

# Type & Listen calls

**Type & Listen** relay calls are useful if:

- you can't use your own voice on the phone
- your hearing is fine, and
- you don't use a computer or mobile phone.

Making a relay call is similar to making any phone call. You listen directly to the other person. The only difference is that you type your side of the conversation and a **relay officer** reads your words to the other person.

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.

Type & Listen is available all day every day.

## What you need

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

A TTY has a keyboard where you type your side of the conversation. It also has a small display screen.

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?

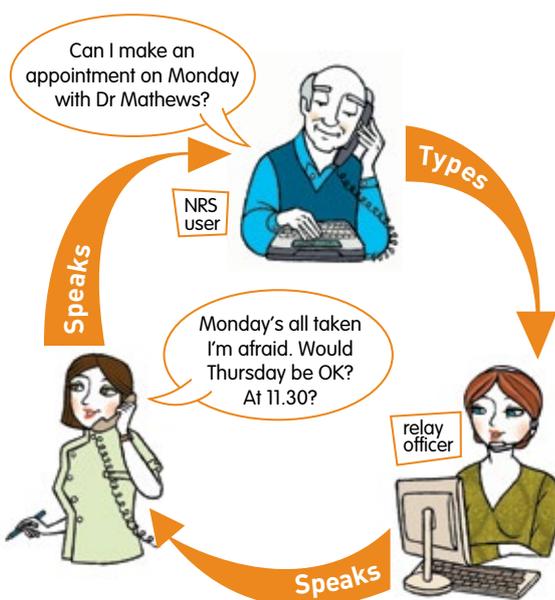
- Enter either of the following numbers on your TTY to start your call:
  - **133 677** for all calls to local or interstate numbers
  - **1800 555 677** to call a free 1800 number.
- You will be connected to a relay officer. When asked, enter the area code and number of the person you want to call. The NRS will then dial the number you have entered.
- The relay officer will tell you that the phone call is starting. You will hear the relay officer introduce the call to the other person and then your conversation will start.
- Type your side of the conversation on your TTY keyboard. The relay officer will speak your words to the other person. The other person will then speak directly to you.

## 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 how to set up a profile.



You type your side of the conversation on your TTY. A relay officer speaks your words to the other person on their phone. You listen as the other person speaks directly to you.

## Call tips

- At the beginning of your call, remember to say who you are by **typing your name**, because the other person won't be able to hear your voice.
- Type your call as if **you are directly addressing the person you are calling**.
- If you need to 'talk' directly to the relay officer during a conversation use brackets around the words, for example *(please repeat that)*. If you don't use brackets, what you say will be relayed.

## 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. Type your name and 'GA' 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 (type **PPP**), fire (type **FFF**) or ambulance (type **AAA**).
- 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.

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

## Common abbreviations when typing on a TTY

**GA** – Go ahead.

When the other person sees this they know it's 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 in a phone conversation to show you are ready to hang up. It allows the other person to say good-bye and hang up.

**RO** – Relay officer

**SKSK** – I am hanging up now.

(Stop Keying. Stop Keying.) The other person should respond in the same way.

## 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, or [SMS Relay](#) if you've got a mobile phone.

## More info

For more information on:

- getting started with Type & Listen 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](mailto:helpdesk@relayservice.com.au)

See our website [www.relayservice.gov.au](http://www.relayservice.gov.au) for a wide range of information about relay calls and the National Relay Service.



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)