

Speak & Read calls

Speak & Read relay calls are useful if you:

- are deaf or have trouble hearing but can speak on the phone, and
- don't use a computer or mobile phone.

Making a relay call is similar to making any phone call. You use your own voice during calls to talk directly to the other person. The only difference is that a **relay officer** is on the line typing everything the other person says, for you to read.

Relay officers are the central link in the phone call. They stay on the line throughout the call to help it go smoothly but don't change or interfere with what is being said.

Speak & Read is available all day every day.

What you need

You will need a specialised fixed-line phone called a [TTY](#).

A TTY has a small display screen where you read what the other person has said to you. It also has a keyboard.

In most cases you can rent a TTY for about the same cost as an ordinary phone through the disability equipment schemes offered by Telstra and Optus.

How do I make a call?

- Enter one of the following numbers on your TTY to start your call:
 - **133 677** for all calls to local or interstate numbers
 - **1800 555 677** to call a free 1800 number.
- You'll be connected to a relay officer. When asked, tell the relay officer the area code and number of the person you want to call. The relay officer will then dial the number for you.
- The relay officer will say if the person you are calling has answered the phone, if the phone is still ringing or if the number is engaged.
- Once the other person has answered the phone, you speak to them directly. The other person speaks on their phone to the relay officer. The relay officer will type the other person's words for you to read.

What does it cost?

There is no extra charge to use the NRS within Australia. The cost is the same as any 1300 call on your phone plan.

Caller profiles

A caller profile is a simple record which automatically tells us how you prefer to use the service. A caller profile will make it easier for you to make and receive your calls. Contact our **Helpdesk** to find out to how set up a profile.



You speak directly to the other person – you don't need to type.
A relay officer types the other person's responses back for you to read on your TTY screen.

Call tips

- Cover **one topic at a time**.
- Always say **'go ahead'** when you are ready for the other person to respond.
- Speak **directly to the person you are calling** rather than the relay officer, unless you have a question or problem about the call process.
- The relay officer will use brackets when 'talking' directly with you, eg *(please hold)*.
- Always end your call with 'goodbye, signing off' or something similar.

Can people make calls to me?

Yes, anyone can call you. They just need to ring the NRS on **133 677** and follow the prompts from the relay officer.

When someone calls you, your TTY light flashes and the phone rings. Turn on your TTY. Say hello, your name and 'go ahead', and wait for the caller's greeting to appear on your TTY screen. The call will then proceed as normal.

Emergency calls

If you find yourself in an emergency which is either life threatening or where time is critical, you can use a special emergency number through your TTY. It lets you connect to fire, police and ambulance services and is available 24 hours a day.

- Simply **dial 106** on your TTY. This is a free number which connects you to the relay officer.
- You will be asked if you want police, fire or ambulance.
- The relay officer will dial the appropriate service and stay on the line to relay your conversation with the emergency service.

106 calls have priority over other relay calls.

Please note ...

TTYs may not be usable in a few years because they are an old technology. Instead of making calls on a TTY you could use [Internet Relay](#) if you have an internet connection, [SMS Relay](#) if you've got a mobile phone, or [Captioned Relay](#) if you have an internet connection and want to use your own voice.

Common abbreviations you will see on your screen

GA – Go ahead.

The relay officer is telling you that the other person has finished their turn and it's your turn to speak.

RO – Relay officer.

SKSK – I am hanging up now.

(Stop Keying. Stop Keying.) You might see this typed by the relay officer. It means that the other person is finishing the call.

More info

For more information on:

- getting started with Speak & Read calls
- making the most of your call
- disability equipment schemes and where to obtain TTYs

contact our [Helpdesk](#) (Monday to Friday, 8am to 6pm Eastern Standard Time):

- TTY: **1800 555 630**
- voice: **1800 555 660**
- fax: **1800 555 690**
- SMS: **0416 001 350**
- 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