

# Speak and Read calls

If you are deaf or have difficulty hearing, the National Relay Service (NRS) can help you make phone calls.

If you are able to speak on the phone but prefer to read the responses, you can use a special phone called a TTY. This type of call is known as **Speak and Read** or *voice carry-over*.

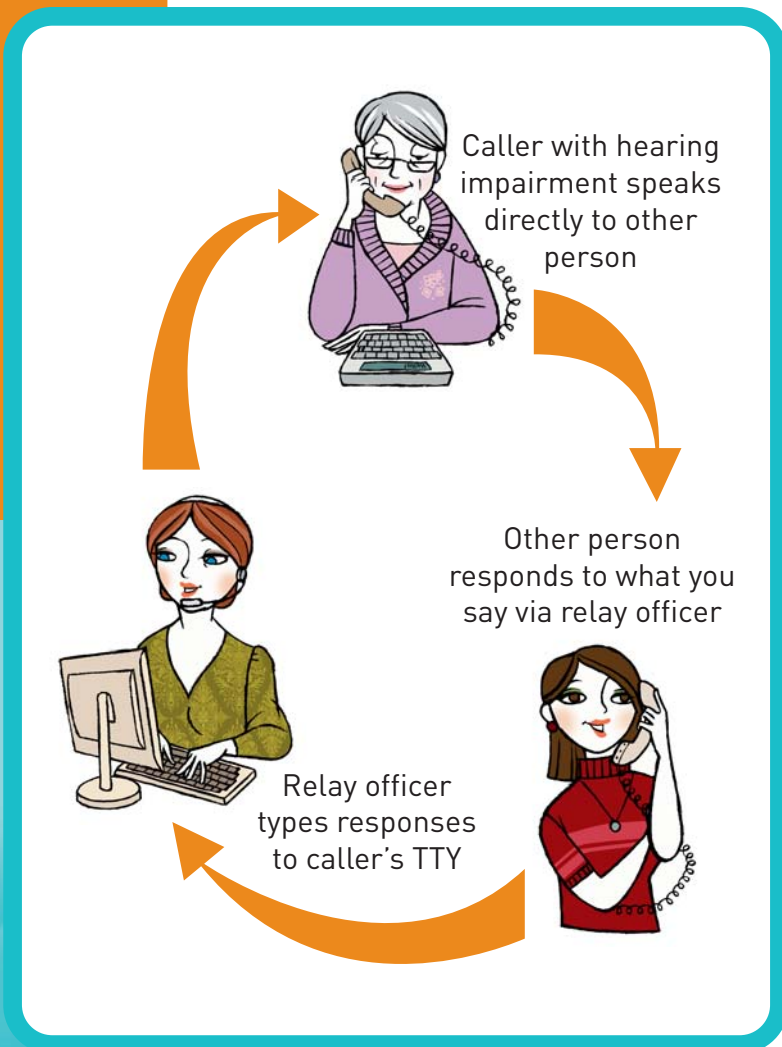
You use your own voice during calls to talk directly to the other person. It's great for them to be able to hear directly what you say. A relay officer then types everything the other person says to you, for you to read.

You can also use Speak and Read to phone someone who, like you, has a hearing impairment but wants to speak. Both of you speak and read while the relay officer does all the typing for you.

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.

## How it works

- If you live in Australia, you can dial either of the following numbers to make a Speak and Read 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, dial the area code and number of the person you wish to call. You'll then be connected to a relay officer to begin the conversation.
- You can ask for free training or more information if you are not sure how to make a Speak and Read 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.



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## What you need

- You will need a TTY. This is a phone with small display screen for text. It allows you to read what is being said by the person you are talking to. Different models of TTYs are available. (TTYs also have a keyboard to allow users to type their side of the conversation if they want to.)
- You may also need an ordinary phone, depending on the model of TTY you choose.
- Other equipment, such as a large visual display, phone arm, flashing light or phone double adaptor, will depend on your personal requirements.

For information on where to obtain equipment, please contact our Helpdesk. For eligible people with hearing or speech difficulties, a TTY costs about the same to rent as an ordinary handset. Contact the Helpdesk for more information.

## Tips for using Speak and Read

- Speak slowly.
- Pause at the end of each phrase or sentence.
- If possible, repeat and spell difficult words, names, addresses and phone numbers.
- Cover one topic at a time.
- Speak no more than two to three minutes each turn.
- Always say 'go ahead' after each response.
- Always end your call with 'goodbye, signing off' or something similar.

- Use 'I' and 'you' rather than 'tell her'. People like to be spoken to directly even though there is a third person in the middle.
- Don't speak directly to the relay officer, unless you are having technical problems.

## To call a Speak and Read user

If your hearing and speech are fine but you would like to call a Speak and Read user, 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 types your words to the person you are calling, and that person speaks directly 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](mailto:helpdesk@relayservice.com.au)

See our website [www.relayservice.com.au](http://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.



An Australian Government Initiative



A phone solution for people who are deaf or have a hearing or speech impairment

[www.relayservice.com.au](http://www.relayservice.com.au)