

# Captioned Relay calls

## 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.

In each call a **relay officer** is on the line typing everything the other person says, for you to read.

### 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?

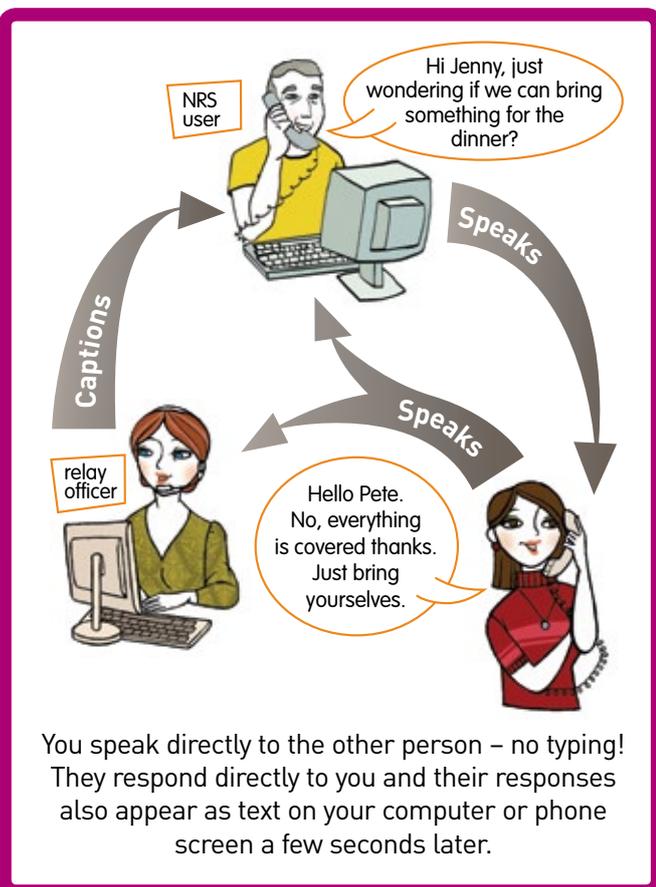
- Open a web browser and go to [www.nrscall.gov.au/captioned-relay](http://www.nrscall.gov.au/captioned-relay).

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. Open the app and tap 'Captioned Relay'.

- Enter the phone number you will be using and the phone number you want to ring in the boxes provided.
- Enter the letters/numbers from the image into the security capture box.
- Click 'Connect now'.
- The NRS will then ring your phone and connect to the person you want to ring.
- You talk directly to the other person as you would in an ordinary phone call.
- The other person's words appear as text on your 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 short delay between hearing the voice and seeing the captions.

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



## What does it cost?

Relay calls within Australia are free. However you will be connecting to the internet, and charges for your data use will depend on your internet or mobile data 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.

Registration is simple. Just click the 'Not registered?' link on the Captioned Relay webpage. You will need to provide your name, phone number, a password, email address and a secret question/answer.

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 info

Go to [www.relayservice.gov.au](http://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 our [Helpdesk](#) (Monday to Friday, 8am to 6pm Eastern Standard Time) if you have any questions:

- phone: **1800 555 660**
- SMS: **0416 001 350**
- email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

You can also make Captioned Relay calls using a special handset. To find out more about the handset and associated costs contact our Helpdesk.

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



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An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment  
[www.relayservice.gov.au](http://www.relayservice.gov.au)