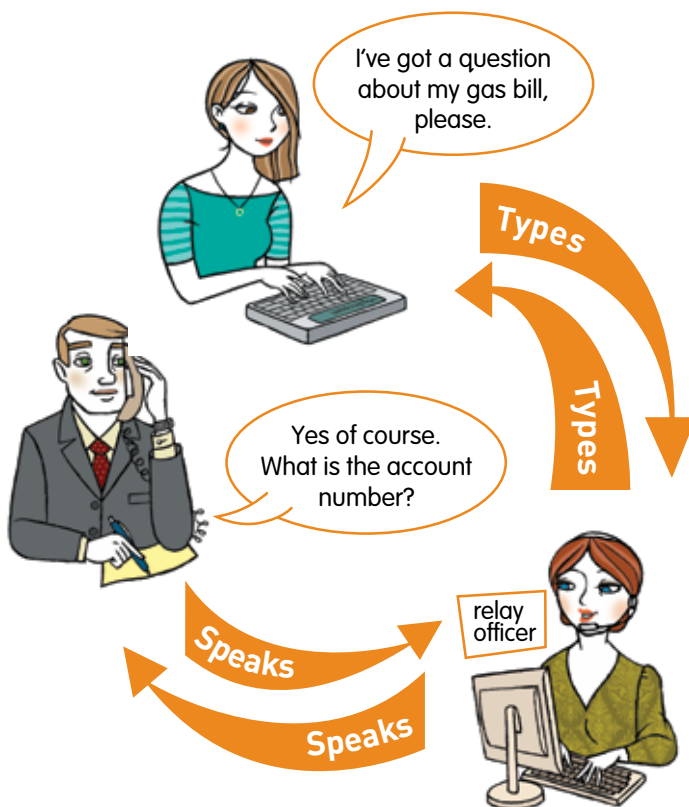
If you are deaf or can't hear well and have difficulty using your voice, you can still successfully use the phone with **Type and Read** relay calls.

A relay officer becomes your 'voice' and reads aloud to the person you are calling what you type on a special phone known as a textphone or TTY. The relay officer then listens to what the other person says and types it back for you to read.

Making a relay 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 Type and Read call:
 - 133 677 for all calls to local, interstate or overseas 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. The relay officer will also use brackets when talking directly with you.
- You can ask for free training or more information if you are not sure how to make a Type and Read call. Contact the NRS Helpdesk.
- If you want to make an international or 1900 premium rate call, you will need to pay for the call – see our website or contact the Helpdesk for more information.



You type your side of the conversation and read the responses on your textphone/TTY.

Type and Read calls using a TTY

What you need

- You will need a TTY. This is a phone with a keyboard and a small display screen for text. It allows you to type your conversation and to read what is being said in reply. Different models of TTYs are available.
- You might find other equipment useful, such as a flashing light or phone arm.

For information on where to obtain equipment, please contact our Helpdesk. If you are deaf or have a hearing or speech impairment, you can usually rent a TTY from your phone company through their disability equipment scheme for about the same cost as renting an ordinary phone.

Common abbreviations

GA Go ahead. This means you are ready for the other person to respond. When you receive a GA it is *your* turn to respond.

GA to SK You are 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. You can also type "BYE TO SK"

RO Relay officer

SKSK I am hanging up now. (Stop Keying, Stop Keying). The other person should 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.

Other ways of making relay calls

If you are deaf and prefer not to speak on the phone you can also make calls using:

- **video relay** – where you sign your conversation over the internet using Auslan
- **internet relay** – on a computer or tablet, or through the **NRS app** on a smartphone
- **SMS relay** – on any mobile phone.

See our website or contact the Helpdesk for more info about different call options.

To call a Type and Read user

If your hearing and speech are fine but you would like to call someone who uses a TTY, 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 want to call and then transferred to a relay officer.

The relay officer will tell you when your call is connected. You just begin speaking to the person you are calling and the relay officer will then relay the conversation.

For more information

If you need more information or support, contact our **Helpdesk** (Monday to Friday 8am to 6pm, Eastern Standard 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.gov.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.



An Australian Government Initiative



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